



Worry-Free™ Remote Manager™1

for Small and Medium Business



Agent Installation Guide

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Document Part No.: WREM13658/80523

Release Date: June 2008

The *Trend Micro Worry-Free Remote Manager™ Agent Installation Guide* is intended to introduce the 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.

WFRM version 1.6; Document version 1.0

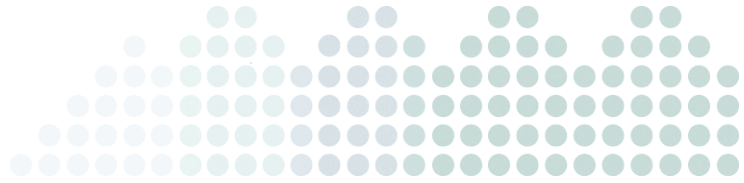
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Agent Installation and Management Guide

The Agent Installation Guide contains information about the Worry-Free Remote Manager (WFRM) agent installation process and step-by-step instructions for installing the WFRM agents on

- Client Server Security (CS) versions 3.5 or 3.6
- Client Server Messaging Security (CSM) versions 3.5 or 3.6
- Worry-Free Business Security (WFBS) (formally CS) version 5.0
- Worry-Free Business Security Advanced (WFBS-A) (formally CSM) version 5.0

Note: The above products will be collectively referred to as "managed server(s)" in this document.

Agent GUID

To distinguish between WFRM agents, WFRM assigns a globally unique identifier (GUID) to each agent. The person who installs the agent program on the managed server must input the GUID during installation to allow the agent program to register to the console. This GUID is always available under **Customers > My Customers > {customer} > {customer domain}** (all on the tree on the left) > **Domain Profile** (on the right)

Example of a WFRM agent GUID:

4F6F0F8697C9-A1FFCF63-D833-84D9-1C35

Installing the Agent

Note: Typically, the network administrator on the managed network handles the agent installation. Provide these instructions to the network administrator with all the necessary information (This information is also included in the "Trend Micro Worry-Free Remote Manager Agent Installation Guide").

Worry-Free Remote Manager monitors and manages protected networks. It does this by communicating with an agent that is installed on servers on the managed network. The performance of WFRM depends highly on the proper installation and health of the agent.

Before installing the agent, you will need the following:

- The customer and domain must have already been registered on the WFRM server.
- Agent GUID (available from the reseller on the **Domain Profile** under **Customers > My Customers > {customer name} > {customer domain}** on the WFRM console)
- Agent installer (`WFRMAgentforCSM.exe`)
- The fully qualified domain name (FQDN) of the Worry-Free Remote Manager server. The FQDN varies in each region as follows:
 - ◆ Asia Pacific - `wfrm-apaca.trendmicro.com`
 - ◆ Europe and the Middle East - `wfrm-emeaa.trendmicro.com`
 - ◆ Latin America - `wfrm-lara.trendmicro.com`
 - ◆ North America - `wfrm-usa.trendmicro.com`

The managed server must meet the following requirements:

- CS/CSM 3.5/3.6 or WFBS/WFBS-A 5.0
- Active Internet connection
- 50MB available hard disk space

To install the agent:

1. Copy the Agent installation file (`WFRMAgentforCSM.exe`) to the managed server (you should have received a link to this file when you signed up to use the WFRM service).
2. Open the installation file.
3. The **InstallShield Wizard** welcome screen opens. Click **Next**.
4. The **License Agreement** screen opens. Read the license agreement carefully. If you disagree with the terms of the license agreement, click **Cancel** to exit the installation. If you agree with the terms, click **I accept the terms of the license agreement** and click **Next**.
5. Provide your name and the name of your company and click **Next**. A pop-up opens informing you of the managed server version and the Agent version. Click **OK**.
6. The **Installation Location** screen opens. To use the default location, click **Next**.
7. Provide the FQDN of the Worry-Free Remote Manager server that corresponds to your region in the **Server address** field.
8. Select a communication protocol and port:
 - For HTTP, use port 80 (Do not click HTTP authentication; it is not being used at this time). Click **Next**.
 - For HTTPS (recommended), use port 443. Enter the path and filename of the SSL certificate or click the **Browse** button to locate the SSL certificate (see [Using Internet Explorer 6 to Obtain the SSL Certificate](#) on page 2-3 or [Using Internet Explorer 7 to Obtain the SSL Certificate](#) on page 2-3). Click **Next**.
9. If the managed server uses a proxy server to connect to the Internet, specify the necessary settings. Click **Next**.
10. Type the GUID (see [Agent GUID](#) on page 2-1). Click **Next**.
11. Review the installation settings and click **Next**.
12. Click **Finish** to close the wizard after installation completes.

