



1.0 TREND MICRO[™] Smart Protection Deployment Kit

Getting Started Guide

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This documentation introduces the main features of the product and/or provides installation instructions for a production environment. Read through the documentation before installing or using the product.

Detailed information about how to use specific features within the product may be available at the Trend Micro Online Help Center and/or the Trend Micro Knowledge Base.

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Chapter 1

Preface

Topics in this chapter include:

- *Smart Protection Deployment Kit Documentation on page 1-2*
- *Document Conventions on page 1-2*

Smart Protection Deployment Kit Documentation

The Trend Micro™ Smart Protection Deployment Kit includes the following documentation.

TABLE 1-1. Smart Protection Deployment Kit Documentation

DOCUMENT	DESCRIPTION
Getting Started Guide	The Getting Started Guide contains general information about the Trend Micro Smart Protection Deployment Kit. It provides instructions on using the deployment kit to download and install Smart Protection Complete and Smart Protection for Endpoints on-premise products.

Document Conventions

The documentation uses the following conventions:

TABLE 1-2. Document Conventions

CONVENTION	DESCRIPTION
UPPER CASE	Acronyms, abbreviations, and names of certain commands and keys on the keyboard
Bold	Menus and menu commands, command buttons, tabs, and options
<i>Italics</i>	References to other documents
Monospace	Sample command lines, program code, web URLs, file names, and program output

CONVENTION	DESCRIPTION
Navigation > Path	The navigation path to reach a particular screen For example, File > Save means, click File and then click Save on the interface
 Note	Configuration notes
 Tip	Recommendations or suggestions
 Important	Information regarding required or default configuration settings and product limitations
 WARNING!	Critical actions and configuration options

Chapter 2

Overview

This chapter introduces the Trend Micro Smart Protection suites and the Smart Protection Deployment Kit, and outlines the integrated security products that you can download, install, and deploy using the deployment kit.

Topics include:

- *About Trend Micro Smart Protection Suites on page 2-2*
- *About Trend Micro Smart Protection Deployment Kit on page 2-4*
- *Trend Micro Smart Protection On-premise Products on page 2-5*

About Trend Micro Smart Protection Suites

The Trend Micro Smart Protection Complete and Smart Protection for Endpoint suites integrate security across multiple layers and detect threats quickly. This comprehensive user security solution helps you focus your defenses on user activity to reduce risk, protect your reputation, and ensure compliance.

Select products from the Smart Protection suites for the following benefits:

- Better protection with multiple layers of interconnected threat protection
- Protection for your users and information across all endpoints and applications
- Flexible deployment and licensing: on-premise, cloud and hybrid
- User-centric management across on-premise and cloud



Note

The availability of Smart Protection suites and the selection of items available for deployment depend on your region.

TABLE 2-1. Smart Protection Solutions

PRODUCT CATEGORY	TREND MICRO PRODUCT/SERVICE	SMART PROTECTION FOR ENDPOINTS	SMART PROTECTION COMPLETE	SMART PROTECTION DEPLOYMENT KIT
Endpoint Security	Control Manager	√	√	√
	Endpoint Application Control	√	√	√
	Endpoint Encryption	√	√	√
	Mobile Security	√	√	√
	OfficeScan and plug-in programs			
	• Data Loss Prevention*	√	√	√
	• Security for Mac			
	• Virtual Desktop Support			
	ServerProtect for Linux	√	√	
	ServerProtect for Microsoft Windows/ Novell Netware	√	√	
	Vulnerability Protection	√	√	√
	Worry-Free Business Security Services	√	√	

PRODUCT CATEGORY	TREND MICRO PRODUCT/SERVICE	SMART PROTECTION FOR ENDPOINTS	SMART PROTECTION COMPLETE	SMART PROTECTION DEPLOYMENT KIT
Email and Collaboration Security	IM Security		√	√
	InterScan Messaging Security Virtual Appliance*		√	
	Hosted Email Security		√	
	PortalProtect for Microsoft SharePoint*		√	√
	ScanMail for IBM Domino*		√	√
	ScanMail for Microsoft Exchange*		√	√
Web Security	InterScan Web Security as a Service		√	
	InterScan Web Security Virtual Appliance*		√	

* Your Smart Protection suite license enables the built-in Data Loss Prevention feature in these products.

About Trend Micro Smart Protection Deployment Kit

The Smart Protection Deployment Kit provides simplified installation and deployment of your Smart Protection suite products. The deployment kit provides the following functionality.

- Downloads, installs, and launches your on-premise products in a few clicks
- Checks that your product selections meet system requirements
- Notifies you about avoidable product incompatibilities

- Manages all Activation Codes (ACs) for selected products
- Allows you to share installers by specifying UNC network paths (optional)

**Note**

The Smart Protection Deployment Kit supports only Smart Protection suite products for Windows.

Trend Micro Smart Protection On-premise Products

After you purchase your Smart Protection suite, use your registration key to access the Customer Licensing Portal. Get the Smart Protection Deployment Kit from the Customer Licensing Portal.

Run the deployment kit to download, install, and deploy the Smart Protection on-premise products that you have chosen for your security solution.

