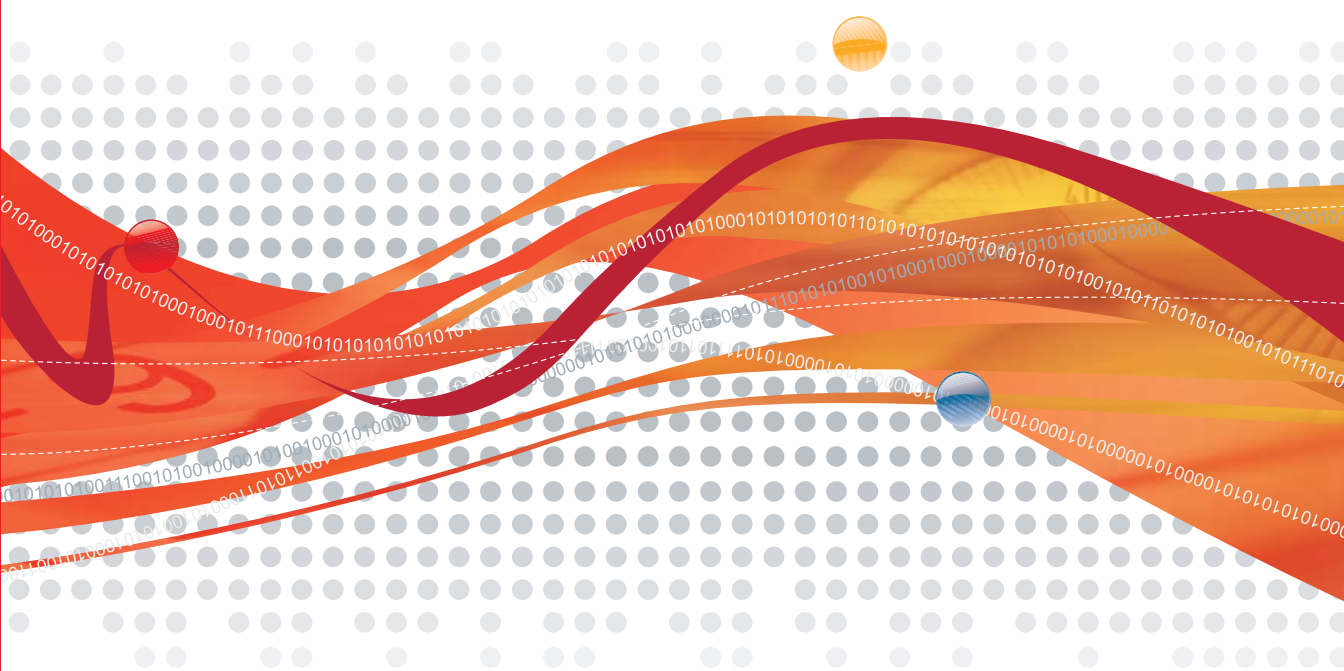




NeatSuite™ Standard 1

for Medium Business



Getting Started Guide

Trend Micro Incorporated reserves the right to make changes to this document and to the products described herein without notice. Before installing and using the software, please review the release notes and the latest version of the *Getting Started Guide*, which is available from the Trend Micro Web site at:

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

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The Trend Micro™ NeatSuite™ Standard Getting Started Guide is intended to provide basic instructions on setting up NeatSuite Standard. Read it prior to installing the included products.

For technical support, please see *Trend Micro Support on page 4-4*.

Trend Micro is always seeking to improve its documentation. If you have questions, comments, or suggestions about this or any Trend Micro document, please contact us at docs@trendmicro.com. Your feedback is always welcome. Please evaluate this document at the following site:

[http://www.trendmicro.com/download/documentation/
rating.asp](http://www.trendmicro.com/download/documentation/rating.asp)

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Introduction to Trend Micro™ NeatSuite™ Standard

Trend Micro™ NeatSuite™ Standard (NeatSuite) is designed for customers who typically do not have security specialists in their IT departments. NeatSuite eases the deployment and management of an entire suite of security products.

This chapter includes the following topics:

- *Using This Document* on page 1-2
- *NeatSuite Standard Products* on page 1-3
- *Advantages* on page 1-10
- *How NeatSuite Protects Your Network from Viruses* on page 1-11

Using This Document

This section familiarizes the structure and conventions used in this guide.

What Information Can I Find in the Getting Started Guide?

Chapter 1: A brief introduction about NeatSuite Standard, its key features, and benefits of NeatSuite Standard

Chapter 2: Information about installing NeatSuite Standard products

Chapter 3: Information about registering NeatSuite Standard and activating the products

Chapter 4: Information on troubleshooting and finding support

Document Conventions

To help locate and interpret information easily, this document uses the following conventions.

TABLE 1-1. Conventions used in the document

CONVENTION	DESCRIPTION
ALL CAPITALS	Acronyms, abbreviations, and names of certain commands and keys on the keyboard
Bold	Menus and menu commands, command buttons, tabs, options, and service or process names
<i>Italics</i>	References to other documents
Monospace	Examples, sample command lines, program code, Web URLs, file names, folder names, and program output
Note:	Configuration notes
Tip:	Recommendations
WARNING!	Reminders on actions or configurations that should be avoided

NeatSuite Standard Products

Trend Micro has designed NeatSuite Standard with “Packaged but Flexible Security” in mind. NeatSuite Standard provides a unified installer for a suite of products. It also streamlines the activation and registration process. With NeatSuite Standard, you only have to register once and can use the same Activation Code for all the products in the suite¹.

NeatSuite Standard contains layers of antivirus protection to secure your network against viruses. With NeatSuite, you are protected at the Internet gateway, the mail server, the file server, and the desktop level. To simplify management of all layers, NeatSuite includes a central management console called Trend Micro Control Manager™.

