



Worry-Free™ Business Security Hosted2

for Small Business



Administrator's Guide

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<http://www.trendmicro.com/download>

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The user documentation for Trend Micro™ Worry-Free™ Business Security Hosted 2.5 Administration Guide is intended to introduce the main features of the software and installation instructions for your production environment. You should read through it prior to installing or using the software.

Detailed information about how to use specific features within the software are available in the online help file and the online Knowledge Base at Trend Micro's Web site.

Trend Micro is always seeking to improve its documentation. Your feedback is always welcome. Please evaluate this documentation on the following site:

<http://www.trendmicro.com/download/documentation/rating.asp>

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Preface

Welcome to the Trend Micro™ Worry-Free™ Business Security Hosted 2.5 Administrator's Guide. This book contains information about Worry-Free Business Security Hosted, its features, and instructions to use it.

This preface discusses the following topics:

- *What's New in Worry-Free Business Security Hosted* on page vi
- *Worry-Free Business Security Hosted Documentation* on page vi
- *Audience* on page vii
- *Document Conventions* on page vii


What's New in Worry-Free Business Security Hosted

Worry-Free Business Security Hosted (WFBS-H) 2.5 is a service that allows for remotely managing the security of small businesses. Worry-Free Business Security Hosted includes the following new features and enhancements:

- Web-based user interface
- Prevents threats automatically
- Represents threats, security risks, and system updates graphically
- Generates reports and logs

Worry-Free Business Security Hosted Documentation

The Trend Micro™ Worry-Free™ Business Security Hosted documentation set consists of the following:

Online Help—Helps you to configure all features through the user interface. You can access the online help by opening the Web console and then clicking the help icon ()

Administrator's Guide—Helps you to plan for deployment and configure all product settings.

Readme File—Contains late-breaking product information that might not be found in the other documentation. Topics include a description of features, installation tips, known issues, and product release history.

The Administrator's Guide and readme are available at:

<http://www.trendmicro.com/download>

Audience

The WFBS-H documentation is written for domain administrators who need to remotely manage the security of a small business using WFBS-H.

Document Conventions

The WFBS-H documentation uses the following conventions to help you locate and interpret information easily:

TABLE P-1. Document conventions and their descriptions

CONVENTION	DESCRIPTION
UPPER CASE	Acronyms, abbreviations, and names of commands and keys on the keyboard
Bold	Menus and menu commands, command buttons, tabs, options, and ScanMail tasks
<i>Italics</i>	References to other documentation
Monospace	Examples, sample command lines, program code, Web URL, file name, and program output
Note	Configuration notes
Tip	Recommendations
WARNING!	Reminders on actions or configurations that should be avoided

Introducing Worry-Free Business Security Hosted

This chapter discusses the Worry-Free Business Security Hosted product and agents. It also describes the features, and benefits of Trend Micro™ Worry-Free™ Business Security Hosted:

- *About Worry-Free Business Security Hosted* on page 1-2
- *About Agents* on page 1-2
- *Features* on page 1-4
- *Benefits* on page 1-5

About Worry-Free Business Security Hosted

Protect PCs from viruses, spyware, and other Web threats with Worry-Free™ Business Security Hosted. Designed for small businesses without servers, it is easy to set up. It requires zero administration and fewer resources to defend your small business and its reputation against data theft and risky Web sites. Worry-Free Business Security Hosted is safer, smarter, and simpler security.

- Provides multi-desktop protection with updates and upgrades maintained by Trend Micro, not you.
- Sets up easily - there is no server component to install.
- Save time with central management of desktop security.
- Manages PC security from anywhere, anytime with only a Web browser and Internet connection to access a central console

Worry-Free Business Security Hosted has the following features:

- **Summary.** See *About Summaries* on page 3-2.
- **Packages.** See *Working with Packages* on page 3-13.
- **Reports.** See *Working with Reports* on page 3-17.
- **Administration.** See *Administering Worry-Free Business Security Hosted* on page 3-22.

About Agents

A single Worry-Free Business Security Hosted Agent (known as an Active Agent) can download updates from the WFBS-H server. It can also update other Worry-Free Business Security Hosted Agents within a LAN. The WFBS-H Agent gets installed on the same machine as an OfficeScan client and acts as a plug-in to that client. The Agent allows communication between the OfficeScan client and the WFBS-H Server.

Inactive Agents

All the Worry-Free Business Security Hosted Agents, other than the Active Agent, are known as Inactive Agents.

Active Agent

The Active Agent serves as the contact window between the WFBS-H server and all WFBS-H Agents in a company.

It is responsible for:

- Communicating with the OfficeScan server
- Distributing updates and pattern files to other WFBS-H agents

The Active Agent periodically checks the WFBS-H server for component and pattern file updates. If there are updates, the Active Agent downloads the update and notifies Inactive Agents about the update. Some agents then download the update from the Active Agent. After these inactive agents are updated, they then proceed to update other agents that need to be updated. This prevents excessive utilization of the Active Agent's system resources.

The active agent election algorithm ensures there is always ONE Active Agent. Using the active agent election algorithm, WFBS-H agents in a company elect “one” WFBS-H agent to be the Active Agent. If the computer hosting the current Active Agent becomes unavailable, all other WFBS-H agents immediately elect a new Active Agent.

Agent Communication with WFBS-H Server

In the WFBS-H environment, OfficeScan clients communicate with the WFBS-H server through the Active Agent. When an OfficeScan client wants to send an HTTP request to the WFBS-H server:

1. The OfficeScan client forwards the request to the Active Agent first.
2. The Active Agent transforms the request into HTTPS format and forwards the request to the proxy server.

HTTPS is used as information is transmitted over the Internet.

3. Finally, the proxy server transfers the request to the WFBS-H server.

Response from the WFBS-H server to the OfficeScan client follows the reverse process.

The protocols used in the communication between the OfficeScan client and the WFBS-H server are shown in the following diagram.

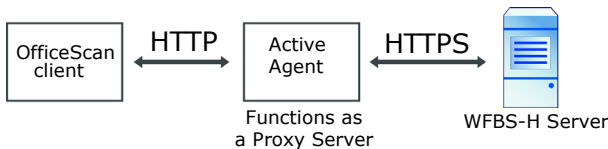


FIGURE 1-1. Communication protocols between WFBS-H Server and clients

Features

Worry-Free Business Security Hosted 2.5 has the following features:

- Web-based user interface
- Prevents threats automatically
- Represents threats, security risks, and system updates graphically
- Generates reports and logs

Benefits

Worry-Free Business Security Hosted is a Web service that provides the following benefits:

- Protects computers on your network from threats like virus/malware, spyware/grayware, and malicious URLs.
- Generates reports of the viruses, spyware, malware, malicious URLs that are detected on all the computers in your network.
- Generates a log query.
- Displays and renews your license.