Control Manager

Trend Micro Control Manager™ is a web-based management console that provides central threat and data policy management across layers of your IT infrastructure. Customize its data displays for visibility and situational awareness, and to rapidly assess status, identify threats, and respond to incidents. Streamline your administration and achieve more consistent policy enforcement with single-click deployment of data protection policies across endpoint, messaging, and gateway solutions.

For more information, see <http://www.trendmicro.com/us/enterprise/security-management/control-manager>.

Endpoint Application Control

Trend Micro Endpoint Application Control allows you to enhance your defenses against malware and targeted attacks by preventing unwanted and unknown applications from executing on your corporate endpoints. With a combination of flexible, easily managed policies, whitelisting and blacklisting capabilities, as well as a global, cloud-powered application database, this easy-to-manage solution significantly reduces your endpoint attack exposure.

For more information, see <http://www.trendmicro.com/us/enterprise/product-security/endpoint-application-control/>.

Endpoint Encryption

Trend Micro Endpoint Encryption encrypts data on a wide range of devices. This solution combines enterprise-wide full disk, file/folder, and removable media encryption with granular port and device control to prevent unauthorized access and use of private information. A single, well-integrated management console allows you to manage your users holistically, using the same interface for endpoint protection and other Trend Micro security products. Deploying Endpoint Encryption helps ensure that your data will continue to be protected as your mobile computing devices and organizational needs change.

For more information, see <http://www.trendmicro.com/us/enterprise/product-security/endpoint-encryption/>.

IM Security

Trend Micro IM Security delivers immediate protection against instant messaging (IM) attacks designed to spread malware, lure victims to malicious sites, and steal data. In-the-cloud Web Reputation blocks instant messages that contain links to malicious websites. Flexible content filtering helps ensure appropriate IM use and prevent data theft. IM Security minimizes complex administration through streamlined management, optimized performance, and tight integration.

For more information, see <http://www.trendmicro.com/us/enterprise/network-web-messaging-security/im-security-microsoft-lync-ocs/>.

Mobile Security

Trend Micro Mobile Security provides a comprehensive security solution for the use of mobile devices while allowing you to take advantage of the benefits of consumerization. Maintain visibility and control of mobile devices and consumer apps with mobile security, mobile device management, mobile application management, data security, and sync and share solutions. Integrated firewall and filtering functions enable Mobile Security to block unwanted network communication to mobile devices, including SMS messages, WAP push mails, and data received through 3G/GPRS connections.

For more information, see <http://www.trendmicro.com/us/enterprise/product-security/mobile-security/>.

OfficeScan and Plug-in Programs

A new generation of threats and increasing data privacy legislation are making the protection of sensitive data a challenging imperative. Trend Micro OfficeScan™ offers robust data protection capabilities, integrates easily into your endpoint threat protection infrastructure, and helps you eliminate the obstacles to meeting internal and external compliance goals. Powered by the Smart Protection Network™, OfficeScan applies cloud-based threat intelligence, integrated data protection, and central management to improve performance, defend against the latest threats, and protect sensitive data across your endpoints.

OfficeScan Plug-in Programs

- Data Loss Prevention

Trend Micro Data Loss Prevention module extends your existing security with single-click deployment of Data Loss Prevention (DLP) capabilities built into Trend Micro endpoint, email, web, and messaging gateway security. It also includes USB device control for endpoints. And with central management for security and data protection, DLP policies can be enforced across multiple layers of security to prevent data loss via email, USB, and the web.

- Security *for Mac*

The Trend Micro Security *for Mac* module protects Apple Macintosh™ clients on your network by reducing exposure to web-based threats and blocking malware for all operating systems.

- Virtual Desktop Support

Trend Micro Virtual Desktop Support optimizes security for virtual desktop infrastructures. Use it to isolate control of desktop environments, streamline management, and consolidate and extend the life of existing hardware.

For more information, see <http://www.trendmicro.com/us/enterprise/product-security/officescan/>

PortalProtect for Microsoft SharePoint

Trend Micro PortalProtect™ *for Microsoft™ SharePoint™* protects Microsoft SharePoint team sites and communities from malware, inappropriate content, and data loss. It keeps malicious URLs out of SharePoint and applies content filtering to both documents and

web content. PortalProtect also includes Data Loss Prevention technology with industry standard compliance templates to help your organization control sensitive data.

For more information, see <http://www.trendmicro.com/us/enterprise/network-web-messaging-security/portalprotect-microsoft-sharepoint/>.

ScanMail for IBM Domino

Trend Micro ScanMail™ for IBM™ Domino offers comprehensive virus protection and content security for Domino environments, and provides real-time scanning for viruses, adware, and spyware hidden within email attachments and databases. ScanMail Suite for IBM Domino includes an added layer of protection with revolutionary anti-spam technologies and Data Loss Prevention. Strong group management, cluster support, and reliable updates minimize administration and reduce IT costs. ScanMail Suite is optimized for high performance and supports nearly all Domino platforms as a native application.

For more information, see <http://www.trendmicro.com/us/enterprise/network-web-messaging-security/scanmail-ibm-domino/>.