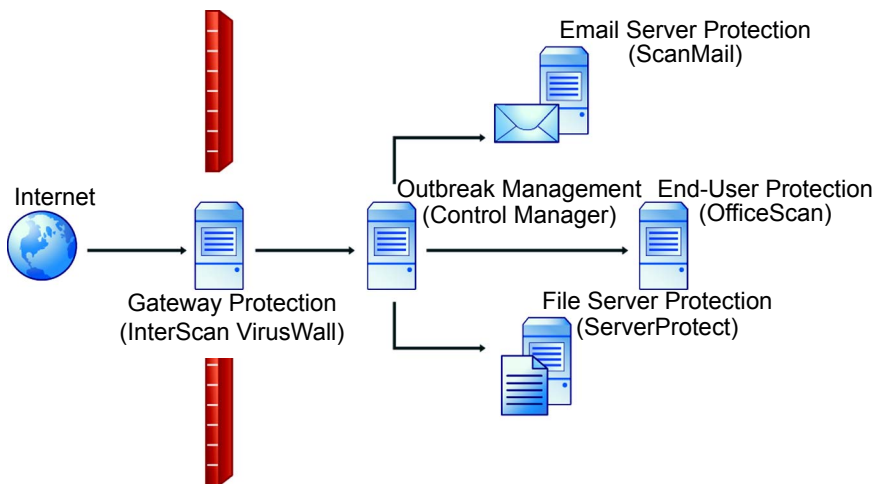


FIGURE 1-1. NeatSuite Standard products

1. Use the exclusive ServerProtect Serial Number to activate ServerProtect. Do not use the NeatSuite Activation.

The following products have been packaged in NeatSuite Standard:

- **Trend Micro Control Manager**—is a centralized outbreak management console designed to simplify enterprise-wide coordination of outbreak security actions and management of Trend Micro products and services.
- **Trend Micro OfficeScan™**—delivers comprehensive, integrated security that protects enterprise networks from viruses, Trojans, worms, and hackers, plus spyware, grayware, and blended threats.
- **Trend Micro ServerProtect™**—provides virus protection for enterprise class servers and storage systems. Administrators can centrally deploy, manage, and update the antivirus software on every server.
- **Trend Micro ScanMail™ for Microsoft™ Exchange**—delivers comprehensive mail server security with antivirus, anti-spam, anti-phishing, content filtering, and new spyware protection—improving your defense against mixed-threat attacks.
- **Trend Micro InterScan™ VirusWall™**—is the most comprehensive gateway security software protecting businesses from viruses, spyware, spam, phishing, bots, and inappropriate content, before they can harm your network.

NeatSuite Product Platforms

The NeatSuite products are available for the following platforms:

Product	Platforms
Trend Micro Control Manager	Windows
OfficeScan	Windows
ServerProtect	Windows, Linux™
ScanMail	Windows
InterScan VirusWall	Windows, Linux

TABLE 1-2. NeatSuite products and platforms

Trend Micro Control Manager

Trend Micro Control Manager offers proactive, comprehensive threat protection with centralized administration for security updates, patch deployment, coordinated response, and remote management capabilities for Trend Micro products and services. Unlike security solutions that require a different management console for each point product, Trend Micro Control Manager acts as a command center for deploying threat-specific solutions across the network and select third-party products.

Control Manager's exclusive multiple-tier management structure delivers the flexibility and scalability to support large-scale enterprise deployments. Robust graphical reporting delivers consolidated, detailed data that provides vital insight into the sources of infection or vulnerabilities.

Key Features

- Enterprise-wide coordination
- Proactive outbreak management
- Multiple-tier management structure
- Flexible and scalable configuration
- Robust reporting

For additional information, visit:

<http://us.trendmicro.com/us/products/enterprise/control-manager/>

Trend Micro OfficeScan

Trend Micro OfficeScan protects enterprise networks from viruses, Trojans, worms, hackers, and network viruses, plus spyware and mixed-threat attacks. As an integrated solution, it guards desktops, laptops, and network servers, while the Web-based management console makes it easy to set coordinated security policy and deploy automatic updates on every client and server. By integrating with Trend Micro InterScan VirusWall or any Network Admission Control (NAC) device, OfficeScan can enforce policy on non-compliant computers, and then remedy, redirect, restrict, deny, or permit network access.

Key Features

- Security risk protection
- Enhanced anti-spyware capabilities
- Centralized management
- Security and policy enforcement
- OfficeScan firewall
- Damage cleanup services

For additional information, visit:

<http://www.trendmicro.com/en/products/desktop/osce/evaluate/overview.htm>

Trend Micro ServerProtect

Trend Micro ServerProtect is designed to provide virus protection for enterprise class servers and storage systems. Administrators can centrally deploy, manage, and update the antivirus software on every server. ServerProtect has been certified by Microsoft, IBM, Compaq, and Citrix, attesting to the product's stability and reliability. It supports Windows and Linux platforms.

Key Features

- Reliable virus protection
- High-performance scanning
- Centralized management and reporting
- Support for Trend Micro enterprise protection strategy
- Fast, automatic virus pattern file updates
- Robust log reports and notifications

For additional information, visit:

<http://www.trendmicro.com/en/products/file-server/sp/evaluate/overview.htm>

<http://www.trendmicro.com/en/products/file-server/sp-linux/evaluate/overview.htm>

Trend Micro ScanMail for Microsoft Exchange

ScanMail for Microsoft Exchange guards against viruses, Trojans, worms, and other malware hidden in email attachments. By filtering inbound/outbound SMTP connector-level traffic, ScanMail for Microsoft Exchange blocks threats before they can enter or leave the mail server.

For additional security, ScanMail Suite offers virus protection plus new anti-spam and advanced content-filtering technology. A centralized management console makes it easy to administer group configurations, scan settings, notifications, and automatic updates—across all Exchange servers.

Key Features

- High-performance antivirus security
- SMTP connector-level scanning
- Anti-spam and anti-phishing
- Advanced content filtering
- Centralized deployment and administration
- Active message filter to purge infected email messages and viruses
- Secured Web management console access

For additional information, visit:

<http://www.trendmicro.com/en/products/email/smex/evaluate/overview.htm>

Trend Micro InterScan VirusWall

InterScan VirusWall is the most comprehensive Internet gateway software security solution available. This solution can save time and money by reducing support calls, increasing the productivity of employees, and preserving the availability of network resources.

Key Features

- All-in-one gateway security
- Additional threat protection
- Easy to manage and deploy
- Effective, early protection

For additional information, visit:

<http://www.trendmicro.com/en/products/gateway/isvw/evaluate/overview.htm>

Advantages

It is advantageous to use NeatSuite Standard because you can register multiple products once and activate them using the same activation code. NeatSuite Standard also comes with a single interface to launch the installer of the included products. A single interface handles product installation and upgradation.