If the installation is successful and settings are correct, the agent should automatically register to the Worry-Free Remote Manager server. The agent should show as *online* on the WFRM console.

See [Using Internet Explorer 6 to Obtain the SSL Certificate](#) on page 3 and [Verifying Agent/Server Connectivity](#) on page 5 for installation issues.

Note: To remove the agent, see *Removing the Agent* on page 8

Using Internet Explorer 6 to Obtain the SSL Certificate

To obtain the SSL certificate using Internet Explorer 6:

1. Open Internet Explorer then go to <https://wfm.trendmicro.com/>.
2. Double-click the **padlock icon** on the status bar. This opens the **Certificate** window showing the certificate issued to *.trendmicro.com.
3. Click the **Certification Path** tab > **Equifax Secure Certificate Authority** > **View Certificate**.
4. When the **Certificate** window showing **Certificate Information Authority** opens, click the **Details** tab.
5. Click **Copy to File** > **Next** and then select DER encoded binary X.509 (.CER).
6. Click **Next**, and then type the path and filename of the certificate (example: wfmcert.cer).
7. Click **Next** > **Finish**.

Using Internet Explorer 7 to Obtain the SSL Certificate

To obtain the SSL certificate using Internet Explorer 7:

1. Open Internet Explorer then go to <https://wfm.trendmicro.com/>.
1. Click the **padlock icon** to the right of the address bar. You will see the Web site identification menu.
2. Click **View Certificates**. This opens the **Certificate** window showing the certificate issued to *.trendmicro.com.
3. Click the **Certification Path** tab > **Geotrust** > **View Certificate**.
4. When the **Certificate** window showing **Certificate Information Authority** opens, click the **Details** tab.
5. Click **Copy to File** > **Next** and then select DER encoded binary X.509 (.CER).
6. Click **Next**, and then type the path and filename of the certificate (example: wfmcert.cer).
7. Click **Next** > **Finish**.

Verifying Agent Installation

There are three methods for verifying that the WFRM agent has been installed correctly and is operating properly. Check:

- Agent service
- Start menu shortcuts
- System tray icon

Agent Service

Check if "Trend Micro Information Center for CSM" is started.

1. Click **Start > Settings > Control Panel > Administrative Tools > Services**
2. Look for Trend Micro Worry-Free Remote Manager Agent
3. Check if the Status is Started

Start Menu Shortcuts

Check the Program Group in the Start Menu.




1. Click **Start > All Programs > Information Center for CSM**
2. Verify that the Program Group contains the following items:
 - Readme
 - Remove Worry-Free Remote Manager Agent for CSM
 - Agent Configuration Tool

System Tray Icon

Check for the WFRM agent icon in the system tray. If for any reason the icon is not visible, you can start it by clicking **Start > Programs > Worry-Free Remote Manager Agent > Agent Configuration Tool**.

Exiting the tool does not stop the WFRM service. It only closes the Configuration Tool and removes the icon from the task bar. The tool can be restarted at any time.

Suspend the mouse over the icon for status information (see See [Agent Status Messages](#) on page 6).

ICON	MEANING
	A green icon indicates that the Agent is connected to WFRM's communication server.
	A red icon indicates that the Agent isn't connected to WFRM's communication server or the version of the Agent is mismatched with the server and needs to be updated.
	An icon with a red arrow indicates that the Agent has logged off from WFRM

Verifying Agent/Server Connectivity

To ensure that the Worry-Free Remote Manager service is running smoothly, make sure that agents are *online*.

