



Home Network Security Services



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www.trendmicro.com/download/documentation/

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The Getting Started Guide for Trend Micro™ Home Network Security Services is intended to introduce the main features of the software and installation instructions for your production environment. Read through it prior to installing or using the software.

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

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Introducing Trend Micro Home Network Security Services

Trend Micro™ Home Network Security Services (also referred to as Trend Micro Security Services) help identify vulnerabilities and protect PCs and networks that are connected to the Internet via a router. Integrated with chosen hardware partners, Trend Micro Security Services are specifically designed to address the security needs of PCs accessing the Internet via broadband routers.

Broadband routers provide an enhanced Internet experience by allowing multiple computers to share an Internet connection and offering faster connection speeds than dial-up modems. However, increased bandwidth and multiple computers that are always connected to the Internet increases the likelihood of viruses and other Internet threats attacking your home network.

This chapter contains the following sections:

- What are the Benefits? on page 1-2
- What is the Trend Micro Security Services Dashboard? on page 1-2
- What do I Need to use the Dashboard? on page 1-2
- What is Trend Micro Internet Security? on page 1-3
- What are Parental Controls? on page 1-3

What are the Benefits?

Trend Micro Security Services benefits include the following:

Free Home Network Security Report

- Compiles the security status of all your PCs in one easy report
- Provides easy instructions to fix security problems
- Checks for spyware, Trojan horses, and other Internet threats
- Checks for missing Microsoft patches and updates

Trend Micro Internet Security 2004 - 60 Day Evaluation

- Helps protect all the PCs on your home network with one easy subscription
- Award-winning virus protection
- Includes firewall, spyware, spam email protection and more
- Automatic updates help keep your home network protected

Trend Micro Parental Controls Service - 60 Day Evaluation

- Provides accurate filtering of unwanted Web sites
- Includes predefined blocking categories

What is the Trend Micro Security Services Dashboard?

The Trend Micro Security Services *dashboard* is the Web interface you use to access Trend Micro Security Services features, such as performing a Security Scan on a PC or generating a Network Health report. In addition, it provides summary information for your services and displays the amount of times Web sites that belong to restricted categories, have been actually accessed and the number of attempts.

What do I Need to use the Dashboard?

To use the dashboard you need the following software and hardware:

- Internet connection via a router from a Trend Micro certified partner

- Microsoft Internet Explorer 5.5 or above
- Trend Micro Security Services ActiveX control

What is Trend Micro Internet Security?

Trend Micro Security Services includes a 60-day evaluation version of Trend Micro Internet Security. Trend Micro Internet Security helps protect your computer against Internet threats such as viruses, spyware, hackers, and spam.

In addition, Trend Micro Internet Security provides a simple interface so you can easily secure personal information, block unwanted Web sites, and check email for viruses.

What are Parental Controls?

When you install the Trend Micro Internet Security evaluation version, a 60-day evaluation version of Parental Controls is also included. Parental Controls allow you to filter unwanted content from Web site. Parental Controls include pre-defined categories (for example, pornography, gambling, illegal, and so on).

Parental Controls intercept requests to view Web sites from a user's Internet browser and determines whether to allow or deny the user's request to view the material that the origin Web server would have provided as a response to that request.

Getting Started

This chapter describes how to activate Trend Micro Security Services. In addition, it also contains sections that help you become familiar with the Trend Micro Security Services Dashboard.

It contains the following sections:

- Activating Trend Micro Security Services on page 2-1
- Opening the Dashboard on page 2-12
- Becoming Familiar with Trend Micro Security Services on page 2-13
- Viewing Service Summary on page 2-13
- Viewing Your Router Console on page 2-14
- Renewing Your Services on page 2-15

Activating Trend Micro Security Services

Before you can take full advantage of Trend Micro Security Services, you need to activate them. The activation process is straightforward, only needs to be performed once, and takes approximately three to five minutes to complete.

When you first try to view the Trend Micro Security Services dashboard, you need to download the Trend Micro Security Services ActiveX control. The file takes approximately three minutes to download using a 56kbps modem.

By default, Internet Explorer permits downloading the ActiveX control. However, if you experience issues downloading it, modify your Internet Explorer Security Settings to the following (refer to the Internet Explorer online help for instructions):

Setting	Choose:
Download signed ActiveX controls	Prompt
Script ActiveX control marked safe for scripting	Enable
Run ActiveX controls and plug-ins	Enable

Note: Download the Trend Micro Security Services ActiveX control for each computer on your network.

To activate Trend Micro Security Services, perform the following:

Step 1: Registering your Trend Micro account

Step 2: Validating the Registration Email

Step 3: Installing Trend Micro Internet Security

Complete all steps to fully activate Trend Micro Security Services.

Available Services	Before Activation	After Activation
<ul style="list-style-type: none"> • Security Scan (vulnerability detection and security reports) 	60-day evaluation version	Unlimited use
<ul style="list-style-type: none"> • Internet Security (virus scan, anti-spam, personal firewall) • Parental Controls 	Not available	60-day evaluation version with option to purchase for one-year use.

Step 1: Registering your Trend Micro account

The first step to activating your Trend Micro Security Services is to register a Trend Micro Customer Account.

To register your account:

1. Open an Internet Explorer Web browser. The Trend Micro Security Services initial page appears.

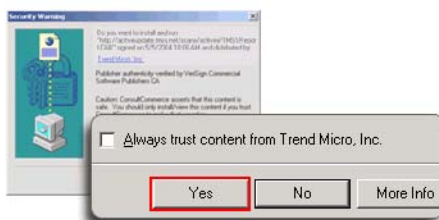
If the initial page does not appear, type the following URL in the browser Address box:

`http://tmss.trendmicro.com/dashboard`

2. Click **Continue**. Download the Trend Micro Security Services ActiveX control. This file lets you view the Trend Micro Security Services Web page or "dashboard" and provides access to other functionality. The **ActiveX Download** screen appears.

Downloading Trend Micro ActiveX Control

To begin using Trend Micro Home Network Security Services, you need to perform a one time download. The file is 1.2 MB and will take approximately 90 seconds to download using a 512 Kbps DSL.