Comprehensive Protection

- NeatSuite Standard can cover virtually every entry point on the network, providing comprehensive protection against viruses and other malicious code
- NeatSuite Standard offers cross-platform protection for the heterogeneous network, providing multiple-layer defense
- NeatSuite Standard bundles OfficeScan, ScanMail for Microsoft Exchange, InterScan VirusWall, and Control Manager to provide complete protection
 - Designed to detect and remove viruses and other malicious code from email attachments and public folders for real-time protection
 - Helps administrators to efficiently safeguard multiple servers and domains from virus attacks

Centralized Management

- Centralized Management of an integrated suite of products allows for easy deployment of product registration and updates and system monitoring
- Offers reports that can improve responses to future outbreaks by identifying system and network vulnerabilities

Lower Total Cost of Ownership

- NeatSuite Standard offers an economical, single-vendor antivirus solution for medium businesses
- NeatSuite Standard reduces the total cost of network downtime and network restoration by quickly responding to virus outbreaks at all critical points in the network
- NeatSuite Standard automates system monitoring, software updates and configuration changes, thereby reducing the need for additional resources

How NeatSuite Protects Your Network from Viruses

With automatic virus updates from Trend Micro, NeatSuite ensures protection against viruses and malicious content. The products in the suite address each of the virus entry points as follows:

- An email message or attachment—Viruses in SMTP traffic going between your network and the gateway are detected by InterScan VirusWall. Viruses in traffic going between clients within your network are detected by ScanMail
- A Web download or file transfer—Viruses in HTTP and FTP traffic going between the gateway and your network are detected by InterScan VirusWall
- Removable media—Viruses on USB drives, compact discs, or other peripherals connected to a desktop are detected by OfficeScan
- A infected file on a file server—ServerProtect looks for viruses and malicious code on your file servers, and uses backups to protect your data

The centralized management tools available with Trend Micro Control Manager can monitor and manage the entire network from a single console, providing single-point administration and centralized logging.

Installation Procedures

This chapter discusses the installation procedures, minimum requirements, and other relevant details for the included products. It also includes a sample deployment scenario.

This chapter includes the following topics:

- *Installation Approach* on page 2-2
- *Using NeatSuite Standard* on page 2-5
- *Installing Trend Micro Control Manager* on page 2-6
- *Installing Trend Micro OfficeScan* on page 2-8
- *Installing Trend Micro ServerProtect* on page 2-12
- *Installing ScanMail for Microsoft Exchange* on page 2-17
- *Installing InterScan VirusWall* on page 2-19
- *Post-Installation Configuration and Testing* on page 2-22
- *Implementation Tips* on page 2-24

Installation Approach

If you are using Trend Micro Control Manager as your network management tool, install Trend Micro Control Manager first. Agents communicate with the Control Manager. An agent is an application that:

- Receives commands from the Control Manager management console
- Applies the commands to the managed products
- Obtains status information from the managed products
- Sends this status information back to the Control Manager server

Your NeatSuite package contains antivirus products that protect all the potential virus access points on a network. You can install them in any order as the products are independent of each other. Some type of protection is required at each of these levels:

- Workstations or client desktops
- File servers
- Email server
- Gateway

As you install products in the NeatSuite product family, you install a product-specific agent that interfaces with Control Manager on the server where each of your remaining applications are installed.

Procedures for describing how to install the agent for a specific product can be found in the product-specific documents in your suite.

To install antivirus protection at all levels:

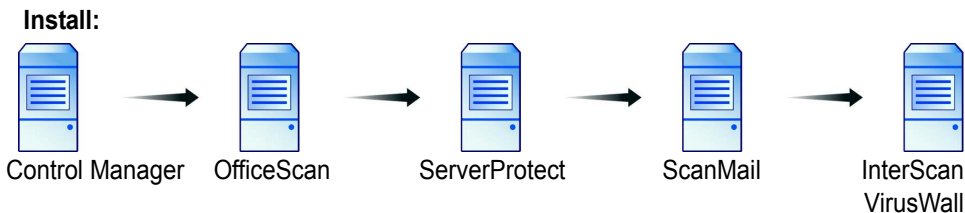


FIGURE 2-1. Installation Sequence

1. Management Level—Trend Micro Control Manager
Install Control Manger on a central server to manage Trend Micro antivirus and security products on your network.
2. Desktop Level—OfficeScan
 - a. Install OfficeScan Server Edition on one central server as a repository for the configuration settings and virus logs.
 - b. Deploy OfficeScan Client to each of the client machines on your network to protect desktop file access.
3. File Server Level—ServerProtect
Install ServerProtect on Windows NT, Windows 2000, Windows 2003, and Linux servers that act as file servers to protect your servers from viruses on network shares.
 - a. Install one server as an Information Server to store configuration settings and logs of virus activity.
 - b. Install your other file servers as secondary servers to protect file access.
 - c. Install the ServerProtect Management Console on a server or workstation on your network.
4. Groupware Level—ScanMail for Microsoft™ Exchange™
Install ScanMail for Microsoft Exchange to scan messages and attachments already in Exchange mailboxes and to help detect new messages and attachments that may be infected.
 - a. Install the ScanMail Core Module on each of your Exchange servers, with or without the Windows and Web consoles.
 - b. Install the ScanMail Management Console on a Windows server or workstation on your network.
5. Gateway Level—InterScan VirusWall
Install the InterScan products on your gateway servers to prevent viruses from entering your network through SMTP, HTTP, FTP, or POP3 traffic.

Note: If the Trend Micro Control Manager agents are not automatically set up during installation, manually install the agents on servers hosting Trend Micro antivirus and security products on your network.

The optimal configuration is to have a different server for each of these products. Although you can install multiple antivirus products on the same server, the response time will be better to have a dedicated resource. For example, install InterScan VirusWall on a separate server from the SMTP server it is protecting.

Tip: Trend Micro recommends installing InterScan products, OfficeScan, and Trend Micro Control Manager on separate servers dedicated to running that Trend Micro product alone.

Install ScanMail for Microsoft Exchange only on the Microsoft Exchange server. However, the ScanMail Management Console, used for configuration, can be installed on another server or workstation.

Installation scenarios and procedures are described in the product-specific documentation, available on the Trend Micro™ NeatSuite™ Standard DVD or the Trend Micro Update Center at:

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

Note: Close all running programs before installing the products.

Using NeatSuite Standard

To start the NeatSuite product installation:

1. Insert the Trend Micro™ NeatSuite™ Standard DVD into the DVD-ROM drive. The NeatSuite Standard screen appears.

Note: If you download the ISO image from the Trend Micro Web site (<http://www.trendmicro.com/download>), you would first need to burn the ISO image onto a DVD. For specific instructions, refer to your DVD burner's documentation.

2. Click **NeatSuite Standard**. The NeatSuite Standard setup screen appears.
3. Click **Setup** next to the product that you want to install. Follow the on-screen instructions.