To view the status of agents:

1. Log on to the WFRM Web console.
2. Click the Customers tab and ensure that **My Customers** is selected in the left pane.
3. Click the **All Agents** tab in the right pane. The tab lists the status of each agent in the **Status** column. For details on each status, See *Agent Status Messages* on page 6




Installation Errors

The agent installation logs cover agent installation activities. Collect these logs and send them to your service support provider if you encounter problems during installation. The agent installation logs can be obtained from the following location on the managed server:

C:\TMICAgentForCSM_Install.log

See *Troubleshooting* on page 7 for further information.

Agent Status Messages

On the managed server, the agent displays a system tray icon (either , , or ). Whenever you move your mouse over the system tray icon, it displays a status message that indicates whether the agent is functioning normally. See the table below to understand the status messages and how you can address them.

Message	Unknown error encountered. Check the system or restart the agent.
Description	Unexpected errors—typically system errors—are preventing the agent from functioning properly.
Resolution	Check the managed server for low memory or other system problems.
Message	Unable to register with the remote server.
Description	The GUID you provided may be wrong.
Resolution	Verify that you have used the correct GUID. If necessary, reinstall the agent using the correct GUID.
Message	Unable to connect to the remote server.
Description	The managed server may be experiencing Internet connectivity problems.
Resolution	Check Internet connectivity on the managed server. Also, check the agent's proxy settings and the specified server address and port.
Message	Agent disabled by Worry-Free Remote Manager.
Description	The agent has been temporarily disabled through the Worry-Free Remote Manager console.
Resolution	Enable the agent through the Worry-Free Remote Manager console.
Message	Agent does not match the CS/CSM version. Install the correct agent version.
Description	The CS/CSM and agent versions do not match.
Resolution	Upgrade the CS/CSM server to the latest version and install the latest agent.
Message	Agent service stopped.
Description	The agent service has been stopped.
Resolution	Start the agent service by right-clicking the agent system tray icon and clicking Start Service .
Message	Unable to load components. You may need to reinstall the agent.
Description	The agent encountered problems while loading some components.
Resolution	First try restarting the agent service by right-clicking the agent system tray icon and clicking Restart Service or Start Service . If this does not work, uninstall and then reinstall the agent. Make sure you use the same GUID.

TABLE 2-1. Status messages displayed by the agent's system tray icon

Troubleshooting

Agent does not match the CS/CSM version

After installing the WFRM Agent on the managed server, you get the following error message:

Agent does not match the CS/CSM version. Install the correct agent version.

This happens because of either of the following:

1. Your CS/CSM build is not supported by WFRM. The following builds are required:
 - For CS/CSM 3.5, the required build is 1113 or higher.
 - For CS/CSM 3.6, the required build is 1095 or higher.

To check the build number, open the CS/CSM Security Dashboard and go to **Help > About**. You can then download the supported CS or CSM build from the Update Center and install it on the server.

2. The WFRM Agent is downloading the latest program upgrade from the WFRM Server. This may take 2-3 minutes. After downloading is done, the WFRM Agent icon will return to normal (green).

Note: WFRM supports all versions of WFBS/WFBS-A 5.0, so the above issue does not apply to WFBS/WFBS-A 5.0.

Unable to connect to the server

The following error message shows up when you click the **Test Connection** button in the Agent Configuration Tool of WFRM:

"Unable to connect to the server. It may be invalid settings. Enter valid settings and try again."

There are three possible reasons for this:

- The managed server cannot connect to the Internet. Make sure CS/CSM or WFBS-WFBS-A can access the Internet.
- The Worry-Free Remote Manager Server address is incorrect. Make sure the FQDN of the Worry-Free Remote Manager Server is correct.