Getting Started with Worry-Free Business Security Hosted

This chapter discusses how to get started with Trend Micro™ Worry-Free™ Business Security Hosted:

- *Getting Started* on page 2-2
- *System Requirements* on page 2-4
- *Exploring the Web Console* on page 2-6
- *Using the Wizard* on page 2-7

Getting Started

To get started using Worry-Free Business Security Hosted, you first need to register for the service. You can also choose to evaluate the service before subscribing to it. After the activation process:

1. Create packages. A package contains an Agent, communication settings, and pattern files.
2. Deploy these packages on the clients you wish to protect.

Choosing Your Edition

Full Version and Evaluation Version

You can use either a full version of Worry-Free Business Security Hosted or a free, evaluation version.

- **Full version.** Provides technical support, virus pattern downloads, and program updates for one year. You can renew a full version by purchasing a maintenance renewal. You need an Registration Key to use the full version.
- **Evaluation version.** Provides updates for a limited period. You can upgrade from a evaluation version to a full version at any time. You do not need a Registration Key to use the evaluation version.

WARNING! *After your evaluation version expires, the packages, reports, and logs will be permanently deleted.*

Registration Key and Activation Codes

Note: Your region could have a different registration and activation process. Please consult your reseller or your Trend Micro contact for further information.

Once you purchase Worry-Free Business Security Hosted, you will receive a confirmation message with a Registration Key (RK). Use the RK in the Online Registration site to register Worry-Free Business Security Hosted.

<http://olr.trendmicro.com>

After registering Worry-Free Business Security Hosted successfully, you will receive an email message with the URL, user name, and password. Use these details to logon to the Worry-Free Business Security Hosted console.

Note: If you are migrating from an evaluation version to a full version, select the appropriate option during initial logon.

If you have questions about registration, please consult the Trend Micro Web site at the following address:

<http://esupport.trendmicro.com/support/viewxml.do?ContentID=en-116326>

System Requirements

This section describes the system requirements for Worry-Free Business Security Hosted. The Worry-Free Business Security Hosted is a Web service. You require only a browser to access it.

Browser Requirements

To access your WFBS-H account, the Web console requires one of the following browsers:

- Microsoft™ Internet Explorer 6.0 or 7.0
- Mozilla™ Firefox™ 2.x

Note: You need Adobe Acrobat Reader 7.0 or 8.0 to view your reports.

Agent Requirements

The system requirements for computers where you wish to install the Agents are as follows:

TABLE 2-1. Agent System Requirements

Operating System	Series	Architecture	Service Pack	Hardware Requirements
Windows 2000	Professional Edition	32-bit	SP4 or later	300MHz Intel Pentium processor or equivalent 256MB of RAM 350MB of available disk space Monitor that supports 800 x 600 resolution with 256 colors Windows Internet Explorer 6.0 or later

Operating System	Series	Architecture	Service Pack	Hardware Requirements
Windows XP	Home Edition Professional Edition Tablet PC Edition	32-bit and 64-bit	SP2 or later	<p>300MHz Intel Pentium processor or equivalent</p> <p>AMD x64 and Intel Extended Memory 64 Technology (EM64T) processor architectures</p> <p>256MB of RAM</p> <p>350MB of available disk space</p> <p>Monitor that supports 800 x 600 resolution with 256 colors</p> <p>Windows Internet Explorer 6.0 or later</p>
Windows Vista	Home Basic Edition Home Premium Edition Business Edition Enterprise Edition Ultimate Edition	32-bit and 64-bit	None or SP1	<p>800MHz Intel Pentium processor or equivalent</p> <p>AMD x64 and Intel Extended Memory 64 Technology (EM64T) processor architectures</p> <p>1GB of RAM</p> <p>350MB of available disk space</p> <p>Monitor that supports 800 x 600 resolution with 256 colors</p> <p>Windows Internet Explorer 7.0 or later</p>

Exploring the Web Console

This section describes how to access the Worry-Free Business Security Hosted Web console. The Web console consists of two parts: the navigation menu and the body frame. The navigation menu consists of the menu bar that helps you to browse through the Web console. The body frame displays the contents of the navigation menu.

To open the Web console:

1. On any computer on the network, open a Web browser and type the following in the address bar:

<https://wfbs-h.trendmicro.com>

Refer to *Browser Requirements* on page 2-4 to view browser requirements.

2. The browser displays the Trend Micro Worry-Free Business Security Hosted Logon screen.

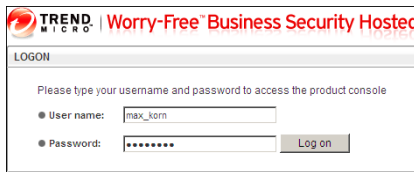


FIGURE 2-1. Logon screen

3. Type the following on the Logon screen:
 - User name
 - Password
4. Click **Log on**. The Wizard for Worry-Free Business Security Hosted appears. On the first logon, the **Welcome to Worry-Free Business Security Hosted** screen appears.

Note: On subsequent logon attempts, the **Summary** screen appears. For more information on Summary screen, see *About Summaries* on page 3-2.

Using the Wizard

The following section describes the Worry-Free Business Security Hosted Wizard.

Welcome Screen

When you log on to the Worry-Free Business Security Hosted Web console, the **Welcome** screen appears. You can view your Activation Code on the Welcome screen. If you want to migrate your account, click **I want to migrate my evaluation account to a full account**.

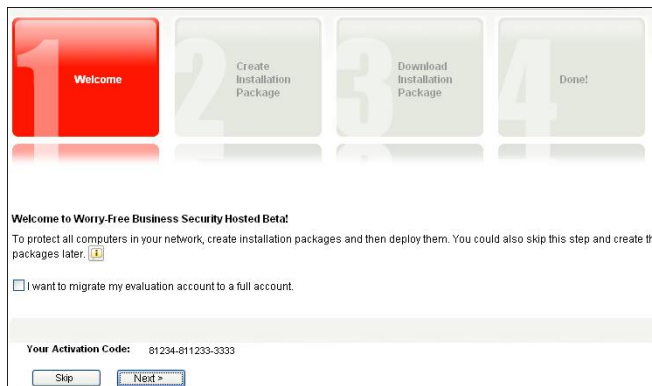


FIGURE 2-2. Welcome screen

On the **Welcome** screen, click **Next**. The **Create Installation Package** screen appears.

Note: Select **Yes** on the View Wizard popup, if you wish to view the Welcome screen again.

