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Getting Started Guide

Trend Micro™

Internet Security PRO^{VERSION} 3.0

Smart Security for Total Online Safety

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

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Document part number: PCEM74172/90714

Release date: July 2009

The *Getting Started Guide* for Trend Micro™ Internet Security Pro explains how to set up and begin using the software. Please read it before you get started.

If you need technical support, please refer to *Technical Support* in this guide for contact information. For more information, check the *Product Help*, accessible from the main console of Trend Micro Internet Security Pro.

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Preface

This guide explains how to install and begin using Trend Micro™ Internet Security Pro.

This preface covers the following topics:

- *Documentation* on page iv
- *About this Getting Started Guide* on page iv
- *Document Conventions* on page iv

Documentation

In addition to this guide, Trend Micro™ Internet Security Pro also includes *Product Help*, which explains key software features. Click the **Help** button to get information about the window currently open, or find information on other topics.

About this Getting Started Guide

- The *Introduction* summarizes the main features of Trend Micro Internet Security Pro.
- *Installation* explains how to install, upgrade, renew, or remove Trend Micro Internet Security Pro.
- *Getting Started* tells how to start using the software.
- *Troubleshooting* suggests how to solve basic problems, and includes a list of Frequently Asked Questions.
- *Technical Support* gives ways to contact Trend Micro if you cannot find the answers you need in the Troubleshooting section.

Document Conventions

This guide adheres to the following conventions:

| STYLE | EXPLANATION |
|-----------------|--|
| ALL CAPITALS | Acronyms, abbreviations, and keys on your keyboard |
| Bold | Menu, menu command, button, tab, and option names, as well as service and process names |
| <i>Italics</i> | Documentation titles |
| Monospace | Examples (including sample command lines), program code, Internet and World Wide Web addresses, file names, folder names, and program output |
| Note: | Configuration notes |
| Tip: | Recommendations |
| WARNING! | Things you should not do |

TABLE 1. Documentation conventions

Introduction

1

This chapter gives an overview of Trend Micro Internet Security Pro, and covers the following topics:

- *What's New* on page 2
- *Protection Checklist* on page 3
- *Automatic Protection* on page 3
- *Main Console* on page 4

To start the installation procedure, refer to one of the following topics:

- *Computer Requirements* for memory, hard drive, and other specifications
- *Before Installation* for pre-installation tasks and other considerations
- *Upgrading from a Previous Release* if your computer has an older version of Trend Micro Internet Security installed
- *Installing Trend Micro Internet Security Pro* for installation instructions
- *Getting Started* for instructions on using Trend Micro Internet Security Pro

What's New

- This version fully supports Microsoft Windows 7.
- A new security feature can automatically prevent suspicious software on USB drives from opening.
- This version can share threat information with the Trend Micro™ Smart Protection Network, which automatically correlates information about threats found on millions of computers to help protect you more effectively.
- This version can now block attempts to open potentially unsafe websites based on suspicious domain names.

Protection Checklist

Trend Micro Internet Security Pro protects you from these threats:

| THREAT | PROTECTION |
|--|--------------------------------------|
| Viruses, Trojan horse programs, and worms on your computer or arriving in email messages | Protection Against Viruses & Spyware |
| Spyware, web browser tracking “cookies,” rootkits | Protection Against Viruses & Spyware |
| Unauthorized changes to your operating system settings, registry or Hosts file | Unauthorized Change Prevention |
| Unsolicited “spam” messages and email fraud attempts (“Phishing”) | Spam Email Filter |
| “Pharming” and other Web threats | Protection Against Web Threats |
| Hackers | Personal Firewall |
| Wireless network intruders | Home Network Protection |
| Theft of private information from instant messages, email messages or websites | Data Theft Prevention |
| Wireless network thieves | Trend Micro Toolbar |
| Data loss due to computer theft | Trend Micro Vault |
| Microsoft® software security flaws | Scheduled & Custom Scans |
| Poor computer performance | System Tuner |

TABLE 1-1. Trend Micro Internet Security Pro features

Automatic Protection

Once installed, Trend Micro Internet Security Pro protects you by automatically performing the following tasks:

- Checks for and downloads new security updates every three hours
- Helps prevent spyware from monitoring your computer, as well as unauthorized changes to your computer’s settings
- Searches for risks every time you open, copy, move, or save a file
- Stops you from downloading risky files, and blocks attempts to visit sites that pose a security threat

For greater protection, enable the optional Parental Controls and Data Theft Prevention features.

Main Console

The main console gives an overview of how Trend Micro Internet Security Pro protects you. Clicking the tabs on the left side of the window reveals more information and controls related to those features.

Tip: On the main console's **Overview** tab, click the link next to **Protection status** to see all of the features currently protecting you.

Click the **My Home Network** page at the top of the window to find and manage the security of other computers connected to your home network.