Use the FQDN that corresponds to your region:

- Asia Pacific: `wfrm-apaca.trendmicro.com`
 - Europe/Middle East: `wfrm-emeaa.trendmicro.com`
 - Latin America: `wfrm-lara.trendmicro.com`
 - North America: `wfrm-usa.trendmicro.com`
- If the Security Server uses a proxy server to connect to the Internet, make sure the proxy and user authentication settings are correctly configured.

Unable to register with the remote server

"Unable to register with the remote server" shows up when the mouse is moved over the Worry-Free Remote Manager agent icon

This happens when the Globally Unique Identifier (GUID) is incorrect.

To fix this issue:

1. Go to `C:\Program Files\Trend Micro\WFRMAgentForCSM`.
2. Open the `AgentSysConfig.xml` file using a text editor.
3. Look for the GUID between the parameters "`<AgentGUID>`" and "`</AgentGUID>`".
4. Edit the GUID and then save the file.
5. In the same folder, open the `csmsysconfig.xml` file using a text editor.
6. Look for the GUID between the parameters "`<ProductGUID>`" and "`</ProductGUID>`".
7. Edit the GUID and then save the file.
8. Right-click the Worry-Free Remote Manager Agent icon on the task bar and then click **Restart Service**.

Removing the Agent

There are three ways to remove the agent locally (it can also be removed by the reseller via the WFRM console):

1. Directly uninstall the WFRM Agent
2. Uninstall the WFRM Agent via the Control Panel
3. Uninstall the WFRM Agent manually

Note: When removing the agent locally, the agent will unregister from Worry-Free Remote Manager which automatically deletes all data associated with the agent. To prevent the agent from unregistering, modify the **Server address** value on the agent interface before removing the agent.

Directly uninstall the WFRM Agent:

1. Open the WFRM Agent installation file.
2. The installation wizard will prompt you to confirm the uninstallation. Click **Yes**.

Note: During removal, you will be prompted to close certain applications. Close these applications and click **Retry** to continue.

3. Click **Finish** to close the wizard after the uninstallation is complete.

Uninstall the WFRM Agent via the Control Panel

1. Open the Control Panel's Add or Remove Programs applet.
2. Select Worry-Free Remote Manager Agent and then click the **Change/Remove** button.

Uninstall the WFRM Agent manually

If for any reason the agent cannot be removed through standard ways, perform the following steps to manually remove it:

1. Stop the Trend Micro Worry-Free Remote Manager Agent service
 - a. Click **Start > Run**.
 - b. Type "cmd" on the command line and then press the **Enter** key.
 - c. Run this command:


```
net stop Trend Micro Worry-Free Remote Manager Agent
```
2. Remove the Trend Micro Worry-Free Remote Manager Agent service.
 - a. On the command line, use the change directory (cd) command to go to the WFRM Agent directory.
 - b. Run this command:


```
TMICAgent -u
```
3. Remove the program files.


```
Delete [agent install directory] - WFRMAgentForCSM
```
4. Open the Registry Editor (regedit.exe) and remove the following registry keys:

Note: Always create a backup before modifying the registry. Incorrect registry changes may cause serious issues. Should this occur, restore it by referring to the "Restoring the Registry" Help topic in Regedit.exe or the "Restoring a Registry Key" Help topic in Regedt32.exe.

- ```
HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\TMIC4CSM\Agent\..
HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\
23FC8F347B51DD440AD13A73D13A73D22D58E6
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\
Installer\UserData\S-1-5-18\Products\
23FC8F347B51DD440AD13A73D13A73D22D58E6
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\
Uninstall\{43F8CF32-15B7-44DD-A01D-A3372DD2856E}
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\
Uninstall\InstallShield Uninstall Information\
{43F8CF32-15B7-44DD-A01D-A3372DD2856E}
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\
Uninstall\InstallShield_{43F8CF32-15B7-44DD-A01D-A3372DD2856E}
```
5. Remove the WFRM Agent shortcut from the Start menu.
    - a. On the desktop, click **My Computer**.
    - a. Change the current directory to ..\Documents and Settings\All Users\Start Menu\Programs.

Delete the Worry-Free Remote Manager Agent folder.