ScanMail for Microsoft Exchange

Trend Micro ScanMail™ for Microsoft™ Exchange™ stops traditional threats by using correlated global threat intelligence with leading content security engines, integrated with Data Loss Prevention (DLP). Part of a custom defense against targeted attacks, ScanMail identifies highly-targeted email attacks when integrated with Trend Micro Deep Discovery Advisor and its exploit detection and sandboxing. Time-saving features like central management, template-based DLP, and role-based access award ScanMail the lowest administration overhead and TCO of the five leading security vendors, according to Osterman Research.

For more information, see <http://www.trendmicro.com/us/enterprise/network-web-messaging-security/scanmail-microsoft-exchange/>.

ServerProtect for Microsoft Windows/Novell Netware, ServerProtect for Linux

Trend Micro ServerProtect™ for Microsoft Windows/Novell Netware and ServerProtect for Linux™ provide high-performance, real-time protection for internal and public servers by stopping viruses, spyware, and other malware from spreading through Windows- and Netware-based servers. Ensuring compliance with corporate antivirus policies, this easy-to-install software offers centralized administration, extensive

task automation, and reporting through seamless integration with Trend Micro Control Manager. ServerProtect uses the latest multi-threaded scanning engine for highest performance across a broad range of Windows flavors. Remote installation, central update, and configuration are supported through a web-based interface.

**Note**

Server Protect for Microsoft Windows/Novell Netware and ServerProtect for Linux are not currently integrated with the Smart Protection Deployment Kit.

For more information, see <http://www.trendmicro.com/us/enterprise/cloud-solutions/server-protection/>.

Vulnerability Protection

Trend Micro Vulnerability Protection provides an advanced and up-to-date intrusion defense system. It secures endpoints by providing the best and last line of defense against attacks that exploit vulnerabilities. Vulnerability Protection allows you to create and enforce comprehensive security policies that proactively protect sensitive data, applications, endpoints, and network segments.

For more information, see <http://www.trendmicro.com/us/enterprise/product-security/vulnerability-protection/index.html>.

Chapter 3

Installation and Deployment

This chapter recommends deployment scenarios for small, medium, and large businesses, and provides installation tips and instructions for installing and deploying your Smart Protection suite on-premise products.

- *Deployment Scenarios on page 3-2*
- *Product Installation on page 3-7*

Deployment Scenarios

Select and deploy the Smart Protection suite on-premise products that best match the size and requirements of your environment.

TABLE 3-1. Smart Protection Product Combinations

TREND MICRO PRODUCT/SERVICE	SMALL BUSINESS	MEDIUM BUSINESS	LARGE BUSINESS	VERY LARGE BUSINESS
	< 500 endpoints	501-2,500 endpoints	2,501-5,000 endpoints	> 5,000 endpoints
Control Manager	√	√	√	√
Endpoint Application Control			√	√
Endpoint Encryption			√	√
Mobile Security	√	√	√	√
OfficeScan	√	√	√	√
OfficeScan plug-in programs				
• Data Loss Prevention		√	√	√
• Security for Mac				
• Virtual Desktop Support				
ServerProtect for Linux				√
ServerProtect for Microsoft Windows/ Novell Netware				√
Vulnerability Protection			√	√
Worry-Free Business Security Services	√	√	√	√
IM Security		√	√	√
InterScan Messaging Security Virtual Appliance			√	√

TREND MICRO PRODUCT/SERVICE	SMALL BUSINESS	MEDIUM BUSINESS	LARGE BUSINESS	VERY LARGE BUSINESS
Hosted Email Security	✓	✓	✓	✓
PortalProtect for Microsoft SharePoint			✓	✓
ScanMail for IBM Domino		✓	✓	✓
ScanMail for Microsoft Exchange		✓	✓	✓
InterScan Web Security as a Service				✓
InterScan Web Security Virtual Appliance	✓	✓	✓	✓

There are as many different deployment scenarios as there are customers, and it is not possible to describe solutions for every environment in this document. Contact your vendor if you need assistance. You can also find information about deployment in the product help documentation for each Smart Protection suite product that you select.

Trend Micro recommends deployment scenarios for the following.

- Small Business (<500 seats)
- Medium Business (500 – 2,500 seats)
- Large Business (2,500 – 5,000 seats)

Deployment Recommendations for Small Businesses

Characteristics of small business customers include:

- Fewer than 500 endpoint seats
- Fewer server options for deploying multiple products
- A focus on endpoint security

Deployment Recommendations

1. For small enterprise customers, Trend Micro recommends using Trend Micro Hosted Email Service for email security instead of deploying Microsoft Exchange Server.
2. Refer to *Figure 3-1: Deployment Recommendations for Small Businesses on page 3-4* for the recommended deployment scenario for small businesses.