Creating Installation Packages

Use the **Create Installation Package** screen to create the installation packages and install the agents. The packages are installers that install the Agents on all the client computers. You can create, configure, download, and deploy packages to computers on your network using WFBS-H.

1 Welcome 2 **Create Installation Package** 3 Download Installation Package 4 Done!

To create an installation package:

Step 1. Name the package and provide a password for security.

Package name:

Password:

Step 2. Do you use proxy settings to connect to the Internet?

No, I do not.

Yes, I do.

< Back Next >

FIGURE 2-3. Create Installation Package screen

To create an installation package:

1. In **Step 1**, update the following as required:
 - **Package Name**
 - **Password**
2. In **Step 2**, specify if you use proxy settings to connect to the Internet. If you use proxy settings, select **Yes, I do**. The configuration options appear.
3. Select the required proxy settings for agents to communicate with the WFBS-H server:
 - **Automatically detect settings.** Agent installer automatically detects the settings required to install the package.

- **Automatic configuration script.** WFBS-H updates the location of the configuration script in the **Address** field. It uses the configuration script from this URL to install the package.
 - **Manual configuration.** WFBS-H updates the following proxy configuration in the **Manual configuration** field:
 - ◆ **Server IP Address.** Type the IP address of the proxy server. You can get the IP address for the proxy server from the Internet Explorer settings.
 - ◆ **Port.** Type the port number that is used by the proxy server for client connections.
 - ◆ **User ID.** Type the account name used by the client machine to connect to the proxy server.
 - ◆ **Password.** Type the password for the User ID.
4. Click **Next**. The **Download Installation Package** screen appears.

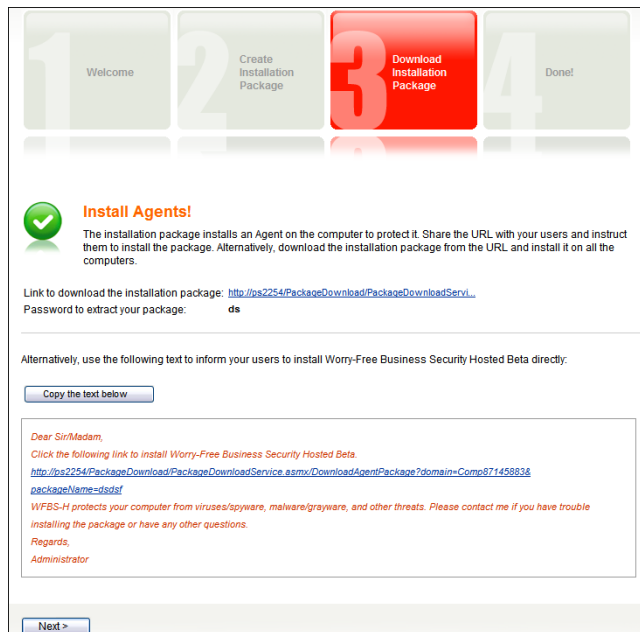


FIGURE 2-4. Download Installation Package screen

5. To download the installation package, click the link next to the **Link to download the installation package**.
6. Alternatively, click **Copy the text below** to copy the text in the text box. You can use this text to inform your users to install the Agent.
7. Click **Next**. The **Done** screen appears.

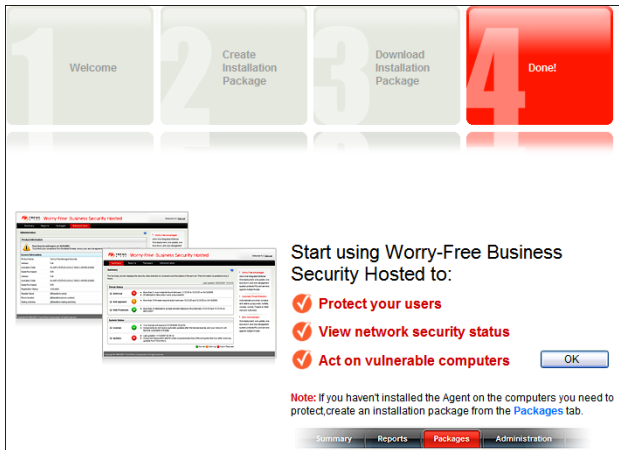


FIGURE 2-5. Done screen

8. Click **OK**. The Worry-Free Business Security Hosted **Summary** screen appears.

Tip: For more information on the Summary screen, see *About Summaries* on page 3-2.

Using Worry-Free Business Security Hosted

This chapter describes how to use Worry-Free Business Security Hosted. It contains the following sections:

- *Overview* on page 3-2
- *About Summaries* on page 3-2
- *Working with Packages* on page 3-13
- *Working with Reports* on page 3-17
- *Administering Worry-Free Business Security Hosted* on page 3-22
- *Using Worry-Free Business Security Hosted Agent Proxy Configuration Tool* on page 3-24

Overview

Worry-Free Business Security Hosted automatically detects and prevents security threats on your network. To protect your network, it creates, configures, downloads, and deploys packages to the computers on your network. With the help of these packages, WFBS-H installs itself on all the computers, and extracts virus or spyware logs. It also generates reports and displays a summary of the detected security risks.

Use Worry-Free Business Security Hosted to:

- View summary
- Create reports
- Generate logs
- Store reports

About Summaries

The **Summary** screen displays the security risks detected on computers and the status of the service.

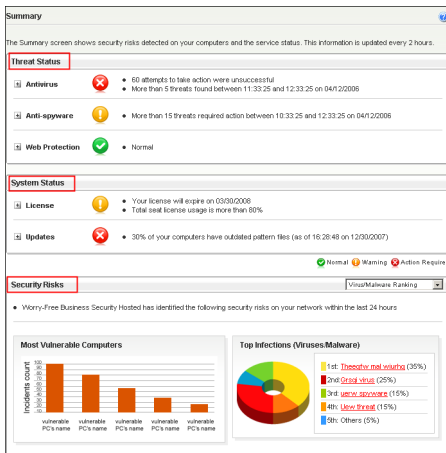


FIGURE 3-1. Summary screen

You can view the following information on the **Summary** screen:

- **Threat Status.** The status indicates the total incidents found on your network, number of threats resolved, and number of threats that require action. It displays the status for the following:
 - Antivirus
 - Anti-spyware
 - Web Protection
- **System Status.** The status provides information about the number of seats purchased, number of seats in use, and number of seats available. It also provides information about the license expiration date. The system status summary provides the updates on the outdated computers in your network. It displays the system status for the following:
 - Licenses
 - Updates

Note: Outdated computers are the computers that do not have latest virus pattern updates from WFBS-H.

