



USER GUIDE

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Migrating from Trend Virus Control System™ to Trend Micro Control Manager™

MIGRATING FROM TREND VIRUS CONTROL SYSTEM™ TO TREND MICRO CONTROL MANAGER™

This document helps existing Trend VCS™ users to migrate their systems to Trend Micro Control Manager. It is divided into two sections

- Planning the migration
- Performing the migration

PLANNING THE MIGRATION

There are two ways to upgrade your system to Control Manager:

- Rapid upgrade
- Phased upgrade

This document details both of these methods.

RAPID UPGRADE

Installing Control Manager on a Trend VCS server automatically upgrades the Trend VCS network associated with that server. The existing Trend VCS Java tree structure will be duplicated on the Control Manager Directory, and all product agents will be upgraded to the Control Manager-standard.

This method is recommended for upgrading Trend VCS in a laboratory setting, or in relatively small networks. However, since the upgrade cannot be stopped once it is started, this method is difficult to control, and the degree of difficulty increases with the size of the network.

PHASED UPGRADE

A phased upgrade is recommended for large, single-server Trend VCS networks; and is essential for multiple-server networks. It offers a more structured approach to migrating your system, and is founded upon two simple principles:

- Start migration on systems with the least impact on your existing network, and then proceed to the systems with progressively greater impact.
- Upgrade your Trend VCS network in well-planned stages, rather than all at once.

This will simplify any troubleshooting that may be required.

This upgrade mode involves the following steps:

1. Installation of Control Manager on a server that does not have Trend VCS installed (preferably without a product that is managed by a Trend VCS server).
2. Stoppage of Trend VCS related services on the Trend VCS server to be migrated.
3. Application of the Trend VCS Migration tool on the Trend VCS server. For more information on this tool, see *Using the Trend VCS Migration tool*.

Note: For instructions on how to use the Migration tool, see *Transferring Trend VCS servers to a Control Manager server*.

CONSOLIDATION OF TREND VCS SERVERS

Trend VCS servers that were originally separated for functional control purposes can now be consolidated under a single Control Manager server. This is now practical because Control Manager supports multiple user accounts. To do this, use the procedure described above on all the Trend VCS servers that have to be merged, and migrate their products to a common Control Manager server.

PERFORMING THE MIGRATION

Existing Trend VCS users who are upgrading to Control Manager should remember the following:

- The Control Manager setup program can detect an existing copy of the Trend Virus Control System, and gives you the option to migrate it to Control Manager.
- Upgrading your Trend VCS system to Control Manager automatically upgrades the Trend VCS agents on your system to the current standard.
- This occurs if Control Manager is installed on a Trend VCS machine. If you remove Trend VCS after installing Control Manager, the Trend VCS removal routine will modify the Internet Information Server (IIS) settings in such a way that will disable Control Manager. To fix this, run SetupPatch.exe, which is found in the Tools folder of the installation CD. For more information, see SetupPatch.exe section.

Note: In the unlikely event that the upgrade to Control Manager is unsuccessful, it is possible to rollback to your original Trend VCS system. For more information, see the Rolling back to Trend VCS section

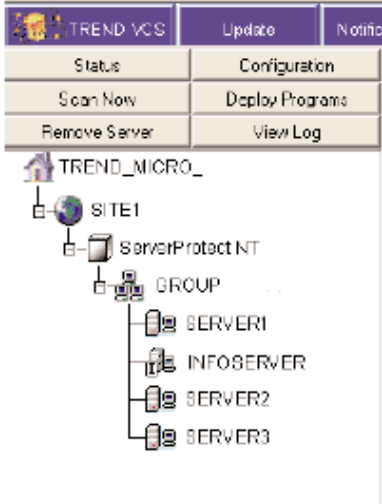
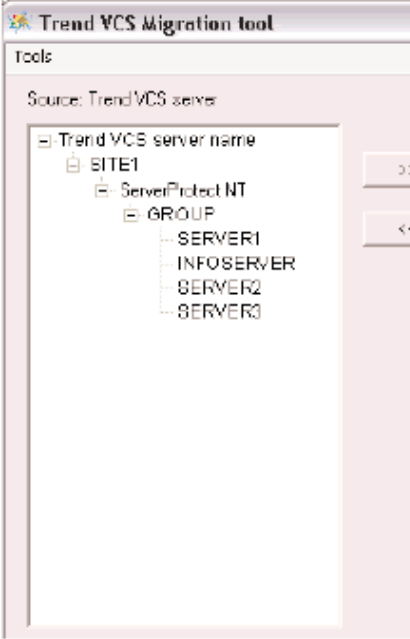
TRANSFERRING TREND VCS SERVERS TO A CONTROL MANAGER SERVER

Because of new Control Manager access control features, control functions previously handled by separate Trend VCS servers — to restrict user access to specific segments of the antivirus network — can now be combined in a single Control Manager server. If you are performing a Phased Upgrade, then use the Trend VCS Migration Tool.