System Requirements

- Intel Pentium™ III 733MHz processor
- 512MB of RAM
- DVD-ROM
- Internet Explorer 5.5 with Service Pack 1
- Monitor that supports 1024 x 768 resolution

Installing Trend Micro Control Manager

To install Trend Micro Control Manager:

1. Click **NeatSuite Standard**. The NeatSuite Standard setup screen appears.
2. Click **Setup** in the Control Manager section. The Control Manager Installer starts.
3. Follow the on-screen instructions.
4. For additional information, visit:
<http://us.trendmicro.com/us/products/enterprise/control-manager/>

System Requirements

Hardware Requirements

- Intel™ Pentium™ III Processor, 600MHz
- 512MB RAM
- 300MB disk space (for Control Manager Standard Edition)
- 350MB disk space (for Control Manager Enterprise Edition)
- 300MB for MSDE 2000 (Optional)

Software Requirements

Server

Any of the following:

- Microsoft Windows 2000 Server/Advanced Server with Service Pack 3/4
- Microsoft Windows Server 2003 Standard Edition/Enterprise Edition with Service Pack 1

Web Server

- Microsoft Internet Information Server (IIS) 5.0

Database

Any of the following:

- Microsoft Data Engine (MSDE) 1.0 / 2000 (2000 + Service Pack 4 is recommended)
- Microsoft SQL Server 7.0
- Microsoft SQL Server 2000 (2000 + Service Pack 4 is recommended)

Supported Agents

Refer to the following URL to get the list of supported agents by Control Manager:

<http://us.trendmicro.com/us/products/enterprise/control-manager/system-requirements/index.html>

Management Console

- Microsoft Internet Explorer™ 5.5 with Service Pack 2
- Microsoft JVM Version 5.0.0.3805
- Sun JVE Version 1.4.2, 1.5.0

Supported Clients (for Damage Cleanup Services and Vulnerability Assessment)

- Microsoft Windows NT 4 with Service Pack 6a
- Microsoft Windows 2000 Professional with Service Pack 3
- Microsoft Windows 2000 Server/Advanced Server with Service Pack 3
- Microsoft Windows XP Professional
- Microsoft Windows Server 2003 Standard Edition/Enterprise Edition

Installing Trend Micro OfficeScan

To install Trend Micro OfficeScan:

1. Click **NeatSuite Standard**. The NeatSuite Standard setup screen appears.
2. Click **Setup** in the Trend Micro OfficeScan section. The Trend Micro OfficeScan Installer starts.
3. Follow the on-screen instructions.
4. For additional information, visit:
<http://www.trendmicro.com/en/products/desktop/osce/evaluate/overview.htm>

System Requirements

OfficeScan Server

Operating System

- Microsoft Windows 2000 Server with Service Pack 3 or 4
- Microsoft Windows 2000 Advance Server with Service Pack 3 or 4
- Microsoft Windows Server 2003 32-bit Edition or Service Pack 1
- Microsoft Windows Server 2003 64-bit Edition or Service Pack 1
- Microsoft Windows Server 2003 R2 32-bit Edition
- Microsoft Windows Server 2003 R2 64-bit Edition
- Microsoft Windows Storage Server 2003 32-bit Edition
- Microsoft Windows Storage Server 2003 64-bit Edition
- Microsoft Cluster Server 2000
- Microsoft Cluster Server 2003

Hardware

- 800MHz Intel Pentium II processor or equivalent
- 512MB of RAM
- 1GB of available disk space
- Network Interface Card (NIC)
- Monitor that supports 800 x 600 resolution at 256 colors

Web Server

- Microsoft Internet Information Server (IIS)
 - on Windows 2000: version 5.0 (Service Pack 3 or 4)
 - on Windows Server 2003: version 6.0
- Apache Web server 2.0 (for Windows 2000/Server 2003 only)

Web Console

- 300MHz Intel Pentium processor or equivalent
- 128MB of RAM
- 30MB of available disk space
- Monitor that supports 800 x 600 resolution at 256 colors
- Microsoft Internet Explorer 5.5 Service Pack 1

Others

- Administrator or Domain Administrator access on the server computer
- File and printer sharing for Microsoft Networks installed on the server computer

OfficeScan client for Windows 2000**Operating System**

- Microsoft Windows 2000 with Service Pack 3 or 4
- Microsoft Cluster Server 2000

Hardware

- 300MHz Intel Pentium processor or equivalent
- 128MB of RAM
- 160MB of available disk space
- Monitor that supports 640 x 480 resolution at 256 colors

Other

- Microsoft Internet Explorer 5.0 if performing Web setup

OfficeScan client for Windows XP/2003 32-bit Edition

Operating System

- Microsoft Windows XP Professional 32-bit Edition with Service Pack 1 or 2
- Microsoft Windows Server 2003 32-bit Edition or Service Pack 1
- Microsoft Windows 2003 Web Edition 32-bit Edition or Service Pack 1
- Microsoft Windows Server 2003 R2 32-bit Edition
- Microsoft Windows Storage Server 2003 32-bit Edition
- Microsoft Cluster Server 2003

Hardware

- 300MHz Intel Pentium processor or equivalent; AMD x64 or Extended Memory 64 Technology (EM64T) processor architectures also supported
- 128MB of RAM
- 160MB of available disk space
- Monitor that supports 800 x 600 resolution at 256 colors

Other

- Microsoft Internet Explorer 6.0 if performing Web setup

OfficeScan client for Windows XP/2003 64-bit Edition

Operating System

- Microsoft Windows XP Professional 64-bit Edition with Service Pack 1 or 2
- Microsoft Windows Server 2003 64-bit Edition or Service Pack 1
- Microsoft Windows 2003 64-bit Edition or Service Pack 1
- Microsoft Windows Server 2003 R2 64-bit Edition
- Microsoft Windows Storage Server 2003 64-bit Edition
- Microsoft Cluster Server 2003

Hardware

- Intel x64 processor, AMD x64 processor
- 128MB of RAM

- 160MB of available disk space
- Monitor that supports 800 x 600 resolution at 256 colors

Other

- Microsoft Internet Explorer 6.0 if performing Web setup

OfficeScan client for Windows Vista**Operating System**

- Microsoft Windows Vista Business 32-bit Edition
- Microsoft Windows Vista Enterprise 32-bit Edition
- Microsoft Windows Vista Ultimate 32-bit Edition
- Microsoft Windows Vista Business 64-bit Edition
- Microsoft Windows Vista Enterprise 64-bit Edition
- Microsoft Windows Vista Ultimate 64-bit Edition

Hardware

- 800MHz Intel Pentium processor or equivalent; AMD x64 or Extended Memory 64 Technology (EM64T) processor architectures also supported
- 512MB of RAM
- 160MB of available disk space
- Monitor that supports 800 x 600 resolution at 256 colors

Other

- Microsoft Internet Explorer 7.0 if performing Web setup

Installing Trend Micro ServerProtect

The NeatSuite Standard DVD has two versions of ServerProtect:

- ServerProtect for Windows
- ServerProtect for Linux

Note: Use the exclusive ServerProtect Serial Number to activate ServerProtect. Do not use the NeatSuite Activation Code.