- **Security Risks.** Displays the status of the security risks found on your network. It displays a list of top infecting virus/malware, spyware/grayware, or malicious URLs. It also displays a graphical representation of the most vulnerable computers against the virus/malware, spyware, or malicious URLs.




Note: WFBS-H updates the summary information every two hours.

Notification Icons

The notification icons on the Web console indicate the status of the Worry-Free Business Security Hosted service on your computer, and also alerts you when a virus or spyware is detected.

The following table describes the notification icons status

TABLE 3-1. Notification Icons:

Icon	Status Description
	Normal. No action required.
	Warning. Typically, a warning icon means that you have many vulnerable computers that are reporting too many virus/malware or spyware incidents.
	Action Required. Take action to prevent further risk to your network.


Viewing Threat Status

The threat status indicates the total incidents found on your network, the number of threats resolved, and the number of threats that require action. It displays the status of the following:

- Antivirus
- Anti-spyware
- Web Protection

Antivirus Threat Status

To view the threat status for antivirus incidents:

1. From the Web console, click **Summary**.
2. In the **Threat Status** section, click  next to the **Antivirus** sub-section. The detailed graphical representation is displayed with information about the number of antivirus threats resolved, the action required, and the total number of incidents.

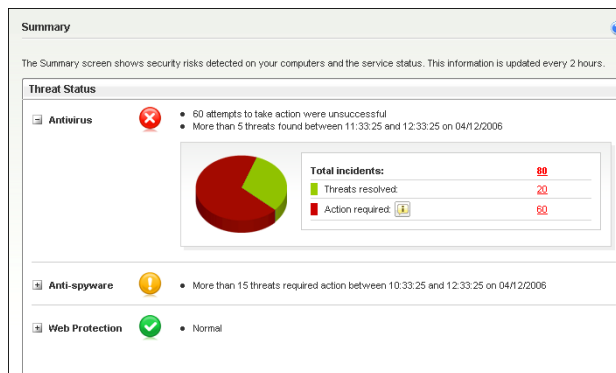


FIGURE 3-2. Threat Status for Antivirus

3. Click the following to view the specific information on the **Virus Malware Detected** screen:
 - **Total incidents**
 - **Threats resolved**
 - **Action required**

Virus Malware Detected

The **Virus/Malware Detected** screen contains specific information about the virus/malware detected on your network. You can view the total incidents, threats resolved, and the action required from this screen.

To view specific details:

1. From the **Virus/Malware Detected** screen, select the required option from the **View by** list:
 - **Total Incidents.** Displays a list of computer name, threats found, and incidents found.
 - **Threats Resolved.** Displays a list of computer name, threats found, and incidents found.
 - **Action Required.** Displays a list of computer name, date/time, and virus name. Click each virus name to know more about that specific virus.

To reset counters:


Click **Reset Counter**. The counters are reset to zero.

To export summary information:

Click **Export** to export the summary information of virus/malware detected on your network. WFBS-H exports the summary information in the CSV format.

Anti-spyware Threat Status

To view the threat status for anti-spyware incidents:

1. From the Web console, click **Summary**.
2. In the **Threat Status** section, click  next to the **Anti-spyware** sub-section. A detailed graphical representation is displayed with information about the number

of anti-spyware threats resolved, the action required, and the total number of incidents.

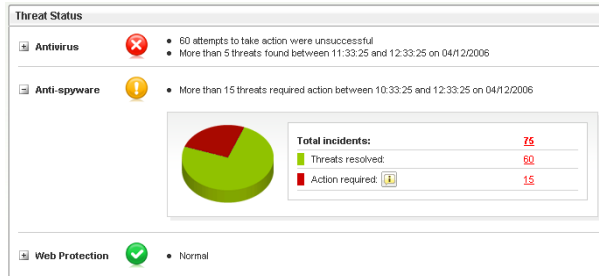


FIGURE 3-3. Anti-Spyware Threat Status screen

- Click the following to view the specific information on the **Spyware/Grayware Detected** screen:
 - Total incidents**
 - Threats resolved**
 - Action required**

Spyware/Grayware Detected

The **Spyware/Grayware Detected** screen contains specific information about the spyware/grayware detected on your network. You can view the total incidents, the threats resolved, and the action required on this screen.

To view specific details:

- From the **Spyware/Grayware Detected** screen, select the required option from the **View by** list:
 - Total Incidents.** Displays a list of computer name, threats found, and incidents found for the specific time range.
 - Threats Resolved.** Displays a list of computer name, threats found, and incidents found for the specific time range.

- **Action Required.** Displays a list of computer name, date/time, and spyware/grayware name. Click each spyware/grayware name to learn more about that spyware/grayware.

To reset counters:


Click **Reset Counter**. The counters are reset to zero.

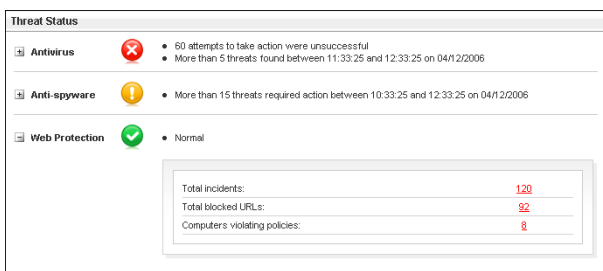
To export summary information:

Click **Export** to export the summary information of spyware/grayware detected on your network. WFBS-H exports the summary information in the CSV format.

Web Protection Threat Status

To view the threat status for Web Protection incidents:

1. From the Web console, click **Summary**.
2. In the **Threat Status** section, click  next to the **Web Protection** sub-section. A detailed description is displayed with the total number of incidents, the total number of blocked URLs, and the computers violating policies.



The screenshot shows the 'Threat Status' interface. It lists three security components: Antivirus (with a red 'X' icon), Anti-spyware (with a yellow 'i' icon), and Web Protection (with a green checkmark icon). The Web Protection section is expanded to show a summary table:

Total incidents:	120
Total blocked URLs:	92
Computers violating policies:	8

FIGURE 3-4. Web Protection Threat Status screen

3. Click the following to view the specific information on the **Blocked URLs** screen:
 - **Total incidents**
 - **Total blocked URLs**
 - **Computers violating policies**

Blocked URLs

The **Blocked URLs** screen contains specific information about the URLs WFBS-H has blocked. From here you can view the total number of incidents, all the blocked URLs, and the computers accessing the blocked URLs.

To view specific details:

From the **Blocked URLs** screen, select the required option from the **View by** list:

- **Total incidents.** Displays a list of date/time, the name of the computer accessing the blocked URL, and the blocked URL.
- **Total Blocked URLs.** Displays a list of URLs name, and the number of detections.
- **Computers Violating Policies.** Displays a list of computer name, the number of URLs blocked, and the number of detections.

