
Trend Micro™ Worry-Free Remote Manager Agent Installation Guide

Agent Installation 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 agent.

Note: Although this guide specifically mentions Client Server Messaging Security (CSM), it can also be used as a reference when installing the WFRM agent on Client Server Security (CS).

Preparing for Installation

The WFRM agent installs on the CSM server in the managed network. Log on interactively to the CSM server to install the WFRM agent. To ensure that the agent installation goes smoothly, contact your reseller, prior to performing the installation, to obtain the following information:

- Agent GUID
- Agent installer: `WFRMAgentforCSM.exe`
- WFRM server settings, including the server address (IP address or fully-qualified domain name) and protocol (HTTP or HTTPS) settings

The CSM server must meet the following requirements:

- Client Server Messaging Security 3.5 or 3.6
- Active Internet connection
- 50MB available hard disk space

What is an agent GUID?

To distinguish between WFRM agents, Worry-Free Remote Manager assigns a globally unique identifier (GUID) to each agent. The person who installs the actual agent program on the managed server must input the GUID during installation to allow the agent program to register to the console.

Example of a WFRM agent GUID:

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

Installing the WFRM Agent

Note: If you are using Internet Explorer 6 or 7, please see [Using Internet Explorer 6 to Obtain the SSL Certificate](#) on page 1-3 or [Using Internet Explorer 7 to Obtain the SSL Certificate](#) on page 1-3 before starting the agent installation process.

To install the agent:

1. Copy the agent installation file to the CSM server.
2. Open the installation file.
3. Click **Next** on the InstallShield Wizard welcome screen.
4. Read the license agreement carefully.
5. Select **I accept the terms of the license agreement** and click **Next**.
6. Provide your name and the name of your company.
7. Specify the installation location. To use the default location, click **Next**.
8. Provide the FQDN of the Worry-Free Remote Manager server.
9. Select a communication protocol and then enter the necessary information.
 - For HTTPS—Select HTTPS (**recommended**) and then type port 443
 - For HTTP—Select HTTP and then type port 80
10. Obtain a copy of the SSL certificate file from the WFRM server.
11. Enter the path and filename of the SSL certificate or click the **Browse** button to locate the SSL certificate.
12. Specify the necessary proxy settings if your CSM server uses a proxy server to connect to the Internet. Click **Next**.

13. Type the GUID. Click **Next**.
14. Review the installation settings and click **Next**.
15. Click **Finish** to close the wizard after installation completes.

If the installation is successful and settings are correct, the agent will automatically register to the Worry-Free Remote Manager server.

Note: Contact your WFRM reseller if you encounter problems during installation.

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://wfrm.trendmicro.com/>.
2. Double-click the padlock icon. 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. On the window showing Equifax Secure Certificate Authority, 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 the filename of the certificate (example: wfrmcert.cer).

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://wfrm.trendmicro.com/>.
2. Click the padlock icon. You will see the Web site identification menu.
3. Click **View Certificates** > **Certification Path** tab.
4. Click **GeoTrust** > **View Certificate**.
5. On the window showing Equifax Secure Certificate Authority, click the **Details** tab.
6. Click **Copy to File** > **Next** and then select **DER encoded binary X.509 (.CER)**.

7. Click **Next**, and then type the path and the filename of the certificate (example: wfmcert.cer).

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.

Troubleshooting

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 CSM server:

```
C:\TMICAgentForCSM_Install.log
```