Installing ServerProtect for Windows

To install ServerProtect for Windows:

1. Click **NeatSuite Standard**. The NeatSuite Standard setup screen appears.
2. Click **Setup** in the Trend Micro ServerProtect section. The Trend Micro ServerProtect Installer starts.
3. Follow the on-screen instructions.
4. For additional information, visit:
<http://www.trendmicro.com/en/products/file-server/sp/evaluate/overview.htm>

System Requirements

Normal Server

- 200MHz Intel Pentium processor or equivalent
- Operating System
 - Microsoft Windows .NET Server
 - Microsoft Windows 2000 Professional/Server with Service Pack 1
 - Microsoft Windows NT Server/Workstation 4.0 with Service Pack 6a
- 70MB free disk space
- Network Protocols and Services—TCP/IP, Microsoft Network, and RPC services must be running on Windows 2000 or NT Server/Workstation.

Information Server

- 450MHz Intel Pentium III processor or equivalent
- Operating System
 - Windows .NET Server
 - Windows 2000 Professional/Server
 - Windows NT Server/Workstation 4.0 with SP6a
- 256MB RAM and above is recommended
- 70MB free disk space
- 90MB free disk space (if installing with Control Manager agent)
- Network Protocols and Services—TCP/IP, Microsoft Network, and RPC services must be running on Windows 2000 or NT Server/Workstation.
The services listed above must be running on the Information Server.

Management Console

- Operating System
 - Microsoft Windows 2000 Professional/Server with Service Pack 1
 - Microsoft Windows XP Home/Professional, or
 - Microsoft Windows NT 4.0 with SP6 or
 - Microsoft Windows .NET Server
- A monitor with 1024 x 768 resolution
- Network Protocols and Services—TCP/IP, Microsoft Network, and RPC services must be running on the installed server

Installing ServerProtect for Linux

To install ServerProtect for Linux:

1. Navigate to DVD > Products > ServerProtect for Linux > Language > Setup > to copy the installation files. (Mount the DVD-ROM if required.)
2. Log on as *root*.

3. From the directory containing the ServerProtect for Linux installation files, type the following at the command line:

```
# ./<FILE NAME>.bin
```

Note: The above command extracts the required files to their proper locations.

4. For additional information, visit:

<http://us.trendmicro.com/us/products/enterprise/serverprotect-for-linux/index.html>

System Requirements

Hardware

- Supported CPU Platforms
 - Intel Pentium II processor
 - AMD™ Athlon™ processor
- Memory: 256MB or more (512MB recommended for application/file servers)
- Disk space
 - 50MB for the /opt directory
 - 50MB for the /tmp directory

Software

Supported Distributions and Kernels

- Red Hat™ Enterprise Linux (AS, ES, WS) 4.0
 - kernel 2.6.9-5.EL
 - kernel 2.6.9-5.ELsmp
 - kernel 2.6.9-22.EL
 - kernel 2.6.9-22.ELsmp
 - kernel 2.6.9-22.0.2.EL
 - kernel 2.6.9-22.0.2.ELsmp

- SUSE™ Linux Enterprise Server 9
 - kernel 2.6.5-7.97-default
 - kernel 2.6.5-7.97-smp
 - kernel 2.6.5-7.244-default
 - kernel 2.6.5-7.244-smp
- Novell™ Linux Desktop 9
 - kernel 2.6.5-7.111-default
 - kernel 2.6.5-7.111-smp
 - kernel 2.6.5-7.244-default
 - kernel 2.6.5-7.244-smp
- Debian™ 3.1
 - kernel 2.6.8-2_16 up
 - kernel 2.6.8-2_16 smp

For other kernels and distributions, refer to the following Web site for additional information:

<http://www.trendmicro.com/en/products/file-server/sp-linux/use/kernel.htm>

Supported XWindow graphical desktop environments for simple GUI console

- KDE 3.2

Note: The Quick Access console is available only when you are logged on as root.

Supported Web browsers for ServerProtect Web console

Access the ServerProtect Web console through the following browsers:

- Microsoft Internet Explorer 5.5 Service Pack 2
- Mozilla 1.6
- Mozilla Firefox 1.0

Note: Install Sun Micro™ Java™ 2 Runtime Environment 1.4.2_01 Mozilla to access the ServerProtect Web console. Otherwise, the product registration does not work.

To enable the Java plug-in, go to the Mozilla plug-in directory, and then create a symbolic link to the Java plug-in. For example:

```
cd /usr/lib/mozilla/plugins
ln -s \
/usr/java/jre1.4.2/plugin/i386/ns610-gcc32/\
libjavaplugin_oji.so libjavaplugin.so
```

Installing ScanMail for Microsoft Exchange

To install ScanMail for Microsoft Exchange:

1. Click **NeatSuite Standard**. The NeatSuite Standard setup screen appears.
2. Click **Setup** in the Trend Micro OfficeScan section. The Trend Micro OfficeScan Installer starts.
3. Follow the on-screen instructions.
4. For additional information, visit:
<http://us.trendmicro.com/us/products/enterprise/scanmail-for-microsoft-exchange/>

System Requirements

For ScanMail 8.0 with Microsoft Exchange Server 2000/2003

- Intel Pentium II 266 MHz (Intel Pentium or compatible 733MHz processor recommended)
- 512MB RAM minimum (1GB RAM recommended)
- 700MB disk space for program files (1GB recommended)
- Operating System
 - Microsoft Windows Server 2000 with Service Pack 4
 - Microsoft Windows Server 2003 with Service Pack 1 (32-bit)
 - Microsoft Windows Server 2003 R2 (32-bit)
- Mail Server
 - Microsoft Exchange Server 2000 with Service Pack 3
 - Microsoft Exchange Server 2003 with Service Pack 2 or above
- Web Server
 - Microsoft Internet Information Services (IIS) 5.0
 - Microsoft Internet Information Services (IIS) 6.0
 - Apache Web server 2.0

- A Java-enabled Web browser that supports frames, such as Microsoft Internet Explorer 6.0 and 7.0 or Firefox 2.0
- Java™ 2 Runtime Environment version 1.4.1_02 or above

Note: You can download this software from
[http://java.sun.com/products/archive/j2se/
1.4.1_02/index.html](http://java.sun.com/products/archive/j2se/1.4.1_02/index.html)