To reset counters:

Click **Reset Counter**. The counters are reset to zero.

To export summary information:


Click **Export** to export the summary information of blocked URLs detected on your network. WFBS-H exports the summary information in the CSV format.

Viewing System Status

You can view system status for license and updates in this section.

License

To view the status for the license:

1. From the Web console, click **Summary**.
2. In the **System Status** section, click  next to the **License** sub-section. A detailed graphical representation is displayed with information about the number of **Seats purchased**, **Seats in use**, **Seats available**, and the **Expiration date**.

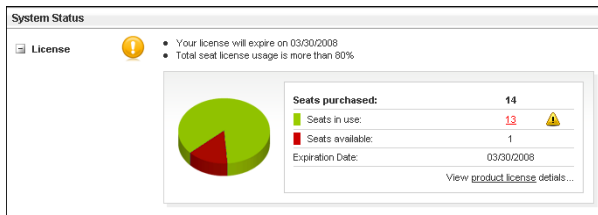


FIGURE 3-5. License System Status screen

3. Click **Seats in use** to view the seats in use. The **Registered Computers** screen appears and displays the computer name and the version of the installed WFBS-H Agent.
4. Click **product license** to view the product license details.

Registered Computers


Use the **Registered Computers** screen to view the list of seats in use. The **Registered Computers** screen displays the computer name and the version of the installed WFBS-H Agent.

To export summary information:

Click **Export** to export the summary information of seats in use in the CSV format.

Updates

To view the status for updates:

1. From the Web console, click **Summary**.
2. In the **System Status** section, click  next to the **Updates** sub-section. It displays a detailed graphical representation of the latest updates and the outdated computers.

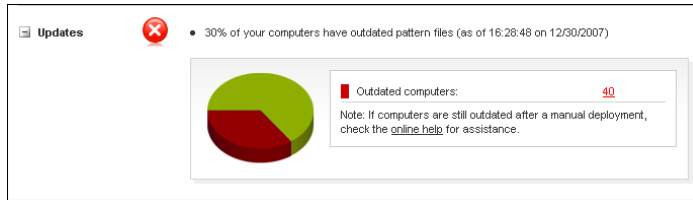


FIGURE 3-6. Updates System Status screen

3. Click **Outdated computers**. A new screen with the list of **Computers Requiring Updates** appears.

Outdated Computers

Use the **Outdated Computers** screen to view the list of computers requiring updates. The **Outdated Computers** screen displays the computer name and the current pattern version.

To export summary information:

Click **Export** to export the summary information of computers requiring updates in the CSV format.

Viewing Security Risks

Use the **Summary** screen to view the security risks found on the computers in your network.

To view the security risks:

1. From the Web console, click **Summary**.
2. Select following types of ranking from the list:
 - **Virus/Malware Ranking**
 - **Spyware/Grayware Ranking**
 - **Malicious URLs Ranking**

The list of top infecting virus/malware and a graphical representation of most vulnerable computers is displayed.

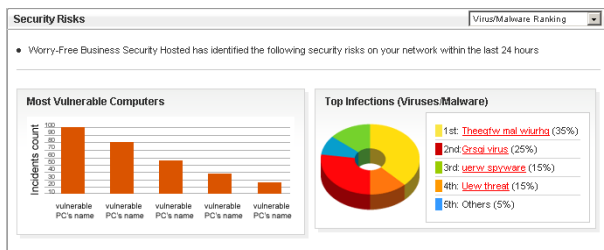


FIGURE 3-7. Security Risks screen

Working with Packages

The packages are installers that install the Agents on the client computers. Use WFBS-H to create, configure, and download packages to computers on your network.

Note: After installing a package, it takes approximately one hour for the Agents to report to WFBS-H.

From the **Packages** screen, you can:

- Create a new package
- Download an existing package
- Delete an existing package

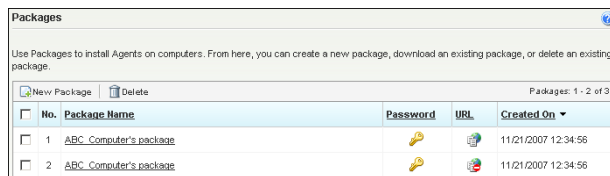
Note: The default uninstall password for packages is “WorryFree”.

Creating New Packages

You can create new packages to store different connection settings.

To create a new package:

1. From the Web console, click **Packages**.



No.	Package Name	Password	URL	Created On
1	ABC_Computer's package			11/21/2007 12:34:56
2	ABC_Computer's package			11/21/2007 12:34:56

FIGURE 3-8. Packages screen

2. On the **Packages** screen, click **New Package**. The **Create New Packages** screen appears.

Packages > Create New Package

Create packages to install Agents on computers. After creating a package, deploy it to all the computers on your network.

Step 1. Name the package and provide a password for security.

Package Name:

Password:

Step 2. Do you use proxy settings to connect to the Internet?

No, I do not.

Yes, I do.

Automatically detect settings

Automatic configuration script

Address:

Manual configuration

Address:

Port:

User ID:

Password:

FIGURE 3-9. Create New Package screen

- In Step 1, update the following as required:
 - Package Name**
 - Password**
- In **Step 2**, specify if you use proxy settings to connect to the Internet. If you use proxy settings, select **Yes, I do**. The configuration options appear.
- Select one of the configuration option to install the package on your machine:
 - Automatically detect settings.** Agent installer automatically detects the settings required to install the package.
 - Automatic Configuration Script.** WFBS-H updates the location of the automatic configuration script.
 - Manual Configuration.** WFBS-H updates the following proxy configuration details as required:
 - Address**
 - Port**
 - User ID**
 - Password**

Tip: You can also create package when you log on.

- Click **Create**. A link for a new package with specified name is created. Click the package name link to download the package.

Downloading Existing Packages

To download an existing package:

- From the Web console, click **Packages**.

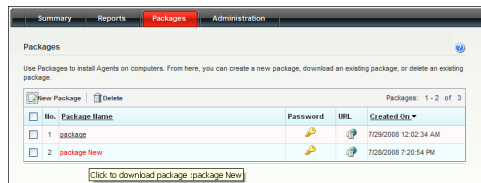


FIGURE 3-10. Download an Existing Package screen

- Click the package name from the list. A **File Download** dialog box appears.
- Click **Save** to save the package on your machine.

Note: On Windows Vista computers, install the package with Administrator rights (using the **Run as administrator** option).

Deleting Existing Packages

To delete an existing package:

- From the Web console, click **Packages**.
- On the **Packages** screen, select the check box for the package you want to delete.