USING THE TREND VCS MIGRATION TOOL

The Trend VCS Migration tool allows you to selectively transfer products from a Trend VCS server to a Control Manager server. After the tool accesses a Trend VCS server, the Trend VCS product tree is duplicated on the tool under the Trend VCS server list. This is shown on the next page:

Table A-1.
Trend VCS and Migration tool
product trees

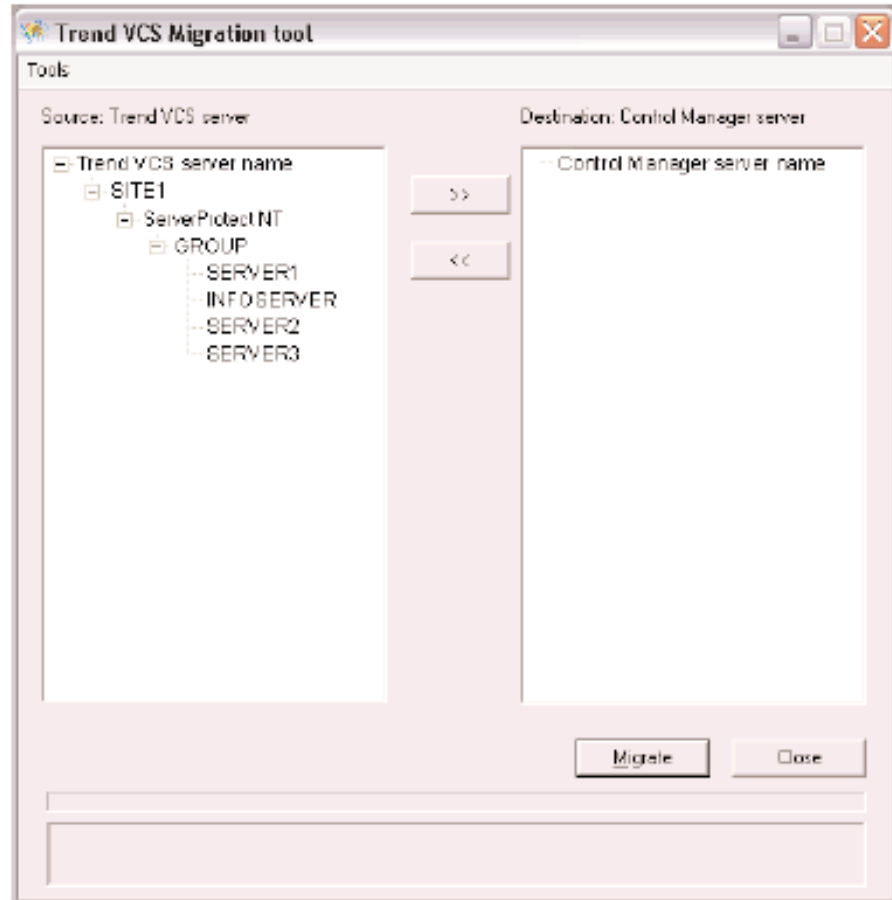
Trend VCS product tree	Trend VCS Migration tool product tree
	

You can either migrate the entire product tree to the Control Manager server, or transfer specific products or sites.

To perform the migration:

1. Using Windows Explorer, go to the following location on the Control Manager server:
...\\Trend Micro\\Control Manager\\WebUI\\download\\tools
2. Double-click PartialMigrate.exe. The user interface shown on the next page appears.

Figure A-1: Trend VCS Migration tool



3. Click **Tools > Select Servers** to select the source Trend VCS and Control Manager servers.
4. At the Select Servers screen, provide the following information in the fields provided:
 - **Trend VCS server** – provide the host name or IP address of the Trend VCS server whose products will be migrated
 - **User name** – provide an administrator account on the Trend VCS server
 - **Password** – provide password for the above mentioned account
 - **Control Manager server** – provide the host name or IP address of the Control Manager server to which the products will be transferred
5. Click **Connect** to access both servers. The Select Servers screen closes, and the products on the Trend VCS server are shown in the left-hand list of the main user interface.