For ScanMail 8.0 with Microsoft Exchange Server 2007

- Processor
 - x64 architecture-based processor that supports Intel Extended Memory 64 Technology (Intel EM64T)
 - x64 architecture-based computer with AMD 64-bit processor that supports AMD64 platform
- 1GB RAM (2GB RAM recommended)
- 1GB free disk space (1.1GB free disk space recommended)
- Operating System
 - Microsoft Windows Server 2003 with Service Pack 1 (64-bit)
 - Microsoft Windows Server 2003 R2 (64-bit)
- Microsoft Exchange Server 2007
- Web Server
 - Microsoft Windows Server 2003 requires IIS 6.0
 - Apache Web server 2.0
- A Java-enabled Web browser that supports frames, such as Microsoft Internet Explorer 6.0 and 7.0 or Firefox 2.0
- Java Software
 - Java 2 Runtime Environment version 1.4.1_02
 - A Java-enabled Web browser that supports frames such as, Microsoft Internet Explorer 5.5 with Service Pack 3 or Netscape 7.2
 - Java Virtual Machine, version J2RE 1.4.1_02

Installing InterScan VirusWall

The NeatSuite Standard DVD has two versions of InterScan VirusWall:

- InterScan VirusWall for Windows
- InterScan VirusWall for Linux

Installing InterScan VirusWall for Windows

To install InterScan VirusWall for Windows:

1. Click **NeatSuite Standard**. The NeatSuite Standard setup screen appears.
2. Click **Setup** in the InterScan section. The InterScan Installer starts.
3. Follow the on-screen instructions.
4. For additional information, visit:

<http://www.trendmicro.com/en/products/gateway/isvw/evaluate/overview.htm>

System Requirements

Security Server

- CPU
 - Intel™ Pentium™ 4 1.6GHz compatible processor
 - Intel Pentium 4 3.0GHz or higher with HyperThreading recommended
 - Memory
 - 512MB RAM without enabling HTTP VirusWall URL filtering feature
 - 2GB RAM recommended with HTTP VirusWall URL filtering enabled
- For Windows Small Business Server, 2GB RAM highly recommended
- Disk space - 4GB additional free disk space for target drivers before installation

- Supported Operating Systems
 - Windows 2000 Server/Advanced Server with service pack 4
 - Windows Server 2003 Standard Edition/Enterprise Edition/Web Edition with service pack 1
 - Windows Server 2003 Server X64 edition
 - Windows Server 2003 R2
 - Windows Small Business Server 2003 Service Pack 1
 - Windows XP Professional Service Pack 2
- Microsoft Internet Explorer 5.5 (or above) for Web-based management, and compatible with Netscape 8.0, Mozilla 1.7, Firefox 1.5

Installing InterScan VirusWall for Linux

To install InterScan VirusWall for Linux:

1. Navigate to DVD > Products > InterScan VirusWall for Linux > Language > Setup > to copy the installation files. (Mount the DVD-ROM if required.)
2. Log on as *root*.
3. After downloading the tar.gz file, uncompress and un-archive the file by issuing the following command:

```
tar xvzf <FILE NAME>.tar.gz
```
4. Begin the installation by issuing the following command:

```
$ ./setup.sh
```
5. For additional information, visit:
<http://www.trendmicro.com/en/products/gateway/isvw/evaluate/overview.htm>

System Requirements

Hardware

- Intel Pentium 4 1.6GHz compatible processor
- 512MB RAM (without HTTP VirusWall URL filtering feature)
- 4GB additional free disk space for target drivers after installation packages
- 1024 x 768 resolution with high color (16 bit)

Recommended:

- Intel Pentium 4, 3.0GHz or higher with HyperThreading
- 2GB RAM recommended (with HTTP VirusWall URL filtering)

Machine for Viewing the Web Console

- 64MB RAM
- 30MB disk space
- Monitor that supports 800 x 600 resolution and 256 colors (minimum);
- 1024 x 768 resolution and high color (16 bit) recommended
- Supported Browsers:
 - Firefox for Linux 1.0
 - Firefox for Windows 1.5
 - Mozilla 1.7.12
 - Netscape browser 8.0.2
 - Microsoft Internet Explorer 6.0

Operating System

- Red Hat Enterprise Linux (AS, ES, WS) 3.0 with update package 4
- Red Hat Enterprise Linux (AS, ES, WS) 4.0 with update package 2
- SuSE Linux Professional 9.0
- SuSE Linux Professional 9.2
- SuSE Linux Enterprise server 9
- SuSE Linux Enterprise server 10
- SuSE Linux Professional 10.0
- SuSe Linux Enterprise server 10, 64-bit
- SuSe Linux Enterprise desktop 10, 64-bit
- SuSE Linux Professional 10.1
- Turbo Linux Enterprise Server 8.0
- Turbo Linux Enterprise Server 10.0

Libraries:

- Glibc-2.3.4
- Libstdc++-3.4.4
- Libstdc++-2-libc6.1-1*

The Libstdc++-2-libc6.1-1, resides in different package files for different Linux distributions:

- SuSE 10.0 and 10.1 and 9.0 and 9.2 - compat-2006.1.25-9.i586.rpm (where 2006.1.25-9 is the release version and it varies by distribution)
- Turbo Linux 8.0 and 10.0 - libstdc++-compat-2.10.0-3.i586.rpm (where 2.10.03 is the release version and it varies by distribution)
- Red Hat Enterprise Linux 3 and 4 - compat-libstdc++-296-2.96-132.7.2.i386.rpm (where 296-2.96-132.7.2 is the release version and it varies by distribution)

Post-Installation Configuration and Testing

Immediately after installing the products, update the virus pattern file (and scan engine, if applicable). Next, confirm that real-time virus scanning is enabled, and then run a manual scan of all files on the system, whether it is a server or a desktop. It is advisable to configure a scheduled scanning interval to periodically scan all files on the protected machine (for example, daily). Finally, customize the “virus notification” messages that the product sends whenever a virus is detected.

To confirm you have installed and configured everything correctly, use the “EICAR” test virus to trigger a detection.

Testing Your Installation

Trend Micro recommends testing your product and confirming that it works by using the EICAR test script. EICAR, the European Institute for Computer Antivirus Research, developed the test script as a safe way to confirm that antivirus software is properly installed and configured. Visit the EICAR Web site for more information:

<http://www.eicar.org>

The EICAR test script is an inert text file with a .com extension. It is not a virus and does not contain any fragments of viral code, but most antivirus software will react to

it as if it were a virus. Use it to trigger a virus incident and confirm that email notifications, HTTP scanning, and virus logs work properly.

WARNING! *Never use real viruses to test your antivirus installation.*

To test your installation's ability to detect an infected file:

1. Open an ASCII text file and copy the following 68-character string to it:
X5O!P%@AP[4\PZX54(P^)7CC)7}\$EICAR-STANDARD-ANTIVIRUS-TEST-FILE!
\$H+H*
- Save the file as EICAR.com to a temp directory. If there is an antivirus installation on your machine, it should immediately detect the file.
- To test other computers on your network that your antivirus installation is currently protecting, attach the EICAR.com file to an email message and send it to one of the computers.