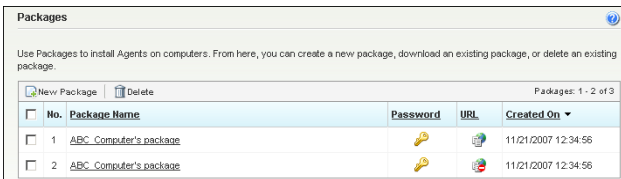


FIGURE 3-11. Delete an Existing Package screen

3. Click **Delete**.

Working with Reports

Worry-Free Business Security Hosted allows you to create and view reports that contain detailed information about detected threats. Reports also include ranking to identify the most vulnerable computers. WFBS-H generates reports as a PDF.

You can generate a log query from the **Reports** screen. A log query displays information about the virus/malware, spyware/grayware, or malicious URLs detected on your network for the specified time. It also provides detailed information about the names of the affected computers, threats, and affected files. It also lists the scan type and action taken on that particular threat.

From the **Reports** screen, you can:

- Create a new report
- Delete an existing report
- Generate a log query

You can create reports for a specific time period or time zone depending on your needs. The reports contain the following information:

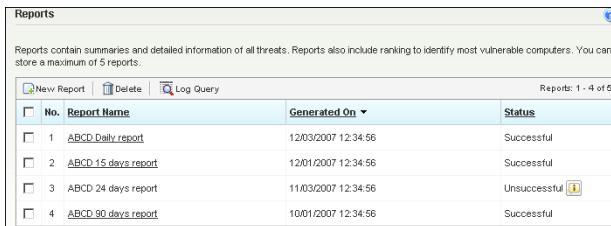
- Time, date, and time zone for which the report is generated.
- **Virus/Malware Summary.** Represents the information about the activities, number of incidents, and percentage of the virus/malware. It ranks the virus/malware based on number of incidents and percentage. It also displays a graphical representation of the activities.
- **Most Vulnerable Computers to Virus/Malware Infection.** Represents a graphical representation of the virus/malware count against computer names. It also ranks the computers based on the number of incidents and percentage.
- **Spyware/Grayware Summary.** Represents the information about the activities, number of incidents and percentage of the spyware/grayware. It ranks the spyware/grayware based on number of incidents and percentage. It also displays a graphical representation of the activities.
- **Most Vulnerable Computers to Spyware/Grayware.** Represents a graphical representation of the spyware/grayware count against computer names. It also ranks the computers based on the number of incidents and percentage.

- **Malicious URL Summary.** Ranks malicious URLs based on number of incidents and percentage.
- **Top Computers Accessing Malicious URLs.** Ranks computers based on the number of malicious URLs accessed. It also displays a graphical representation of the malicious URLs count against the computer names.

Creating Reports

To create a new report:

1. From the Web console, click **Reports**.

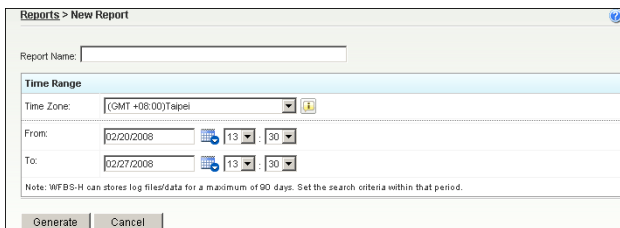


The screenshot shows the 'Reports' screen with a table of reports. The table has columns for 'No.', 'Report Name', 'Generated On', and 'Status'. There are four reports listed, with the third one marked as 'Unsuccessful'.

No.	Report Name	Generated On	Status
1	ABCD Daily report	12/03/2007 12:34:56	Successful
2	ABCD 15 days report	12/01/2007 12:34:56	Successful
3	ABCD 24 days report	11/03/2007 12:34:56	Unsuccessful
4	ABCD 90 days report	10/01/2007 12:34:56	Successful

FIGURE 3-12. Reports screen

2. On the **Reports** screen, click **New Report**. The **New Report** screen appears.



The screenshot shows the 'New Report' screen. It includes a 'Report Name' text box, a 'Time Range' section with 'Time Zone' (GMT +08:00 Taipei), 'From' (02/20/2008) and 'To' (02/27/2008) date pickers, and 'Generate' and 'Cancel' buttons. A note at the bottom states: 'Note: WFB5-H can store log files/data for a maximum of 90 days. Set the search criteria within that period.'

FIGURE 3-13. New Report screen

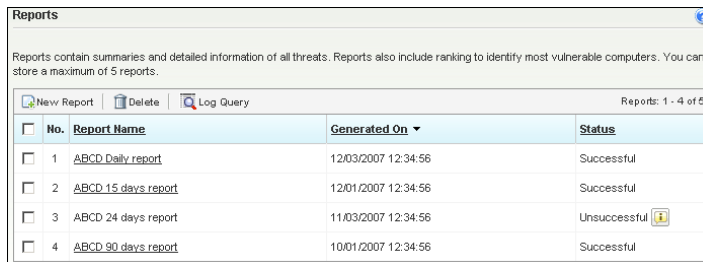
3. On the **New Reports** screen, update the **Report Name**.

4. Select the following:
 - **Time Zone.** WFBS-H bases the reports on the selected time zone.
 - **From** date and time
 - **To** date and time
5. Click **Generate**. Once the report is successfully generated, click the report name to view it. WFBS-H requires Adobe Acrobat Reader 7.0 or later to view reports.

Deleting Existing Reports

To delete an existing report:

1. From the Web console, click **Reports**.



Reports

Reports contain summaries and detailed information of all threats. Reports also include ranking to identify most vulnerable computers. You can store a maximum of 5 reports.

New Report Delete Log Query Reports: 1 - 4 of 5


<input type="checkbox"/>	No.	Report Name	Generated On ▼	Status
<input type="checkbox"/>	1	ABCD Daily report	12/03/2007 12:34:56	Successful
<input type="checkbox"/>	2	ABCD 15 days report	12/01/2007 12:34:56	Successful
<input type="checkbox"/>	3	ABCD 24 days report	11/03/2007 12:34:56	Unsuccessful 
<input type="checkbox"/>	4	ABCD 90 days report	10/01/2007 12:34:56	Successful

FIGURE 3-14. Delete an Existing Report

2. On the **Reports** screen, select the reports you want to delete.
3. Click **Delete**.

WARNING! Deleted reports cannot be recovered. Trend Micro recommends downloading reports before deleting them.

Generating a Log Query

A log query displays information about the virus/malware, spyware/grayware, or malicious URLs detected on your network at the specific time. It also provides detailed information about the names of computers, threats, files, scan type and action taken on that particular threat.