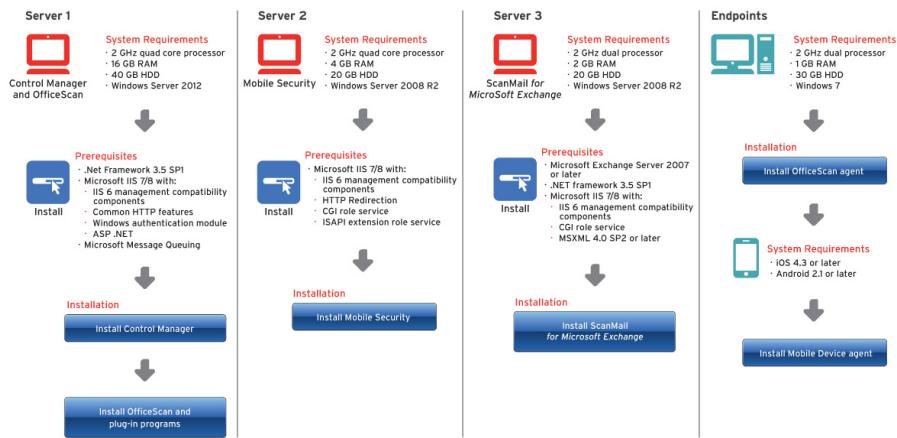


FIGURE 3-1. Deployment Recommendations for Small Businesses

Deployment Recommendations for Medium Businesses

Characteristics of medium business customers include:

- 500 – 2,500 endpoint seats
- More application server options for deploying multiple products
- A focus on hybrid cloud solutions

Deployment Recommendations

1. For optimal performance, Trend Micro recommends that medium enterprises deploy each of the following on-premise products on a dedicated server:
 - Control Manager

- OfficeScan and plug-in programs
- Mobile Security
- ScanMail for IBM Domino
- IM Security

2. Refer to *Figure 3-2: Deployment Recommendations for Medium Businesses on page 3-6* for the recommended deployment scenario for medium businesses.

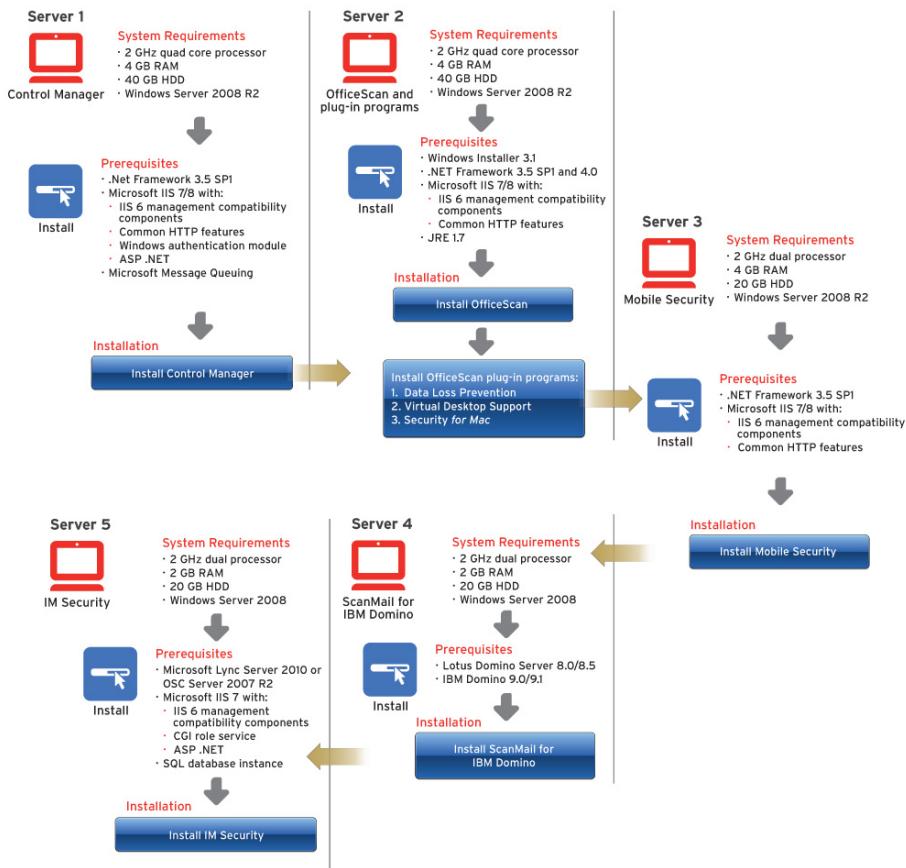


FIGURE 3-2. Deployment Recommendations for Medium Businesses

Deployment Recommendations for Large Businesses

Characteristics of large business customers include:

- less than 5,000 endpoint seats
- Experienced IT administrators
- Capacity to deploy many products on dedicated servers

Deployment Recommendations

1. For optimal performance, Trend Micro recommends that large businesses:
 - Deploy each Trend Micro Smart Protection on-premise product on a dedicated server
 - Set up a separate SQL server for ease of scalability
2. Refer to individual product help documentation for detailed installation instructions.

Product Installation

There are as many different installation environments as there are customers, and it is not possible to describe installation procedures for every environment. Contact your vendor if you need assistance. You can also find detailed installation procedures in the product help documentation for each Smart Protection suite product you select.

- For information about the deployment kit, see [*Using the Smart Protection Deployment Kit on page 3-7*](#).
- For an introduction to installing on-premise products, see [*Installing On-premise Products on page 3-10*](#).
- For an overview of key installation steps for individual Smart Protection products, see [*Key Installation Steps on page 3-10*](#).