Note: Trend Micro also recommends testing a zipped version of the EICAR file. Using compression software, compress the test script and perform the steps above.

To test your installation's HTTP scanning capability:

1. Download the EICAR.com test script from either of the following URLs:
http://www.eicar.org/anti_virus_test_file.htm
2. Your antivirus products should show that the EICAR test virus was detected.

Implementation Tips

The following pages describe tips for implementing NeatSuite to enable better performance and interaction among the products.

Install Products on Separate Servers

For load-balancing purposes, install products in your suite on different servers if possible. Do not, for example, install ScanMail for Exchange and Trend Micro Control Manager on the same machine.

Installing ServerProtect on Other Antivirus Servers

As illustrated in the following figure that was introduced in Chapter 1, remember to install ServerProtect on the servers hosting the other products in your suite. For example, even though InterScan Messaging Security Suite and InterScan Web Security Suite might be installed on the Gateway server in the following example, it cannot scan for viruses on the Gateway server itself. Thus, you need ServerProtect installed on the gateway server as well.

OfficeScan and ScanMail for Exchange Scanning Conflicts

If you are using both OfficeScan and ScanMail for Exchange, be sure to exclude the Exchange directories from OfficeScan's realtime scanning. Otherwise, a scanning conflict can occur.

Updating Pattern Files Without Control Manager

If you decide not to use Trend Micro Control Manager as your centralized approach to managing antivirus products on your network, you can update the virus pattern files in the individual products manually.

Port Configuration for SMTP Traffic

Change the port that ScanMail uses to listen for messages if:

- using InterScan VirusWall with MS Exchange
- both applications are installed on the same machine (not recommended)

InterScan VirusWall and MS Exchange use port 25 by default. If using both products on the same machine, leave port 25 as the default port for the InterScan gateway product. Select a different port number for SMTP traffic in the Exchange configuration.

Scanning Outlook Offline Folders

If users in your organization have set up personal or offline folders locally on their workstation, OfficeScan should be enabled to scan Microsoft Outlook™, even for ScanMail.

POP3 Scanning Redundancy

POP3 mail traffic is scanned by InterScan VirusWall and by OfficeScan. If using both products, enable POP3 scanning in InterScan VirusWall. You can still configure the OfficeScan client to scan POP3 mail as well as local Outlook folders if you choose—redundancy is lower than the danger of a virus infection.

Registration and Activation

This chapter includes the following topics:

- *Overview* on page 3-2
- *Registering NeatSuite Standard* on page 3-3
- *Activating Products* on page 3-4

Overview

Register NeatSuite to activate the products in the suite and to enable the latest pattern files and scan engine updates to protect your network.

When the purchase is complete, you receive licensing and registration information from Trend Micro, including a Registration Key and exclusive ServerProtect Serial Numbers, that you must use during the product registration and activation process.

A Registration Key has 22 characters, including hyphens, in the following format:

xx-xxxx-xxxx-xxxx-xxxx

A Serial Number has 24 characters, including hyphens, in the following format:

xxxx-xxxx-xxxx-xxxx-xxxx

After you have registered, Trend Micro sends you the Activation Code in an email message.

An Activation Code has 37 characters, including hyphens, in the following format:

xx-xxxx-xxxxx-xxxxx-xxxxx-xxxxx-xxxxx

Note: A “Maintenance Agreement” is a contract between your organization and Trend Micro, regarding your right to receive technical support and product updates in consideration for the payment of applicable fees. When you purchase a Trend Micro product, the License Agreement you receive with the product describes the maintenance or support services you are entitled to under the license (the terms of the “Maintenance Agreement”).

Registering NeatSuite Standard

The Trend Micro sales team or sales representative provides the Registration Key. Use the Registration Key to obtain a standard-version Activation Code.

To obtain the Activation Code:

1. Visit the Trend Micro Online Registration Web site.
<https://olr.trendmicro.com/registration>
Or,
click **Online Registration** on the Registration page.
The Online Registration page of the Trend Micro Web site opens.
2. Do one of the following:
 - If you are an existing Trend Micro customer, log on using your logon ID and password in the **Returning, registered users** section of the page
 - If you are a new customer, select your **Region** from the drop-down menu in the **Not Registered** section of the page and click **Continue**
3. On the **Enter Registration Key** page, type or paste the NeatSuite Standard Registration Key, and then click **Continue**.
4. On the **Confirm License Terms** page, read the license agreement, and then click **I accept the terms of the license agreement**.
5. On the **Confirm Product Information** page, click **Continue Registration**.
6. Fill out the online registration form, and then click **Submit**. Trend Micro sends you a confirmation message that you need to acknowledge by clicking **OK**.
7. Click **OK** twice.

Activating Products

For details on activating individual products, refer to the product's documentation:

- Trend Micro Control Manager
<http://us.trendmicro.com/us/products/enterprise/control-manager/>
- Trend Micro OfficeScan
<http://www.trendmicro.com/en/products/desktop/osce/evaluate/overview.htm>
- Trend Micro ServerProtect
<http://www.trendmicro.com/en/products/file-server/sp/evaluate/overview.htm>

Note: Use the exclusive ServerProtect Serial Number to activate ServerProtect. Do not use the NeatSuite Activation Code.

- Trend Micro ScanMail for Microsoft Exchange
<http://www.trendmicro.com/en/products/email/smex/evaluate/overview.htm>
- Trend Micro InterScan VirusWall
<http://www.trendmicro.com/en/products/gateway/isvw/evaluate/overview.htm>

Troubleshooting and Technical Support

This chapter provides answers to commonly asked questions about installation and deployment, describes how to troubleshoot problems that may arise with NeatSuite, and provides information needed to contact Trend Micro technical support.

This chapter includes the following topics:

- *Frequently Asked Questions* on page 4-2
- *Contacting Trend Micro* on page 4-3
- *Trend Micro Support on page 4-4*
- *About Trend Micro* on page 4-6

Frequently Asked Questions

The following is a list of frequently asked questions and answers.

Registration and Activation

I have several questions on registering NeatSuite. Where can I find the answers?

See the following Web site for frequently asked questions about registration:

<http://esupport.trendmicro.com/support/viewxml.do?ContentID=en-116326>

Other Questions

Is there a Web site that can answer more of my questions?

Yes. See the following Web site:

<http://www.trendmicro.com/en/support/faqs/overview.htm>

Documentation

What documentation is available with this version of NeatSuite?