WFBS-H can query the logs for the following types:

- Virus/Malware
- Spyware/Grayware
- Malicious URLs

To generate a log query:

1. From the Web console, click **Reports**.
2. On the **Reports** screen, click **Log Query**. The **Log Query** screen appears.

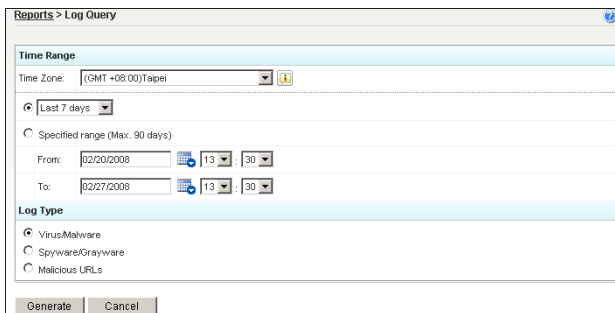


FIGURE 3-15. Log Query screen

3. In **Time Range**, select **Time Zone**. WFBS-H bases the logs on the selected time zone.
4. Select the duration from the list. You can select **All dates**, **Today**, **Last 7 days**, and **Last 30 days**.

Tip: By default, the **Last 7 days** option is selected.

5. Alternatively, select the specified range using the calendar from the **Specified range** section.
6. In **Log Type**, select one of the following:
 - **Virus/Malware**
 - **Spyware/Grayware**
 - **Malicious URLs**
7. Click **Generate**. A log for the selected type and time range is displayed. The generated log contains information about the name of the virus/malware or spyware found in the specified time range, and actions taken.

Reports > Log Query > Virus/Malware Logs

Click on the virus/malware name for more information and solutions.

Results from 7/17/2008 3:07:00 PM to 7/24/2008 3:07:59 PM

Export

Page: 2 of 2 | 30 per page

Date/Time	Computer Name	Virus/Malware Name	File Name	Path	Scan Type	Action Taken
7/22/2008 7:26:31 PM	0.714151	Comp87145883.1	testInfectedfile	testPathOffile	testScanType	Quarantined

FIGURE 3-16. Generated Log Query screen

8. Click on the virus/malware or spyware/grayware name for more information and solutions.
9. Click **Export** to export the data in the CSV format.

Note: By default, you can view 10 records per page. You can select the number of records you want to view from the **per page** list. You can also browse through the pages using the pagination option.

Administering Worry-Free Business Security Hosted

Worry-Free Business Security Hosted needs minimal administration.

From the **Administration** screen you can:

- View the product, license, and account related information. You can view when your license is expiring and renew your service agreement to protect your computers from the latest threats.
- Add or renew the service to the existing WFBS-H services using the Renewal/Additional Service link on the **Administration** screen. The **Administration** screen displays information about your activation code, product version, seats purchased, registration status, and license expiration date.

To renew or add the service:

1. From the Web console, click **Administration**.

The screenshot shows the Administration screen with the following details:

Administration																					
<p>Product Information</p> <p>⚠ Your license will expire within 15 day(s). License expiration day is 8/8/2008.</p>																					
<p>License Information</p> <table border="1"> <tr> <td>Product Name:</td> <td>Worry-Free Business Security Hosted</td> </tr> <tr> <td>Version:</td> <td>Full</td> </tr> <tr> <td>Activation Code:</td> <td>87234-871233-3333 Renewal/Additional Service</td> </tr> <tr> <td>Seats Purchased:</td> <td>005</td> </tr> <tr> <td>Registration Status:</td> <td>Activated</td> </tr> <tr> <td>Product Expiration Date:</td> <td>8/8/2008</td> </tr> </table>		Product Name:	Worry-Free Business Security Hosted	Version:	Full	Activation Code:	87234-871233-3333 Renewal/Additional Service	Seats Purchased:	005	Registration Status:	Activated	Product Expiration Date:	8/8/2008								
Product Name:	Worry-Free Business Security Hosted																				
Version:	Full																				
Activation Code:	87234-871233-3333 Renewal/Additional Service																				
Seats Purchased:	005																				
Registration Status:	Activated																				
Product Expiration Date:	8/8/2008																				
<p>Account information</p> <table border="1"> <tr> <td>Company Name:</td> <td>comp87</td> </tr> <tr> <td>Company Address:</td> <td>Pingala-Aryabhata</td> </tr> <tr> <td>City:</td> <td>pune</td> </tr> <tr> <td>State/Province:</td> <td>pune</td> </tr> <tr> <td>ZIP/Postal code:</td> <td>123123</td> </tr> <tr> <td>First Name:</td> <td>rakesh</td> </tr> <tr> <td>Last name:</td> <td>shetty</td> </tr> <tr> <td>Title:</td> <td>title</td> </tr> <tr> <td>Phone number:</td> <td>123234</td> </tr> <tr> <td>Email address:</td> <td>persistent@yahoo.co.in</td> </tr> </table>		Company Name:	comp87	Company Address:	Pingala-Aryabhata	City:	pune	State/Province:	pune	ZIP/Postal code:	123123	First Name:	rakesh	Last name:	shetty	Title:	title	Phone number:	123234	Email address:	persistent@yahoo.co.in
Company Name:	comp87																				
Company Address:	Pingala-Aryabhata																				
City:	pune																				
State/Province:	pune																				
ZIP/Postal code:	123123																				
First Name:	rakesh																				
Last name:	shetty																				
Title:	title																				
Phone number:	123234																				
Email address:	persistent@yahoo.co.in																				

FIGURE 3-17. Administration screen

2. Click the **Renewal/Additional Service** link next to the activation code. The registration Web site appears. You can renew your license on this Web site.

Note: This option is only available for full users.

3. Click the **Renewal/Additional Service** link next to the activation code. The **Renewal/Additional Service** screen appears. If you are an evaluation user, you can migrate to the full user account using this screen.

Note: This is applicable to the evaluation users.

FIGURE 3-18. Renewal/Additional Service screen

4. To migrate your evaluation account to the full account, update the following fields with the information received in the registration confirmed email in the **License Information**:
 - **New account name**
 - **New password**
 - **Confirm Password**
 - **New Activation Code**

Note: The activation code is case sensitive.

5. Click **Activate**.

Using Worry-Free Business Security Hosted Agent Proxy Configuration Tool

If the proxy settings have changed, use the proxy configuration tool to reconfigure an Agent's proxy settings.

To reconfigure an Agent's proxy settings:

1. Navigate to [Drive:] > Program Files > Trend Micro > RAgent on the Worry-Free Managed Security Agent's computer.
2. Start `ProxyCfg.exe`. The Worry-Free Business Security Hosted Agent Proxy Configuration Tool window appears.