Note: Products that share a single agent (for example, if the products are installed on the same server) are migrated together. The above procedure transfers all related products.

6. Select the products that you want to migrate to the Control Manager server. At the left-hand list, select the specific product, and then click >> to transfer the product to the right-hand list.
7. Click **Migrate** to perform the migration.
8. Repeat the above process with other Trend VCS and Control Manager servers, until all products have been migrated. Click **Close** to close the program.

USING THE TREND VCS MIGRATION TOOL TO PLAN AGENT UPGRADES

The Trend VCS Migration tool can generate a migration list, which identifies all the product servers that a particular Control Manager server manages. The list, which is in XML format, can consist of Trend VCS or Control Manager agent machines – or both. This allows you to determine the distribution of the different agents on your Control Manager network.

The Control Manager Remote Agent Setup tool uses this list to facilitate the replacement of Trend VCS or older Control Manager agents with newer Control Manager agents.

Note: During migration, Trend VCS agents are unregistered from the Trend VCS server, removed, and then a Control Manager agent is installed in its place.

DO THE FOLLOWING TO UPDATE YOUR AGENTS:

- Generate a migration list
- Import the migration list at the Select Servers screen of the Remote Agent Setup tool

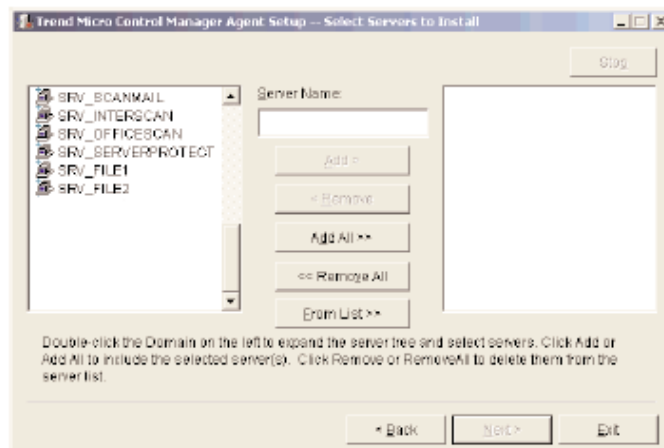
To use generate a migration list:

1. Using Windows Explorer, go to the following location on the Control Manager server:
... \Trend Micro\Control Manager\WebUI\download\tools
2. Double-click PartialMigrate.exe. The user interface shown in Figure A-1 appears.
3. Click **Tools > Generate Migration List**.
4. At the **Control Manager** server field, type the host name or IP address of the target Control Manager.
5. Select the contents of the list. Click the **Trend VCS agent** and/or **Control Manager** agent check boxes.
6. Click **Generate**.
7. At the **Save As** screen, type a name for the migration list, and select a location for it.
8. Click **Save**.

To import the migration list at the Select Servers screen of Remote Agent Setup:

1. Using MS Explorer, go to the location where you saved the Remote agent setup tool.
2. Double-click the RemoteInstall.exe file.
3. Click **Install**.
4. At the Welcome screen click **Next**. The License Agreement screen appears. Read the agreement carefully. If you do not agree with the terms of the license, clicking **No** will discontinue the installation. Otherwise, click **Yes**.
5. Specify, and provide Administrator-level logon credentials for, the Control Manager server that contains the agent package. Type the following information:
 - **Host name**
 - **User name**
 - **Password**
6. Select the agent to install. If the required agent is not on the Control Manager server, either select another server, or click **More Agents** to obtain the necessary agent package.
7. At the Select Servers to Install screen, click **From List**.

Figure A-2. Select Servers to Install screen



8. At the Open screen, locate the migration list, and then click **Open**.
9. At the Select Servers to Install screen, the servers in the migration list are added to the right-hand list.
10. Proceed with the installation procedure for Control Manager agents and proceed to step 8.

ROLLING BACK TO TREND VCS

In the unlikely event that an upgrade to Control Manager is unsuccessful, you can roll your system back to your original Trend VCS system. You can perform this in two steps:

- Step One: Remove Control Manager (Optional)
- Step Two: Run SetupPatch.exe

STEP ONE: REMOVE CONTROL MANAGER

There are three ways to do this:

- Using the Control Manager uninstall shortcut
- Using the Windows Add/Remove Programs feature
- Manual removal

Note: You can skip this step if you still want to retain Control Manager on your system. If you decide to remove Control Manager later, you will have to run SetupPatch.exe after removing it — to retain Trend VCS functionality.