Depending on your security settings, you may be asked to accept this tool. **Click Yes** to continue.

Having problem downloading the ActiveX control? [Click here](#).

Note: After downloading, you can access the Trend Micro Security Services by click the icon on your browser toolbar  or locate Security Services link on your Windows Start Menu.

FIGURE 2-1. Download the Trend Micro ActiveX control

3. Click **Yes** to download the Trend Micro Security Services ActiveX control. The **Trend Micro Security Services** dashboard appears:



FIGURE 2-2. The Trend Micro Security Services dashboard

4. On the Trend Micro Security Services dashboard in the main menu, click **Service Summary**. The **Services Summary** screen appears.

TREND MICRO Home Network Security Services

Home Service Summary Security Scan Parental Controls

Service Summary

My Services

You still need to activate your services and only have **60 days** to continue using Security Scan. Activate now to take full advantage of Trend Micro Security Services including unlimited use of Security Scan!

Service Name	Status	Action
Security Scan (60-day trial)	60 days left	<input type="button" value="Activate My Services"/>
Internet Security: antivirus, anti-spam, personal firewall	Not activated	
Parental Controls	Not activated	

My Router

ZyXEL router, model P334W
Trend Micro Security Services version 1.0 Build 1117/3.60(JK.4)
Installation Date: 9/15/2004
[Login to router Web console](#) (use your router Web console user name and password).

Top Threats in the World

- PE_ELKERN.D is a high risk alert
- PE_VALLA.A is a medium risk alert
- PE_FUNLOVE.4099 is a medium risk alert
- WORM_LOVGATE.G is a low risk alert
- TROJ_NTSEVA is a low risk alert

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FIGURE 2-3. The Service Summary screen

- Under the **Action** column, click **Activate My Services**.



FIGURE 2-4. Three steps to active Trend Micro Security Services

6. Click **Next >>**. The **Register a Trend Micro Account** screen appears. The **Register a Trend Micro Customer Account** screen appears.

TREND MICRO Home Network Security Services

Home Service Summary Security Scan Parental Controls

1 Register a Trend Micro Customer Account

Please enter the following:

First name:

Last name:

User ID (Email):
Enter a valid email address to activate your account immediately

Password:
Minimum 8 characters

Confirm password:

Country/region: --Select--

Preferred language: English

Already Registered with Trend Micro? SIGN IN NOW!
(User ID is the same as your Trend Micro Customer Care Center ID)

User ID:

Password:

Login Now

[Forgot User ID / Password?](#)

Subscriptions (optional):

Virus Alerts: Be informed of virus outbreaks, as they happen

Weekly Virus Report: Learn about viruses that are circulating and infecting systems

Product News and Updates: Find out about our new product releases and special programs

NOTICES: The above online form asks you for contact information, including certain personal data. By inputting such information and clicking on the Next button at the bottom of the form, you are giving your express consent for Trend Micro and its authorized agents to collect such personal data and to process and store such personal data in countries, such as the United States, where Trend Micro has offices and where the personal data protection laws may not be as strict as in your home country.

As part of its compliance with U.S. export control laws, Trend Micro may also share certain information you provide above with a third party service provider operating in the U.S. and Canada. This shared data is not retained by the third party service provider once it verifies that your use of the software will not violate U.S. export control laws.

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FIGURE 2-5. Register a Trend Micro customer account

7. Do the following:
 - In the appropriate fields on the Register Web page, type your name and email address and other required information. Registration involves sending an email to the typed address to verify the email address is correct.

- Returning users can use their existing Customer Care Center IDs and click **Login Now** to quickly update their account to include Trend Micro Security Services.
8. Choose the subscriptions to receive.
 - Virus Alerts: Be informed of virus outbreaks, as they happen
 - Weekly Virus Report: Learn about viruses that are circulating and infecting systems
 - Product News and Updates: Find out about our new product releases and special programs
 9. Click **Next >>**. The **Register a Trend Micro Customer Account (Preview)** screen appears.

The screenshot shows the 'Register a Trend Micro Customer Account (Preview)' screen. At the top, there is a red navigation bar with the Trend Micro logo and the text 'Home Network Security Services'. Below the navigation bar, there are four tabs: 'Home', 'Service Summary', 'Security Scan', and 'Parental Controls'. The 'Service Summary' tab is selected. The main content area is titled '1 Register a Trend Micro Customer Account (Preview)'. It contains the following information:

Please confirm the account information you entered is correct.

First name: **User first name**
Last name: **User last name**
User ID (Email): **user@emailaddress.com**
(We will send an activation email to the above email address. Please ensure it is correct.)
Password: *********
Country/region: **Taiwan**
Preferred language: **English**

Subscriptions (optional):

- Virus Alerts:** Be informed of virus outbreaks, as they happen
- Weekly Virus Report:** Learn about viruses that are circulating and infecting systems
- Product News and Updates:** Find out about our new product releases and special programs

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At the bottom, there are two buttons: '<< Back' and 'Submit'. Below the form, there is a copyright notice: 'Copyright 2004 Trend Micro, Inc. All rights reserved. [About Trend Micro](#) | [Legal Notice](#) | [Privacy Policy](#) | [Contact Us](#)'

FIGURE 2-6. Preview Trend Micro customer account information

10. Verify the email address and other information are correct.

Note: Trend Micro sends a verification email to this address that you must reply to before your services are activated.

Click << **Back** to make any modifications.

11. Click **Submit**. A validation email is sent to the email address you entered as your user ID. The **Register a Trend Micro Customer Account (Registration Sent)** screen appears.