Action Buttons and System Tray Icons

The list below explains buttons and icons commonly used in Trend Micro Internet Security Pro:

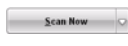







| BUTTON / ICON | DESCRIPTION |
|---|---|
|  | Scans your computer for security threats (click the right edge of the button to select a quick, full, or custom scan). |
|  | Downloads the latest update from Trend Micro. |
|  | Closes a window and saves any changes you made. |
|  | Closes the window without saving any changes. |
|  | Trend Micro Internet Security Pro has started scanning for security threats or downloading an update in the background. |
|  | Trend Micro Internet Security Pro currently protects you. |
|  | Trend Micro Internet Security Pro needs your help to solve a problem (double-click the icon to open the main console for more information). |
|  | Trend Micro Internet Security Pro has expired. |

TABLE 1-2. Common program buttons and icons

This chapter explains how to install Trend Micro Internet Security Pro.

The topics in this chapter include:

- *Computer Requirements* on page 6
- *Before Installation* on page 8
- *Upgrading from a Previous Release* on page 9
- *Installing Trend Micro Internet Security Pro* on page 10
- *Uninstalling Trend Micro Internet Security Pro* on page 16

Computer Requirements

Table 2-1 lists the computer hardware and software specifications for installing Trend Micro Internet Security Pro.

TABLE 2-1. Trend Micro Internet Security Pro computer requirements

| COMPUTER SPECIFICATIONS | |
|--------------------------------------|---|
| Microsoft™ Windows™ operating system | <ul style="list-style-type: none">• Windows 7™ Ultimate, Professional, Home Premium, Home Basic, or Starter Kit (32-bit or 64-bit)• Windows 7 Ultimate E, Professional E, Home Premium E, Home Basic E, or Starter Kit E (32-bit or 64-bit)• Windows Vista™ Ultimate, Business, Home Premium, or Home Basic with or without Service Pack 1 (SP1) or Service Pack 2 (SP2) (32-bit or 64-bit)• Windows XP Home, Professional, Media Center, Tablet PC Edition with Service Pack 2 (SP2) or Service Pack 3 (SP3) (32-bit) |
| Processor (CPU) | <ul style="list-style-type: none">• Windows 7 and Windows Vista Intel™ Pentium™ 800MHz (1GHz recommended)• Windows XP Intel Pentium 450MHz, or equivalent processor |
| Minimum memory | <ul style="list-style-type: none">• Windows 7 and Windows Vista 512 minimum of RAM (1GB recommended)• Windows XP 256MB minimum RAM (1GB recommended) |
| Disk space | 500MB hard disk space available for installation |
| Monitor | 1024 x 576 minimum with high color |

Note: This version supports Intel Hyper-Threading and Dual-Core processors, as well as RAID 0 (striping) or RAID 1 (mirroring or duplexing).

Internet Requirements

You need an Internet connection to activate the software, download updates, obtain information about security threats, or visit the Trend Micro website. Table 2-2 lists compatible Internet software.

Note: Some Internet Service Providers charge a fee every time you go online. Others bill you based on how long you connect to the Internet, or how much data you receive. If you must pay such fees, you might want to shut down the Automatic Updates feature of Trend Micro Internet Security Pro 2010. Also consider modifying your Internet connection software or router to prevent the Automatic Updates feature from opening a connection (refer to your software or router documentation for instructions).

TABLE 2-2. Compatible Internet software and services

| COMPATIBLE INTERNET SOFTWARE AND SERVICES | |
|---|--|
| Compatible Web browsers | <ul style="list-style-type: none"> • Required: Microsoft Internet Explorer™ 6.0 with Service Pack 2 (Windows XP only), 7.0, or 8.0 • Mozilla® Firefox® 2.0, 3.0, or 3.5 |
| Compatible email software | <ul style="list-style-type: none"> • Microsoft Outlook™ 2000, 2002, 2003, or 2007 • Microsoft Outlook Express 6.0 with Service Pack 2 • Mozilla® Thunderbird™ 1.5 or 2.0 • Windows Mail™ (Windows Vista™ or Windows 7) |
| Compatible Web-based mail | <ul style="list-style-type: none"> • Yahoo!® Mail • MSN Hotmail™ / Windows Live™ Mail • AOL® Mail • Google™ Gmail™ |
| Compatible instant messaging services | <ul style="list-style-type: none"> • AOL® Instant Messenger™ (AIM®) 5.9 • ICQ® 5.1, 6.0, 6.5, or ICQ® Lite • MSN™ Messenger 7.5 (Windows XP only) • Windows Live™ Messenger 8.0, 8.5, or 9.0 • Yahoo!® Messenger 8.1 |

Note: Trend Micro Internet Security Pro cannot scan Hotmail messages received using Microsoft Outlook Express, Microsoft Outlook, or MSN Explorer.

Before Installation

A few simple preparations can help make installing Trend Micro Internet Security Pro much easier.