This version of NeatSuite includes the following:

- Getting Started Guide
- Online help

You can also refer to individual product documentation. For more information, refer to:

- Trend Micro Control Manager
<http://us.trendmicro.com/us/products/enterprise/control-manager/>
- Trend Micro OfficeScan
<http://www.trendmicro.com/en/products/desktop/osce/evaluate/overview.htm>

- Trend Micro ScanMail for Microsoft Exchange
<http://www.trendmicro.com/en/products/email/smex/evaluate/overview.htm>
- Trend Micro InterScan VirusWall
<http://www.trendmicro.com/en/products/gateway/isvw/evaluate/overview.htm>

Can I download the NeatSuite documentation?

Yes. You can download the documents from the following site:

<http://www.trendmicro.com/download/product.asp?productid=35>

I have questions/issues with the documentation. How can I provide feedback to Trend Micro?

Trend Micro is always seeking to improve its documentation. If you have questions, comments, or suggestions about this or any Trend Micro document, please visit the following site:

<http://www.trendmicro.com/download/documentation/rating.asp>

Contacting Trend Micro

Trend Micro has sales and corporate offices in many cities around the globe. For global contact information, visit the Trend Micro Worldwide site:

http://us.trendmicro.com/us/about/contact_us

Note: The information on this Web site is subject to change without notice.

Trend Micro Support

Trend Micro Support can help you resolve queries relating to your Trend Micro products. Most queries have already been answered on the Knowledge Base (refer *Knowledge Base* on page 4-4 for more information). If you cannot find your answer on the Knowledge Base, you can contact Trend Micro Technical Support for further assistance (refer *Contacting Technical Support* on page 4-4 for more information).

Knowledge Base

The Trend Micro Knowledge Base is an online resource that contains thousands of do-it-yourself technical support procedures for Trend Micro products. Use the Knowledge Base, for example, if you are getting an error message and want to find out what to do. New solutions are added daily.

Also available in the Knowledge Base are product FAQs, tips, advice on preventing virus infections, and regional contact information for support and sales.

The Knowledge Base can be accessed by all Trend Micro customers as well as anyone using an evaluation version of a product. Visit:

<http://esupport.trendmicro.com/support/smb/search.do>

Contacting Technical Support

When you contact Trend Micro Technical Support, to speed up your problem resolution, run the the Case Diagnostic Tool (refer *Using the Case Diagnostic Tool* on page 4-5) or ensure that you have the following details available:

- Operating system
- Network type
- Brand and model of the computer and connected hardware
- Amount of memory and free hard disk space on your machine
- Detailed description of the installation environment
- Exact text of any error message
- Steps to reproduce the problem

To contact Trend Micro Technical Support:

1. Run the Case Diagnostic Tool. For more information, refer *Using the Case Diagnostic Tool* on page 4-5.
2. Visit the following URL:
http://us.trendmicro.com/us/about/contact_us/
3. Click the link for the required region. Follow the instructions for contacting support in your region.

Using the Case Diagnostic Tool

Use the Case Diagnostic Tool to collect Trend Micro software settings and environment setup specifications from the computer. This information is used to troubleshoot problems related to the software.

Download the Case Diagnostic Tool from:

<http://www.trendmicro.com/download/product.asp?productid=25>

About Trend Micro

Trend Micro, Inc. is a global leader in network antivirus and Internet content security software and services. Founded in 1988, Trend Micro led the migration of virus protection from the desktop to the network server and the Internet gateway, gaining a reputation for vision and technological innovation along the way.

Today, Trend Micro focuses on providing customers with comprehensive security strategies to manage the impact of threats to information by offering centrally controlled, server-based virus protection and content-filtering products and services. By protecting information that flows through Internet gateways, email servers, and file servers, Trend Micro enables companies and service providers worldwide to stop viruses and other malicious code from a central point, before they ever reach the desktop.

To make this possible, TrendLabs, a global network of antivirus research and product support centers, provides continuous 24 x 7 coverage to Trend Micro customers around the world. TrendLabs' modern headquarters has earned ISO 9002 certification for its quality management procedures—one of the first antivirus research and support facilities to be so accredited. We believe TrendLabs is the leading service and support team in the antivirus industry.

Trend Micro is headquartered in Tokyo, Japan, with business units in North and South America, Europe, Asia, and Australia—a global organization with more than 3,000 employees in 25 countries.

For more information, or to download evaluation copies of Trend Micro products, visit our award-winning Web site:

<http://www.trendmicro.com>

Glossary

Tip: For faster glossary search when viewing this appendix online, use the Acrobat Reader's **Find** option to search for a term.

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Activate

To enable all features of your software after the registration process. Your product will not receive the latest updates and pattern files until product activation is complete.

Activation Code

A 37-character code, including hyphens, that is used to activate your product. Here is an example of an Activation Code:

xx-xxxx-xxxxx-xxxxx-xxxxx-xxxxx-
xxxxx

ActiveUpdate

ActiveUpdate is a function common to many Trend Micro products. Connected to the Trend Micro update Web site, ActiveUpdate provides up-to-date downloads of virus pattern files, scan engines, and program files, as well as the anti-spam rules database and anti-spam engine, through the Internet.

Agents

An agent is an application that:

- Receives commands from the Control Manager management console
- Applies the commands to the managed products

- Obtains status information from the managed products
- Sends this status information back to the Control Manager server

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EICAR test virus

A test virus, developed by the European Institute of Computer Anti-Virus Research (EICAR), that can be used to test the proper installation and operation of antivirus software. The EICAR test file is an important file for any serious antivirus software user.

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Internet Threat

The term *Internet threat* refers to any program that executes and performs activities that are outside of the user's consent. A virus is a form of Internet threat. Other examples of Internet threats include Trojans, Worms, Backdoors, Denial of Service attacker agents, Joke programs, as well as several other smaller categories of malicious code.

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Pattern File (also known as Official Pattern Release)

The pattern file, as referred to as the Official Pattern Release (OPR), is the latest compilation of patterns for identified viruses. It is guaranteed to have passed a series of critical tests to ensure that you get optimum protection from the latest virus threats. This pattern file is most effective when used with the latest scan engine.

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Registration

The process of identifying yourself as a Trend Micro customer, using a product Registration Key, on the Trend Micro Online Registration screen.

<https://olr.trendmicro.com/registration>

Registration Key

A 22-character code, including hyphens, that is used to register in the Trend Micro customer database. Here is an example of a Registration Key:
XX-XXXX-XXXX-XXXX-XXX.

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Serial Number

A 24-character code, including hyphens, that is used to activate your product. Here is an example of a Serial Number:
XXXX-XXXX-XXXX-XXXX-XXXX

Scan

To examine items in a file in sequence to find those that meet a particular criteria.

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TrendLabs

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

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