Using the Smart Protection Deployment Kit

After you purchase your Smart Protection suite, you can use the Smart Protection Deployment Kit to download, install, and deploy the on-premise products you have selected.

Your license certificate includes your registration key, the Customer Licensing Portal URL, and instructions for registering your Smart Protection suite.

After successfully registering, follow these steps to install and/or deploy your products.

Procedure

1. Go to the Customer Licensing Portal.
 - a. Register Smart Protection Complete or Smart Protection for Endpoints, following the instructions for either **New users** or **Existing Customer Portal Account Holders**.
 - b. Select the on-premise products that you want to download or deploy.
2. Run the Smart Protection Deployment Kit.
 - a. On the **Customer Licensing Portal**, under the **On-Premise Products** list, click **Get Deployment Kit**.

The Trend Micro Smart Protection Deployment Kit launches.
 - b. Specify a download location.
 - c. Download product installers.

The deployment kit downloads the product installers for each on-premise product you have selected.
3. Install Smart Protection suite on-premise products.
 - a. Run the deployment kit again to install the same products on another server.
 - b. Close the deployment kit.

The deployment kit launches each product installer.

When all products have been installed, the deployment kit displays a summary of the installation results.
4. Log on to the console of each product you have installed, and complete all required post-installation steps.

For example, if you have installed OfficeScan, go to the Plug-in Manager and install the required plug-in programs.



FIGURE 3-3. Using the Smart Protection Deployment Kit

Installing On-premise Products

Before you begin



Note

Close all programs before running the Smart Protection Deployment Kit and downloading, installing, or deploying products.

Before starting the installation process, complete the following.

- Prepare your target server(s) to meet all specified system requirements.
- Install prerequisite programs.



Note

If you are using Trend Micro Control Manager as your network management tool, install Control Manager first.

Procedure

1. Run the Smart Protection Deployment Kit to download product installers and install or deploy your Smart Protection suite on-premise products.



Note

Installation procedures are described in the product documentation of each product in your suite.

2. Accept all default settings unless specified in [Key Installation Steps on page 3-10](#).

Key Installation Steps

Refer to individual Smart Protection on-premise products for key installation steps. You can also find detailed installation procedures in the product documentation for each product you select.

Installing Control Manager

For more information, see the Trend Micro Control Manager [Installation Guide](http://docs.trendmicro.com/en-us/enterprise/control-manager.aspx) (<http://docs.trendmicro.com/en-us/enterprise/control-manager.aspx>).

Follow these key steps to install Control Manager:

Procedure

1. Run the Smart Protection Deployment Kit and launch the Control Manager installer.
2. Select a **Fully Qualified Domain Name** or host name and type the host name of the Control Manager server.
3. Set up a database with logon credentials.
4. Create a root account for the management console.
5. Complete the installation.

Installing Endpoint Application Control

For more information, see the Trend Micro Endpoint Application Control [Installation Guide](http://docs.trendmicro.com/en-us/enterprise/trend-micro-endpoint-application-control.aspx) (<http://docs.trendmicro.com/en-us/enterprise/trend-micro-endpoint-application-control.aspx>).

Follow these key steps to install Endpoint Application Control:

Procedure

1. Run the Smart Protection Deployment Kit and launch the Endpoint Application Control installer.
2. Configure the web server, backend server, and proxy server settings.
3. Set up root account and the product installation folder.
4. Complete the installation.

Installing Endpoint Encryption

For more information, see the Trend Micro Endpoint Encryption [Installation and Migration Guide](http://docs.trendmicro.com/en-us/enterprise/endpoint-encryption.aspx) (<http://docs.trendmicro.com/en-us/enterprise/endpoint-encryption.aspx>).

Follow these key steps to install Endpoint Encryption:

Procedure

1. Run the Smart Protection Deployment Kit and launch the Endpoint Encryption PolicyServer installer.
2. Create an administrator account.
3. On the **Database Administrator Logon** screen, set up a database with logon credentials.
4. On the **Create Database Logon** screen, create an account for PolicyServer service to access the database.
5. Complete the installation.

Installing IM Security

For more information, see the Trend Micro IM Security [Installation and Deployment Guide](http://docs.trendmicro.com/en-us/enterprise/trend-micro-im-security.aspx) (<http://docs.trendmicro.com/en-us/enterprise/trend-micro-im-security.aspx>).

Follow these key steps to install IM Security:

Procedure

1. Run the Smart Protection Deployment Kit and launch the IM Security installer.
2. Set up the product installation folder and specify SQL database configurations.
3. Configure the web server and proxy server settings.
4. Set up administrator and notification accounts.
5. Select the installer version for your environment.

6. Complete the installation.

Installing Mobile Security

For more information, see the Trend Micro Mobile Security [Installation and Deployment Guide](#) (<http://docs.trendmicro.com/en-us/enterprise/trend-micro-mobile-security-for-enterprise.aspx>).