- Make sure that the computer where you plan to install the program meets the requirements listed in *Table 2-1* on *page 6*. You cannot install Trend Micro Internet Security Pro if your computer does not meet the requirements, including a working Internet connection.
- You must have administrator privileges on your computer to install Trend Micro Internet Security Pro. If you have installed other software on your computer before, then you probably have these privileges.

Note: If you downloaded Trend Micro Internet Security Pro onto a computer running Windows Vista or Windows 7, right-click the installation program and select **Run as Administrator**.

- If a firewall like the Windows Firewall already protects your computer, you should disable or remove the other firewall before installing Trend Micro Internet Security Pro, which includes a Personal Firewall.
- Many businesses and schools offer Internet connections through a “proxy server,” a computer that accelerates or filters communications with the Internet. Your home computer probably does not use a proxy server.

If necessary, Trend Micro Internet Security Pro will import your proxy server settings from Internet Explorer. If Internet Explorer does not have the correct proxy server settings, then you will need to enter the proxy server’s name or IP address and port number yourself.

Note: Trend Micro Internet Security Pro uses proxy server information when connecting to the Internet to activate your software and receive updates from Trend Micro.

- Close all windows except the installation program window.
- Make sure to keep your serial number handy. Where you find the serial number depends on whether you downloaded Trend Micro Internet Security Pro or bought the software on a disk.

Upgrading from a Previous Release

You can start installing Trend Micro Internet Security Pro on your computer without making an effort to remove older Trend Micro software first. The installation program will automatically detect and uninstall these versions:

- Trend Micro Internet Security Pro (2009 release)
- Trend Micro Internet Security Pro (2008 release)
- Trend Micro Internet Security 2009
- Trend Micro Internet Security 2008
- Trend Micro AntiVirus plus AntiSpyware 2009
- Trend Micro AntiVirus plus AntiSpyware 2008

Note: An upgrade will delete all files quarantined by older Trend Micro security software, as well as information stored by the Data Theft Prevention and Trend Micro Anti-Spam Toolbar features.

Quarantined files may contain viruses or include spyware that should not remain on your computer. If you must preserve something in the quarantine, restore the files, then transfer them to an isolated location like a USB drive before removing the program.

Installing Trend Micro Internet Security Pro

Before installing Trend Micro Internet Security Pro, make sure to go through the checklist on [page 8](#).

To install Trend Micro Internet Security Pro:

1. Start the installation program by placing the CD into your CD-ROM drive and clicking the **Install Program** button, or by running the installation program downloaded from Trend Micro (<http://www.trendmicro.com/download>).

After the message shown below disappears, click **Install Program**.



FIGURE 2-1. Welcome screen



My Computer

Note: If the CD-ROM menu window does not open automatically, double-click the **My Computer** icon on the Windows desktop, open the CD-ROM drive, and then double-click the `setup.exe` file.

2. If a User Account Control window asks for your permission to install the program, click **Continue**.

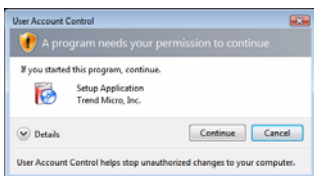


FIGURE 2-2. User Account Control warning

3. Read the terms and conditions in the Trend Micro End User License Agreement carefully. To install the software, you must select **I accept the terms of the license agreement.**, and then click **Next**.



FIGURE 2-3. License Agreement window

4. Type the serial number in the Serial Number window and click **Next**. Click the **Not sure where to find your serial number?** link if you need help.



FIGURE 2-4. Serial Number window

- On the Installation Options window, select **Regular Installation** and click **Next**.

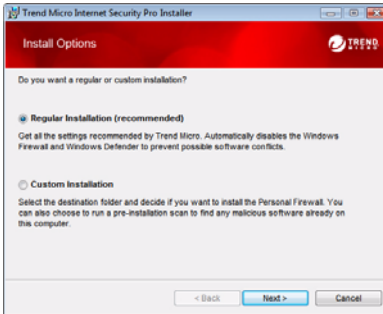


FIGURE 2-5. Installation Options window

If you would like to change some installation settings to suit your preferences, select **Custom Installation** and click **Next**.

- To help prevent installation problems due to security threats already on your computer, mark the **Check for security threats** checkbox.
- If you would prefer to use the Windows Firewall, remove the mark from the **Install the Trend Micro Personal Firewall** checkbox.
- To install Trend Micro Internet Security Pro in a different folder, click the **Change...** button. Click **OK** after choosing a location.
- To help improve your protection by anonymously contributing information about threats found to the Trend Micro Smart Protection Network, mark the **Share threat information with Trend Micro** checkbox.

After making your choices, click **Next**.