To remove Control Manager using the uninstall shortcut:

Click **Start>Trend Micro Control Manager>Uninstalling Trend Micro Control Manager**.

To remove Control Manager using the Add/Remove Programs feature:

1. Click **Start > Settings · Control Panel > Add/Remove Programs**.
2. Scroll down to Trend Micro Control Manager; click Change/Remove.
3. Repeat step two for the Trend Micro Management Infrastructure and Trend CommonCGI.

To remove Control Manager manually:

If the above options do not work, then this is the final option. Remove Control Manager manually only if the above methods are unsuccessful. For detailed instructions, see Manual Removal of Control Manager.

STEP TWO: RUN SETUPPATCH.EXE

Run SetupPatch.exe to restore your IIS settings. Use this tool to restore the Internet Information Server (IIS) settings of either the Control Manager or Trend VCS server. You need this tool for the following situations:

- If you attempted to migrate from Trend VCS to Control Manager, but the installation procedure was unsuccessful. Run this tool to revive Trend VCS functions.
- If you completed a migration from Trend VCS to Control Manager, then removed Trend VCS. The Trend VCS removal routine modifies the IIS settings in such a way that will disable Control Manager. Run this tool to restore Control Manager.

To run this tool:

1. Go to the Tools folder of the Control Manager installation CD.
2. Double-click SetupPatch.exe in Windows Explorer.
3. Click **Start** to begin repairs. The settings that are changed are shown on the tool's user interface.
4. Click **Exit** to close the program.

MANUAL REMOVAL OF CONTROL MANAGER

This section describes how to remove Control Manager manually. Use the procedures below only if the Windows Add/Remove function is unsuccessful.

Note: Windows-specific instructions may vary between operating system versions. The following procedures are written for Windows 2000.

OVERVIEW

Removing Control Manager actually involves removing four distinct components:

- Control Manager application
- Trend Micro Management Infrastructure
- Common CGI Modules
- Control Manager Database (optional)

These components may be removed in any order; they may even be removed together. However, for purposes of clarity, the uninstall for each module is discussed individually, in separate sections.

Note: After removing all components, you must restart your server. You only have to do this once -- after completing the removal.

REMOVING THE CONTROL MANAGER APPLICATION

Manual removal of the Control Manager application involves the following five steps:

1. Stop IIS and Control Manager services.
2. Delete Control Manager related files.
3. Delete relevant Registry Keys.
4. Remove ODBC settings.
5. Remove IIS settings.

STEP ONE: STOP THE IIS AND CONTROL MANAGER SERVICES

There are two ways to do this, either from the Services screen, or from the command prompt.

To stop IIS and Control Manager services from the Services screen:

1. Click **Start>Programs>Administrative Tools>Services** to open the Services screen.
2. Right-click the following services, then click **Stop**: IIS Admin Service
- Trend Micro Control Manager

To stop IIS and Control Manager services from the command prompt:

Run the following commands at the command prompt:

- net stop w3svc
- net stop tmcm

STEP TWO: DELETE CONTROL MANAGER RELATED FILES

Using MS Explorer, delete all files under the Control Manager folder. By default the folder is located at:

C:\Program files\Trend Micro\Control Manager

STEP THREE: DELETE RELEVANT REGISTRY KEYS

Using Regedit.exe, delete the following keys from the Registry:

- HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\TVCS\ . . .
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\TMCM
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TMCM

STEP FOUR: REMOVE ODBC SETTINGS

To remove ODBC settings:

1. Click **Start > Programs > Administrative Tools > Data Sources (ODBC)**.
2. Click the **System DSN** tab.
3. At the **System Data Sources** list, click **ControlManager_Database**, and then click **Remove**.
4. Click **Ok**.

STEP FIVE: REMOVE IIS SETTINGS

To remove IIS settings:

1. Click **Start > Programs > Administrative Tools > Internet Services Manager**.
2. Click the **Default Web Site** node.
3. Select the **ControlManager** and **TVCSDownload** virtual directories, then delete them; either by right-clicking them, then clicking **Delete**, or by clicking the "**X**" button on the menu bar.
4. Right-click the **Default Web Site** node, then click **Properties**.
5. Click the **ISAPI Filters** tab, select the **TmcmRedirect** filter, and then click **Remove**.

REMOVING TREND MICRO MANAGEMENT INFRASTRUCTURE

The Trend Micro Management Infrastructure (TMI) -- the communication backbone of the Control Manager system— can be removed manually in three steps:

1. Stop the TMI service.
2. Delete TMI related files.
3. Delete relevant Registry Keys.

STEP ONE: STOP THE TMI SERVICE

There are two ways to do this, either from the Services screen, or from the command prompt.