Follow these key steps to install Mobile Security (Basic Security Model):

Procedure

1. Run the Smart Protection Deployment Kit and launch the Mobile Security installer.
2. On the **Database Setup** screen, set up a database with logon credentials.
3. Complete the installation.

Installing OfficeScan

For more information, see the Trend Micro OfficeScan [Installation and Upgrade Guide](#) (<http://docs.trendmicro.com/en-us/enterprise/officescan.aspx>).

Follow these key steps to install OfficeScan:

Procedure

1. Run the Smart Protection Deployment Kit and launch the OfficeScan installer.
2. Create an administrator account for web console and agent management.
3. Configure a server authentication certificate method and backup folder.
4. Complete the installation.

Installing OfficeScan Plug-in Programs

The Smart Protection Deployment Kit does not support the installation of these OfficeScan plug-in programs. You must install each program manually.

Install OfficeScan plug-in programs in the following order:

1. Data Loss Prevention
2. Virtual Desktop Support
3. Security *for Mac*



Note

The Smart Protection Deployment Kit automatically inserts your Activation Code for each plug-in program.

Follow these key steps to install each OfficeScan plug-in program:

Procedure

1. Open the OfficeScan console. On the main menu, click **Plug-ins**.
2. Go to the plug-in program section and click **Download**.
3. After the plug-in program finishes downloading, click **Install Now** and agree to the license. When the installation is finished, the **Plug-in Manager** screen appears.
4. Manage your plug-in program through the **Manage Program** screen.

Installing PortalProtect *for Microsoft SharePoint*

For more information, see the Trend Micro PortalProtect *for Microsoft SharePoint Installation and Deployment Guide* (<http://docs.trendmicro.com/en-us/enterprise/portalprotect-for-sharepoint.aspx>).

Follow these key steps to install PortalProtect *for Microsoft SharePoint*:

Procedure

1. Run the Smart Protection Deployment Kit and launch the PortalProtect installer.
2. Set up the product installation folder and specify SQL database configurations.
3. Configure the web server and proxy server settings.
4. Set up a management group.
5. Select the installer version for your environment.
6. Complete the installation.

Installing ScanMail for IBM Domino

For more information, see the Trend Micro ScanMail for IBM Domino [Administrator's Guide](http://docs.trendmicro.com/en-us/enterprise/scanmail-for-lotus-domino.aspx) (<http://docs.trendmicro.com/en-us/enterprise/scanmail-for-lotus-domino.aspx>).

Follow these key steps to install ScanMail for IBM Domino:

Procedure

1. Run the Smart Protection Deployment Kit and launch the ScanMail installer.
2. Set up the product installation folder.
3. Configure the web server and proxy server settings.
4. Set up a management group.
5. Complete the installation.

Installing ScanMail for Microsoft Exchange

For more information, see the Trend Micro ScanMail for Microsoft Exchange [Installation and Upgrade Guide](http://docs.trendmicro.com/en-us/enterprise/scanmail-for-microsoft-exchange.aspx) (<http://docs.trendmicro.com/en-us/enterprise/scanmail-for-microsoft-exchange.aspx>).

Follow these key steps to install ScanMail for Microsoft Exchange:

Procedure

1. Run the Smart Protection Deployment Kit and launch the ScanMail installer.
2. Set up the product installation folder.
3. Configure the web server and proxy server settings.
4. Set up a management group.
5. Complete the installation.

Installing Vulnerability Protection

For more information, see the Trend Micro Vulnerability Protection [Installation Guide](#) (<http://docs.trendmicro.com/en-us/enterprise/vulnerability-protection.aspx>).

Follow these key steps to install Vulnerability Protection:

Procedure

1. Run the Smart Protection Deployment Kit and launch the Vulnerability Protection installer.
2. Set up the product installation folder.
3. Set up a database with logon credentials.
4. Specify the **Manager address** and communication ports.
5. Specify the administrator's user name and password.
6. Complete the installation.

Chapter 4

Getting Help

This chapter answers questions you might have about the Trend Micro Smart Protection Deployment Kit and describes how to troubleshoot problems that may arise.

This chapter includes the following topics.

- *Frequently Asked Questions on page 4-2*
- *Troubleshooting Product Deployment on page 4-2*
- *Troubleshooting Resources on page 4-10*
- *Contacting Trend Micro on page 4-10*

Frequently Asked Questions

For troubleshooting suggestions and answers to frequently asked questions about the Smart Protection Deployment Kit, visit Support Services at:

<http://esupport.trendmicro.com/en-us/business/pages/technical-support/smart-protection-suite-1-0-support.aspx>

Troubleshooting Product Deployment

Each time the Trend Micro™ Smart Protection Deployment Kit attempts to download, install, and launch an on-premise product, it checks a set of rules.

The Smart Protection Deployment Kit may interrupt the download, installation, or deployment of a product when a rule check returns information about the following conditions.