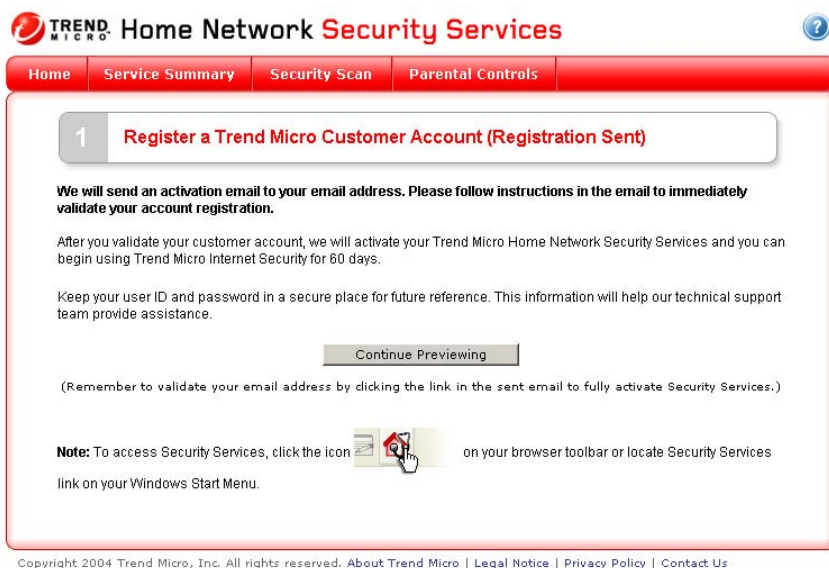


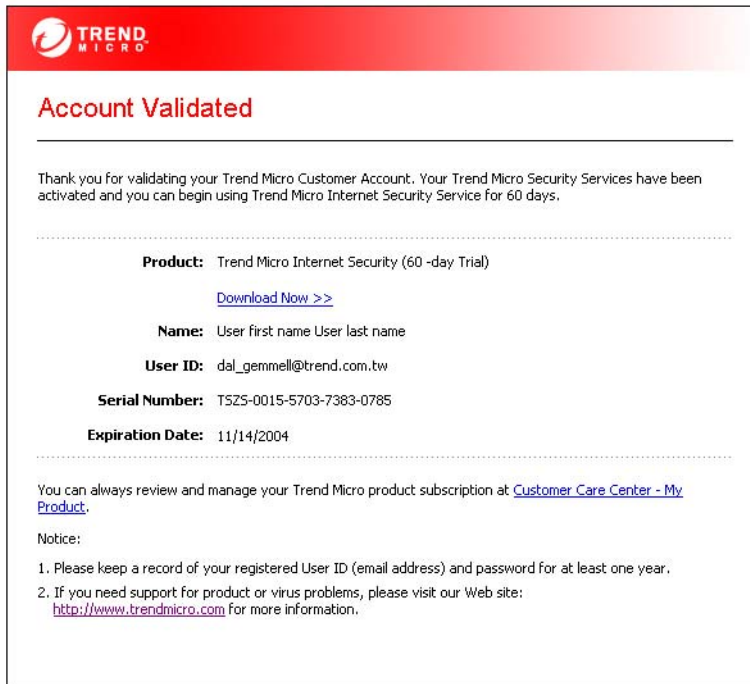
FIGURE 2-7. Trend Micro Registration Sent screen

Step 2: Validating the Registration Email

After submitting your Trend Micro account registration information, Trend Micro sends a validation email to confirm the email address is correct.

To validate the registration email address:

1. Open your email client (for example, Microsoft Outlook, Outlook Express) and click the validation link in the Trend Micro email to verify your email address. The **Account Validated** screen appears.



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FIGURE 2-8. Trend Micro Customer Account Validated screen

2. Close the Trend Micro Security Services dashboard, and re-open it to complete activation.

Step 3: Installing Trend Micro Internet Security

After validating the email to confirm your Trend Micro account, the final step involves downloading and installing Trend Micro Internet Security. In addition to downloading from the Web site, check the CD that came with your router to locate the Trend Micro Internet Security installation program.

To download and install Trend Micro Internet Security:

1. On the **Account Validated** screen, click **Download Now >>**. The **Download Now** screen appears.



FIGURE 2-9. Download Trend Micro Internet Security

2. Click **Start Download & Install**. A dialog box appears.
3. Click **Save** to download the Trend Micro Internet Security installation package to a location on your computer.
4. Double-click the installation package file.
5. Click **Next**.
6. Click **I accept the terms in the license agreement** to accept and continue installing Trend Micro Internet Security. The installation procedure will quit if you do not accept the terms.
7. Click **Next**. Trend Micro Internet Security scans your system memory, boot sector, and critical files before installing the program files. If Trend Micro

Internet Security finds an infected file, it cleans or deletes it. The Customer Information screen appears. Do the following:

- In **User Name**, type a user name. You must provide a user name to continue installation.
 - In **Organization**, type the name of your organization.
 - In **Serial Key**, type your serial key. If you do not have a serial key, you can continue installation and install a 60-day evaluation version. If you want to install the trial version, an additional screen appears when you click **Next** giving you the option to install it.
8. Click **Next**. The Destination Folder screen appears. You can choose where Trend Micro Internet Security will be installed or use the default location. To change the location click Change, and then browse to the desired location.
 9. Click **Install** to begin installation.
 10. After installation, the wizard informs you that the installation is successful. Click **Finish** to exit the installer.

If the installer needs to reboot the system, close all running programs and click **Yes** to reboot. Click **Install Now**.

For detailed instructions on how to configure Trend Micro Internet Security, refer to the Trend Micro Internet Security program online help.

Opening the Dashboard


Do one of the following to view the Trend Micro Security Services dashboard:

- Click the **Trend Micro Security Services** link on your Windows Start Menu.
- Type the following URL in the Internet Explorer Address box:
`http://tmss.trendmicro.com/dashboard`
- Click the Trend Micro icon button on your Internet Explorer Web browser toolbar.

In addition (if supported on your router's Web console), to automatically display the dashboard at a certain interval, log on to your router Web console and find the setting that controls when the Trend Micro Security Services Web page automatically appears.

Becoming Familiar with Trend Micro Security Services

Manage Trend Micro Security Services using the dashboard. The dashboard provides a simple interface to activate, view, and modify settings of Trend Micro Security Services. The buttons on the main menu of the dashboard lets you view or manage settings for a particular feature.

In addition, the following help icon appears on the dashboard . Click to view the context-sensitive help topic for the page you are viewing and to access the complete online help.

Viewing Service Summary

View Service Summary to quickly display the following:

- Trend Micro Customer Account information
- The number of days remaining for evaluation version software
- Recent Virus Outbreaks

In addition, you can:

- Access Online Support
- Buy/Renew evaluation version software
- Login to your Trend Micro Customer Account or your router Web console

To view Service Summary:

1. Open the Trend Micro Security Services dashboard.
2. On the dashboard main menu, click **Service Summary**. The **Services Summary** screen appears.

TREND MICRO Home Network Security Services

Home Service Summary Security Scan Parental Controls

Service Summary

My Account
 Name: User first name User last name
 User ID: user@emailaddress.com
[Login to Trend Micro Customer Account](#)

My Services

Service Name	Status	Action
Security Scan	Activated	
Internet Security: antivirus, anti-spam, personal firewall (60-day trial)	Trial Activated - 60 days left	Buy / Renew
Parental Controls (60-day trial)	Trial Activated - 60 days left	

My Router
 Company router, model number
 Trend Micro Security Services version 1.0 Build 1117/3.60(JK.4)
 Installation Date: 9/15/2004
[Login to router Web console](#) (use your router Web console user name and password).

Top Threats in the World

- [PE_ELKERN.D](#) is a high risk alert
- [PE_VALLA.A](#) is a medium risk alert
- [PE_FUNLOVE_4099](#) is a medium risk alert
- [WORM_LOVGATE.G](#) is a low risk alert
- [TROJ_NTSEV.A](#) is a low risk alert

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FIGURE 2-10. The Service Summary screen

Viewing Your Router Console

The Trend Micro Security Services dashboard makes it easy to access your router Web management console.

To access your router console from the dashboard:

1. Open the Trend Micro Security Services dashboard.
2. On the dashboard main menu, click **Service Summary**. The **Services Summary** screen appears.

TREND MICRO Home Network Security Services

Home Service Summary Security Scan Parental Controls

Service Summary

My Account
 Name: User first name User last name
 User ID: user@emailaddress.com
[Login to Trend Micro Customer Account](#)

My Services

Service Name	Status	Action
Security Scan	Activated	
Internet Security: antivirus, anti-spam, personal firewall (60-day trial)	Trial Activated - 60 days left	Buy / Renew
Parental Controls (60-day trial)	Trial Activated - 60 days left	

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 Company router, model number
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 Installation Date: 9/15/2004
[Login to router Web console](#) (use your router Web console user name and password).

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FIGURE 2-11. The Service Summary screen

3. Under **My Router**, click the **Login to router Web console** link. The router Web console appears.
4. Type your user name and address you use to login to the router management console (note: this user name and password is different from your Trend Micro Customer Account user name and password).

Renewing Your Services

After you initially activate your services, you also receive a 60-day evaluation version of Trend Micro Internet Security and Parental Controls. Before 60 days have

passed, you can purchase these additional services online and continue using them for one year.

Available Services	Before Activation	After Activation
<ul style="list-style-type: none">• Security Scan (vulnerability detection and security reports)	60-day evaluation version	Unlimited use
<ul style="list-style-type: none">• Internet Security (virus scan, anti-spam, personal firewall)• Parental Controls	Not available	60-day evaluation version with option to purchase for one-year use.

To renew your services:

1. Open the Trend Micro Security Services dashboard.
2. On the dashboard main menu, click **Service Summary**. The **Services Summary** screen appears.

TREND MICRO Home Network Security Services

Home Service Summary Security Scan Parental Controls

Service Summary

My Account
 Name: User first name User last name
 User ID: user@emailaddress.com
[Login to Trend Micro Customer Account](#)

My Services

Service Name	Status	Action
Security Scan	Activated	
Internet Security: antivirus, anti-spam, personal firewall (60-day trial)	Trial Activated - 60 days left	Buy / Renew
Parental Controls (60-day trial)	Trial Activated - 60 days left	

My Router
 Company router, model number
 Trend Micro Security Services version 1.0 Build 1117/3.60(JK.4)
 Installation Date: 9/15/2004
[Login to router Web console](#) (use your router Web console user name and password).

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FIGURE 2-12. The Service Summary screen

- Under **My Services** in the **Action** column, click **Buy/Renew**. The **Member Login** screen of the Trend Micro Customer Care Center Web page appears.

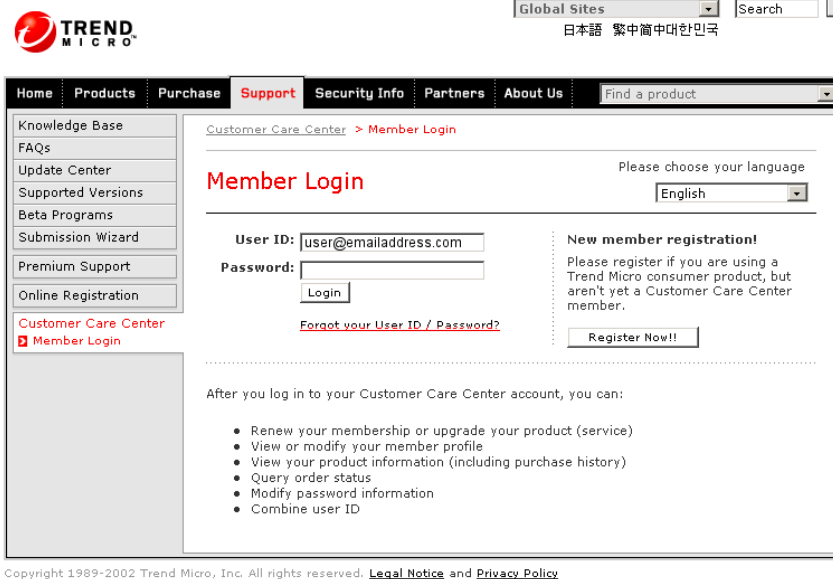


FIGURE 2-13. The Trend Micro Customer Care Center login Web page

4. Type your password, and then click **Login**. The **My Products** screen appears.

Global Sites

日本語 繁體中文 简体中文 한국어

Home Products Purchase **Support** Security Info Partners About Us Find a product

Knowledge Base
FAQs
Update Center
Supported Versions
Beta Programs
Submission Wizard
Premium Support
Online Registration

Customer Care Center
 > Overview
My Products
 > My Purchase History
 > My Order
 > My Member Profile
 > FAQ
 > Contact Us
 > Member Logout

Customer Care Center > My Products

My Products

User ID: user@emailaddress.com

This is your current Trend Micro product profile:

Product	Serial Number	Seat No	Type	Expiration Date	Renew/Upgrade
Trend Micro Security Services (Includes: Internet Security and Parental Controls) Download Now>>	XXXX-XXXX-XXXX-XXXX-XXXX	-	Trial	11/15/2004	<input type="checkbox"/>

• [Add other products to my account](#)

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FIGURE 2-14. The Trend Micro Customer Care Center My Products Web page

5. In the **Renew/Upgrade** column, select the **Trend Micro Internet Security 2004 (Includes: Trend Micro Security Services Parental Controls feature)** check box to renew.
6. Click **Renew/Upgrade Now!!**.
7. Under the **Select** column, click the number of seats to purchase. For complete home network coverage, Trend Micro recommends purchasing a seat for each computer. For example, if you have three computers on your home network, you would purchase three seats.
8. Click **Proceed to payment** and follow the on-screen instructions to complete your order.

Protecting Your PC and Network

Vulnerabilities or "security holes" make it easy for attackers to harm your computer. Patching security holes helps significantly reduce the likelihood viruses or other Internet threats attack your computer or other computers on your home network.

This chapter contains the following sections:

- Checking Your Computer's Vulnerabilities on page 3-2
- Protecting Your Network on page 3-8
- Using Parental Controls on page 3-11

Checking Your Computer's Vulnerabilities

Trend Micro Security Services checks for the following vulnerabilities on your computer when you perform a Security Scan (refer to *Performing a Security Scan* on page 3-3):

Vulnerability	Checks	Fix/Prevention
Microsoft Vulnerability	Microsoft Known Security Vulnerabilities	Visit the Microsoft Windows Update site to download updates.
Trojan Horse	Trojan horse programs	Visit the Trend Micro Web site to see if a fix exists. Also, install Trend Micro Internet Security to help guard against Trojan horses.
Spyware	Installed spyware	Install Trend Micro Internet Security to help prevent spyware.
File Sharing	Shared folders or files on your computer	Remove or restrict Share Permissions. Refer to your Windows online help and use the keyword "permissions" to search for relevant help topics.
Security Software	Existence of installed virus protection software and the update status of that software	If you are currently not running virus protection software, install Trend Micro Internet Security. If your software is outdated, then update immediately.

- **Microsoft Known Security Vulnerabilities**– Microsoft has publicly identified these vulnerabilities as issues that exist in their software. Microsoft releases updates to prevent attackers, viruses, and other Internet threats from taking

advantage of these vulnerabilities and causing damage to computers running Microsoft software.

- **Trojan horse**– A Trojan horse is a program that performs unexpected or unauthorized, usually malicious, actions such as displaying messages, erasing files, or formatting a disk.
- **Spyware**– Spyware can be installed secretly with other programs and designed to track and send personal data to a centralized database. The information tracked may include your location, Web sites you visit, and your online purchases.
- **Folder and file sharing**– A convenient feature of the Microsoft Windows desktop operating systems is the ability to share folders or files with other users on a network. However, by default, sharing permissions are provided to everyone, which provides easy access of shared data to any attacker that can access your network.

Performing a Security Scan

Trend Micro Security Services helps protect your PC by identifying existing vulnerabilities. Identifying vulnerabilities allows you to focus your efforts to more effectively prevent viruses and other Internet threats from harming your PC. After completing the Security Scan, a security report is generated. This report displays specific information about the type of vulnerabilities that exist on your PC and provides the following:

- An overall risk assessment
- Detailed information about what was checked
- Tips for potential fixes (depending on the vulnerability)

Note: You can use this service for 60 days after which you must activate your services to continue use.

Important: A PC must be initially scanned before it can be included in the Network Health report (refer to Generating a Network Health Report on page 3-8).

To perform a Security Scan:

1. Open an Internet Explorer window on the PC to scan.

2. Click **Start**, and then click the **Trend Micro Security Services** link. The Trend Micro Security Services dashboard appears.
3. On the dashboard main menu, click **Security Scan**. The **Security Scan** screen appears.



FIGURE 3-1. The Security Scan screen

4. Click **Scan Now**. The **Security Scan in Progress** screen appears.

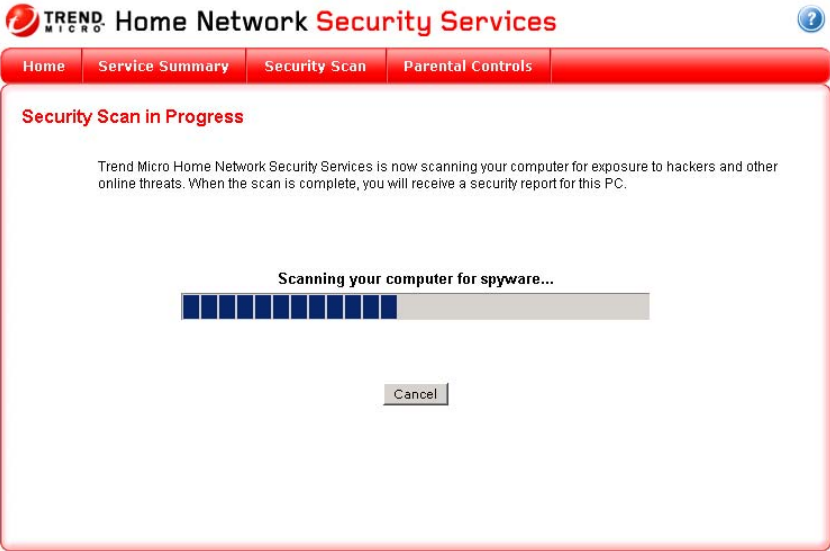


FIGURE 3-2. Performing a security scan on a PC

The security report for your PC appears.

TREND MICRO Home Network Security Services

Home Service Summary Security Scan Parental Controls

Security Report for My PC ▶ Step 1: For My PC Step 2: For My entire Network

Your PC is vulnerable to attacks from viruses and other Internet threats. Risk: High

Security Scan detected 29 vulnerabilities on your PC. Trend Micro Security Services rated at least one of these vulnerabilities as High risk. View the report below for information to help secure your PC.

Microsoft Vulnerability Check	✔ No high risk threat found	Show ↓
Trojan Horse Check	✔ No Trojan horse found	Show ↓
Spyware Check	! 28 spyware program(s) found	Show ↓
File Sharing Check	! 1 shared folder(s) found	Show ↓
Security Software Check	⬇ 1 virus protection software found	Show ↓

✖ High risk
 ! Medium risk
 ! Low risk
 ✔ Risk free

[Print the full report](#)
[How do we grade this?](#)

Home Network Security Services
Internet Security
[Find out more...](#)

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FIGURE 3-3. Security report for a scanned PC

To:	Do the following:
View/hide more detailed information.	Click Show/Hide in the row of the risk category.
Print the report.	<ol style="list-style-type: none"> 1. Click the Print the full report link. 2. Scroll to the bottom of the page and click Print the Report.

Understanding the Security Scan Results

After completing a security scan, Trend Micro Security Services generates a report that identifies the overall risk status of your PC as well as the risk status for each vulnerability category. Use the following table to understand the criteria Trend Micro Security Services uses to judge risk status.

Check	High	Medium	Low	Risk Free
Overall PC*	Any Security Scan returns one "High" or two "Medium" risk ratings.	Any Security Scan returns one "Medium" or two "Low" risk ratings.	Any Security Scan returns a "Low" risk rating.	Security Scan returns "Risk Free" rating for all items.
Microsoft Vulnerability	Any scan result returns "Highly Critical" or "Critical".	Any scan result returns "Moderate".	Any scan result returns "Low".	Scan result returns no issues.
Trojan Horse	Computer is infected with Trojan horse.	n/a	n/a	No Trojan horse detected.
Spyware	n/a	Contains spyware.	n/a	No spyware detected.
File Sharing	Any shared network resource with unlimited read/write access privileges.	Any shared network resource with unlimited read access privileges.	n/a	All shared network resources are password protected.

Check	High	Medium	Low	Risk Free
Security Software	No antivirus software detected or an update hasn't occurred within the last month.	Any non-Trend Micro antivirus software detected or an update hasn't occurred within the last two weeks.	If Trend Micro antivirus software detected or an update hasn't occurred within the last three days.	Trend Micro antivirus software is using the latest update.

* Any PC that hasn't performed a Security Scan for three weeks is assigned a risk rating of "High".

TABLE 3-1. Criteria Trend Micro Security Services uses to judge PC risk status

Protecting Your Network

Any unprotected computer that connects to the Internet is a risk and may inadvertently infect other computers on a network using the same router. To help prevent this, Trend Micro Security Services allows you to easily assess your entire network and view a Network Health report that helps identify which PCs are at risk.

Generating a Network Health Report

A Network Health report lists the risk status of all the PCs on your network that have previously performed a Security Scan. Generating a Network Health report is a simple, convenient way to identify vulnerable computers on your network. With this information, you can focus your efforts to address security holes and significantly reduce the likelihood of being attacked from viruses and other Internet threats.

Note: You can use this service for 60 days after which you must activate your services to continue use.

Important: The Network Health report only collects information from those PCs that have already performed a Security Scan (refer to Performing a Security Scan on page 3-3).

To generate a Network Health report:

1. Open an Internet Explorer window.
2. Click **Start**, and then click the **Trend Micro Security Services** link. The Trend Micro Security Services dashboard appears.
3. On the dashboard main menu, click **Security Scan**. The **Security Scan** screen appears.

**FIGURE 3-4. The Security Scan screen**

4. Click **Generate Report**. The report appears.

The screenshot displays the Trend Micro Home Network Security Services dashboard. The main heading is "Security Report for My Entire Network". Below this, there are navigation tabs: Home, Service Summary, Security Scan, and Parental Controls. The "Security Scan" tab is active, showing a "Security Report for My Entire Network". The report is for the device "TW-DALGEMX31 (192.168.1.35)". The overall security status is "High Risk" (scan date: 09/15/2004). A legend indicates risk levels: High risk (red X), Medium risk (orange exclamation mark), Low risk (yellow exclamation mark), Risk free (green checkmark), and No results (question mark). The report details several checks:

Check Category	Result	Action
Microsoft Vulnerability Check	No high risk threat found	Show ↓
Trojan Horse Check	No Trojan horse found	Show ↓
Spyware Check	28 spyware program(s) found	Show ↓
File Sharing Check	1 shared folder(s) found	Show ↓
Security Software Check	1 virus protection software found	Show ↓

Additional text in the report includes: "Your network is vulnerable to attacks from viruses and other Internet threats. Risk: high" and "Print the full report" link. A footer note states: "*Maximum number of PCs to display: 10".

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FIGURE 3-5. Security Report for a home network

To:	Do the following:
View/hide more detailed information.	Click Show/Hide in the row of the risk category.
Print the report.	<ol style="list-style-type: none"> 1. Click the Print the full report link. 2. Scroll to the bottom of the page and click Print the Report.

Understanding Network Health Report Results

A Network Health report displays specific information about the type of vulnerabilities that exist on the PCs on your network. It also provides the following:

- An overall network risk assessment
- Summary of threats on individual PCs and a link to view detailed information for specific PCs

- Identifies those PCs on your network that have not performed a security scan

Use the following table to understand the criteria Trend Micro Security Services uses to judge risk status:

Check	High	Medium	Low	Risk Free
Network	Any Security Scan result returns one "High" or two "Medium" risk ratings for PCs connected to the network.	Any Security Scan result returns one "Medium" or two "Low" risk ratings for PCs connected to the network.	Any Security Scan result returns a "Low" risk rating for PCs connected to the network.	All Security Scan results return "Risk Free" for PCs connected to the network.

TABLE 3-2. Criteria Trend Micro Security Services uses to judge network risk status

Using Parental Controls

Broadband routers provide an enhanced Internet experience by allowing multiple computers to share an Internet connection and offering faster connection speeds than dial-up modems. However, with broadband routers inappropriate Web sites also are easier to access.

Note: Activate your services to use the Parental Controls service. After activation, you can use Parental Controls for 60 days after which you must renew this service by purchasing it online to continue use for a year.

About Parental Controls

Parental Controls intercept requests to view Web sites from a user's Internet browser and based on specified restricted categories, determines whether to allow or block the requested Web site content.

Note: Parental Controls are included when you install the evaluation version of Trend Micro Internet Security.

The following table provides the categories Trend Micro Security Services blocks by default and a description of the criteria Trend Micro Security Services uses to determine if a Web site belongs to a certain category.

Category	Description
Pornography	Sites that contain sexually explicit material for the purpose of arousing a sexual or prurient interest.
Alcohol/Tobacco	Sites that promote or offer for the sale alcohol/tobacco products, or provide the means to create them. Also includes sites that glorify, tout, or otherwise encourage the consumption of alcohol/tobacco. Does not include sites that sell alcohol or tobacco as a subset of other products.
Illegal/Questionable	Sites that advocate or give advice on performing illegal acts such as service theft, evading law enforcement, fraud, burglary techniques and plagiarism. Also includes sites that provide or sell questionable educational materials, such as term papers.
Gambling	<p>Sites where a user can place a bet or participate in a betting pool (including lotteries) online. Also includes sites that provide information, assistance, recommendations, or training on placing bets or participating in games of chance.</p> <p>Does not include sites that sell gambling related products or machines. Also does not include sites for offline casinos and hotels (as long as those sites do not meet one of the above requirements).</p>
Violence/Hate/Racism	Sites that depict extreme physical harm to people or property, or that advocate or provide instructions on how to cause such harm. Also includes sites that advocate, depict hostility or aggression toward, or denigrate an individual or group on the basis of race, religion, gender, nationality, ethnic origin, or other involuntary characteristics.
Abortion	Sites that provide information or arguments in favor of or against abortion, describe abortion procedures, offer help in obtaining or avoiding abortion, or provide information on the effects, or lack thereof, of abortion.

Category	Description
Illegal Drugs	Sites that promote, offer, sell, supply, encourage or otherwise advocate the illegal use, cultivation, manufacture, or distribution of drugs, pharmaceuticals, intoxicating plants or chemicals and their related paraphernalia.

Viewing Parental Controls

In addition to blocking Web sites, Parental Controls provide summary information that lets you know how many times users on your network:

- Attempted to access Web sites of a certain restricted category
- Actually accessed Web sites of a certain restricted category

To view Parental Controls:

1. Open the Trend Micro Security Services dashboard.
2. On the dashboard main menu, click **Parental Controls**. The **Parental Controls** screen appears.

TREND MICRO Home Network Security Services

Home Service Summary Security Scan Parental Controls

Parental Controls

The table below provides the number of attempts and actual times a Web site belonging to a certain category was accessed.

As of 09/16/2004

Category Name	Access Attempts	Actual Accesses
Pornography	104	0
Alcohol/Tabacco	0	0
Illegal/Questionable	3	0
Gambling	0	0
Violence/Hate/Racism	0	0
Abortion	0	0
Illegal Drugs	0	0

My Router

To change these settings, login to router Web console (use your router Web console user name and password).

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FIGURE 3-6. The Parental Controls screen

By default, Parental Controls block Web sites belonging to the following categories:

- Pornography
- Alcohol/Tobacco
- Illegal/Questionable
- Gambling
- Violence/Hate/Racism
- Abortion
- Illegal Drugs

Note: To change the restricted categories, login to your router Web console and locate the appropriate setting.

Getting Support

Trend Micro is committed to providing service and support that exceeds our user's expectations regardless of their location. This chapter contains information on how to get technical support. You must register your product to be eligible for support.

The following topics are discussed in this section:

- Frequently Asked Questions on page 4-2
- Before contacting Technical Support on page 4-4
- Visiting the Customer Care Center on page 4-4
- Visiting the Technical Support Web site on page 4-5
- Contacting Technical Support on page 4-6
- TrendLabsSM on page 4-6
- Sending Your Infected Files to Trend Micro on page 4-7

Frequently Asked Questions

Of the Trend Micro Security Services that came bundled with my router, which ones can I use for free and which ones do I need to purchase?

Your router includes two sets of services. The first set includes Security Scan and generating a Network Health report. After you activate your services, you can use these for an unlimited period (prior to activation, can use for 60 days). The second set includes Trend Micro Internet Security software and the Parental Controls URL filtering service. After activation, you have 60 days to evaluate with the option to purchase for one-year use. Please see the table below:

Available Services	Before Activation	After Activation
<ul style="list-style-type: none"> • Security Scan (vulnerability detection and security reports) 	60-day evaluation version	Unlimited use
<ul style="list-style-type: none"> • Internet Security (virus scan, anti-spam, personal firewall) • Parental Controls 	Not available	60-day evaluation version with option to purchase for one-year use.

Why am I unable to perform a Security Scan on a PC?

When you first try to view the Trend Micro Security Services dashboard, you need to download the Trend Micro Security Services ActiveX control.

To verify if you have this ActiveX control:

1. Open an Internet Explorer browser window.
2. Click **Tools > Internet Options**.
3. Under the **General** tab, click **Settings**.
4. Click **View Objects**. A Windows Explorer window appears.
5. Verify the Trend Micro Risk Report Control file exists.

Why is the Network Health report blank?

Each computer on your network needs to have performed a Security Scan before Trend Micro Security Services will include it in a Network Health report. Make sure you have performed a Security Scan on all computers on your network before generating a Network Health report.

Why am I only able to see a sample of Parental Controls?

Activate your services (for free) to use the (trial) Parental Controls service. After activation, you can use Parental Controls for 60 days after which you have the option to renew Trend Micro Internet Security, which includes this service by purchasing it online and continuing use for one year.

How do I open the Trend Micro Security Services dashboard?

There are two ways to open the dashboard:

- Click the **Trend Micro Security Services** link on your Windows Start Menu.
- Type the following URL in the Internet Explorer Address box:
`http://tmss.trendmicro.com/dashboard`
- Click the Trend Micro icon button on your Internet Explorer Web browser toolbar.