Note: On Windows Vista computers, run this program as an Administrator.

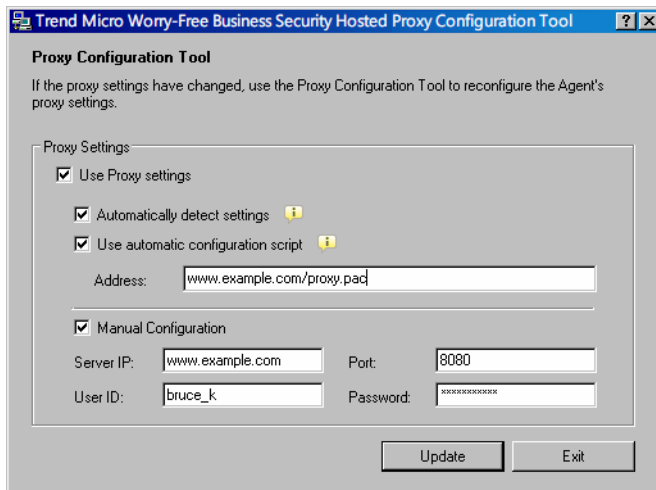


FIGURE 3-19. Worry-Free Business Security Hosted Agent Proxy Configuration Tool

3. Select and configure either or all of the following connection options:

- **Automatically detect settings.** The agent gets the settings from the DHCP and DNS.
- **Use automatic configuration script.** Type the location of the configuration script in the **Address** text box.
- **Use HTTP Proxy.** Provide the **Server IP, Port, User ID, and Password** for the HTTP proxy.

Note: Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.

4. Click **Apply**. The changes take effect immediately.

Technical Support

This chapter describes the information needed to contact Trend Micro.

- *About Trend Micro* on page 4-2
- *Contacting Trend Micro* on page 4-3
- *Trend Micro Support* on page 4-3

About Trend Micro

Trend Micro, Inc. is a global leader in network antivirus and Internet content security software and services. Founded in 1988, Trend Micro led the migration of virus protection from the desktop to the network server and the Internet gateway, gaining a reputation for vision and technological innovation along the way.

Today, Trend Micro focuses on providing customers with comprehensive security strategies to manage the impact of threats to information by offering centrally controlled, server-based virus protection and content-filtering products and services. By protecting information that flows through Internet gateways, email servers, and file servers, Trend Micro enables companies and service providers worldwide to stop viruses and other malicious code from a central point, before they ever reach the desktop.

To make this possible, TrendLabs, a global network of antivirus research and product support centers, provides continuous 24 x 7 coverage to Trend Micro customers around the world. TrendLabs' modern headquarter has earned ISO 9002 certification for its quality management procedures—one of the first antivirus research and support facilities to be so accredited. We believe TrendLabs is the leading service and support team in the antivirus industry.

Trend Micro is headquartered in Tokyo, Japan, with business units in North and South America, Europe, Asia, and Australia—a global organization with more than 3,000 employees in over 30 countries.

For more information, or to download evaluation copies of Trend Micro products, visit our award-winning Web site:

<http://www.trendmicro.com>

Contacting Trend Micro

Trend Micro has sales and corporate offices in many cities around the globe. For global contact information, visit the Trend Micro Worldwide site:

http://us.trendmicro.com/us/about/contact_us

Note: The information on this Web site is subject to change without notice.

Trend Micro Support

Trend Micro Support can help you resolve queries relating to your Trend Micro products. Most queries have already been answered on the Knowledge Base (refer *Knowledge Base* on page 4-3 for more information). If you cannot find your answer on the Knowledge Base, you can contact Trend Micro Technical Support for further assistance (refer *Contacting Technical Support* on page 4-4 for more information).

Knowledge Base

The Trend Micro Knowledge Base is an online resource that contains thousands of do-it-yourself technical support procedures for Trend Micro products. Use the Knowledge Base, for example, if you are getting an error message and want to find out what to do. New solutions are added daily.

Also available in the Knowledge Base are product FAQs, tips, advice on preventing virus infections, and regional contact information for support and sales.

The Knowledge Base can be accessed by all Trend Micro customers as well as anyone using an evaluation version of a product. Visit:

<http://esupport.trendmicro.com/support/smb/search.do>

Contacting Technical Support

When you contact Trend Micro Technical Support, to speed up your problem resolution ensure that you have the following details available:

- Operating system
- Network type
- Brand and model of the computer and connected hardware
- Amount of memory and free hard disk space on your machine
- Detailed description of the installation environment
- Exact text of any error message
- Steps to reproduce the problem

To contact Trend Micro Technical Support:

1. Visit the following URL:

http://us.trendmicro.com/us/about/contact_us/

Click the link for the required region. Follow the instructions for contacting support in your region.

2. Or, send an email message to the following address:

wfbsh_support@trendmicro.com

Frequently Asked Questions (FAQs)

This appendix discusses the frequently asked questions for Trend Micro™ Worry-Free™ Business Security Hosted.

Question: Can I try the service on a limited number of users?

Answer: Yes. Trend Micro encourages you to use a trial version and evaluate it. This allows you to experience the service, and test how it functions for different types of users.

Question: Can I store the reports I see using WFBS-H?

Answer: Yes. You can store the reports on your computer. To store a report on your computer, you must save it as a PDF. To learn more about saving reports, see *Working with Reports* on page 3-17.

Question: How confidential is this service? I don't want anyone reading my reports.

Answer: The WFBS-H service is a secured service. No one at Trend Micro or anywhere else can access your console, view your reports or logs without your user name and password.

Question: Why should I trust Trend Micro?

Answer: Trend Micro has been a recognized leader threat management with over 10 years of experience in messaging and spam prevention, and more than 20 years of experience in providing leading anti-virus solutions. It holds #1 market share as a provider of Internet gateway solutions for the past six years, and #1 market share in the mail server antivirus market for the past four years. We know and understand the issues involved in securing networks from all types of threats, both email-borne and non-email related. A secure hosted service is one component of comprehensive network security solution.

Question: Who can use WFBS-H?

Answer: Any small to medium sized companies can use WFBS-H.

Question: Can I try WFBS-H without purchasing it?

Answer: Yes. You can use a trial version of WFBS-H and evaluate it. This allows you to experience the service and test how it functions for different types of users.

Question: What's the password for uninstalling the WFBS-H Agent?

Answer: Use "WorryFree" without the quotes to uninstall agents.

Question: Why should packages contain different connection settings?

Answer: If clients connect from different locations they might require different connection settings. For example, clients in Office Location A would use different settings from clients in Office Location B.

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