- Product installation issues (see *Product Installation Issues on page 4-2*)
- Unmet component requirements (see *Software Dependencies on page 4-5*)
- Product incompatibilities or server resource conflicts (see *Product Exclusions on page 4-9*)

Product Installation Issues

The Trend Micro Smart Protection Deployment Kit may interrupt the download, installation, or deployment of a product in the following cases:

- The product is not supported by your operating system
- Performance degradation may result

TABLE 4-1. Supported Operating Systems

PROBLEM	SOLUTION
The Smart Protection Deployment Kit is unable to proceed with installing this product because it is not supported by the target server.	<p>Trend Micro Endpoint Encryption does not support Windows Server 2012 and 2012 R2.</p> <p>For more information, see the Endpoint Encryption Q&A (http://docs.trendmicro.com/en-us/enterprise/endpoint-encryption.aspx).</p> <p>Trend Micro Endpoint Application Control does not support Windows Server 2003.</p> <p>For more information, see the Trend Micro Endpoint Application Control Q&A (http://docs.trendmicro.com/en-us/enterprise/trend-micro-endpoint-application-control.aspx).</p>

TABLE 4-2. Supported Servers

PROBLEM	SOLUTION
<p>Installing this product on a desktop computer may cause performance degradation.</p>	<p>Trend Micro recommends that you install the following products on a Microsoft™ Windows™ Server:</p> <ul style="list-style-type: none"> • Control Manager For more information, see the Trend Micro Control Manager™ Installation Guide (http://docs.trendmicro.com/en-us/enterprise/control-manager.aspx). • Endpoint Application Control For more information, see the Trend Micro Endpoint Application Control Installation Guide (http://docs.trendmicro.com/en-us/enterprise/trend-micro-endpoint-application-control.aspx). • Endpoint Encryption For more information, see the Trend Micro Endpoint Encryption Installation and Migration Guide (http://docs.trendmicro.com/en-us/enterprise/endpoint-encryption.aspx). • Mobile Security See the Trend Micro Mobile Security Installation and Deployment Guide (http://docs.trendmicro.com/en-us/enterprise/trend-micro-mobile-security-for-enterprise.aspx). • OfficeScan For more information, see the Trend Micro OfficeScan™ System Requirements (http://docs.trendmicro.com/en-us/enterprise/officescan.aspx). • ScanMail for IBM Domino For more information, see the Trend Micro ScanMail™ for IBM™ Domino Administration Guide (http://docs.trendmicro.com/en-us/enterprise/scanmail-for-lotus-domino.aspx). • ScanMail for Microsoft Exchange For more information, see the Trend Micro ScanMail™ for Microsoft Exchange™ Installation and Upgrade Guide (http://docs.trendmicro.com/en-us/enterprise/scanmail-for-microsoft-exchange.aspx). • Vulnerability Protection For more information, see the Trend Micro Vulnerability Protection Installation Guide (http://docs.trendmicro.com/en-us/enterprise/vulnerability-protection.aspx).

TABLE 4-3. Dedicated Servers

PROBLEM	SOLUTION
Installing more than one product on the same server may cause performance degradation.	<p>Install the following products on separate servers:</p> <ul style="list-style-type: none">• Trend Micro Control Manager• Trend Micro Endpoint Application Control• Trend Micro Endpoint Encryption• Trend Micro IM Security• Trend Micro Mobile Security• Trend Micro OfficeScan• Trend Micro PortalProtect™ <i>for Microsoft™ SharePoint™</i>• Trend Micro ScanMail <i>for Microsoft Exchange</i>• Trend Micro ScanMail for IBM™ Domino

Software Dependencies

The Trend Micro Smart Protection Deployment Kit is unable to proceed with installing a product because one or more component requirements are not met.

TABLE 4-4. Component Requirements

PRODUCT	SOLUTION
Trend Micro Control Manager	<p>Control Manager requires the following:</p> <ul style="list-style-type: none"> • .NET Framework 3.5 SP1 • Microsoft IIS 7/8 with: <ul style="list-style-type: none"> • IIS 6 management compatibility components • Common HTTP features • Windows authentication module • ASP .NET • Microsoft Message Queuing <p>For more information on installing Control Manager, see the Installation Guide (http://docs.trendmicro.com/en-us/enterprise/control-manager.aspx).</p>
Trend Micro Endpoint Application Control	<p>Endpoint Application Control requires the following:</p> <ul style="list-style-type: none"> • (Optional) IIS 7 or higher with: <ul style="list-style-type: none"> • IIS CGI • IIS ISAPI Filters • IIS ISAPI Extensions <p>For more information on installing Endpoint Application Control, see the Installation Guide (http://docs.trendmicro.com/en-us/enterprise/trend-micro-endpoint-application-control.aspx).</p>

PRODUCT	SOLUTION
Trend Micro Endpoint Encryption	<p>Endpoint Encryption requires the following:</p> <ul style="list-style-type: none"> • Windows Installer version 4.5 or later • .Net versions must be present in either of the following configurations: <ul style="list-style-type: none"> • .Net 2.0 and .Net 4.0 or • .Net 3.5 SP1 and .Net 4.0 • IIS Web Server with Static Content role service • During Endpoint Encryption installation, the IIS Admin service must be running. <p>For more information on installing Endpoint Encryption, see the Installation and Migration Guide (http://docs.trendmicro.com/en-us/enterprise/endpoint-encryption.aspx).</p>
Trend Micro IM Security	<p>IM Security requires the following:</p> <ul style="list-style-type: none"> • Microsoft Lync Server 2010 or OCS Server 2007 R2 • Microsoft IIS 7 with: <ul style="list-style-type: none"> • IIS 6 management compatibility components • CGI role service • ASP .NET • SQL database instance <p>For more information on installing IM Security, see the Installation and Deployment Guide (http://docs.trendmicro.com/en-us/enterprise/trend-micro-im-security.aspx).</p>