FIGURE 2-6. Customize Your Installation Options window

6. Installation of Trend Micro Internet Security Pro now begins.

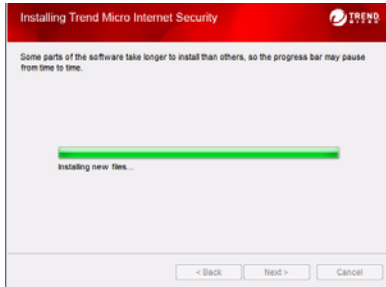


FIGURE 2-7. Installing Trend Micro Internet Security Pro window

7. After a successful installation, click **Activate Now** to activate the software.

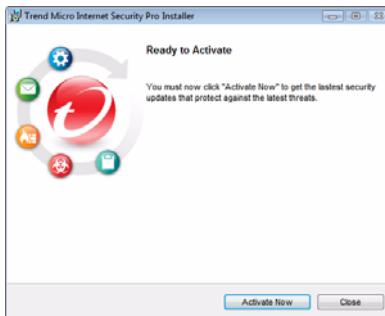


FIGURE 2-8. Ready to Activate window

The installation program now begins setting up the security software.



FIGURE 2-9. Setting up Trend Micro Internet Security Pro window

8. Create a new account or sign into your existing Trend Micro account. To create a new account, provide your full name and select your current location from the list beside **Location**. Enter an email address that you can check regularly, provide an account password and click **Next**.



FIGURE 2-10. Activate Now window

9. Print the activation confirmation page for future reference. Click **Finish**.



FIGURE 2-11. Activation Completed window

Double-click the Trend Micro Internet Security Pro system tray icon to open the main console.

Installing Trend Micro Internet Security Pro on Multiple Computers

You can install Trend Micro Internet Security Pro on three computers using a single serial number.



FIGURE 2-12. You can use one serial number to make Trend Micro Internet Security Pro protect up to three computers.

To install Trend Micro Internet Security Pro on another computer, just launch the installation program on that computer and follow the same steps.

When activating Trend Micro Internet Security Pro on the second and third computers, select a name (or description) to distinguish each new installation from the previous one. Since you can use Trend Micro Internet Security Pro to manage the security of other computers by remote control, these different names will help you keep track of them.

If you need to install the software on more than three computers, you can deactivate one of the previous installations, or purchase an additional serial number.

Note: Uninstalling and then reinstalling Trend Micro Internet Security Pro on the same computer will count as an additional installation. When you reach the maximum number of allowed installations, Trend Micro Internet Security Pro will help you deactivate one of the previous installations.

Uninstalling Trend Micro Internet Security Pro

Before removing Trend Micro Internet Security Pro, make sure you have logged onto the computer with administrator privileges (needed during the removal process), and close any other open programs.

WARNING! *Removing the program deletes all quarantined files, which may contain viruses or include spyware and trojan horse programs that should not remain on your computer. If you must preserve something in the quarantine, restore the files, then transfer them to an isolated location like a USB drive before removing Trend Micro Internet Security Pro.*

1. You have two ways to start removing Trend Micro Internet Security Pro:
 - Click the Windows **Start** button and select **All Programs > Trend Micro Internet Security Pro > Uninstall Trend Micro Internet Security Pro**.
 - Open the Control Panel and then double-click **Add or Remove Programs** (Windows XP) or **Uninstall a program** (Windows Vista and Windows 7). From the list of programs, select **Trend Micro Internet Security Pro**, and then click **Remove** (Windows XP) or **Uninstall** (Windows Vista and Windows 7).
2. If a User Account Control window asks for your permission to uninstall the program, click **Continue**.

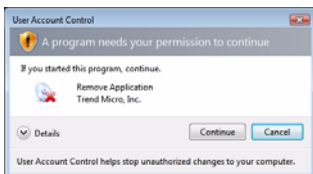


FIGURE 2-13. User Account Control warning

3. Click **Uninstall** to confirm that you want to remove the program.

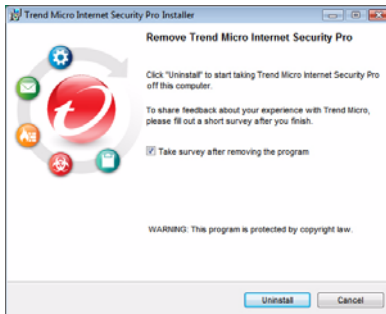


FIGURE 2-14. Remove Trend Micro Internet Security Pro window

4. If you have enabled password protection, enter the correct password that you set previously.

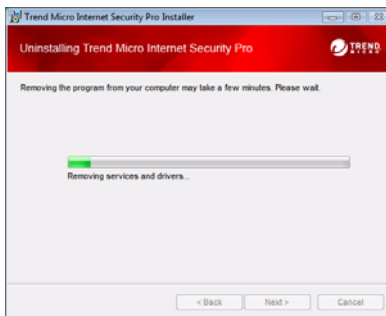


FIGURE 2-15. Uninstalling Trend Micro Internet Security Pro window

5. Click **Restart Now** to restart your computer once the program has been successfully removed.

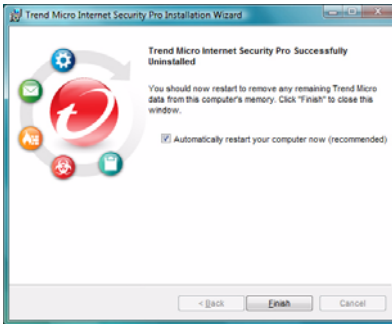


FIGURE 2-16. Successfully Uninstalled window

Uninstalling with the Trend Micro Diagnostic Toolkit

If you ran into problems during installation, configuration, or uninstallation, use the Trend Micro Diagnostic Toolkit to remove the program.

To uninstall the program using the Trend Micro Diagnostic Toolkit:

1. Click the Windows **Start** button and select **All Programs > Trend Micro Internet Security Pro > Trend Micro Support Diagnostic Toolkit**.
2. If a User Account Control window asks for your permission to open the program, click **Continue**.

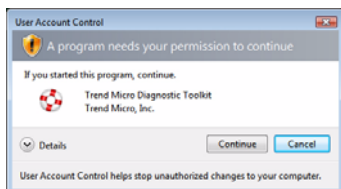


FIGURE 2-17. User Account Control warning

3. When the Trend Micro Diagnostic Toolkit opens, click the **[E] Uninstall** tab.

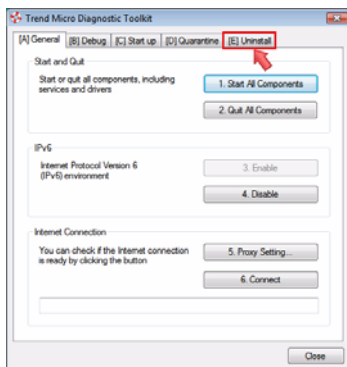


FIGURE 2-18. Tab A of the Trend Micro Diagnostic Toolkit

4. On the [E] **Uninstall** tab, click the **1. Uninstall** button.

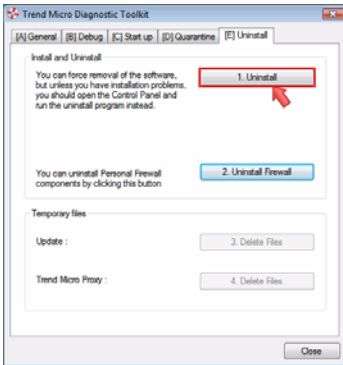


FIGURE 2-19. Tab E of the Trend Micro Diagnostic Toolkit

5. When prompted, copy the serial number before uninstalling the program. When done, mark the **I have finished writing down the serial number** checkbox and click **Next**.
6. In the window that opens, click **Uninstall** to remove the program.

Getting Started

3

After installing Trend Micro Internet Security Pro, complete the tasks explained on the following pages to start protecting your computer.

- *Verifying a Successful Installation* on page 22
- *Opening the Main Console* on page 22
- *Updating and Scanning* on page 22
- *Controlling Your Security Updates* on page 23
- *Setting a Password* on page 24
- *Getting More Help* on page 25

Verifying a Successful Installation

Use the European Institute for Computer Antivirus Research (EICAR) test file to confirm that Trend Micro Internet Security Pro protects you.

Note: The EICAR test file is *not* a virus. This harmless text file with a *.com extension does not replicate and contains no harmful payload.

1. Open <http://us.trendmicro.com/us/support/virus-primer/eicar-test-files/>.
2. Download the EICAR test file by clicking one of the **ecar.com** links, such as `ecar.com` (HTTP).

Trend Micro Internet Security Pro will show an “`ecar_virus`” warning, quarantine `ecar_test.com` and record the event in the Virus Scan log.

Opening the Main Console

Using the main console of Trend Micro Internet Security Pro, you can easily check or customize your security settings, download updates, and run scans.

You have three ways to open the main console:

- Click the Windows **Start** button, and then select **All Programs > Trend Micro Internet Security Pro > Trend Micro Internet Security Pro**.
- In the system tray at the bottom of your screen, double-click the Trend Micro Internet Security Pro icon. You can also click or right-click the system tray icon and select **Open Main Console**.
- Double-click the Trend Micro Internet Security Pro desktop icon.

Updating and Scanning

After opening the main console, you will see two large blue buttons at the bottom of the window.

- Click **Scan Now** to begin a quick scan that can detect and eliminate malicious software where it usually hides. By clicking the right edge of the button (marked with a triangle), you can also select a full or custom scan. A full scan checks the entire computer for security threats, while a custom scan will examine specific files or folders.
- Click **Update Now** to download any new security update available.

Controlling Your Security Updates

To download the latest update immediately:

1. Open the main console (see [page 22](#)).
2. On the **Overview** screen, click **Update Now**.

To check when you have received previous updates:

1. Open the main console (see [page 22](#)).
2. Click **Other Settings and Subscription**, then expand the **Logs** header.
3. Choose **Update** from the dropdown list.
4. Click the **View Logs** button.

To check or change the update schedule:

1. Open the main console (see [page 22](#)).
2. Click **Other Settings and Subscription**, then expand the **Automatic Updates** header.
3. Click the **Settings...** button.
4. Mark the **Automatically check for updates** checkbox. Trend Micro Internet Security Pro checks for updates every three hours by default.
5. To see the progress of each update, select **Notify you before the update starts**.

Setting a Password

Set a password to prevent others from changing your settings. To manage the security of other computers on a home network, you must set a password.

1. On the main console, click **Other Settings and Subscription**, and then click **Password**.
2. Under **Password**, click **Settings...**
3. Mark the **Enable password protection** checkbox, and then type the same password in both the **Password** and **Confirm password** fields.

Tip: The password should contain at least six characters, and can include only letters of the alphabet (upper or lower case) and numbers (0 through 9). Refer to the *Establishing Strong Passwords* topic in the *Product Help* for more recommendations.

4. In the **Password hint** field, type a short phrase that will remind you of your password in case you forget it later. Choose a hint that would not allow someone else to guess your password easily.
5. Click **OK** to save your password.

Initializing Pro Features

After installing Trend Micro Internet Security Pro, you must set up some of the features before using them.

1. Open the main console (see [page 22](#)).
2. Click **Pro Features** to launch the wizard that helps you set up some of these features.
3. Follow the instructions shown to prepare the System Tuner and Trend Micro Vault for use.

Getting More Help

Trend Micro Internet Security Pro offers several types of help:

| HELP OPTION | DESCRIPTION |
|------------------------|--|
| Help & Support | Click this button in the upper right corner of the main console for links to the <i>Product Help</i> and Knowledge Base. |
| Context-Sensitive Help | Click the Help button to learn more about a given window. |
| Mouseover Help | Stop your mouse cursor over an icon without clicking to see a short description. |

TABLE 3-1. Help options

Troubleshooting

4

This chapter explains how to solve basic problems you may encounter while using Trend Micro Internet Security Pro.

The topics explained in this chapter include:

- *Installation and Activation Problems* on page 28
- *Update Problems* on page 29
- *Frequently Asked Questions* on page 30

Installation and Activation Problems

You may encounter one of the following problems during the installation and activation of Trend Micro Internet Security Pro:

- The installation program stops responding.
- Trend Micro Internet Security Pro will not start after a successful installation.
- You lost your serial number or have an invalid serial number.
- You cannot activate Trend Micro Internet Security Pro during installation or through the main console after installation.

To solve an installation problem:

- Make sure you have administrator privileges on the computer where you tried to install Trend Micro Internet Security Pro.
 - a. Press the CTRL - ALT - DELETE keys simultaneously to open a small window showing the name of the account you have used to log into the computer (look under Logon Information), write down the account name, and then click **Cancel**.
 - b. Open the Control Panel.
 - If your computer runs Windows XP, click **User Accounts** to find out if the account you wrote down has administrator privileges.
 - If your computer runs Windows Vista or Windows 7, click **User Accounts and Family Safety**, then click **User Account** to see if the account you wrote down has administrator privileges.
 - c. If you have not logged onto the computer with administrator privileges, switch to an account that has those privileges.
- Make sure the computer meets all installation requirements on [page 6](#).
- Make sure that you followed all of the instructions in the [Installing Trend Micro Internet Security Pro](#) section of this [Getting Started Guide](#).

If these suggestions do not help solve the problem, contact Trend Micro Technical Support for help. See [page 35](#) for details.

To solve an activation problem:

- Make sure you entered the serial number correctly. You must provide this information in the following format:

XXXX-XXXX-XXXX-XXXX-XXXX

Note: Each X corresponds to a number or letter. You can type the letters in upper or lower case.

- Select a unique name or description for each installation after the first.
- To recover a lost password, try visiting this website:
http://www.trendsecure.com/my_account/
- Look for any warning messages or log information related to activation. You can search for a solution based on this information.
- You can use the trial version of Trend Micro Internet Security Pro for a limited time only. Purchase Trend Micro Internet Security Pro before your trial expires to maintain your security.

If the suggestions above do not help solve the problem, please contact Trend Micro Technical Support. See [page 36](#) for details.

Update Problems

First, make sure that your computer can reach the Internet, then check your network and computer for any obvious hardware or software failures. If Trend Micro Internet Security Pro still cannot download updates, check your connection with the update server.

To check your connection with the update server:

- Open the Windows command prompt.
Note: For Windows XP, click the **Start** button, select **Run...**, and type `cmd` in the window that opens. For Windows Vista and Windows 7, click the **Start** button and type `cmd` in the **Start Search** field.
- Type the following commands to make sure your computer can resolve the update server's Fully Qualified Domain Name (FQDN).

```
nslookup
```

```
ping iau.trendmicro.com
```

If your computer cannot contact the update server, please contact Trend Micro Technical Support. See [page 36](#) for details.

Frequently Asked Questions

How do I install Trend Micro Internet Security Pro on multiple computers?

To install Trend Micro Internet Security Pro on an additional computer, just insert the installation CD into the computer that needs protection. If you downloaded the installation program, copy it onto the other computer.

You can then follow the steps explained in *Installing Trend Micro Internet Security Pro*. You should enter the same serial number each time you install Trend Micro Internet Security Pro.

If you install the program too many times, Trend Micro Internet Security Pro will automatically help you figure out which installations should remain active.

Do I need to activate right away?

Even if you do not activate the software, you can still download updates for three days after installing it. However, to continue receiving the latest updates, you must then activate the software. Just open the main console to get started.

How do I recover a lost serial number?

To recover a lost serial number, try visiting this website:

http://www.trendsecure.com/my_account/

If you cannot retrieve your serial number from the website above, please send email to support@support.trendmicro.com to request a copy of the original number. You can also submit a request for help to the following support website:

<http://esupport.trendmicro.com/support/consumer/submitonline.do>

Why does uninstalling and then reinstalling Trend Micro Internet Security Pro on the same computer use up my allowed installations?

Trend Micro cannot distinguish a new installation on a different computer from a new installation on the same computer. When you reach the maximum number of installations allowed, Trend Micro Internet Security Pro will automatically help you deactivate an unused installation.

What do I need to do after reinstalling or recovering Windows?

Once you have reinstalled or recovered your Microsoft Windows operating system, you must install Trend Micro Internet Security Pro again.

Why does *Not yet activated* appear on the main console after successfully activating the program?

In some cases, depending on your network connection, you might not receive a response from Trend Micro immediately. In this case, try clicking **Update Now**. If Trend Micro Internet Security Pro can successfully check for updates, the correct expiration date should appear.

Can Trend Micro Internet Security Pro filter instant messages?

Trend Micro Internet Security Pro cannot *filter* chat sessions, but it can check for and eliminate viruses, Trojan horse programs, worms, spyware, and other threats sent through instant messaging software. It can also block the transmission of sensitive data that you add to Data Theft Prevention.

What Internet browsers work with Trend Micro Internet Security Pro?

Trend Micro Internet Security Pro works with these browsers:

- Microsoft™ Internet Explorer™ 6.0 with Service Pack 2 (*for Microsoft Windows™ XP only*)
- Microsoft Internet Explorer 7.0 and 8.0
- Mozilla™ Firefox™ 2.0, 3.0, or 3.5

Can Trend Micro Internet Security Pro scan all file types?

Yes, Trend Micro Internet Security Pro can check every file on your computer for threats, as well as your computer's memory and email messages.

What is phishing?

Phishing is a form of fraud meant to steal personal information. For example, a fake website may carefully mimic a legitimate website to fool you into divulging your name, credit card numbers, social security number, or other confidential information. Criminals can then rob your financial accounts or pose as you to make purchases online.

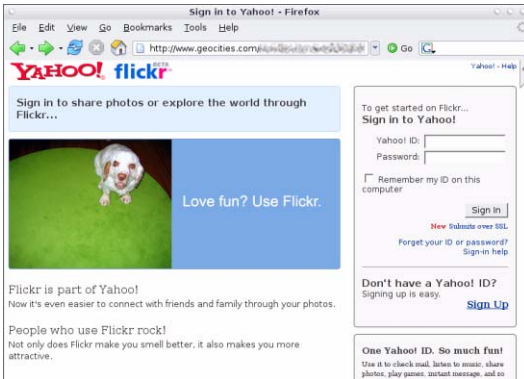


FIGURE 4-1. A sample phishing website

Another common phishing fraud begins with an email message urging you to solve a problem with a financial account immediately. The message looks legitimate, but includes a link that opens a fraudulent website.

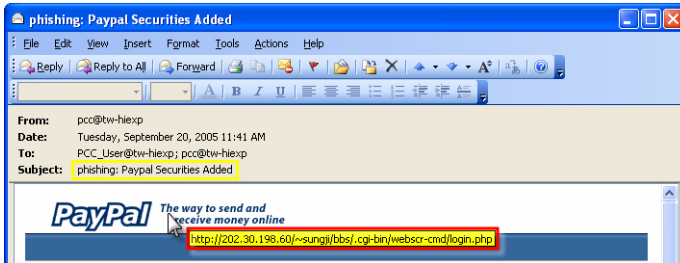


FIGURE 4-2. A sample phishing email message

Criminals also use Internet Relay Chat (IRC) and other instant messaging programs to slip undesirable files and links to phishing websites into “dynamic content” (such as graphics, website addresses, and media files) sent directly to you through a chat window.

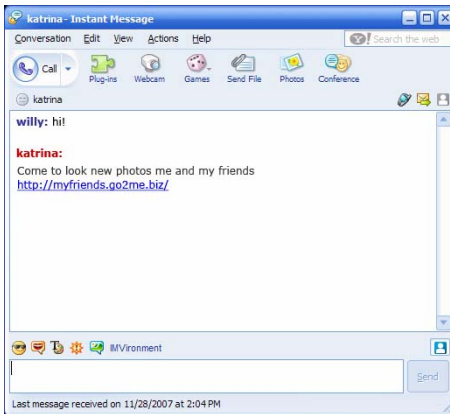


FIGURE 4-3. Sample phishing instant messages

What are cookies?

Websites may store data on your computer temporarily to identify you or save your preferences. They generally serve to make websites more convenient to use, but may also threaten your privacy. Cookies used inappropriately can function as a kind of spyware.

Note: Make sure to check the detailed information about suspected spyware found before deleting anything.

Does the color of the frame around a warning mean something?

When Trend Micro Internet Security Pro displays a message, the color of the frame indicates the severity of the security risk involved.

- Red indicates a serious threat.
- Yellow indicates a warning or an issue to investigate, rather than an immediate threat.
- Blue appears when the message only reports normal security activities.

What should I do if informed that Trend Micro Internet Security Pro automatically removed or quarantined a virus, Trojan horse or spyware?

Click the name of the virus, Trojan horse or spyware to see details such as threat characteristics and any further actions you can take.

After Trend Micro Internet Security Pro has dealt with a Trojan horse program or spyware, you may need to restart your computer to finish removing the threat. Normally, you can just click **Restart now**.

Trend Micro seeks to provide technical support that exceeds your expectations. In this chapter, you can find out how to get technical support.

Remember, you cannot get support before activating Trend Micro Internet Security Pro.

This chapter covers the following topics:

- *Before Contacting Technical Support* on page 36
- *Submitting Samples of Infected Files* on page 36
- *Reporting Spam, Fraud, and Incorrectly Tagged Messages* on page 37
- *TrendLabs* on page 37
- *Other Resources* on page 37

Before Contacting Technical Support

Before contacting technical support, please consider a few other ways to find a fast and easy answer to your question:

- **Refer to the documentation.** Check both the *Troubleshooting* chapter of this *Getting Started Guide* and the *Product Help* for information about Trend Micro Internet Security Pro.
- **Visit the Trend Micro Technical Support site**, which provides the very latest information about all Trend Micro software, as well as answers to questions submitted by others.

<http://www.trendmicro.com/support/consumer/>

Contacting Technical Support

Use this site to find the right Trend Micro telephone number:

<http://esupport.trendmicro.com/support/consumer/callus.do>

To help Trend Micro solve your problem as quickly as possible, please have the following information ready before calling:

- Your Trend Micro Internet Security Pro serial number
- Your Trend Micro Internet Security Pro version number
- The exact text of the error message, if any
- A brief explanation of what you were doing when the problem occurred (including ways to reproduce the problem)

Tip: Open the main console (see *page 22*), select **Help & Support**, and click **Product Information** to find your program version and serial numbers.

You can also open a technical support case online by visiting:

<http://esupport.trendmicro.com/support/consumer/submitonline.do>.

Submitting Samples of Infected Files

If a file seems unsafe but your security software fails to detect any problems, please submit the suspicious file to this website:

<http://subwiz.trendmicro.com>

Include a brief description of any symptoms you have experienced. Trend Micro specialists will “dissect” the file to identify any malicious code.

Reporting Spam, Fraud, and Incorrectly Tagged Messages

Please forward spam email messages, as well as legitimate messages misidentified as spam, to the following address:

false@support.trendmicro.com

Please forward fraudulent (phishing) messages to the following address.

antifraud@support.trendmicro.com

Trend Micro Technical Support checks for patterns in these messages to improve the software that detects spam and fraudulent email messages.

TrendLabs

TrendLabs, a global network of research and support centers, provides continuous information and updates to Trend Micro customers around the world.

Staffed by hundreds of highly-trained engineers and skilled support professionals, dedicated service centers in Paris, Munich, Manila, Taipei, Tokyo, and California ensure a rapid response to new computer security threats.

For more information about TrendLabs, please visit this website:

<http://us.trendmicro.com/us/about/company/trendlabs/>

Other Resources

- Visit http://www.trendsecure.com/my_account/ to access your Trend Micro account, or <http://www.trendsecure.com> for access to more security tools and services.
- The Trend Micro site, <http://www.trendmicro.com>, offers free trial downloads of award-winning security software, plus tools like the Virus Map, which reports on virus infections found all over the world.
- You can download software updates and patches at any time from <http://www.trendmicro.com/download/>.