In addition (if supported on your router's Web console), to automatically display the dashboard at a certain interval, log on to your router Web console and find the setting that controls when the Security Services Web page automatically appears.

Why doesn't Parental Controls correctly filter Web sites belonging to restricted categories?

This could be caused by a couple of reasons. On your router Web management console, make sure the Parental Controls option has been enabled and all the categories you want to block are selected.

Another reason could be related to a proxy server on your network. A router with Trend Micro Security Services uses port 80 for HTTP traffic. If a proxy server is set up and uses a port other than 80 (for example, 8080) and all the client machines are accessing the Internet through this proxy server, then Parental Controls do not correctly filter Web pages.

Why doesn't my user name or password work for Trend Micro Customer Account and router Web management console?

These are two different passwords. The router Web management console password was assigned from your router company and you created the Trend Micro Customer Account password during activation of your services.

My router includes Trend Micro Home Network Security Services, but how come I am unable to see the Web console?

This may be related to software you have installed that blocks popup browser windows. Popup blocker software will prevent display of the Trend Micro Home Network Security Services Web console (dashboard). You need to disable this software to view the dashboard and access your services.

Before contacting Technical Support

Check your documentation: the manual and online help provide comprehensive information about Trend Micro Home Network Security Services. Search both documents to see if they contain the solution to your problem.

Visit our Technical Support Web site: our Technical Support Web site contains the latest information about all Trend Micro products. Previous user inquiries that have been answered are posted on the support Web site.

Visiting the Customer Care Center

The Customer Care Center contains the latest news about Trend Micro Security Services. As a registered user, you can access information that is not available outside this Web site.

To visit the Trend Micro Customer Care Center:

1. Do one of the following to view the Trend Micro Security Services dashboard:
 - Click the **Trend Micro Security Services** link on your Windows Start Menu.
 - Type the following URL in the Internet Explorer Address box:
`http://tmss.trendmicro.com/dashboard`
 - Click the Trend Micro icon button on your Internet Explorer Web browser toolbar.
2. On the dashboard main menu, click **Services Summary**. The **Services Summary** screen appears.

TREND MICRO Home Network Security Services

Home Service Summary Security Scan Parental Controls

Service Summary

My Account
 Name: User first name User last name
 User ID: user@emailaddress.com
[Login to Trend Micro Customer Account](#)

My Services

Service Name	Status	Action
Security Scan	Activated	
Internet Security: antivirus, anti-spam, personal firewall (60-day trial)	Trial Activated - 60 days left	Buy / Renew
Parental Controls (60-day trial)	Trial Activated - 60 days left	

My Router
 Company router, model number
 Trend Micro Security Services version 1.0 Build 1117/3.60(JK.4)
 Installation Date: 9/15/2004
[Login to router Web console](#) (use your router Web console user name and password).

Top Threats in the World

- PE_ELKERN.D is a high risk alert
- PE_VALLA.A is a medium risk alert
- PE_FUNLOVE.4099 is a medium risk alert
- WORM_LOVGATE.G is a low risk alert
- TROJ_NTSEPV.A is a low risk alert

[View all](#)

Online Support

Technical Support

- [Search our Knowledge Base](#)
- [FAQ](#)

Antivirus Resources

- [I think my computer is infected, what should I do?](#)
- [Antivirus and Security Tips](#)
- [Subscribe to our FREE Newsletters](#)

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3. Click the **Login to Trend Micro Customer Account** link.

Visiting the Technical Support Web site

Visit the Trend Micro Technical Support Web site to find answers to your inquiries. The Trend Micro Technical Support Web site contains the latest updated information about our products. New solutions are added daily. However, if you don't find the answer you seek, you can submit your question on-line, where the experts at TrendLabs will provide you with an answer or contact you for more information.

To visit the Technical Support Web site:

1. Do one of the following to view the Trend Micro Security Services dashboard:
 - Click the **Trend Micro Security Services** link on your Windows Start Menu.
 - Type the following URL in the Internet Explorer Address box:
<http://tmss.trendmicro.com/dashboard>

- Click the Trend Micro icon button on your Internet Explorer Web browser toolbar.
2. On the dashboard main menu, click **Services Summary**. The **Services Summary** screen appears.
 3. Under Online Support, click the **Search our Knowledge Base** link. A new browser window opens and loads the Trend Micro Technical Support Web site.

Contacting Technical Support

A license to the Trend Micro Software usually includes the right to product updates, pattern file updates, and basic technical support for one (1) year from the date of purchase only. Maintenance must be renewed on an annual basis at Trend Micro's then-current Maintenance fees.

To speed up your problem resolution, when you contact our staff please provide as much of the following information as you can:

- Product serial number
- Operating System name and version and Internet connection type
- Exact text of any error message given
- Steps to reproduce the problem

The best way to receive support is to send an email to our highly trained Technical Support staff or visit our Web site.

Email: support@trendmicro.com

For other ways to contact Technical Support, check the "Support" section of our Web site at:

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

TrendLabsSM

Trend Micro TrendLabs is a global network of antivirus research and product support centers that provide continuous 24 x 7 coverage to Trend Micro customers around the world.

Staffed by a team of more than 250 engineers and skilled support personnel, the TrendLabs dedicated service centers in Paris, Munich, Manila, Taipei, Tokyo, and

Irvine, CA. ensure a rapid response to any virus outbreak or urgent customer support issue, anywhere in the world.

The TrendLabs modern headquarters has earned ISO 9002 certification for its quality management procedures in 2000 - one of the first antivirus research and support facilities to be so accredited.

For more information about TrendLabs, please visit:

<http://www.trendmicro.com/en/security/trendlabs/overview.htm>

Sending Your Infected Files to Trend Micro

You can send your viruses to Trend Micro via the Web. More specifically, if you have a file that you think is infected with a virus but our scan engine does not detect it or cannot clean it, we encourage you to submit the suspicious file to us at the following Web address:

<http://subwiz.trendmicro.com>

Please include in the message text a brief description of the symptoms you are experiencing. Our team of virus engineers will "dissect" the file to identify and characterize any virus(es) it may contain and return the cleaned file to you usually within 48 hours.

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