PRODUCT	SOLUTION
Trend Micro Mobile Security	<p>Mobile Security requires the following:</p> <ul style="list-style-type: none"> • .NET Framework 3.5 SP1 • Microsoft IIS 7 with: <ul style="list-style-type: none"> • IIS 6 management compatibility components • IIS ISAPI Extensions • IIS 6 Metabase Compatibility • IIS CGI • IIS HTTP Redirection • IIS World Wide Web Publishing Service • Common HTTP features <p>For more information on installing Mobile Security, see the Installation and Deployment Guide (http://docs.trendmicro.com/en-us/enterprise/trend-micro-mobile-security-for-enterprise.aspx).</p>
Trend Micro OfficeScan and Plug-in Programs	<p>OfficeScan requires the following:</p> <ul style="list-style-type: none"> • MMC.exe must be closed • Windows Installer 3.1 • .Net Framework 3.5 SP1 and 4.0 • (Optional) Microsoft IIS 7: <ul style="list-style-type: none"> • IIS 6 management compatibility components • Common HTTP features • JRE 1.7 • Microsoft Message Queuing <p>For more information on installing OfficeScan, see the Installation and Upgrade Guide (http://docs.trendmicro.com/en-us/enterprise/officescan.aspx).</p>

PRODUCT	SOLUTION
Trend Micro ScanMail for IBM Domino	<p>ScanMail for IBM Domino requires the following:</p> <ul style="list-style-type: none"> • Lotus Domino Server 8.0/8.5 • or • IBM Domino 9.0/9.1 <p>For more information on installing ScanMail for IBM Domino, see the Administrator's Guide (http://docs.trendmicro.com/en-us/enterprise/scanmail-for-lotus-domino.aspx).</p>

Product Exclusions

The Trend Micro Smart Protection Deployment Kit interrupts product installation in the following conditions:

- A critical product incompatibility occurs
- Certain server resources are required by different products

TABLE 4-5. Product Exclusions

ISSUE	PROBLEM	SOLUTION
Critical product incompatibility	The Smart Protection Deployment Kit is unable to proceed with installing a product. Two different products adopt the same system hooking module and cannot be installed on the same server.	Install Trend Micro products with incompatibility issues on different servers.
Server resource conflict	The Smart Protection Deployment Kit is unable to proceed with installing a product. Two selected products use conflicting methods to configure web-based applications and websites.	Install conflicting products on a 32-bit server or on separate 64-bit servers.

Troubleshooting Resources

Smart Protection suite customers receive Trend Micro Technical Support.

For more information about the technical support that is available to you and to contact the Support team, refer to your Trend Micro Support welcome letter received at the time of purchase.

Threat Encyclopedia

Most malware today consists of "blended threats" - two or more technologies combined to bypass computer security protocols. Trend Micro combats this complex malware with products that create a custom defense strategy. The Threat Encyclopedia provides a comprehensive list of names and symptoms for various blended threats, including known malware, spam, malicious URLs, and known vulnerabilities.

Go to <http://www.trendmicro.com/vinfo> to learn more about:

- Malware and malicious mobile code currently active or "in the wild"
- Correlated threat information pages to form a complete web attack story
- Internet threat advisories about targeted attacks and security threats
- Web attack and online trend information
- Weekly malware reports

Contacting Trend Micro

For information on how to access Technical Support, refer to your Trend Micro Technical Support welcome letter.

Speeding Up the Support Call

To improve problem resolution, have the following information available:

- Steps to reproduce the problem
- Appliance or network information
- Computer brand, model, and any additional hardware connected to the endpoint
- Amount of memory and free hard disk space
- Operating system and service pack version
- Endpoint client version
- Serial number or activation code
- Detailed description of install environment
- Exact text of any error message received
- Screenshot of any error message received

Sending Suspicious Content to Trend Micro

Several options are available for sending suspicious content to Trend Micro for further analysis.

File Reputation Services

Gather system information and submit suspicious file content to Trend Micro:

<http://esupport.trendmicro.com/solution/en-us/1059565.aspx>

Record the case number for tracking purposes.

Web Reputation Services

Query the safety rating and content type of a URL suspected of being a phishing site, or other so-called "disease vector" (the intentional source of Internet threats such as spyware and malware):

<http://global.sitesafety.trendmicro.com/>

If the assigned rating is incorrect, send a re-classification request to Trend Micro.

Email Reputation Services

Query the reputation of a specific IP address and nominate a message transfer agent for inclusion in the global approved list:

<https://ers.trendmicro.com/>

Refer to the following Knowledge Base entry to send message samples to Trend Micro:

<http://esupport.trendmicro.com/solution/en-us/1036097.aspx>



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