To stop the TMI service from the Services screen:

1. Click **Start > Programs > Administrative Tools > Services** to open the Services screen.
2. Right-click the **Trend Micro Management Infrastructure** service, then click **Stop**.

Note: You must include the quotation marks in the above command.

To stop the TMI service from the command prompt:

Run the following command at the command prompt:

```
net stop "TrendMicro Infrastructure"
```

STEP TWO: DELETE TMI RELATED FILES

Delete all files under the TMI folder. By default this is located at:

```
C:\Program files\Trend Micro\COMMON\TMI
```

STEP THREE: DELETE RELEVANT REGISTRY KEYS

Using Regedit.exe, delete the following keys from the Registry:

- HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\TMI\ . . .
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\TMI
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TrendMicro Infrastructure\ . . .

REMOVING THE COMMON CGI MODULES

Manual removal of the Common CGI Modules (CCGI), involves five steps:

1. Stop the IIS and CCGI services.
2. Delete CCGI related files.
3. Delete relevant Registry Keys.
4. Remove IIS settings.
5. Remove Windows Installer settings.

STEP ONE: STOP THE IIS AND CCGI SERVICES

There are two ways to do this, either from the Services screen, or from the command prompt.

To stop the IIS and CCGI services from the Services screen:

1. Click **Start > Programs > Administrative Tools > Services** to open the Services screen.
2. Right-click the following services, then click **Stop**.
 - IIS Admin Service
 - Trend Micro Common CGI

To stop IIS and CCGI services from the command prompt:

Run the following commands at the command prompt:

- net stop w3svc
- net stop TrendCCGIManual

STEP TWO: DELETE CCGI RELATED FILES

Delete files under the CCGI folder. By default this folder is located at:

```
C:\Program files\Trend Micro\COMMON\ccgi
```

STEP THREE: DELETE RELEVANT REGISTRY KEYS

Using Regedit.exe, delete the following keys from the Registry:

- HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\CommonCGI
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TrendCCGI

STEP FOUR: REMOVE IIS SETTINGS

To remove IIS settings:

1. Click **Start > Programs > Administrative Tools > Internet Services Manager**.
2. Click the **Default Web Site** node.
3. Select the **Jakastra** virtual directory, then delete it; either by right-clicking them, then clicking **Delete**, or by clicking the "X" button on the menu bar.
4. Right-click the **Default Web Site** node, then click **Properties**.
5. Click the **ISAPI Filters** tab, select the **CCGIRedirect** filter, and then click **Remove**.

STEP FIVE: REMOVE WINDOWS INSTALLER SETTINGS

Use the Windows Installer Cleanup Tool. This tool can be easily obtained from the Microsoft Web site (www.microsoft.com). Remember to download the tool for Windows NT.

To remove Windows Installer settings:

1. Run the Windows Installer Cleanup Tool, Msicuu.exe.
2. Select **TrendCommonCCGI(All Users)**, and then click **Remove**.

REMOVING THE CONTROL MANAGER DATABASE (OPTIONAL)

If you used the Microsoft Data Engine (MSDE) for your Control Manager database, you may want to remove it after removing the other components of the Control Manager system.

Trend Micro recommends using the Windows Add/Remove programs feature. If that method is unsuccessful, you can also remove MSDE manually as follows:

- Stop the MSDE service.
- Stop the SQL Service Manager.
- Delete MSDE related files.
- Delete relevant Registry Keys.
- Restart your server.

STEP ONE: STOP THE MSDE SERVICE

There are two ways to do this, either from the Services screen, or from the command prompt.

To stop the MSDE service from the Services screen:

1. Click **Start > Programs > Administrative Tools > Services** to open the Services screen.
2. Right-click the **MSSQLServer** service, then click **Stop**.

To stop the MSDE service from the command prompt:

Run the following command at the command prompt:

```
net stop MSSQLServer
```

STEP TWO: STOP THE SQL SERVICE MANAGER

1. Right-click the SQL Server icon in the Windows tray.
2. Click **Exit**.

STEP THREE: DELETE MSDE RELATED FILES

Remove all files under the Control Manager MSDE folder. By default this folder is located at:

```
C:\Program files\Trend\MSDE
```

STEP FOUR: DELETE RELEVANT REGISTRY KEYS

Using Regedit.exe, delete the following keys from the Registry:

- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSSQLServer
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSDE
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\MSDE
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSSQLServer