Trend Micro Apex Central™ as a Service

Widget and Policy Management Guide

Centralized Security Management for Endpoints

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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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Preface

Preface

Welcome to the Trend Micro Apex Central™ as a Service *Widget and Policy Management Guide*. This document explains how to configure **Dashboard** widgets and **Policy Management** settings on Apex Central.

Topics in this section:

Documentation

Apex Central documentation includes the following:

Document	Description
Readme file	Contains a list of known issues and may also contain late-breaking product information not found in the Online Help or printed documentation
Administrator's Guide	A PDF document that provides detailed instructions of how to configure and manage Apex Central and managed products, and explanations on Apex Central concepts and features
Online Help	HTML files compiled in WebHelp format that provide "how to's", usage advice, and field-specific information. The Help is also accessible from the Apex Central console
Widget and Policy Management Guide	Contains information that explains how to configure dashboard widgets and policy management settings in Apex Central To access this guide, go to https://docs.trendmicro.com/en-us/enterprise/apex-central-as-a-service-widget-and-policy-management-guide/preface-wpg-.aspx.
Automation Center	Online user guides and references that explain how to use the Apex Central Automation APIs: https://automation.trendmicro.com/apex-central/home
Data Protection Lists (Chapter 1 only)	A PDF document that lists predefined data identifiers and templates for Data Loss Prevention
Knowledge Base	An online database of problem-solving and troubleshooting information. It provides the latest information about known product issues. To access the Knowledge Base, go to the following website: http://success.trendmicro.com

Download the latest version of the PDF documents and readme at:

http://docs.trendmicro.com/en-us/enterprise/apex-one-as-a-service.aspx

Audience

Apex Central documentation is intended for the following users:

- Apex Central Administrators: Responsible for Apex Central installation, configuration, and management. These users are expected to have advanced networking and server management knowledge.
- Managed Product Administrators: Users who manage Trend Micro products that integrate with Apex Central. These users are expected to have advanced networking and server management knowledge.

Document Conventions

The documentation uses the following conventions.

TABLE 1. 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
Italics	References to other documents
`Monospace`	Sample command lines, program code, web URLs, file names, and program output
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

Convention	Description
 **WARNING!**	Critical actions and configuration options

Terminology

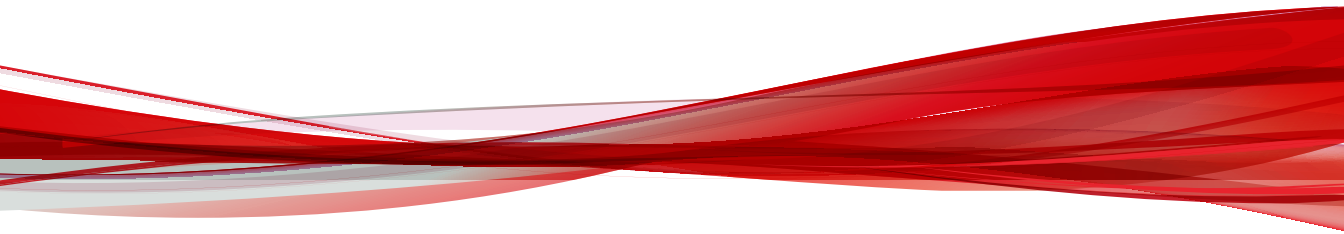
The following table provides the official terminology used throughout the Apex Central documentation:

Terminology	Description
Administrator (or Apex Central administrator)	The person managing the Apex Central server
Security Agent	The managed product program installed on an endpoint
Components	Responsible for scanning, detecting, and taking actions against security risks
Apex Central console, web console, or management console	The web-based user interface for accessing, configuring, and managing a Apex Central  **Note** Consoles for integrated managed products are indicated by the managed product name. For example, the Apex One web console.
Managed endpoint	The endpoint where the managed product Security Agent is installed
Managed product	A Trend Micro product that integrates with Apex Central
Managed server	The endpoint where the managed product is installed
Server	The endpoint where the Apex Central server is installed
Security risk	The collective term for virus/malware, spyware/grayware, and web threats

Terminology	Description
Dual-stack	Entities that have both IPv4 and IPv6 addresses
Pure IPv4	An entity that only has an IPv4 address
Pure IPv6	An entity that only has an IPv6 address

Part I

Introduction



Chapter 1

The Dashboard

This section discusses how to use the Apex Central as a Service dashboard tabs and widgets.

Topics include:

About the Dashboard

The **Dashboard** appears when you open the Apex Central as a Service web console or click **Dashboard** on the main menu. Each Apex Central as a Service user account has a completely independent dashboard. Any changes to the dashboard belonging to a specific user account will not affect the dashboards of the other user accounts.

The **Dashboard** contains the following:

- Tabs
- Widgets

Tabs and Widgets

Widgets are the core components of the **Dashboard**. Widgets provide specific information about various security-related events.

The information that widgets display comes from:

- Apex Central database
- Registered managed products
- Trend Micro Smart Protection Network

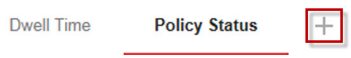
Tabs provide a container for widgets. The **Dashboard** supports up to 30 tabs.

Working with Tabs

Manage tabs by adding, renaming, changing the layout, deleting, and automatically switching between tab views.

Procedure

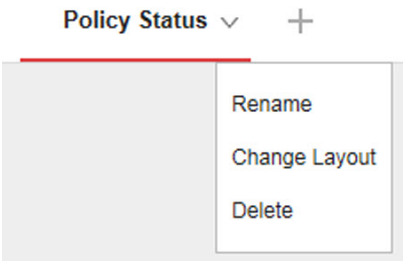
1. Go to the **Dashboard**.
2. To add a tab:
   a. Click the add icon (+).



b. Type a name for the new tab.

3. To rename a tab:

a. Hover over the tab name and click the down arrow.



b. Click **Rename** and type the new tab name.

4. To change the layout of the widgets for a tab:

a. Hover over the tab name and click the down arrow.

b. Click **Change Layout**.

c. Select the new layout from the screen that appears.

d. Click **Save**.

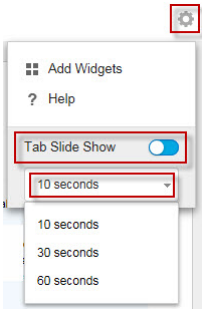
5. To delete a tab:

a. Hover over the tab name and click the down arrow.

b. Click **Delete** and confirm.

6. To play a tab slide show:

a. Click the **Settings** button to the right of the tab display.



b. Enable the **Tab Slide Show** control.

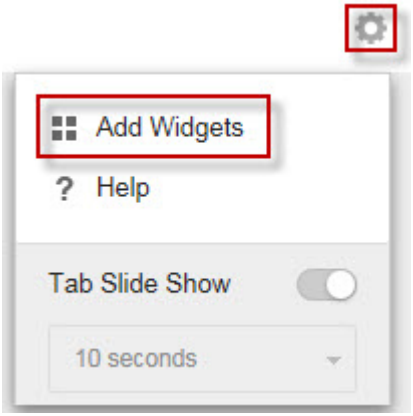
c. Select the length of time each tab displays before switching to the next tab.

Working with Widgets

Manage widgets by adding, moving, resizing, renaming, and deleting items. You can also modify the products that contribute data for the widget.

Procedure

1. Go to the **Dashboard**.
2. Click a tab.
3. To add a widget:
   a. Click the **Settings** button to the right of the tab display.



b. Click **Add Widgets**.

c. Select widgets to add.

- In the drop-down on top of the widgets, select a category to narrow down the selections.
- Use the search text box on top of the screen to search for a specific widget.

d. Click **Add**.

4. To move a widget to a new location on the same tab, drag-and-drop a widget to a new location.

5. Resize widgets on a multi-column tab by pointing the cursor to the right edge of the widget and then moving the cursor to the left or right.

6. To rename a widget:

a. Click the settings icon (>).

b. Type the new title.

c. Click **Save**.

7. To modify the product scope of the widget:

a. Click the settings icon (>).

b. Click the double arrow button (>>) in the **Scope** field.

c. (Optional) Click the funnel icon () to filter and search for products.

d. Select the products that contribute data for the widget and click **OK**.

e. Click **Save**.

8. To delete a widget, click the delete icon (> ).

Summary Tab

The **Summary** tab contains a predefined set of widgets that provides an overview of the security status of your network.

Note

You can add, delete, or modify the widgets that display on the **Summary** tab.

Available widgets:

- Critical Threats
- Users with Threats
- Endpoints with Threats
- Product Connection Status
- Product Component Status
- Ransomware Prevention

Critical Threats Widget

This widget displays the total number of unique critical threat types detected on your network and the number of affected users and threat detections for each threat type.

Click the settings icon (> ) to change the default **View**.

- On the **Summary** tab or a custom tab, the **Affected users** view is selected by default.
- On the **Threat Investigation** tab, the **Threat detections** view is selected by default.

Note

- The widget lists critical threat types in order of severity.
- Individual users may be affected by more than one critical threat type.

Use the **Period** drop-down to select the time range for the data that displays.

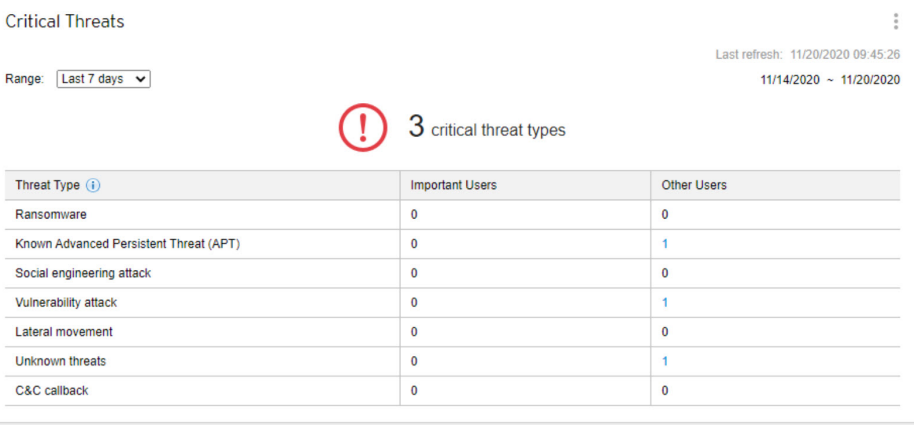


FIGURE 1-1. Affected Users View

The **Affected users** view displays the number of **Important Users** and **Other Users** affected by each threat type.

- Click the count in the **Important Users** or **Other Users** column, and then click the affected user you want to view.
- You can define important users or endpoints on the **User/Endpoint Directory** screen.

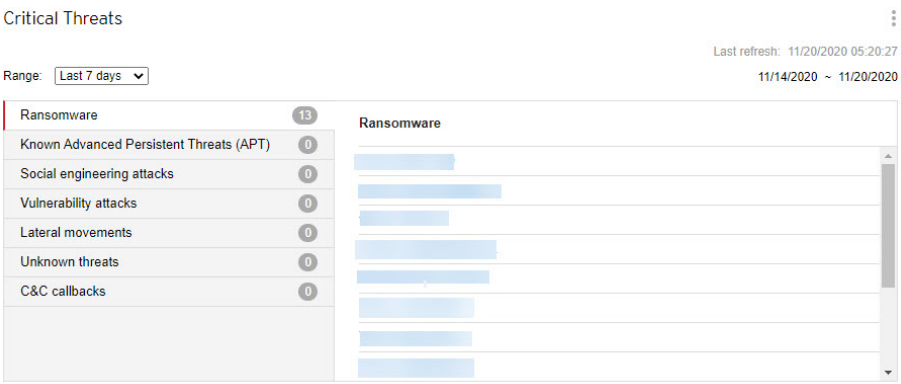


FIGURE 1-2. Threat Detections View

The **Threat detections** view displays the number of detections for each critical threat type.

- Click a critical threat type to view the specific threat detections.
- Click the hyperlink for a specific threat detection to view details about the affected users and automatically start a Root Cause Analysis to determine whether the threat has affected other endpoints on your network.

Critical threat detections include the following threat types.

THREAT TYPE	DESCRIPTION
Ransomware	Malware that prevents or limits users from accessing their system unless a ransom is paid
Known Advanced Persistent Threats (APT)	Intrusions by attackers that aggressively pursue and compromise chosen targets, often conducted in campaigns—a series of failed and successful attempts over time to get deeper and deeper into a target network—and not isolated incidents
Social engineering attacks	Malware or hacker attacks that exploits a security vulnerability found in documents, such as a PDF file

Threat Type	Description
Vulnerability attacks	Malware or hacker attacks that exploits a security weakness typically found in programs and operating systems
Lateral movements	Searches for directories, email, and administration servers, and other assets to map the internal structure of a network, obtain credentials to access these systems, and allow the attacker to move from system to system
Unknown threats	Suspicious objects (IP addresses, domains, file SHA-1 hash values, email messages) with the "high" risk level, as detected by Deep Discovery Inspector, endpoint security products, or other products with Virtual Analyzer
C&C callbacks	Attempts to communicate with a command-and-control (C&C) server to deliver information, receive instructions, and download other malware

Users with Threats Widget

This widget displays information about users with security threat detections.

Use the **Range** drop-down to select the time period for the data that displays.

Click the **Important Users** or **Other Users** tabs to switch between the different views.

The table lists affected users in order by critical threat type severity first, and then by the number of threat detections for the user.

- Click the number in the **Threats** column for the user you want to view.

The **Most Critical Threat** column displays the following threat types.

Threat Type	Description
C&C callback	Attempts to communicate with a command-and-control (C&C) server to deliver information, receive instructions, and download other malware

Threat Type	Description
Known Advanced Persistent Threat (APT)	Intrusions by attackers that aggressively pursue and compromise chosen targets, often conducted in campaigns—a series of failed and successful attempts over time to get deeper and deeper into a target network—and not isolated incidents
Lateral movement	Searches for directories, email, and administration servers, and other assets to map the internal structure of a network, obtain credentials to access these systems, and allow the attacker to move from system to system
Ransomware	Malware that prevents or limits users from accessing their system unless a ransom is paid
Social engineering attack	Malware or hacker attacks that exploits a security vulnerability found in documents, such as a PDF file
Unknown threats	Suspicious objects (IP addresses, domains, file SHA-1 hash values, email messages) with the "high" risk level, as detected by Deep Discovery Inspector, endpoint security products, or other products with Virtual Analyzer
Vulnerability attack	Malware or hacker attacks that exploits a security weakness typically found in programs and operating systems

Endpoints with Threats Widget

This widget displays information about endpoints with security threat detections.

Use the **Range** drop-down to select the time period for the data that displays.

Click the **Important Users** or **Other Users** tabs to switch between the different views.

The table lists affected users in order by critical threat type severity first, and then by the number of threat detections for the user.

- Click the number in the **Threats** column for the user you want to view.

The **Most Critical Threat** column displays the following threat types.

Threat Type	Description
C&C callback	Attempts to communicate with a command-and-control (C&C) server to deliver information, receive instructions, and download other malware
Known Advanced Persistent Threat (APT)	Intrusions by attackers that aggressively pursue and compromise chosen targets, often conducted in campaigns—a series of failed and successful attempts over time to get deeper and deeper into a target network—and not isolated incidents
Lateral movement	Searches for directories, email, and administration servers, and other assets to map the internal structure of a network, obtain credentials to access these systems, and allow the attacker to move from system to system
Ransomware	Malware that prevents or limits users from accessing their system unless a ransom is paid
Social engineering attack	Malware or hacker attacks that exploits a security vulnerability found in documents, such as a PDF file
Unknown threats	Suspicious objects (IP addresses, domains, file SHA-1 hash values, email messages) with the "high" risk level, as detected by Deep Discovery Inspector, endpoint security products, or other products with Virtual Analyzer
Vulnerability attack	Malware or hacker attacks that exploits a security weakness typically found in programs and operating systems

Product Component Status Widget

This widget displays the component versions and compliance status of managed products or endpoints on your network. Use this widget to track managed products or endpoints with outdated components.

The default view displays the latest versions of components managed by Apex Central and the compliance status of managed products. The **Pattern** and **Engine** sections list components in order of the highest rate of non-compliance first. You can click the **Rate** column to change the sort order.

Click any of the components in the **Pattern** or **Engine** columns to view a pie chart that displays the number of managed products or endpoints using each component version.

Click the counts in the **Outdated/All** columns to view information about the component versions on outdated managed products, all managed products, outdated endpoints, or all endpoints.

Click the settings icon (>) to configure the following options:

Note

The settings icon ( ) does not display for widgets on the **Summary** tab.

- To modify the product scope of the widget, click the double arrow button (>>) in the **Scope** field and select the products that contribute data.
- To edit the components that display in the widget, select or clear components from the **Pattern** or **Engine** fields.
- To display compliance information for managed products, endpoints, or both, specify the **Source**.
- To specify whether to view data from all components reported by managed products or to view data from only components managed by Apex Central, select the **View**.

Data	Description
Pattern	Displays the name of the pattern file, template, or antispam rule
Engine	Displays the name of the scan engine
Latest Version	Displays the following information: • The latest version of the component downloaded by Apex Central • The latest version of the component that is available for download (reported by managed products)

Data	Description
Outdated/All	Displays the following information: • **Outdated**: The number of managed products or endpoints with outdated components Click the first count in the **Outdated/All** column to view information about the component versions on the outdated managed products or endpoints. • **All**: The total number of managed products or endpoints that use the component Click the second count in the **Outdated/All** column to view information about the component versions on all managed products or endpoints. **Note** This column displays when **Both** is selected for the **Source**.
Rate	Displays the percentage of managed products or endpoints with outdated components **Note** This column displays when **Both** is selected for the **Source**.

Product Connection Status Widget

This widget displays the connection status of all managed products that register to the Apex Central as a Service server.

The default view lists the connection status and managed server name of each managed product for which the logged on user account has access rights.

- To change the product scope, click the settings icon (>) and select a new **Scope**.

- To view a summary of the total number of managed products for each connection status, click the settings icon (>) and switch the **View** to **Summary**.

Click **View details** to view detailed information on the **Log Query** screen.

Status	Description
Active	Indicates that the product service is running and communication with the Apex Central as a Service server is established successfully
Inactive	Indicates that the product service is not running or is unable to establish communication with the Apex Central as a Service server
Abnormal	Indicates that the product service has not communicated with the Apex Central as a Service server within the user-defined agent communication time-out interval

Ransomware Prevention Widget

This widget provides an overview of all the attempted ransomware attacks for a specified time range.

The default view displays a summary of all the ransomware detections and categorizes all the attempts based on the infection channel.

- Click the ransomware detection count to view additional details.

Channel	Description
Messages	Ransomware detected in email messages or email attachments
Websites	Ransomware detected by Web Reputation Services
Network traffic	Ransomware detected by Apex One Suspicious Connections and Deep Discovery Inspector
Cloud sync	Ransomware detected by Cloud App Security on cloud storage and Office 365 servers (Exchange Online, SharePoint Online, and OneDrive), or detected by Apex One in local folders on Apex One agents that sync with cloud storage
Files	Ransomware detected by File Reputation Services

Channel	Description
Behaviors	Ransomware detected by Apex One Behavior Monitoring

Threat Investigation Tab

The **Threat Investigation** tab contains widgets tailor-made for security analysts to perform endpoint detection and response (EDR).

The predefined widgets include:

- Critical Threats

Critical Threats Widget

This widget displays the total number of unique critical threat types detected on your network and the number of affected users and threat detections for each threat type.

Click the settings icon (>) to change the default **View**.

- On the **Summary** tab or a custom tab, the **Affected users** view is selected by default.
- On the **Threat Investigation** tab, the **Threat detections** view is selected by default.

Note

- The widget lists critical threat types in order of severity.
- Individual users may be affected by more than one critical threat type.

Use the **Period** drop-down to select the time range for the data that displays.

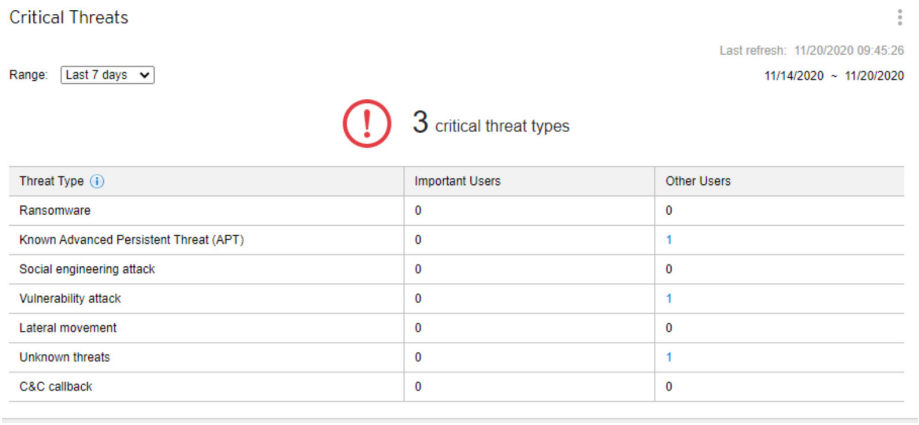


FIGURE 1-3. Affected Users View

The **Affected users** view displays the number of **Important Users** and **Other Users** affected by each threat type.

- Click the count in the **Important Users** or **Other Users** column, and then click the affected user you want to view.
- You can define important users or endpoints on the **User/Endpoint Directory** screen.

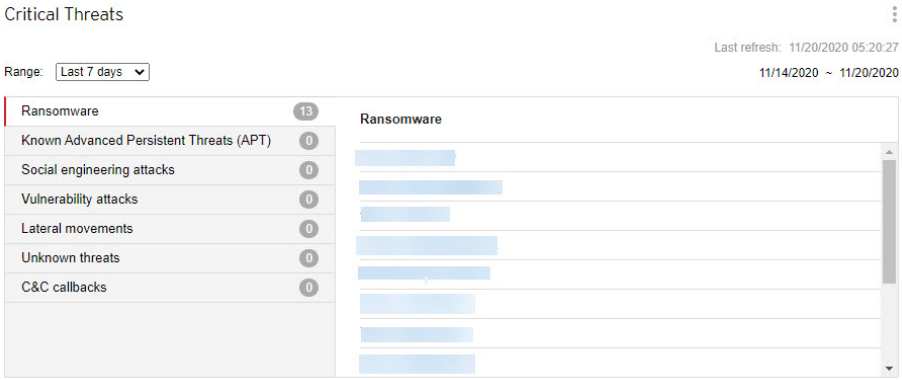


FIGURE 1-4. Threat Detections View

The **Threat detections** view displays the number of detections for each critical threat type.

- Click a critical threat type to view the specific threat detections.
- Click the hyperlink for a specific threat detection to view details about the affected users and automatically start a Root Cause Analysis to determine whether the threat has affected other endpoints on your network.

Critical threat detections include the following threat types.

THREAT TYPE	DESCRIPTION
Ransomware	Malware that prevents or limits users from accessing their system unless a ransom is paid
Known Advanced Persistent Threats (APT)	Intrusions by attackers that aggressively pursue and compromise chosen targets, often conducted in campaigns—a series of failed and successful attempts over time to get deeper and deeper into a target network—and not isolated incidents
Social engineering attacks	Malware or hacker attacks that exploits a security vulnerability found in documents, such as a PDF file

Threat Type	Description
Vulnerability attacks	Malware or hacker attacks that exploits a security weakness typically found in programs and operating systems
Lateral movements	Searches for directories, email, and administration servers, and other assets to map the internal structure of a network, obtain credentials to access these systems, and allow the attacker to move from system to system
Unknown threats	Suspicious objects (IP addresses, domains, file SHA-1 hash values, email messages) with the "high" risk level, as detected by Deep Discovery Inspector, endpoint security products, or other products with Virtual Analyzer
C&C callbacks	Attempts to communicate with a command-and-control (C&C) server to deliver information, receive instructions, and download other malware

Security Posture Tab

The **Security Posture** tab provides a holistic summary of your network protection status by consolidating data about the compliance levels, critical threat detections, and detections stopped on your network. You can use the **Security Posture** chart to quickly identify high risk users and groups from an integrated Active Directory structure.

Note

To change the sample chart data and display sites or reporting lines based on your company network, enable Active Directory integration or create custom sites based on IP addresses.

By default, the **Security Posture** tab is toggled to **Chart** view (). To display the chart nodes, critical threats, and antivirus pattern compliance information in a table, toggle the **Table** view ().

Click the settings icon (>) to change the following information that displays on the tab.

- **Organization**: Specify the display name of the organization.
- **Active Directory grouping**: Specify whether the nodes on the chart represent **Sites** or **Reporting Lines** from your Active Directory.
- **Groups to display**: Select the top number of groups at the highest risk
- **Period**: Specify the time range for the data that displays on the chart.

Compliance Indicators

This section of the **Security Posture** tab provides information about the antivirus pattern compliance level or the Data Loss Prevention compliance level of your network.

As your network compliance level changes, the color of the compliance indicator icon changes to reflect the thresholds configured on the **Active Directory and Compliance Settings** screen.

The default view displays information for the **Antivirus pattern compliance** indicator.

Note

Changing the compliance indicator also changes the compliance level information that displays in the **Security Posture** chart.

To change the compliance information that displays, click the name of the selected compliance indicator next to the down arrow icon ( ) and select one of the following indicators from the drop-down.

Indicator	Description
Antivirus pattern compliance	Displays the following information: • The percentage of Security Agents using acceptable Virus Pattern and Smart Scan Agent Pattern versions • The total number of endpoints with outdated antivirus patterns on your network Click the count for **Endpoints with outdated patterns** to view detailed information about the affected endpoints in the User/Endpoint Directory.
Data Loss Prevention compliance	Displays the following information: • The percentage of Data Loss Prevention enabled Security Agents with an acceptable number of threat detections • The total number of endpoints with Data Discovery threat detections Click the count for **Endpoints with unacceptable threat detections** to view detailed information about the affected endpoints in the User/Endpoint Directory.

Critical Threats

The **Critical Threats** section of the **Security Posture** tab displays the total number of unique critical threats (by threat type) detected on your network, the total number of affected users, and the number of affected important users (marked by the star).

Click the number of affected users to view additional details on the **User/Endpoint Directory** screen.

Critical threat detections include the following threat types.

Threat Type	Description
Ransomware	Malware that prevents or limits users from accessing their system unless a ransom is paid

Threat Type	Description
Known Advanced Persistent Threat (APT)	Intrusions by attackers that aggressively pursue and compromise chosen targets, often conducted in campaigns—a series of failed and successful attempts over time to get deeper and deeper into a target network—and not isolated incidents
Social engineering attack	Malware or hacker attacks that exploits a security vulnerability found in documents, such as a PDF file
Vulnerability attack	Malware or hacker attacks that exploits a security weakness typically found in programs and operating systems
Lateral movement	Searches for directories, email, and administration servers, and other assets to map the internal structure of a network, obtain credentials to access these systems, and allow the attacker to move from system to system
Unknown threats	Suspicious objects (IP addresses, domains, file SHA-1 hash values, email messages) with the "high" risk level, as detected by Deep Discovery Inspector, endpoint security products, or other products with Virtual Analyzer
C&C callback	Attempts to communicate with a command-and-control (C&C) server to deliver information, receive instructions, and download other malware

Resolved Events

This section of the **Security Posture** tab displays the total number of resolved and unresolved events on your network.

Click the count for the **Users affected by __ unresolved events** field to view detailed information about the users affected by unresolved events on your network.

Security Posture Chart

The chart on the **Security Posture** tab displays the relationship between the critical threat ratio and compliance level of your network. The x-axis indicates the ratio of critical threats to total endpoints within a site or reporting line. The y-axis indicates the compliance levels of the sites or reporting lines for the selected compliance indicator. You can use this data to

quickly identify high risk users and groups from an integrated Active Directory structure.

Note

To change the sample chart data and display sites or reporting lines based on your company network, enable Active Directory integration or create custom sites based on IP addresses.

Hover over a node to view compliance and critical threat information for particular sites or reporting lines. The tail on a node indicates the direction from which the security status has changed over the specified time period.

- Click the settings icon (>) to change the **Active Directory grouping** (**Sites**, **Reporting Lines**) represented by the node.
- You can also customize sites and reporting lines by using the **Active Directory and Compliance Settings** screen.

The default view displays the selected compliance indicator information for all nodes on your network for the last 7 days.

- Select a different compliance indicator to change the compliance information that displays.
- Click the settings icon (>) to change the **Period** for the data that displays.
- Click a node to view detailed information about the selected node in the summary panel on the right.

Security Posture Details Pane

The details pane on the **Security Posture** tab displays more detailed information about the compliance levels, critical threat detections, and total resolved/unresolved events on your network.

The default view displays the selected compliance indicator information for all nodes on your network for the last 7 days.

- Select a different compliance indicator to change the compliance information that displays.
- Click a node on the chart to display only the information for the selected node.
- Click the settings icon (>) to change the **Period** for the data that displays.

TABLE 1-1. Compliance Information

INDICATOR	DESCRIPTION

Antivirus pattern compliance	Displays the percentage of Security Agents using acceptable Virus Pattern and Smart Scan Agent Pattern versions
	
	You can also view the following details:
	
	• **Managed agents**: The number of endpoints that have Apex One or Worry-Free Business Security Services Security Agents installed
	  • **With compliant virus patterns**: The number of managed agents using acceptable Virus Pattern and Smart Scan Agent Pattern versions
	  • **With outdated virus patterns**: The number of managed agents not using acceptable Virus Pattern and Smart Scan Agent Pattern versions
	  • **Offline for 7 days**: The number of managed agents that have not communicated with the managed product server in 7 or more days
	  • **Exceptions**: The number of users or endpoints excluded from the compliance calculations
	• **Unmanaged endpoints**: The number of endpoints that do not have Apex One or Worry-Free Business Security Services Security Agents installed
	
	Expand the categories and click a count to view additional details about the affected endpoints.

Indicator	Description

Data Loss Prevention compliance	Displays the percentage of Data Loss Prevention enabled Apex One agents with an acceptable number of threat detections
	
	You can also view the following details:
	
	• **Managed agents**: The number of endpoints that have Apex One or Worry-Free Business Security Services Security Agents installed
	
	  • **With acceptable threat detections**: The number of managed agents with an acceptable number of threat detections
	
	  • **With unacceptable threat detections**: The number of managed agents that exceeded the acceptable number of threat detections
	
	  • **Offline for 7 days**: The number of managed agents that have not communicated with the managed product server in 7 or more days
	
	  • **Exceptions**: The number of users or endpoints excluded from the compliance calculations
	
	• **Unmanaged endpoints**: The number of endpoints that do not have Apex One or Worry-Free Business Security Services Security Agents installed
	
	Expand the categories and click a count to view additional details about the affected endpoints.

Table 1-2. Critical Threats

Section	Description
Critical threats	Displays the total number of unique critical threats (by threat type) detected on your network Lists all the critical threat types affecting your network For threat types with detections: • Expand the threat type to view a list of detections. • Click a detection to view additional details on the **Threat Information** screen.

Section	Description
Affected users	Displays the total number of users affected by critical threats • Expand the section to view affected users. • Click an affected user to view additional details on the **User** information screen.
Affected endpoints	Displays the total number of endpoints affected by critical threats • Expand the section to view affected endpoints. • Click an affected endpoint to view additional details on the **Endpoint** information screen.

Table 1-3. Total Events

Data	Description
Total events	Displays the total number of events detected
Resolved events	Displays the number of resolved events on your network
Unresolved events	Displays the number of unresolved events on your network that require action
Affected users	Displays the number of users affected by unresolved events on your network Click the count to view details about the affected users.

Data Loss Prevention Tab

The **Data Loss Prevention** tab contains widgets that display information about DLP incidents, template matches, and incident sources.

The predefined widgets include:

- DLP Incidents by Severity and Status
- DLP Incident Trends by User
- DLP Incidents by User
- DLP Incidents by Channel

- DLP Template Matches
- Top DLP Incident Sources
- DLP Violated Policy

DLP Incidents by Severity and Status Widget

This widget checks the number of DLP incidents based on severity levels and incident status. Data can be filtered by severity level, as well as display the total number of new and high severity incidents. By default the widget displays data from all the managed products that a user's account privileges allow.

Important

This widget only displays data for Apex Central user accounts that have been assigned Data Loss Prevention (DLP) user roles.

For more information about reviewing DLP incidents and configuring DLP user roles, see https://docs.trendmicro.com/en-us/enterprise/apex-central-saas/dlp_incidents.

Use the **Range** drop-down to select the time period for the data that displays.

Click the numbers in any column to open the **Incident Information** screen and review the summary of incidents.

To look up a specific incident, type an ID in the **Incident ID** field and click **Search**.

Tip

Each incident is assigned an ID number. ID numbers can be found by clicking a table link, in **Incident details updated** event notifications, or in **Data Loss Prevention** log query results.

Click the widget settings icon on the widget to access additional settings.

Setting	Description
Title	Specify a new and meaningful title for the widget in the field.
Range	Specify the time range when the DLP incidents were triggered.
Scope	Specify the data scope displayed by the widget. • Directly managed users • All managed users: Data is collected from both directly managed users and people under the directly managed users
Severity	Specify the severity levels to filter the data.

Click **Save** to apply changes and update the widget data.

DLP Incident Trends by User Widget

This widget checks the number of DLP incident trends based on managed users. Data can be filtered by severity level, or filtered to show only the total number of incidents triggered by a specific user for a specified period of time. By default the widget displays data from all the managed products that a user's account privileges allow.

Important

This widget only displays data for Apex Central user accounts that have been assigned Data Loss Prevention (DLP) user roles.

For more information about reviewing DLP incidents and configuring DLP user roles, see https://docs.trendmicro.com/en-us/enterprise/apex-central-saas/dlp_incidents.

Use the **Range** drop-down to select the time period for the data that displays.

Click the sections from the graph to open the **Incident Information** screen and review the summary of incidents.

Click the widget settings icon on the widget to access additional settings.

Setting	Description
Title	Specify a new and meaningful title for the widget in the field.
Range	Specify the time range when the DLP incidents were triggered.
Scope	Specify the data scope displayed by the widget. • Directly managed users • All managed users: Data is collected from both directly managed users and people under the directly managed users.
Severity	Specify the severity levels to filter the data.
Users to display	Specify the number of managed users to display.

Click **Save** to apply changes and update the widget data.

DLP Incidents by User Widget

This widget checks the number of DLP incidents based on severity levels and managed users. Data can be filtered by severity level, as well as display the total number of new and high severity incidents triggered by specific users. By default the widget displays data from all the managed products that a user's account privileges allow. The widget shows a maximum of 50 users.

Important

This widget only displays data for Apex Central user accounts that have been assigned Data Loss Prevention (DLP) user roles.

For more information about reviewing DLP incidents and configuring DLP user roles, see https://docs.trendmicro.com/en-us/enterprise/apex-central-saas/dlp_incidents.

Use the **Range** drop-down to select the time period for the data that displays.

Click the numbers in any column to open the **Incident Information** screen and review the summary of incidents.

To look up a specific user, type a few characters in the **User** field and click **Search**. For example typing ke shows all user names with ke, such as “Ken”

and “Brooke”. You can also type a domain and user name, such as `domain1\chris`.

Note

User names must not contain the following characters: " [ ] : ; | = + * ? / \ < &> ,

Domain names must not contain the following characters: \ * + = | : ; " ? < &> ,

Click the widget settings icon on the widget to access additional settings.

Setting	Description
Title	Specify a new and meaningful title for the widget in the field.
Range	Specify the time range when the DLP incidents were triggered.
Scope	Specify the data scope displayed by the widget. • Directly managed users • All managed users: Data is collected from both directly managed users and people under the directly managed users.
Severity	Specify the severity levels to filter the data.
Users to display	Specify the number of managed users to display.

Click **Save** to apply changes and update the widget data.

DLP Incidents by Channel Widget

This widget displays the total number of DLP incidents. Data can be filtered by the type of channels where the incident is triggered.

Use the **Range** drop-down to select the time period for the data that displays.

Use the **Channel** drop-down to filter out the type of channels where the incident is triggered.

This widget displays the number of DLP incidents and the ratio of channels compared to the total number of incidents. This widget displays this data by:

Data	Description
P2P	Displays all peer-to-peer DLP incidents by any managed product that the Data Scope specifies
IM	Displays all instant messaging DLP incidents by any managed product that the Data Scope specifies
Webmail	Displays all webmail DLP incidents by any managed product that the Data Scope specifies
Email	Displays all email DLP incidents by any managed product that the Data Scope specifies
Web App	Displays all web application DLP incidents by any managed product that the Data Scope specifies
Others	Displays the remaining DLP incidents by any managed product that the Data Scope specifies

Clicking links in the **Channel** column or sections from the graphs opens a screen that displays detailed information.

Data	Description
Channel	Type of channels where the DLP incidents is triggered
Incidents	Number of DLP incidents triggered
Percentage (%)	DLP incidents percentage of total number of incidents

To change the information that the widget displays, click > . On the dialog box that appears, specify the **Scope** by clicking >> and selecting the parent servers that the widget uses as its source.

DLP Template Matches Widget

This widget displays the type of DLP incidents on your network. Data can be filtered by template.

Use the **Range** drop-down to select the time period for the data that displays.

Clicking links in the **Template** column or sections from the graphs opens a screen that displays detailed information.

Data	Description
Template	Template triggered by DLP incidents
Incidents	Number of DLP incidents
Percentage (%)	DLP incidents percentage of total number of incidents

To change the information that the widget displays, click > . On the dialog box that appears, specify the **Scope** by clicking >> and selecting the parent servers that the widget uses as its source.

Top DLP Incident Sources Widget

This widget displays the total number of top DLP incident sources on your network. This data includes users, email addresses, host names, and IP addresses, which can be filtered by incident source.

Use the **Range** drop-down to select the time period for the data that displays.

Use the **Show** drop-down to select the data to be displayed.

DLP Violated Policy Widget

This widget displays the DLP violated policy. Use this widget to check the total number of DLP incidents. By default data is sorted by the number of incidents. To sort data by policy name, click the **Policy** column title.

Use the **Range** drop-down to select the time period for the data that displays.

Clicking links in the **Incidents** column opens a screen that displays detailed information.

Data	Description
Policy	Name of the policy where the DLP incidents is triggered
Incidents	Number of DLP incidents triggered

Compliance Tab

The **Compliance** tab contains widgets that display information relating to component or connection compliance for managed products or endpoints.

The predefined widgets are as follows:

- Product Application Compliance
- Product Component Status
- Product Connection Status
- Agent Connection Status

Product Application Compliance Widget

This widget displays the product version, language, build, and update status for managed products. This provides administrators a quick way to discern which managed product's applications are up-to-date and which require updating.

You can choose to display the data in a bar chart or table by clicking the display icons ( ).

Click the counts in the **Up-to-date** and **Out-of-date** columns to open a screen that displays detailed information. Apex Central performs a log query to provide the detailed information.

Data	Description
Product	The managed product registered to Apex Central
Version	Version of the managed product
Language	Language version of the managed product
Build	Build number of the managed product

Data	Description
Up-to-date	Number of products that are considered updated Edit the widget to specify the minimum product version that should still be considered "up-to-date". Click the count to view more details about the product.
Out-of-date	Number of products that are "out-of-date" Click the count to view more details about the product.
Up-to-date Rate (%)	Percentage of products that are "up-to-date"

By default the widget displays data from all the managed products that a user's account privileges allow.

Specify a bar graph or a table to display the data. By default, data is displayed as a bar graph.

Click **Edit** to access the following options:

- Click **Scope** > **Browse** to specify the products that contribute data for the widget.

  The data scope specifies the products which the widget uses to display data. This can have a drastic affect on the usefulness of the information that the widget displays.

- On the **Up-to-date range** drop-down, specify the number of product versions away from the latest build that should still be considered "up-to-date".

Click **Save** to apply changes and exit.

Product Component Status Widget

This widget displays the component versions and compliance status of managed products or endpoints on your network. Use this widget to track managed products or endpoints with outdated components.

The default view displays the latest versions of components managed by Apex Central and the compliance status of managed products. The **Pattern**

and **Engine** sections list components in order of the highest rate of non-compliance first. You can click the **Rate** column to change the sort order.

Click any of the components in the **Pattern** or **Engine** columns to view a pie chart that displays the number of managed products or endpoints using each component version.

Click the counts in the **Outdated/All** columns to view information about the component versions on outdated managed products, all managed products, outdated endpoints, or all endpoints.

Click the settings icon (>) to configure the following options:

Note

The settings icon ( ) does not display for widgets on the **Summary** tab.

- To modify the product scope of the widget, click the double arrow button ( ) in the **Scope** field and select the products that contribute data.
- To edit the components that display in the widget, select or clear components from the **Pattern** or **Engine** fields.
- To display compliance information for managed products, endpoints, or both, specify the **Source**.
- To specify whether to view data from all components reported by managed products or to view data from only components managed by Apex Central, select the **View**.

Data	Description
Pattern	Displays the name of the pattern file, template, or antispam rule
Engine	Displays the name of the scan engine

Data	Description
Latest Version	Displays the following information: • The latest version of the component downloaded by Apex Central • The latest version of the component that is available for download (reported by managed products)
Outdated/All	Displays the following information: • **Outdated**: The number of managed products or endpoints with outdated components Click the first count in the **Outdated/All** column to view information about the component versions on the outdated managed products or endpoints. • **All**: The total number of managed products or endpoints that use the component Click the second count in the **Outdated/All** column to view information about the component versions on all managed products or endpoints. **Note** This column displays when **Both** is selected for the **Source**.
Rate	Displays the percentage of managed products or endpoints with outdated components **Note** This column displays when **Both** is selected for the **Source**.

Product Connection Status Widget

This widget displays the connection status of all managed products that register to the Apex Central as a Service server.

The default view lists the connection status and managed server name of each managed product for which the logged on user account has access rights.

- To change the product scope, click the settings icon (>) and select a new **Scope**.
- To view a summary of the total number of managed products for each connection status, click the settings icon (>) and switch the **View** to **Summary**.

Click **View details** to view detailed information on the **Log Query** screen.

Status	Description
Active	Indicates that the product service is running and communication with the Apex Central as a Service server is established successfully
Inactive	Indicates that the product service is not running or is unable to establish communication with the Apex Central as a Service server
Abnormal	Indicates that the product service has not communicated with the Apex Central as a Service server within the user-defined agent communication time-out interval

Agent Connection Status Widget

This widget displays the connection status of agents with their parent servers. Agents for the following managed products are displayed:

- Apex One
- Apex One (Mac)

By default the widget displays data from all the managed products that a user's account privileges allow.

Click the values in the **Online**, **Offline**, or **Total** columns to view more information. Apex Central performs a log query to provide the information.

Data	Description
Server	Parent servers
Online	Agents connected to their parent servers
Offline	Agents disconnected from their parent servers

Data	Description
Total	Total number of endpoints

To change the information that the widget displays, click > . On the dialog box that appears, specify the **Scope** by clicking >> and selecting the parent servers that the widget uses as its source.

Threat Statistics Tab

The **Threat Statistics** tab contains widgets that display aggregated detections of security threats.

The predefined widgets include:

- Apex Central Top Threats
- Apex Central Threat Statistics
- Threat Detection Results
- Policy Violation Detections
- C&C Callback Events

Apex Central Top Threats Widget

This widget displays information about the malicious files and malicious URLs detected for a specified time range.

You can choose to display the data in a bar chart or table by clicking the display icons ( ).

Use the drop-down list above the chart/table to select the type of threat data to display.

- **Malicious Files**: Ranks the malicious files detected on your network by the number of detections
- **Malicious URLs**: Ranks the malicious URLs detected on your network by the number of detections

Click a bar, threat name, or detection number to open the **Log Query** screen that displays information about the affected endpoints, threat details, and detection count.

The default view displays the top 10 threats from all the managed products for which the logged on user account has access rights.

- Click the settings icon (>) to edit the widget title, product scope, or number of threats that displays.

Apex Central Threat Statistics Widget

This widget displays the total number of security threat detections on your network. Data can be filtered by security threat type or by the location on your network where the threat is detected.

- Product Category

Data	Description
File server	Security threats on file servers detected by any managed product that the Data Scope specifies
Network	Security threats on your network detected by any managed product that the Data Scope specifies
Unknown	Unidentified security threats
Mail	Security threats on email servers detected by any managed product that the Data Scope specifies
Desktop	Security threats on desktops detected by any managed product that the Data Scope specifies
Gateway	Security threats at the gateway detected by any managed product that the Data Scope specifies
Apex Central server	Security threats on Apex Central servers detected by any managed product that the Data Scope specifies

- Violation Type

Data	Description
Behavior Monitoring	Behavior Monitoring violation detected by any managed product that the Data Scope specifies
Content Violation	Content security violations (spam, blocked keywords and expressions) detected by any managed product that the Data Scope specifies
Device Control	Device Control violation detected by any managed product that the Data Scope specifies
Firewall Violation	Firewall violation by any managed product that the Data Scope specifies
Network Content Inspection	Network Content Inspection violation detected by any managed product that the Data Scope specifies
Predictive Machine Learning	Predictive Machine Learning detection by any managed product that the Data Scope specifies
Spyware/Grayware	Spyware/grayware detected by any managed product that the Data Scope specifies
Suspicious Files	Suspicious file detection by any managed product that the Data Scope specifies
Virus/Malware	Viruses/malware detected by any managed product that the Data Scope specifies
Web Security	Web security violations (malicious URLs, blocked URLs) detected by any managed product that the Data Scope specifies

Note

The widget can display data for only one information type at a time.

Click the links in the **Detections** column to open a screen that displays detailed information. Apex Central performs a log query to provide the detailed information.

Data	Description
Type	Type of security threat or managed product where the threat is detected
Detections	Number of security threats detected
Percentage (%)	Security threat percentage of total number of detected threats

Specify the date range for the data that the widget displays:

- Today
- Last 7 days
- Last 14 days
- Last 30 days

Specify how the widget displays the data:

- Pie chart
- Bar chart
- Tabular
- Line chart

By default the widget displays data from all the managed products that a user's account privileges allow.

To change the information that the widget displays, click > . On the dialog box that appears, specify the **Scope** by clicking >> and selecting the parent servers that the widget uses as its source.

Threat Detection Results Widget

This widget displays the number of threat detections and the ratio of threats compared to the total number of detections. The widget can display data for only one information type at a time. Clicking links in the **Detections** column opens a screen that displays detailed information. Apex Central performs a log query to provide the detailed information.

Data	Description
Results	The action or result of the action performed by the managed product **Note** This column does not display for the **Web Security** threat type
Policy/Rule	The type of policy/rule applied under the **Web Security** threat type. **Note** This column does not display for other listed threat types.
Detections	The number of security threats detected
Percentage (%)	The percentage of total detections that are security threats

This widget displays threat detections for the following threat types:

Table 1-4. Threat Types

Threat Type	Description
Virus/Malware	Displays the action taken on all files by any managed product that the Data Scope specifies. For example: Cleaned, Access denied, and so on.
Spyware/Grayware	Displays the action taken on all files by any managed product that the Data Scope specifies. For example: Successful, Further action required, and so on.
Content Security	Displays the action taken on all email messages by any managed product that the Data Scope specifies. For example: Deleted, Attachments stripped, and so on.
Web Security	Displays all web security violations blocked using the policies by any managed product that the Data Scope specifies. For example: File blocking, File name, and so on.
Network Virus	Displays the action taken on all network viruses by any managed product that the Data Scope specifies

Click the settings icon (>) to edit the widget title, product scope, or type of threats that displays.

Policy Violation Detections Widget

This widget displays the policy violation detections for Network VirusWall Enforcer devices. Clicking links in the **Detections** column opens a screen that displays detailed information. Apex Central performs a log query to provide the detailed information.

DATA	DESCRIPTION
Type	Lists **Service Violations** as a type of security threat
Updated	Last updated date
Detections	Number of service violations Network VirusWall Enforcer devices detect

Click the settings icon (>) to edit the widget title or product scope.

Note

This widget only displays policy violation detections for Network VirusWall Enforcer.

Click **Save** to apply changes and exit.

C&C Callback Events Widget

This widget displays the number of C&C callback attempts based on compromised hosts or callback addresses. The widget can display data for only one information type at a time. Clicking the numbers in any table cells opens the **C&C Callback Events** screen, which contains the following callback summary data:

DATA	DESCRIPTION
Compromised Host	Affected host or email address

Data	Description
Callback Address	URL, IP address, or email address to which a compromised host attempts a callback
C&C Server Location	Region and country where the C&C server locates
Callback Attempts	Number of contacts made between callback addresses and compromised hosts
Latest Callback Address/ Compromised Host	URL, IP address, or email address to which the last callback attempt was logged
Callback Addresses/ Compromised Hosts (with numbers displayed in the columns)	Number of compromised hosts or callback addresses associated with the callback attempts
Logged By	Name of the managed product that logged the event

Click the settings icon (>) to edit the following:

- **Title**: Modify the title of the **C&C Callback Events** widget.
- **Scope**: Click >> and select the parent servers that the widget uses as the source.
- **C&C list source**: Select **Global Intelligence**, **Virtual Analyzer**, or **User-defined** as the C&C list sources.
- **Items to display**: Select the number of items to display on the widget.

Click **Save** to apply changes and exit.

Chapter 2

Policy Management

This section contains information about how to perform policy management on managed products and endpoints.

Important

Each managed product provides different policy settings that you can configure and deploy to policy targets. You can find a complete list of supported managed products and the policy settings for each in the *Apex Central as a Service Widget and Policy Management Guide*.

You can download a PDF version of the guide, or view the guide online, using the following link:

https://docs.trendmicro.com/en-us/enterprise/apex-one-as-a-service.aspx

Topics include:

Policy Management

Policy management allows administrators to enforce product settings on managed products and endpoints from a single management console. Administrators create a policy by selecting the targets and configuring a list of product settings.

To perform policy management on a new managed product or endpoint, move the managed product from the **New Entity** folder to another folder in the Product Directory structure.

Creating a New Policy

Important

Each managed product provides different policy settings that you can configure and deploy to policy targets. You can find a complete list of supported managed products and the policy settings for each in the *Apex Central as a Service Widget and Policy Management Guide*.

You can download a PDF version of the guide, or view the guide online, using the following link:

https://docs.trendmicro.com/en-us/enterprise/apex-one-as-a-service.aspx

Procedure

1. Go to **Policies** > **Policy Management**.

   The **Policy Management** screen appears.

2. Select the type of product settings from the **Product** list.

   The screen refreshes to display policies created for the selected managed product.

   For more information about configuring policy settings for specific managed products, see the *Apex Central Widget and Policy Management Guide*.

3. Click **Create**.

   The **Create Policy** screen appears.

4. Type a policy name.

5. Specify targets.

   Apex Central provides several target selection methods that affect how a policy works.

   Note

   To include a managed product or endpoint as a target, make sure the product version of the managed product or endpoint supports policy management in Apex Central. The **Policy Template Settings** screen (**Policies** > **Policy Resources** > **Policy Template Settings**) contains information about supported product versions.

   The policy list arranges the policy targets in the following order:

   - **Specify Targets**: Use this option to select specific endpoints or managed products.
   - **Filter by Criteria**: Use this option to allocate endpoints automatically based on the filtering criteria.
   - **None (Draft only)**: Use this option to save the policy as a draft without choosing any targets.

6. Click a managed product feature to expand it and configure its settings. Repeat this step to configure all features.

   - Each feature has a link to a Help topic that discusses the feature and how to use it.
   - For certain product settings, Apex Central needs to obtain specific setting options from the managed products. If administrators select multiple targets for a policy, Apex Central can only obtain the setting options from the first selected target. To ensure a successful

policy deployment, make sure the product settings are synchronized across the targets.

- If you are creating a policy for **Apex One Security Agent** that you want to act as a parent to a future child policy, configure settings that can be inherited, customized, or extended on the child policy.
  - For a list of Apex One agent settings that can be inherited, customized, or extended, see *Working with Parent Policy Settings on page 2-10*.
  - For details on creating a child policy, see *Inheriting Policy Settings on page 2-13*.

7. Click **Deploy** or **Save**.

   If you clicked **Deploy**, Apex Central starts the deployment. The deployed policy appears in the list on the **Policy Management** screen. It usually takes a few minutes for Apex Central to deploy the policy to the targets.

   Click **Refresh** on the **Policy Management** screen to update the status information in the policy list. If the status of the deployment remains pending after an extended period of time, there might be issues with the targets. Check if there is a connection between Apex Central and the targets. Also check if the targets are working properly.

   Once Apex Central deploys a policy to the targets, the settings defined in the policy overwrite the existing settings in the targets. Apex Central enforces the policy settings in the targets every 24 hours. Although local administrators can make changes to the settings from the managed product console, the changes are overwritten every time Apex Central enforces the policy settings.

   - Apex Central enforces the policy settings on the targets every 24 hours. Since policy enforcement only occurs every 24 hours, the product settings in the targets may not align with the policy settings if local administrators make changes through the managed product console between the enforcement period.
   - Policy settings deployed to IMSVA servers take priority over the existing settings on the target servers instead of overwriting them. IMSVA servers save these policy settings on the top of the list.

- If an Apex One Security Agent assigned with a Apex Central policy has been moved to another Apex One domain, the agent settings will temporarily change to the ones defined by that Apex One domain. Once Apex Central enforces the policy again, the agent settings will comply with the policy settings.

Filtering by Criteria

Use this option to allocate endpoints automatically based on the filtering criteria.

This option:

- Is only available on the following managed products:
  - Apex One Security Agent
  - Apex One Data Loss Prevention
  - Apex One (Mac)
- Uses a filter to automatically assign current and future targets to the policy
- Is useful for deploying standard settings to a group of targets

Administrators can change the priority of filtered policies in the policy list. When an administrator reorders the policy list, Apex Central re-assigns the targets to different filtered policies based on the target criteria and the user roles of each policy creator.

Apex Central can only assign endpoints without policies to a new filtered policy. To re-allocate an endpoint already assigned to a filtered policy, move another filtered policy with the matching criteria up the priority list.

See *Assigning Endpoints to Filtered Policies on page 2-7* for more information on how Apex Central assign targets to filtered policies.

Procedure

1. On the **Create Policy** screen, go to the **Targets** section, select **Filter by Criteria**, and then click **Set Filter**.

The **Filter by Criteria** screen appears.

2. Select the following options and define the criteria.

Criteria	Description
Match keywords in	Define keywords based on the host name or Apex Central display name. **Note** Apex Central performs partial matching for single keyword searches. You can search multiple, comma-separated keywords, however,Apex Central only provides full string matches for each keyword provided.
IP addresses	Define a range of IP addresses and click **Add**. **Note** • Policy management only supports IPv4 addresses. • When a new managed product or endpoint registers to Apex Central, it takes about an hour for the managed product or endpoint to become available for searching by IP address.
Operating systems	Select one or more operation systems from the drop-down list.
Directories	Select one of the following directories and define the criteria. • **Product Directory**: Select folders from the Product Directory structure • **Active Directory**: Select organizational units from an integrated Active Directory structure • **Apex One domain hierarchy**: Type at least one Apex One domain hierarchy keyword

3. Click **Save**.

The **Create Policy** screen reloads.

Assigning Endpoints to Filtered Policies

When a new endpoint registers to Apex Central, it goes through the filtered policies in the list in descending order. Apex Central assigns the new endpoint to a filtered policy when the following conditions are both satisfied:

- The new endpoint matches the target criteria in the policy
- The policy creator has the permission to manage the new endpoint

The same action applies to an endpoint already assigned to a policy, but the policy creator later deletes the policy.

Note

For endpoints just registered to Apex Central and for those just released from deleted policies, there is a three-minute grace period during which no endpoint allocation occurs. These endpoints are temporarily without policies during this period.

If an endpoint does not meet the target criteria in any filtered policies, the endpoint does not associate with any policies. Apex Central allocates these endpoints again when the following actions occur:

- Create a new filtered policy
- Edit a filtered policy
- Reorder the filtered policies
- Daily endpoint allocation schedule

  Apex Central uses a daily endpoint allocation schedule to ensure that endpoints are assigned to the correct policies. This action occurs once at 3:15 pm every day. When endpoint properties change, such as the operating system or IP address, these endpoints require the daily schedule to re-assign them to the correct policies.

Note

- If the endpoints are offline during the daily endpoint allocation schedule, the policy status for these endpoints will remain pending until they go online.
- If the Apex One domain of the endpoint is changed, Apex Central deploys the updated the policy after 10 minutes.

When the above actions occur, Apex Central allocate endpoints based on the following conditions:

TABLE 2-1. Endpoint Allocation for Filtered Policies

	New endpoints or endpoints from deleted policies	Endpoints without policies	Endpoints with policies
Create a new policy		●	
Edit a policy	●	●	●
Reorder the filtered policies	●	●	●
Daily endpoint allocation schedule	●	●	●

Specifying Policy Targets

Use this option to select specific endpoints or managed products.

This option:

- Uses the search or browse function to locate specific targets and manually assigns them to the policy
- Is useful when administrators plan to deploy specific settings only to a certain targets
- Remains static on the top of the policy list and takes priority over any filtered policies

Procedure

1. On the **Create Policy** screen, go to the **Targets** section, select **Specify Target(s)**, and then click **Select**.

   The **Specify Targets** screen appears.

2. Use **Search** or **Browse** to locate the targets.

   - **Search**: Use the following search criteria to find endpoints or managed products. The search results display the endpoints or managed products matching all of the selected criteria.
     - **Match keywords in**: Define keywords based on the host name or Apex Central display name.
     - **IP addresses**: Define a range of IP addresses and click **Add**.

       Note

       - Policy management only supports IPv4 addresses.
       - When a new managed product or endpoint registers to Apex Central, it takes about an hour for the managed product or endpoint to become available for search by IP address.

     - **Operating systems**: Select one or more operating systems from the drop-down.
   - **Browse**: Browse the Product Directory or Active Directory to locate endpoints or managed products to assign to the policy.

3. Select the endpoints or managed products and then click **Add Selected Targets**.

4. Wait for the numbers in **View Action List** and **View Results** to change.

5. Click **OK**.

   The **Create Policy** screen reloads.

Working with Parent Policy Settings

Apex Central administrators who create a parent policy for an **Apex One Agent** can configure certain policy settings to be inherited, customized, or extended.

Note

These options are not available on other managed products.

- **Inherit from parent**
  - A child policy administrator cannot change the setting at all. An Apex One administrator can manually change the setting from the Apex One server console. However, the setting will be overwritten when Apex Central deploys policies to the Apex One server.

    For example, a Apex Central administrator can create a parent policy that enforces the exclusion of PDF files from a Manual Scan.
  - Changes to the setting on the parent policy are always enforced on the child policy.
  - If the permission on the parent policy changes from "Inherit from parent" to "Are customizable" or "Extend from parent", the child policy administrator can customize or extend the current setting. Changes to the setting on the parent policy are no longer enforced.
- **Are customizable**
  - A child policy can deviate from the setting configured in the parent policy.

    For example, if Scheduled Scan on the parent policy runs weekly but is customizable, the child policy administrator can change the schedule to daily.
  - Changes to the setting on the parent policy are never enforced on the child policy.
  - If the permission on the parent policy changes from "Are customizable" to "Inherit from parent", the current setting on the

parent policy overwrites the setting on the child policy. Changes to the setting on the parent policy are always enforced.

- **Extend from parent**
  - A child policy administrator can add to the items configured in the parent policy.

    For example, if the parent policy excludes 20 file names from being scanned during a Manual Scan, the administrator can add 10 more safe and trustworthy files to the child policy.
  - Items added or removed from the parent policy are also added or removed from the child policy. A removed item can be added back to the child.
  - If the permission on the parent policy changes from "Extend from parent" to "Inherit from parent", items in the child policy that have no match in the parent are removed. Changes to the items on the parent policy are always enforced.

The following table lists the parent policy settings that can be inherited, customized, or extended.

Setting and Path	Available Options		
	Inherit From Parent	Are Customizable	Extend From Parent
Scan schedule **Scheduled Scan Settings** > **Target** tab > **Schedule** section	●	●	
File extensions to scan **Manual Scan / Real-time Scan / Scan Now / Scheduled Scan Settings** > **Target** tab > **Files to Scan** section > **Files with the following extensions** option	●		●

Setting and Path	Available Options		
	Inherit From Parent	Are Customizable	Extend From Parent
Scan exclusion lists (directories, files, and file extensions to exclude from scans) **Manual Scan / Real-time Scan / Scan Now / Scheduled Scan Settings** > **Scan Exclusion** tab	●		● **Note** When selecting **Extend from parent** from a scan exclusion list, the list expands to show a **Child Policy Restrictions** section where the parent policy creators can specify items that child policies cannot exclude from scans.

Copying Policy Settings

Administrators can copy the settings from an existing policy, create a new policy with the same settings, and deploy the settings to different endpoints or managed products.

Note

It is not possible to copy the settings of a child **Apex One Agent** policy. To determine whether the **Apex One Agent** policy is a child or a parent, check the **Parent Policy** column. A clickable value displays if the policy is a child, and N/A if otherwise.

Procedure

1. Go to **Policies** > **Policy Management**.

The **Policy Management** screen appears.

2. Select the type of product settings from the Product list.

   The screen refreshes to display policies created for the selected managed product.

3. Select a policy from the list.

4. Click **Copy Settings**.

   The **Copy and Create Policy** screen appears.

5. In the **Policy Name** field, type a name for the policy.

6. Assign **Targets** to the policy.

7. (Optional) Change settings as necessary.

8. Click **Deploy**.

Note

- After clicking **Deploy**, please wait two minutes for Apex Central to deploy the policy to the targets. Click **Refresh** on the **Policy Management** screen to update the status information in the policy list.
- Apex Central enforces the policy settings on the targets every 24 hours.

Inheriting Policy Settings

Create a new child policy by inheriting the settings of an existing parent policy. A child policy cannot be copied and its settings cannot be inherited.

This task requires a parent policy for the Apex One agent. A parent policy for the Apex One agent has the value **N/A** displayed under the **Parent Policy** column.

Procedure

1. Go to **Policies** > **Policy Management**.

   The **Policy Management** screen appears.

2. Select **Apex One Agent** from the Product list.

   The screen refreshes to display policies created for the selected managed product.

3. Select a parent policy that does not have locally managed settings.

4. Click **Inherit Settings**.

   The **Inherit and Create Policy** screen appears.

5. In the **Policy Name** field, type a name for the policy.

6. Assign **Targets** to the policy.

7. (Optional) Review the settings that can be customized or extended and then make changes as necessary. For a list of settings to review, see *Working with Parent Policy Settings on page 2-10*.

   Note

   A setting cannot be customized or extended if the option selected on the parent policy is **Inherit from parent**.

   For example:

   - If the Scheduled Scan setting is customizable, you can change the schedule from weekly to daily.
   - If the scan exclusion list for Real-time Scan can be extended, you can type additional file names that you deem safe and trustworthy. After the child policy is created, it will add those file names to the scan exclusion list.

8. Click **Deploy**.

Note

- After clicking **Deploy**, please wait two minutes for Apex Central to deploy the policy to the targets. Click **Refresh** on the **Policy Management** screen to update the status information in the policy list.
- Apex Central enforces the policy settings on the targets every 24 hours.

Modifying a Policy

Administrators can modify policy targets and settings as necessary. The root account owner can modify every policy in the list, while other account owners can only modify the policies they created. After a policy is modified, Apex Central deploys the policy to the targets.

Important

Each managed product provides different policy settings that you can configure and deploy to policy targets. You can find a complete list of supported managed products and the policy settings for each in the *Apex Central as a Service Widget and Policy Management Guide*.

You can download a PDF version of the guide, or view the guide online, using the following link:

https://docs.trendmicro.com/en-us/enterprise/apex-one-as-a-service.aspx

For a parent policy for the Apex One agent, if you modified the targets and settings for specific features, the modifications will apply to all child policies and deployed to the respective targets. Some settings on a parent policy support **permissions**, which control the changes allowed on child policies. Modifications to these parent policy permissions are also applied to child policies and deployed to targets. For a list of settings that support permissions, see *Working with Parent Policy Settings on page 2-10*.

For example:

- If you changed the scan schedule permission from "Inherit from parent" to "Are customizable", administrators can start to customize the existing schedule on their child policies.
- If you changed the Manual Scan file extensions permission from "Extend from parent" to "Inherit from parent", any file extensions that administrators added to child policies will be removed. In addition, administrators will no longer be able to add file extensions.

Procedure

1. Navigate to **Policies** > **Policy Management**.

   The **Policy Management** screen appears.

2. Select the type of product settings from the **Product** list.

   The screen refreshes to display policies created for the selected managed product.

3. Click a policy name in the **Policy** column.

   The **Edit Policy** screen appears.

4. Modify the policy.

   Note

   Modifying the filtering criteria in a filtered policy can affect target allocation. Apex Central may re-assign some targets to other filtered policies, or add additional targets to the current policy.

5. Click **Deploy**.

   It may take some time for Apex Central to deploy the policy to the targets. Click **Refresh** on the **Policy Management** screen to update the status information in the policy list. If the status of the deployment remains pending after an extended period of time, there might be issues with the targets. Check if there is a connection between Apex Central and the targets. Also check if the targets are working properly.

Apex Central enforces the policy settings on the targets every 24 hours.

Importing and Exporting Policies

Export policies for backup or to import to another Apex Central server of the same version.

Note

- Apex Central exports policy settings but not policy targets.
- A parent policy stays as a parent after the export or import.
- A child policy becomes a parent after the export. Consequently, it is a parent after the import.
- Apex Central cannot import a policy if its name is the same as an existing child policy. If the existing policy is not a child, Apex Central overwrites it after the import.
- For more information, see the following topics:
  - *Creating a New Policy on page 2-2*
  - *Inheriting Policy Settings on page 2-13*

Procedure

1. Go to **Policies** > **Policy Management**.

   The **Policy Management** screen appears.

2. Select the type of product settings from the **Product** list.

   The screen refreshes to display policies created for the selected managed product.

3. To export, select one or several policies, click **Export Settings**, and then save the resulting policy file.

   - If you exported a single policy, the resulting file has the extension `*.cmpolicy`.

- If you exported several policies, the resulting file is a compressed (`*.zip`) file containing the individual `.cmpolicy` files.

4. To import, click **Import Settings** and then locate and load the policy file.

   - You can import an entire `*.zip` file or import individual `*.cmpolicy` files one by one.
   - If the policy already exists in the policy list, a confirmation prompt appears, asking if you want to overwrite the existing policy.

     Click **OK** to proceed.

   The screen refreshes and displays the imported policy at the top of the list.

   For more information about reordering the policy list, see *Reordering the Policy List on page 2-23*.

Deleting a Policy

Administrators can remove a policy from the list. Apex Central then re-allocates the targets associated with the deleted policy if the targets match the filtering criteria of another policy. Those without a match become endpoints without policies, and they keep the settings defined by the deleted policy unless a managed product administrator modifies the settings.

Apex Central only allows policy creators to delete their own policies. However, the root account can delete every policy in the list.

It is not possible to delete an Apex One Agent parent policy with settings *inherited* by an existing child policy.

Procedure

1. Go to **Policies** > **Policy Management**.

   The **Policy Management** screen appears.

2. Select the type of product settings from the **Product** list.

   The screen refreshes to display policies created for the selected managed product.

3. Select the policy to delete.
4. Click **Delete**.

   A confirmation screen appears.
5. Click **OK**.

Changing the Policy Owner

The default owner of a policy is the user account that created the policy. You can use the **Policy Management** screen to change the owner of a policy to any Apex Central as a Service user account. You can also change the policy owner to an Active Directory group, which designates all Active Directory users within the group as owners of the policy.

Important

If you change the owner of a policy to a user account that does not have access rights to the specified targets, the new owner can modify the policy settings but cannot view the policy data.

Procedure

1. Go to **Policies** > **Policy Management**.

   The **Policy Management** screen appears.
2. Select one or more policies to change the owner.
3. Click **Change Owner**.

   The **Change Policy Owner** screen appears.
4. Select a user account from the drop-down list.
5. Click **Save** to change the owner.

   Apex Central as a Service sends an email notification to all user accounts assigned the “Administrator” role.

Understanding the Policy List

The policy list displays the information and status of policies created by all users. When a new endpoint registers to Apex Central, it goes through the filtered policies in the list in descending order. Apex Central assigns the new endpoint to a filtered policy when the following conditions are both satisfied:

- The new endpoint matches the target criteria of the policy
- The policy creator has the permission to manage the new endpoint

The following table describes the policy list columns that display on the **Policy Management** screen. Click a column to sort the data.

TABLE 2-2. Policy List

COLUMN	DESCRIPTION
Priority	Displays the priority of the policies • Apex Central lists policies from the highest to the lowest priority. • When administrators create a filtered policy, Apex Central saves the new policy as the lowest priority policy. • A specified policy takes priority over any filtered policies and remains on the top of the list. Administrators cannot reorder specified policies. • Apex Central places draft policies at the bottom of the list.
Policy	Displays the name of the policy
Policy Version	This column only appears if the selected product is **Apex One Security Agent**. Displays the latest policy version deployed **Note** Some targets might not have the latest policy version deployed. To view the current policy deployed on specific targets, click the number in the **Deployed** column.

Column	Description
Parent Policy	This column only appears if the selected product is **Apex One Security Agent**. If a policy is a child policy (that is, it inherited its settings from a parent policy), this column shows the name of the parent policy. Otherwise, N/A displays.
Deviations	This column only appears if the selected product is **Apex One Security Agent**. If a policy is a child policy, this column shows the number of settings that have been changed on the policy and are therefore inconsistent with settings on the parent policy. If settings are consistent between the policy and its parent, 0 (zero) displays. If a policy is not a child policy, N/A displays.
Owner	Displays the user who is currently assigned the policy **Note** The default owner is the user who created the policy. • If you change the owner of a policy to a user account that does not have access rights to the specified targets, the new owner can modify the policy settings but cannot view the policy data. • You can also assign multiple owners by assigning the policy to an Active Directory group. For more information, see *Changing the Policy Owner on page 2-19*.
Last Editor	Displays the user who last edited the policy
Last Edited	This column only appears if the selected product is **Apex One Security Agent**. Displays when the policy was last edited

Column	Description
Targets	Displays how administrators select targets for the policy. • **Specified**: Uses the browse or search function to select specific targets for the policy. Specified policies remain static on the top of the policy list and take priority over filtered policies. • **Filtered**: Uses a filter to automatically assign current and future endpoints to the policy. Administrators can rearrange the priority of filtered policies. Hover over an item to conveniently view the filter criteria and make adjustments as necessary. • **None**: The policy creator saved the policy as a draft without selecting any targets.
Deployed	Displays the number of targets that have applied the policy settings or have unactivated product services Click the number to view the policy status.
Pending	Displays the number of targets that have not applied the policy settings Click the number to view the policy status.
Offline	Displays the number of targets that have offline agents Click the number to view the policy status.
With Issues	Displays the number of targets that have not applied the policy settings due to unsupported policy deployment, no policy configuration, system errors, endpoint communication errors with the product server, unsupported endpoints, locally changed settings, disabled product services, or partial deployment Click the number to view the policy status.

Note

The numbers in **Deployed** and **Pending** columns only reflect the endpoints or managed products that an administrator has permission to manage.

Reordering the Policy List

Administrators can use the **Reorder** button to change the order of the filtered policies. Rearranging the policy list can affect target allocation. Apex Central may re-assign some targets to different filtered policies.

Note

- Specified policies remain static and always take priority over filtered policies.
- This function is only available for managing Apex One settings.

Procedure

1. Go to **Policies** > **Policy Management**.

   The **Policy Management** screen appears.

2. Select the type of product settings from the **Product** list.

   The screen refreshes to display policies created for the selected managed product.

3. Click **Reorder**.

   The **Reorder Policies** screen appears.

4. Rearrange the order of the **Priority** column.

5. Click **Save**.

Note

After clicking **Save**, please wait two minutes for Apex Central to re-assign the targets. Click **Refresh** on the **Policy Management** screen to update the status information in the policy list.

Policy Status

Policy status allows administrators to check if Apex Central has successfully deployed a policy to its targets.

To check the policy deployment status, use one of the following methods:

- On the **Policy Management** screen, click a number in the policy list. The **Log Query** screen appears.
- On the dashboard, click a number in the **Policy Status** widget. The **Log Query** screen appears.
- Perform a log query

The following table provides the descriptions and suggestions about each policy status:

TABLE 2-3. Policy Status

POLICY STATUS	DESCRIPTION	SUGGESTIONS
Pending	Apex Central is processing the policy.	Wait a few minutes and then check the status again.
Without policy	Apex Central has not assigned a policy to this endpoint or managed product.	Assign a policy to the endpoint or managed product.
Deployed	Apex Central has successfully deployed the policy.	N/A
Endpoint unable to connect to server	• The endpoint did not receive the policy settings. • The server is currently busy.	• Check the connection status of the endpoint • Connect the endpoint to the company network • Wait for the updated policy status

Policy Status	Description	Suggestions
Inapplicable product settings	The managed product cannot process some of the policy settings.	• Verify the policy settings • Update to the latest policy template version • Check the settings on the managed product • Verify the IP address of the managed product on the **Managed Servers** screen If the IP address is incorrect, unregister and then register the managed product again to Apex Central. • Refer to the *Administrator's Guide* for the managed product
Unsupported endpoint	The endpoint does not support some features specified in the policy settings.	Upgrade the agent to a supported version.
Settings changed locally	Some settings on the endpoint or managed product do not comply with the settings specified in the policy because the managed product administrator has made some changes through the managed product console.	Verify the settings on the managed product console.
Unactivated licenses	The managed product has not activated the licenses for some of the services specified in the policy settings.	Activate the licenses for the related services from the **License Management** screen on the Apex Central console
Disabled product services	The managed product has disabled some of the services specified in the policy settings.	Enable the related services on the managed product.
Partially deployed	Apex Central has enforced a portion of the policy settings.	Wait a few minutes and then check the status again.

Policy Status	Description	Suggestions
Managed by [Apex Central server name]	Another Apex Central is currently managing the managed product.	Remove the managed product from the Managed Server list and add the managed product to the list again.
Invalid user name or password	The user name or password for authentication is incorrect.	Verify the user name or password.
Invalid product server or authentication information	The server name or the authentication information is incorrect.	Verify the server name and the authentication information.
Unable to automatically log on to product	Apex Central cannot use the single sign-on function to access the managed product.	• Check the single sign-on function in the Product Directory • Check the connection status of the MCP agent • Change the server connection type from **Automatic** to **Manual** in the **Managed Servers** list.
Web server configuration error	A web service error has occurred.	Check the IIS configuration.
Product communication error	Unable to access the product console.	• Check if you can connect to the managed product's web console. • Check the settings of the managed product.
Unable to connect to product	Apex Central cannot establish a connection with the managed product.	• Check the connection status of the managed product. • Check the network connection
Unsupported product version	The managed product version is not supported.	Upgrade the managed product to a supported version.

Policy Status	Description	Suggestions
Network configuration error	A network connection error has occurred.	Check the network connection.
System error. Error ID: [error ID number].	A system error has occurred.	Contact your Trend Micro support representative.

Chapter 3

Policy Resources

This section contains information about policy resources for integrated products/services.

Important

Each managed product provides different policy settings that you can configure and deploy to policy targets. You can find a complete list of supported managed products and the policy settings for each in the *Apex Central as a Service Widget and Policy Management Guide*.

You can download a PDF version of the guide, or view the guide online, using the following link:

https://docs.trendmicro.com/en-us/enterprise/apex-one-as-a-service.aspx

Topics include:

Application Control Criteria

Configure Application Control criteria that you can then assign to Security Agent policy rules. You can create “Allow” and “Block” criteria to limit the applications that users can execute or install on protected endpoints. You can also create assessment criteria to monitor the applications executing on endpoints and then refine the criteria based on the usage results.

Important

You must configure Application Control criteria before deploying an Application Control policy to Security Agents.

Each managed product provides different policy settings that you can configure and deploy to policy targets. You can find a complete list of supported managed products and the policy settings for each in the *Apex Central as a Service Widget and Policy Management Guide*.

You can download a PDF version of the guide, or view the guide online, using the following link:

https://docs.trendmicro.com/en-us/enterprise/apex-one-as-a-service.aspx

The following table outlines the tasks available on the **Application Control Criteria** screen.

Task	Description
Add criteria	Click the **Add Criteria** drop-down button and select from the following options: • **Allow**: Click to define "Allow" or "Lockdown" criteria For more information, see *Defining Allowed Application Criteria on page 3-4*. • **Block**: Click to define "Block" or "Assessment" criteria For more information, see *Defining Blocked Application Criteria on page 3-6*. • **Copy**: Select an existing criteria and click **Copy** to define new criteria based on the existing settings • **Import**: Click to select a ZIP package exported from a compatible Application Control source **Note** If the imported package contains criteria names that match preexisting criteria, you have the option to **Overwrite** existing criteria or **Skip** the import of the criteria with duplicated names.
Export criteria	Select the check box to the left of existing criteria and click **Export** to save the selected criteria to a ZIP package (`<timestamp>_iACRuleExport.zip`)
Delete criteria	Select the check box to the left of existing criteria and click **Delete** to remove the selected criteria from the list **WARNING!** If you selected criteria used by existing Apex One Security Agent policies, you must confirm that you want to delete and remove the criteria from all affected Security Agent policies. You cannot undo this action.

Task	Description
Modify criteria	Click a **Criteria Name** to modify the criteria settings **Note** Affected endpoints receive modified criteria settings the next time the Security Agents connect to the server.
View policy associations	Click the value in the **Target Policies** column to display a list of all Apex One Security Agent policies that implement the criteria. **Tip** Click a policy name to open a new browser tab on which you can view or modify the policy settings.

Defining Allowed Application Criteria

Application Control provides the ability to define criteria that specifically allow certain applications to execute. You can define allow criteria to ensure that Application Control never blocks a certain application, or you can create a complete list of applications allowed to execute on endpoints and then deploy a **Lockdown** policy to the endpoints. While in **Lockdown** mode, users cannot execute, access, or install any application that you did not include in the allow criteria.

For more information about Lockdown policies, see *Application Control Policy Settings*.

Procedure

1. Go to **Policies** > **Policy Resources** > **Application Control Criteria**.

   The **Application Control Criteria** screen appears.

2. Click **Add Criteria** and select **Allow**.

   The **Allow Criteria Settings** screen appears.

3. Type a unique **Name** for the criteria.
4. Select the level of **Trust permission** for the applications.

Permission	Description	Example Use
Application cannot execute external processes	Applications cannot access any external processes or start any other applications	Use when you want to allow standalone applications to run on endpoints but prevent access to other processes For example, this setting allows Microsoft Word to run but prevents embedded OLE objects from executing.
Application can execute other processes	Applications can start external processes and applications that users are unable to access directly	Use when you want to allow applications to run on endpoints and still allow access to required child processes or add-ons. For example, this setting allows Internet Explorer to run and also allows Internet Explorer to execute any installed plug-ins.
Inheritable execution rights (not recommended)	Applications can install and start external processes and applications, and the child applications can also install and start external processes and applications	Use when you want to allow installation packages to execute on the endpoint **Inheritable execution rights (not recommended)** allows the installation package to perform all installation tasks and then also allows the installed application to run all required processes.

5. Select the **Match method** used to identify applications and configure required settings.

Method	Description
Application Reputation List	Allows you to apply the criteria to applications that Trend Micro has tested and assigned a security score for For more information, see *Application Reputation List on page 3-8*.
File paths	Allows you to apply the criteria to any application installed in the specified location For more information, see *File Paths on page 3-9*.
Certificates	Allows you to apply the criteria to applications based on certificate validity and certificate attributes For more information, see *Certificates on page 3-13*.
Hash values	Allows you to apply the criteria to applications based on SHA-1 or SHA-256 hash values For more information, see *Hash Values on page 3-14*.
Gray Software List	Allows you to include applications to the criteria that Trend Micro has tested and found to be potentially harmful The Gray Software List is a subset of the Application Reputation List and contains applications that may be malicious if not used properly. Trend Micro recommends blocking or monitoring applications in the Gray Software List to ensure that your network remains secure.

6. Click **Save**.

Defining Blocked Application Criteria

Application Control provides the ability to define criteria that specifically block certain applications from executing. You can define block criteria to ensure that Application Control always blocks certain applications or you can create "Assessment" criteria to monitor the applications that users access.

Procedure

1. Go to **Policies** > **Policy Resources** > **Application Control Criteria**.

   The **Application Control Criteria** screen appears.

2. Click **Add Criteria** and select **Block**.

   The **Block Criteria Settings** screen appears.

3. Type a unique **Name** for the criteria.

4. To create a monitoring rule, select **Enable assessment mode**.

Note

Application Control logs all applications that match the assessment criteria but takes no further action. Application Control allows the applications to execute normally.

5. Select the **Match method** used to identify applications and configure required settings.

METHOD	DESCRIPTION
Application Reputation List	Allows you to apply the criteria to applications that Trend Micro has tested and assigned a security score for For more information, see *Application Reputation List on page 3-8*.
File paths	Allows you to apply the criteria to any application installed in the specified location For more information, see *File Paths on page 3-9*.
Certificates	Allows you to apply the criteria to applications based on certificate validity and certificate attributes For more information, see *Certificates on page 3-13*.
Hash values	Allows you to apply the criteria to applications based on SHA-1 or SHA-256 hash values For more information, see *Hash Values on page 3-14*.

Method	Description
Gray Software List	Allows you to include applications to the criteria that Trend Micro has tested and found to be potentially harmful The Gray Software List is a subset of the Application Reputation List and contains applications that may be malicious if not used properly. Trend Micro recommends blocking or monitoring applications in the Gray Software List to ensure that your network remains secure.

6. Click **Save**.

Application Match Methods

Application Control provides multiple methods for identifying applications to include in the allow and block criteria.

Note

Application Control also provides the Gray Software List which you cannot modify.

The Gray Software List is a subset of the Application Reputation List and contains applications that may be malicious if not used properly. Trend Micro recommends blocking or monitoring applications in the Gray Software List to ensure that your network remains secure.

Application Reputation List

The Application Reputation List is a comprehensive list of applications tested by Trend Micro. The list includes most popular operating system files and binaries as well as applications for desktops, servers, and mobile devices. Trend Micro periodically provides updates to the list.

Important

Ensure that you have turned on regular updates to the Certified Safe Software Pattern to stay up-to-date with the latest application information.

You can search for applications by typing the name of **Vendors** or **Applications**. Select applications using the data provided.

Data	Description
Application	The name of the application **Tip** To view detailed information for each application version, expand the Application Reputation List.
AIR Score	A comprehensive security score based on an application's popularity and reputation
Global Usage	The global prevalence of the application **Tip** Click the prevalence to view a regional breakdown of the application usage.

File Paths

You can configure Application Control to specifically target certain directory locations based on absolute path, storage type, and Perl Compatible Regular Expressions (PCRE).

Select whether to match by a specific path or a storage type, and specify the match string type (**String** or **Regular Expression (PCRE)**). Type the file paths that apply to the criteria.

Note

- Application Control supports the use of the asterisk (*) wildcard when specifying a **String** type match. The asterisk character can represent one or more characters in a subdirectory of the specified string location.
- Application Control does not support the use of environment variables when specifying file paths for **String** or **Regular Expression (PCRE)** type matches.
- You cannot use wildcard characters to indicate the entire contents of the selected storage location.
- You can specify up to 100 file paths.

TABLE 3-1. Supported Storage Locations

STORAGE LOCATION	ENVIRONMENT VARIABLE	DESCRIPTION
Specific path	Not applicable	Only applies to applications in the exact path specified **Note** Application Control does not check device type when using this location type.
Any built-in storage	$FixedDrives	Only applies to applications in the path specified and stored on an internal storage device (internal hard disk drive)
Any local storage	$LocalDrives	Only applies to applications in the path specified and stored on a non-removable local storage device (internal or external hard disk drive)
Any removable storage	$RemovableDrives	Only applies to applications in the path specified and stored on a removable storage device (USB drive, CD/DVD)
Network path	$RemoteDrives	Only applies to applications in the path specified and stored on a shared network resource

Storage Location	Environment Variable	Description
Program Files folder	$ProgramFiles	Only applies to applications in the path specified and stored in the Program Files folders (default folders `C:\Program Files` and `C:\Program Files (x86)`)
System volume	$SystemDrive	Only applies to applications in the path specified and stored in the default Windows system drive

File Path Example Usage

Goal	Allow Rule	Block Rule	Results
Monitor all users' `Downloads` folder	-	1. **Enable assessment mode** 2. **Any local storage** 3. **String** 4. `C:\Users\*\Downloads\*`	Logs all attempts to access applications in all users' `Downloads` folder. Monitors: • `C:\Users\john_doe\Downloads\start.exe` • `C:\Users\Administrator\Downloads\start.exe`

Goal	Allow Rule	Block Rule	Results
Block all applications located in any folder under the `MyApps` subfolder of either `Program Files` directory	-	1. **Program Files folders** 2. **String** 3. `\MyApps*`	Blocks: • `C:\Program Files(x86)\MyApps\start.exe` • `C:\Program Files\MyApps\start.exe` • `C:\Program Files(x86)\MyApps\bin\start.exe` Allows: • `C:\Program Files(x86)\start.exe`
Allow all applications located in any folder under the `MyApps` subfolder of either `Program Files` directory but Block all other applications/ folders	1. **Program Files folders** 2. **String** 3. `\MyApps*`	1. **Any local storage** 2. **String** 3. `C:\Program Files\*` AND 1. **Any local storage** 2. **String** 3. `C:\Program Files (x86)\*`	Blocks: • `C:\Program Files(x86)\start.exe` Allows: • `C:\Program Files(x86)\MyApps\start.exe` • `C:\Program Files\MyApps\start.exe` • `C:\Program Files(x86)\MyApps\bin\start.exe`

Goal	Allow Rule	Block Rule	Results
Block only applications located in the`MyApps` subfolder of either `Program Files` directory but Allow all other applications/ folders	1. Allow the subfolders of the `MyApps` directory a. **Program Files folders** b. **String** c. `\MyApps\*\*`	1. **Program Files folders** 2. **String** 3. `\MyApps\*`	Blocks: • `C:\Program Files(x86)\MyApps\start.exe` • `C:\Program Files\MyApps\start.exe` Allows: • `C:\Program Files(x86)\start.exe` • `C:\Program Files(x86)\MyApps\bin\start.exe`
Block a specific application file name in any folder	-	1. **Specific path** 2. **Regular expression (PCRE)** 3. `.*\\(?i)test(?-i)\..*`	Blocks: • `C:\MyApps\test.exe` • `C:\Users\guet\AppData\Local\Temp\test.exe` • `C:\Program Files(x86)\MyApps\test.exe`

Certificates

You can configure Application Control to specifically target applications based on the "trust" level of a certificate and that contain specific certificate attributes.

Select the type of certificate "trust" level and then specify the required certificate "Issuer" or "Subject" information.

Note

Application Control supports the use of the asterisk (*) wildcard when specifying Certificate attributes, although you must use the wildcard in conjunction with other characters to limit the scope. For example, you cannot use only the wildcard character in any field.

The following table describes the different "trust" types.

Type	Description
Trusted (valid)	You must have included the certificate in the trusted certificates list and the certificate must not have expired
Trusted (expired)	You must have added the certificate in the trusted certificates list but the certificate has already expired
Untrusted	The certificate is unknown or you did not add the certificate to the trusted certificates list

Note

The "trust" level combinations for Allow and Block criteria differ.

Hash Values

You can configure Application Control to match applications using SHA-1 or SHA-256 hash value formats. You can choose to manually specify hash values or import a list of generated values.

Select your **Input method** and follow the on-screen instructions.

Input Method	Description
Manual	Allows you to manually specify up to 100 hash values (and descriptions)

Input Method	Description
Import	Allows you to import a ZIP package containing a properly formatted hash value list in CSV format You can choose to use the **Hash Generator tool** or manually create the CSV file using the **CSV sample format**. **WARNING!** You can only import one file into each set of criteria. If you attempt to import a new hash value list into the criteria, Application Control completely overwrites the existing values. • **Hash Generator tool**: Download and execute the tool on a target endpoint that you have installed with all necessary applications. The tool automatically creates a valid ZIP package containing the hash values of all applications found on the endpoint. • **CSV sample format**: Download the sample file and follow the instructions to properly populate the hash value list. Once you have completed the list, compress the file in ZIP format before importing into the set of criteria. **Important** The hash value list cannot contain a mixture of SHA-1 and SHA-256 formats. You must create separate hash value files and separate Application Control criteria for each type of hash value format.

Data Loss Prevention

Data Loss Prevention (DLP) safeguards an organization's confidential and sensitive data-referred to as digital assets-against accidental disclosure and intentional theft. DLP allows you to:

- Identify the digital assets to protect
- Create policies that limit or prevent the transmission of digital assets through common channels, such as email and external devices

- Enforce compliance to established privacy standards

DLP evaluates data against a set of rules defined in policies. Policies determine the data that must be protected from unauthorized transmission and the action that DLP performs when it detects transmission.

Important

Each managed product provides different policy settings that you can configure and deploy to policy targets. You can find a complete list of supported managed products and the policy settings for each in the *Apex Central as a Service Widget and Policy Management Guide*.

You can download a PDF version of the guide, or view the guide online, using the following link:

https://docs.trendmicro.com/en-us/enterprise/apex-one-as-a-service.aspx

Data Identifier Types

Digital assets are files and data that an organization must protect against unauthorized transmission. Administrators can define digital assets using the following data identifiers:

- **Expressions**: Data that has a certain structure.

  For details, see *Expressions on page 3-17*.

- **File attributes**: File properties such as file type and file size.

  For details, see *File Attributes on page 3-21*.

- **Keyword lists**: A list of special words or phrases.

  For details, see *Keywords on page 3-23*.

Note

Administrators cannot delete a data identifier that a DLP template is using. Delete the template before deleting the data identifier.

Expressions

An expression is data that has a certain structure. For example, credit card numbers typically have 16 digits and appear in the format "nnnn-nnnn-nnnn-nnnn", making them suitable for expression-based detections.

Administrators can use predefined and customized expressions.

For details, see *Predefined Expressions on page 3-17* and *Customized Expressions on page 3-18*.

Predefined Expressions

Data Loss Prevention comes with a set of predefined expressions. These expressions cannot be modified or deleted.

Data Loss Prevention verifies these expressions using pattern matching and mathematical equations. After Data Loss Prevention matches potentially sensitive data with an expression, the data may also undergo additional verification checks.

For a complete list of predefined expressions, see the *Data Protection Lists* document at:

http://docs.trendmicro.com/en-us/enterprise/data-protection-reference-documents.aspx.

Viewing Settings for Predefined Expressions

Note

Predefined expressions cannot be modified or deleted.

Procedure

1. Go to **Policies** > **Policy Resources** > **DLP Data Identifiers**.
2. Click the **Expression** tab.
3. Click the expression name.

4. View settings in the screen that opens.

Customized Expressions

Create customized expressions if none of the predefined expressions meet the company's requirements.

Expressions are a powerful string-matching tool. Become comfortable with expression syntax before creating expressions. Poorly written expressions can dramatically impact performance.

When creating expressions:

- Refer to the predefined expressions for guidance on how to define valid expressions. For example, when creating an expression that includes a date, refer to the expressions prefixed with "Date".
- Note that Data Loss Prevention follows the expression formats defined in Perl Compatible Regular Expressions (PCRE). For more information on PCRE, visit the following website:

  http://www.pcre.org/
- Start with simple expressions. Modify the expressions if they are causing false alarms or fine tune them to improve detections.

Administrators can choose from several criteria when creating expressions. An expression must satisfy the chosen criteria before Data Loss Prevention subjects it to a DLP policy. For details about the different criteria options, see *Criteria for Customized Expressions on page 3-18*.

Criteria for Customized Expressions

TABLE 3-2. Criteria Options for Customized Expressions

CRITERIA	RULE	EXAMPLE
None	None	All - Names from US Census Bureau • Expression: [^\w]([A-Z][a-z]{1,12}(\s?,\s?|[\s]|\s([A-Z])\.\s)[A-Z][a-z]{1,12})[^\w]

Criteria	Rule	Example
Specific characters	An expression must include the characters you have specified. In addition, the number of characters in the expression must be within the minimum and maximum limits.	US - ABA Routing Number • Expression: [^\d]([0123678]\d{8})[^\d] • Characters: 0123456789 • Minimum characters: 9 • Maximum characters: 9
Suffix	Suffix refers to the last segment of an expression. A suffix must include the characters you have specified and contain a certain number of characters. In addition, the number of characters in the expression must be within the minimum and maximum limits.	All - Home Address • Expression: \D(\d+\s[a-z.]+\s([a-z]+\s){0,2} (lane|ln|street|st|avenue|ave|road|rd|place|pl|drive|dr|circle| cr|court|ct|boulevard|blvd)\.? [0-9a-z,#\s\.]{0,30}[\s|,][a-z]{2}\ s\d{5}(-\d{4})?)[^\d-] • Suffix characters: 0123456789- • Number of characters: 5 • Minimum characters in the expression: 25 • Maximum characters in the expression: 80
Single- character separator	An expression must have two segments separated by a character. The character must be 1 byte in length. In addition, the number of characters left of the separator must be within the minimum and maximum limits. The number of characters right of the separator must not exceed the maximum limit.	All - Email Address • Expression: [^\w.]([\w\.]{1,20}@[a-z0-9]{2,20}[\.][a-z]{2,5}[a-z\.]{0,10})[^\w.] • Separator: @ • Minimum characters to the left: 3 • Maximum characters to the left: 15 • Maximum characters to the right: 30

Creating a Customized Expression

Procedure

1. Go to **Policies** > **Policy Resources** > **DLP Data Identifiers**.
2. Click the **Expression** tab.
3. Click **Add**.

   A new screen displays.
4. Type a name for the expression. The name must not exceed 100 bytes in length and cannot contain the following characters:

   - > < * ^ | & ? \ /
5. Type a description that does not exceed 256 bytes in length.
6. Type the displayed data.

   For example, if you are creating an expression for ID numbers, type a sample ID number. This data is used for reference purposes only and will not appear elsewhere in the product.
7. Choose one of the following criteria and configure additional settings for the chosen criteria (see *Criteria for Customized Expressions on page 3-18*):

   - None
   - Specific characters
   - Suffix
   - Single-character separator
8. Test the expression against an actual data.

   For example, if the expression is for a national ID, type a valid ID number in the **Test data** text box, click **Test**, and then check the result.
9. Click **Save** if you are satisfied with the result.

Note

Save the settings only if the testing was successful. An expression that cannot detect any data wastes system resources and may impact performance.

Importing Customized Expressions

Use this option if you have a properly-formatted `.dat` file containing the expressions. You can generate the file by exporting the expressions from either the server you are currently accessing or from another server.

Procedure

1. Go to **Policies** > **Policy Resources** > **DLP Data Identifiers**.
2. Click the **Expression** tab.
3. Click **Import** and then locate the `.dat` file containing the expressions.
4. Click **Open**.

   A message appears, informing you if the import was successful. If an expression to be imported already exists, it will be skipped.

File Attributes

File attributes are specific properties of a file. You can use two file attributes when defining data identifiers, namely, file type and file size. For example, a software development company may want to limit the sharing of the company's software installer to the R&D department, whose members are responsible for the development and testing of the software. In this case, the Apex Central administrator can create a policy that blocks the transmission of executable files that are 10 to 40 MB in size to all departments except R&D.

By themselves, file attributes are poor identifiers of sensitive files. Continuing the example in this topic, third-party software installers shared by other departments will most likely be blocked. Trend Micro therefore recommends combining file attributes with other DLP data identifiers for a more targeted detection of sensitive files.

For a complete list of supported file types, see the *Data Protection Lists* document at:

http://docs.trendmicro.com/en-us/enterprise/data-protection-reference-documents.aspx.

Creating a File Attribute List

Procedure

1. Go to **Policies** > **Policy Resources** > **DLP Data Identifiers**.
2. Click the **File Attribute** tab.
3. Click **Add**.

   A new screen displays.
4. Type a name for the file attribute list. The name must not exceed 100 bytes in length and cannot contain the following characters:
   - > < * ^ | & ? \ /
5. Type a description that does not exceed 256 bytes in length.
6. Select your preferred true file types.
7. If a file type you want to include is not listed, select **File extensions** and then type the file type's extension. Data Loss Prevention checks files with the specified extension but does not check their true file types. Guidelines when specifying file extensions:
   - Each extension must start with an asterisk (*), followed by a period (.), and then the extension. The asterisk is a wildcard, which represents a file's actual name. For example, `*.pol` matches `12345.pol` and `test.pol`.
   - You can include wildcards in extensions. Use a question mark (?) to represent a single character and an asterisk (*) to represent two or more characters. See the following examples:

     - `*.*m` matches the following files: `ABC.dem`, `ABC.prm`, `ABC.sdcm`

- `*.m*r` matches the following files: `ABC.mgdr`, `ABC.mtp2r`, `ABC.mdmr`

- `*.fm?` matches the following files: `ABC.fme`, `ABC.fml`, `ABC.fmp`

- Be careful when adding an asterisk at the end of an extension as this might match parts of a file name and an unrelated extension. For example: `*.do*` matches `abc.doctor_john.jpg` and `abc.donor12.pdf`.
- Use semicolons (;) to separate file extensions. There is no need to add a space after a semicolon.

8. Type the minimum and maximum file sizes in bytes. Both file sizes must be whole numbers larger than zero.
9. Click **Save**.

Importing a File Attribute List

Use this option if you have a properly-formatted `.dat` file containing the file attribute lists. You can generate the file by exporting the file attribute lists from either the server you are currently accessing or from another server.

Procedure

1. Go to **Policies** > **Policy Resources** > **DLP Data Identifiers**.
2. Click the **File Attribute** tab.
3. Click **Import** and then locate the `.dat` file containing the file attribute lists.
4. Click **Open**.

   A message appears, informing you if the import was successful. If a file attribute list to be imported already exists, it will be skipped.

Keywords

Keywords are special words or phrases. You can add related keywords to a keyword list to identify specific types of data. For example, "prognosis",

"blood type", "vaccination", and "physician" are keywords that may appear in a medical certificate. If you want to prevent the transmission of medical certificate files, you can use these keywords in a DLP policy and then configure Data Loss Prevention to block files containing these keywords.

Commonly used words can be combined to form meaningful keywords. For example, "end", "read", "if", and "at" can be combined to form keywords found in source codes, such as "END-IF", "END-READ", and "AT END".

You can use predefined and customized keyword lists. For details, see *Predefined Keyword Lists on page 3-24* and *Customized Keyword Lists on page 3-25*.

Predefined Keyword Lists

Data Loss Prevention comes with a set of predefined keyword lists. These keyword lists cannot be modified or deleted. Each list has its own built-in conditions that determine if the template should trigger a policy violation.

For details about the predefined keyword lists in Data Loss Prevention, see the *Data Protection Lists* document at:

http://docs.trendmicro.com/en-us/enterprise/data-protection-reference-documents.aspx

How Keyword Lists Work

Number of Keywords Condition

Each keyword list contains a condition that requires a certain number of keywords be present in a document before the list triggers a violation.

The number of keywords condition contains the following values:

- **All**: All of the keywords in the list must be present in the document.
- **Any**: Any one of the keywords in the list must be present in the document.
- **Specific number**: There must be at least the specified number of keywords in the document. If there are more keywords in the document than the number specified, Data Loss Prevention triggers a violation.

Distance Condition

Some of the lists contain a "distance" condition to determine if a violation is present. "Distance" refers to the amount of characters between the first character of one keyword and the first character of another keyword. Consider the following entry:

F**irst Name:_John_ L**ast Name:_Smith_

The **Forms - First Name, Last Name** list has a "distance" condition of fifty (50) and the commonly used form fields of "First Name" and "Last Name". In the example above, Data Loss Prevention triggers a violation as the number of characters between the "F" in First Name and the "L" in Last Name is equal to eighteen (18).

For an example of an entry that does not trigger a violation, consider the following:

The f**irst name of our new employee from Switzerland is John. His l**ast name is Smith.

In this example, the number of characters between the "f" in "first name" and the "l" in "last name" is sixty-one (61). This exceeds the distance threshold and does not trigger a violation.

Customized Keyword Lists

Create customized keyword lists if none of the predefined keyword lists meets your requirements.

There are several criteria that you can choose from when configuring a keyword list. A keyword list must satisfy your chosen criteria before Data Loss Prevention subjects it to a policy. Choose one of the following criteria for each keyword list:

- **Any keyword**
- **All keywords**
- **All keywords within <x> characters**
- **Combined score for keywords exceeds threshold**

For details regarding the criteria rules, see *Customized Keyword List Criteria on page 3-26*.

Customized Keyword List Criteria

TABLE 3-3. Criteria for a Keyword List

CRITERIA	RULE
Any keyword	A file must contain at least one keyword in the keyword list.
All keywords	A file must contain all the keywords in the keyword list.
All keywords within <x> characters	A file must contain all the keywords in the keyword list. In addition, each keyword pair must be within <x> characters of each other. For example, your 3 keywords are WEB, DISK, and USB and the number of characters you specified is 20. If Data Loss Prevention detects all keywords in the order DISK, WEB, and USB, the number of characters from the "D" (in DISK) to the "W" (in WEB) and from the "W" to the "U" (in USB) must be 20 characters or less. The following data matches the criteria: DISK####WEB############USB The following data does not match the criteria: DISK**********WEB****USB(23 characters between "D" and "W") When deciding on the number of characters, remember that a small number, such as 10, usually results in a faster scanning time but only covers a relatively small area. This may reduce the likelihood of detecting sensitive data, especially in large files. As the number increases, the area covered also increases but scanning time might be slower.

Criteria	Rule
Combined score for keywords exceeds threshold	A file must contain one or more keywords in the keyword list. If only one keyword was detected, its score must be higher than the threshold. If there are several keywords, their combined score must be higher than the threshold. Assign each keyword a score of 1 to 10. A highly confidential word or phrase, such as "salary increase" for the Human Resources department, should have a relatively high score. Words or phrases that, by themselves, do not carry much weight can have lower scores. Consider the scores that you assigned to the keywords when configuring the threshold. For example, if you have five keywords and three of those keywords are high priority, the threshold can be equal to or lower than the combined score of the three high priority keywords. This means that the detection of these three keywords is enough to treat the file as sensitive.

Creating a Keyword List

Procedure

1. Go to **Policies** > **Policy Resources** > **DLP Data Identifiers**.
2. Click the **Keyword** tab.
3. Click **Add**.

   A new screen displays.
4. Type a name for the keyword list. The name must not exceed 100 bytes in length and cannot contain the following characters:
   - > < * ^ | & ? \ /
5. Type a description that does not exceed 256 bytes in length.
6. Choose one of the following criteria and configure additional settings for the chosen criteria:
   - **Any keyword**
   - **All keywords**
   - **All keywords within <x> characters**

- **Combined score for keywords exceeds threshold**

7. To manually add keywords to the list:
   a. Type a keyword that is 3 to 40 bytes in length and specify whether it is case-sensitive.
   b. Click **Add**.
8. To add keywords by using the "import" option:

   Note

   Use this option if you have a properly-formatted `.csv` file containing the keywords. You can generate the file by exporting the keywords from either the server you are currently accessing or from another server.

   a. Click **Import** and then locate the `.csv` file containing the keywords.
   b. Click **Open**.

      A message appears, informing you if the import was successful. If a keyword to be imported already exists in the list, it will be skipped.
9. To delete keywords, select the keywords and click **Delete**.
10. To export keywords:

    Note

    Use the "export" feature to back up the keywords or to import them to another server. All keywords in the keyword list will be exported. It is not possible to export individual keywords.

    a. Click **Export**.
    b. Save the resulting `.csv` file to your preferred location.
11. Click **Save**.

Importing a Keyword List

Use this option if you have a properly-formatted `.dat` file containing the keyword lists. You can generate the file by exporting the keyword lists from either the server you are currently accessing or from another server.

Procedure

1. Go to **Policies** > **Policy Resources** > **DLP Data Identifiers**.
2. Click the **Keyword** tab.
3. Click **Import** and then locate the `.dat` file containing the keyword lists.
4. Click **Open**.

   A message appears, informing you if the import was successful. If a keyword list to be imported already exists, it will be skipped.

Data Loss Prevention Templates

A DLP template combines DLP data identifiers and logical operators (And, Or, Except) to form condition statements. Only files or data that satisfy a certain condition statement will be subject to a DLP policy.

For example, a file must be a Microsoft Word file (file attribute) AND must contain certain legal terms (keywords) AND must contain ID numbers (expressions) for it to be subject to the "Employment Contracts" policy. This policy allows Human Resources personnel to transmit the file through printing so that the printed copy can be signed by an employee. Transmission through all other possible channels, such as email, is blocked.

You can create your own templates if you have configured DLP data identifiers. You can also use predefined templates. For details, see *Customized DLP Templates on page 3-30* and *Predefined DLP Templates on page 3-30*.

Note

It is not possible to delete a template that is being used in a DLP policy. Remove the template from the policy before deleting it.

Predefined DLP Templates

Data Loss Prevention comes with the following set of predefined templates that you can use to comply with various regulatory standards. These templates cannot be modified or deleted.

- **GLBA**: Gramm-Leach-Billey Act
- **HIPAA**: Health Insurance Portability and Accountability Act
- **PCI-DSS**: Payment Card Industry Data Security Standard
- **SB-1386**: US Senate Bill 1386
- **US PII**: United States Personally Identifiable Information

For a detailed list on the purposes of all predefined templates, and examples of data being protected, see the *Data Protection Lists* document at:

http://docs.trendmicro.com/en-us/enterprise/data-protection-reference-documents.aspx

Customized DLP Templates

Create your own templates if you have configured data identifiers. A template combines data identifiers and logical operators (And, Or, Except) to form condition statements.

For more information and examples on how condition statements and logical operators work, see *Condition Statements and Logical Operators on page 3-30*.

Condition Statements and Logical Operators

Data Loss Prevention evaluates condition statements from left to right. Use logical operators carefully when configuring condition statements. Incorrect usage leads to an erroneous condition statement that will likely produce unexpected results.

See the examples in the following table.

TABLE 3-4. Sample Condition Statements

CONDITION STATEMENT	INTERPRETATION AND EXAMPLE
[Data Identifier1] **And** [Data Identifier 2] **Except** [Data Identifier 3]	A file must satisfy [Data Identifier 1] and [Data Identifier 2] but not [Data Identifier 3]. For example: A file must be [an Adobe PDF document] and must contain [an email address] but should not contain [all of the keywords in the keyword list].
[Data Identifier 1] **Or** [Data Identifier 2]	A file must satisfy [Data Identifier 1] or [Data Identifier 2]. For example: A file must be [an Adobe PDF document] or [a Microsoft Word document].
Except [Data Identifier 1]	A file must not satisfy [Data Identifier 1]. For example: A file must not be [a multimedia file].

As the last example in the table illustrates, the first data identifier in the condition statement can have the "Except" operator if a file must not satisfy all of the data identifiers in the statement. In most cases, however, the first data identifier does not have an operator.

Creating a Template

Procedure

1. Go to **Policies** > **Policy Resources** > **DLP Templates**.
2. Click **Add**.

   A new screen displays.
3. Type a name for the template. The name must not exceed 100 bytes in length and cannot contain the following characters:

   - > < * ^ | & ? \ /

4. Type a description that does not exceed 256 bytes in length.
5. Select data identifiers and then click the "add" icon.

   When selecting definitions:

   - Select multiple entries by pressing and holding the CTRL key and then selecting the data identifiers.
   - Use the search feature if you have a specific definition in mind. You can type the full or partial name of the data identifier.
   - Each template can contain a maximum of 30 data identifiers.
6. To create a new expression, click **Expressions** and then click **Add new expression**. In the screen that appears, configure settings for the expression.
7. To create a new file attribute list, click **File attributes** and then click **Add new file attribute**. In the screen that appears, configure settings for the file attribute list.
8. To create a new keyword list, click **Keywords** and then click **Add new keyword**. In the screen that appears, configure settings for the keyword list.
9. If you selected an expression, type the number of occurrences, which is the number of times an expression must occur before Data Loss Prevention subjects it to a policy.
10. Choose a logical operator for each definition.

Note

Use logical operators carefully when configuring condition statements. Incorrect usage leads to an erroneous condition statement that will likely produce unexpected results. For examples of correct usage, see *Condition Statements and Logical Operators on page 3-30*.

11. To remove a data identifier from the list of selected identifiers, click the trash bin icon.

12. Below **Preview**, check the condition statement and make changes if this is not your intended statement.
13. Click **Save**.

Importing Templates

Use this option if you have a properly-formatted `.dat` file containing the templates. You can generate the file by exporting the templates from either the server you are currently accessing or from another server.

Procedure

1. Go to **Policies** > **Policy Resources** > **DLP Templates**.
2. Click **Import** and then locate the `.dat` file containing the templates.
3. Click **Open**.

   A message appears, informing you if the import was successful. If a template to be imported already exists, it will be skipped.

Intrusion Prevention Rules

The **Intrusion Prevention Rules** screen displays the Intrusion Prevention Rules supported by Apex Central Vulnerability Protection. Intrusion Prevention Rules examine the actual content of network packets (and sequences of packets). Based on the conditions set within the Intrusion Prevention Rule, various actions are then carried out on these packets. These actions include replacing specifically defined or suspicious byte sequences, or completely dropping packets and resetting the connection.

- To filter the list of rules, use the **Search** box to specify full or partial strings that appear in any of the columns.
- To sort the list of Intrusion Prevention Rules by column data, click a column heading.
- To view detailed Intrusion Prevention Rule Properties, click the link in the **Rule Name** column of a rule.

- To exclude traffic from one or more source endpoints from Vulnerability Protection scanning, click **Configure Exceptions** and specify the source IP addresses.

  Note

  You can add up to 100 entries to the exception list.

Note

Apex Central automatically imports/updates Intrusion Prevention Rules from the Apex One server during manual or scheduled component updates.

Important

Each managed product provides different policy settings that you can configure and deploy to policy targets. You can find a complete list of supported managed products and the policy settings for each in the *Apex Central as a Service Widget and Policy Management Guide*.

You can download a PDF version of the guide, or view the guide online, using the following link:

https://docs.trendmicro.com/en-us/enterprise/apex-one-as-a-service.aspx

The following table outlines the rule information that displays on the **Intrusion Prevention Rules** screen.

Column	Description
Identifier	The unique identifier tag for the Intrusion Prevention Rule
Rule Name	The name of the Intrusion Prevention Rule
Application Type	The Application Type this Intrusion Prevention Rule is grouped under

Column	Description
Severity	The severity level that Trend Micro assigns to the rule **Note** The severity of a rule has no effect on how the rule is implemented or applied. Severity levels can be useful as sorting criteria when viewing a list of Intrusion Prevention Rules.
Mode	The network engine detection mode used by the Intrusion Prevention module. Click a mode to configure the setting for the rule.
Type	The type of vulnerability detected: • **Smart**: Known or unknown (for example, zero-day) vulnerability • **Exploit**: Known exploit (usually signature based) for a known vulnerability • **Vulnerability**: Known vulnerability for which one or more exploits may exist
CVE	The Common Vulnerabilities and Exposures (CVE®) identifier that MITRE assigns to the vulnerability For more information, see http://cve.mitre.org/.
Microsoft	The Common Vulnerabilities and Exposures (CVE®) identifier that Microsoft assigns to the vulnerability
CVSS Score	The Common Vulnerability Scoring System (CVSS) severity score of the vulnerability according the National Vulnerability Database For more information, see http://nvd.nist.gov/cvss.cfm.
Last Updated	The date and time the rule was last modified

Intrusion Prevention Rule Properties

The **Intrusion Prevention Rule Properties** screen displays detailed information about a specific Intrusion Prevention Rule and vulnerability. Click the **General** tab or the **Vulnerability** to view details about the rule.

The following tables describe the information provided on the **General** tab and **Vulnerability** tab.

TABLE 3-5. General Information

DATA	DESCRIPTION
Identifier	The unique identifier tag for the Intrusion Prevention Rule
Name	The name of the Intrusion Prevention Rule
Description	The description of the Intrusion Prevention Rule **Note** Apex One Vulnerability Protection does not support the configuration options available on the standalone version of Trend Micro Vulnerability Protection.
Application Type	The Application Type this Intrusion Prevention Rule is grouped under
Priority	The priority level of the Intrusion Prevention Rule. Higher priority rules are applied before lower priority rules.
Severity	The severity level that Trend Micro assigns to the rule **Note** The severity of a rule has no effect on how the rule is implemented or applied. Severity levels can be useful as sorting criteria when viewing a list of Intrusion Prevention Rules.
Mode	The network engine detection mode used by the Intrusion Prevention module. Click a mode to configure the setting for the rule.

Data	Description
Type	The type of vulnerability detected: • **Smart**: Known or unknown (for example, zero-day) vulnerability • **Exploit**: Known exploit (usually signature based) for a known vulnerability • **Vulnerability**: Known vulnerability for which one or more exploits may exist
Issued	The date the rule was released (not downloaded)
Last Updated	The date and time the rule was last modified

Table 3-6. Vulnerability Information

Data	Description
Severity	The severity level of the vulnerability
CVSS Score	The Common Vulnerability Scoring System (CVSS) severity score of the vulnerability according the National Vulnerability Database For more information, see http://nvd.nist.gov/cvss.cfm.
Description	The description of the vulnerability
External References	Provides links to external references for more information about the vulnerability

Device Control Allowed Devices

Import or export lists of **Device Control Allow Devices** that apply to all Apex One Security Agent policy targets.

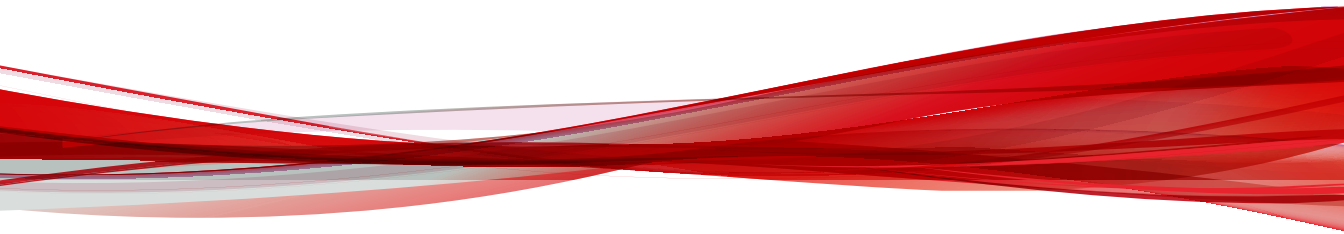
Note

- Only Security Agents with Data Protection enabled override the “Block” or “Read” action on devices added to the Device Control Allowed Devices list.
- The Device Control Allowed Devices list does not apply to Security Agents without Data Protection and Security Agents with Device Control permission not set to “Block” or “Read”.

ITEM	DESCRIPTION
Import	Select a properly formatted CSV file containing a list of all the devices you want to allow on all Apex One Security Agent endpoints. **Important** Importing a new list overwrites the previous list completely. To retain the existing list, export the list before importing a new CSV file.
Last imported	The date/time the server imported the current list
Total allowed devices	The total number of allowed devices in the currently applied list
Export	Exports the current allowed list in CSV format

Part II

Apex Central Widgets



Chapter 4

Apex Central Dashboard Widgets

This section contains help topics for Apex Central specific widgets supported on the Apex Central as a Service dashboard.

Topics include:

Apex Central Top File-based Threats Widgets

This widget tracks the distribution of the top malicious files detected on endpoints across the network and displays the product-detected distribution as one of the top 10/25/50 file-based threats (viruses and spyware/grayware).

Click any node in the graph to open a screen that displays detailed information. Apex Central performs log query to provide the detailed information.

Specify the date range for the data that the widget displays:

- Today
- Last 7 days
- Last 14 days
- Last 30 days

Specify the threat for the widget to display. The widget can display data for only one file-based threat at a time. By default the widget displays data from all the managed products that a user's account privileges allow.

Click the widget settings icon on the widget to access additional settings.

Setting	Description
Title	Specify a new and meaningful title for the widget in the field.
Scope	Specify the data scope displayed by the widget. The scope determines the products which the widget uses to display data.
Top Threats	Specify the number of threats to display.

Click **Save** to apply changes and update the widget data.

Endpoint Protection Verification Widget

This widget displays the Apex One and Deep Security protection status of endpoints from an integrated Active Directory structure.

Important

Before using this widget:

- Synchronize the Apex One client tree with the Active Directory tree.

  Refer to the Apex One documentation for further instructions.

- Go to **Administration** > **Settings** > **Endpoint Protection Verification** to enable the widget and configure Active Directory server, Apex One server, and Deep Security server connection settings.

Click the settings icon (>) to configure the following:

- **Apex One servers**: Click the browse button ( ) to specify the Apex One servers that contribute data for the widget.
- **Deep Security servers**: Click the browse button ( ) to specify the Deep Security servers that contribute data for the widget.
- **Columns**: Specify the columns for the widget to display in the data table.

Click an organization unit in the Active Directory structure to view the following the information.

Column	Description
Computer	Displays the endpoint name
Apex One	Displays whether the endpoint is protected by an Apex One or VDI client
Deep Security	Displays whether the endpoint is protected by a Deep Security agent
Physical Host	Displays the physical server where virtual endpoints reside
Pattern	Displays the version of the pattern file that the Apex One or VDI client uses
Scan Engine	Displays the version of the scan engine that the Apex One or VDI client uses
Client Version	Displays the client program version

Column	Description
Deep Security Profile	Displays the Deep Security profile in use
Server Name	Displays the Apex One and/or Deep Security server with which the endpoints connect

Hosts with C&C Callback Attempts Widget

This widget displays the total unique compromised hosts and groups them by C&C list source.

The default view displays data for the current day.

Use the **Range** drop-down to select the time period for the data that displays. You can view data for **Today**, **Last 7 days**, **Last 14 days**, or **Last 30 days**.

Data	Description
Hosts matched with Global Intelligence	C&C callbacks detected by Trend Micro Global Intelligence network, including Smart Protection Network.
Hosts matched with dynamic analyzers	C&C callbacks detected by dynamic analyzers, including Virtual Analyzer and the Network Content Inspection Engine. Analyzers are built in to products such as Deep Discovery Inspector and Apex One.
Hosts matched with user-defined lists in managed products	C&C callbacks detected by products using a user-defined list. An example of a user-defined list is the Deny List in Deep Discovery Inspector.

Policy Status

This widget displays the deployment status of your policies.

Clicking the name of a policy or the number of targets opens a new **Log Query** screen to provide detailed information.

DATA	DESCRIPTION
Policy	Displays the name of the policy
Deployment Status	Displays the percentage of targets that comply with the policy settings
Deployed	Displays the number of targets that have applied the policy settings or have unactivated product services
Pending	Displays the number of targets that have not applied the policy settings **Note** If Hotfix 2575 is not installed, the **Pending** column includes the number of targets that have offline agents.
Offline	Displays the number of targets that have offline agents **Important** This feature requires installing Hotfix 2575. Otherwise, the **Pending** column includes the number of targets that have offline agents and the **Offline** column does not display.
With Issues	Displays the number of targets that have not applied the policy settings due to unsupported policy deployment, no policy configuration, system errors, endpoint communication errors with the product server, unsupported endpoints, locally changed settings, disabled product services, or partial deployment
Endpoints/Products without policies	Displays the number of endpoints or managed products with no policy applied
Total endpoints/ products	Displays the number of endpoints or managed products the administrator can manage

Quick Launch

This widget displays shortcuts to the **Product Directory** and **Policy Management**.

Unique Compromised Hosts Over Time Widget

This widget displays the unique compromised hosts logged by managed products within the last 30 days.

This widget groups and displays the unique compromised hosts as circles. The circle size relatively represents the number of compromised hosts.

- Small: 1 to 5
- Medium: 6 to 10
- Large: 11 or more

Mouse-over a computer icon or host name to display additional compromised hosts.

Use the **Callback address** drop-down to display compromised hosts that had callback attempts to the selected callback address.

Note

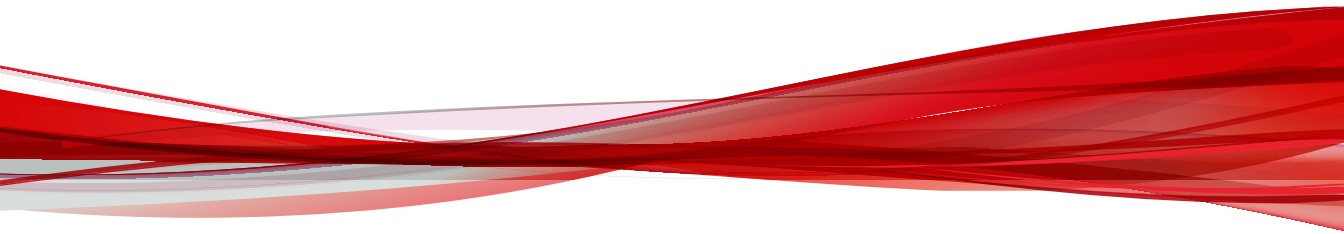
The **Callback address** drop-down contains the top 25 callback addresses.

The widget only displays the first callback attempt from a compromised host to the selected callback address.

Change the managed products that the widget uses as its source by clicking the settings icon (>). In the dialog box that appears, specify the **Scope** by clicking >> and selecting the managed products to use as the source.

Part III

Apex One Widgets



Chapter 5

Apex One Dashboard Widgets

This section describes the available Apex One dashboard widgets in Apex Central.

Topics include:

Top Blocked Applications

This widget provides an overview of the top applications that users attempted to access in violation of an Application Control policy.

Use the settings button to change the default number of applications that display.

Top Endpoints Affected by IPS Events Widget

This widget provides information about the endpoints affected by the most IPS events detected. IPS events are triggered by Intrusion Prevention Rules for Vulnerability Protection.

Use the **Period** drop-down to select the time range for the data that displays.

Use the settings icon (>) to change the default number of affected endpoints to display.

Data	Description
Endpoint	The name of the endpoint
IP Address	The IP address of the endpoint
Detections	The number of IPS events detected on the endpoint

Top IPS Attack Sources

This widget provides information about the top attack sources for IPS events detected on your network. IPS events are triggered by Intrusion Prevention Rules for Vulnerability Protection.

Use the **Period** drop-down to select the time range for the data that displays.

Use the settings icon (>) to change the default number of attack sources to display.

Data	Description
Attack Source	The IP address of the known attack source
Location	The location of the attack source
Detections	The number of IPS events detected on the endpoint

Top IPS Events

This widget provides information about the Intrusion Prevention Rules triggering the most IPS events on your network. IPS events are triggered by Intrusion Prevention Rules for Vulnerability Protection.

Use the **Period** drop-down to select the time range for the data that displays.

You can also use the second drop-down to display only the top **Detected** or **Prevented** IPS events.

Use the settings icon (>) to change the default number of triggered Intrusion Prevention Rules to display.

Data	Description
Rule Name	The name of the Intrusion Prevention Rule
Severity	The severity level that Trend Micro assigns to the rule
Total	The number of IPS events triggered by the Intrusion Prevention Rule

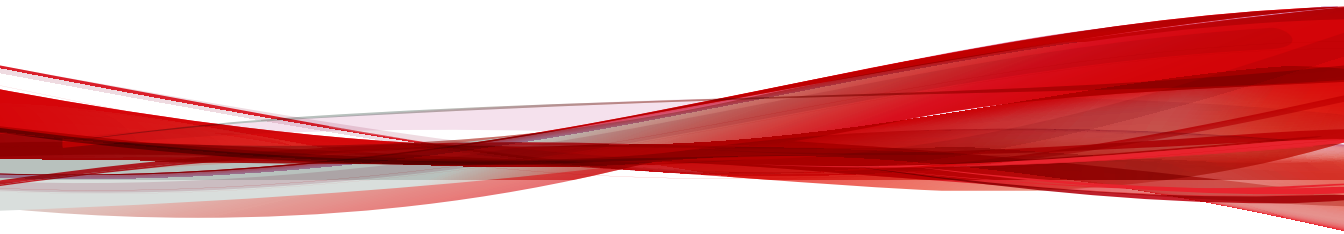
Top Violated Application Control Criteria

This widget provides an overview of the top Application Control criteria that users triggered while attempting to access unauthorized applications.

Use the settings button to change the default number of matches that display.

Part IV

Apex One Security Agent Policies



Chapter 6

Security Agent Program Settings

This section describes how you can manage the Security Agent program installed on endpoints.

Topics include:

Additional Service Settings

The Security Agent program requires that you enable additional services in order to allow certain features to function properly. The following table describes the available services and the features that require each service.

Service	Description	Features
Unauthorized Change Prevention Service (`TMBMSRV.exe`)	Regulates application behavior and verifies program trustworthiness	• Predictive Machine Learning • Behavior Monitoring • Device Control • Certified Safe Software Service • Agent Self-protection
Firewall Service (`TmPfw.exe`)	Regulates network connection access permissions	• Apex One Firewall
Suspicious Connection Service	Provides advanced protection against C&C callbacks	• User-defined IP Approved and Blocked Lists • Global C&C IP List (Network Content Inspection Engine) • Malware network fingerprinting (Relevance Rule Pattern)
Data Protection Service (`dsagent.exe`)	Provides advanced monitoring of sensitive data and restricts device access on endpoints	• Data Loss Prevention • Device Control (Block access) • Data Discovery (managed using the Apex Central console)
Advanced Protection Service (`TMCCSF.exe`))	Facilitates advanced scanning and protection features	• Predictive Machine Learning • Browser Exploit Prevention • Behavior Monitoring

Configuring Additional Security Agent Services

Select to enable the required service on **Windows desktops** or **Windows Server platforms**.

SERVICE	ADDITIONAL NOTES
Unauthorized Change Prevention Service	For Windows Server platforms, select the level of protection to enable. • **Full mode**: Enables all services and provides full access to all features • **Performance mode**: Enables a lightweight version of the service that only allows the following features to be enabled and ignores all other settings available in Full mode: • **Behavior Monitoring** > **Enable Malware Behavior Blocking** > **Protect documents against unauthorized encryption or modification** **Important** Performance mode does not automatically enable any settings. After enabling a specific feature, the Unauthorized Change Prevention Service only enables the supported feature and ignores all unsupported settings.
Firewall Service	**Important** Enabling or disabling the service temporarily disconnects endpoints from the network. Ensure that you change the settings only during non-critical hours to minimize connection disruptions.
Suspicious Connection Service	-
Data Protection Service	**Important** Enabling or disabling the service temporarily disconnects endpoints from the network. Ensure that you change the settings only during non-critical hours to minimize connection disruptions.
Advanced Protection Service	-

Important

Enabling additional services on Windows Server platforms may affect server performance. After enabling a service on a Windows Server platform, Trend Micro recommends that you monitor the server for some time to ensure that no performance impact occurred.

Privileges and Other Settings

Configure Security Agents to grant users rights to configure personalized settings, to display notification messages, and to protect critical Security Agent files and services.

Configuring Agent Privileges

Procedure

1. Configure settings as required.

Section	Settings
Independent Mode	**Enable Independent mode**: Allows users to disable the following features on the Security Agent to prevent the Security Agent from adversely affecting system performance: • The Security Agent does not accept policy settings from the server • The Security Agent does not initiate scan commands from the server • The Security Agent does not send logs to the server End users can manually initiate scans and updates on agents in Independent mode.
Scans	• **Configure Manual Scan**: Allows users to configure the **Manual Scan** settings on the Security Agent console • **Configure Real-time Scan**: Allows users to configure the **Real-time Scan** settings on the Security Agent console • **Configure Scheduled Scan**: Allows users to configure the **Scheduled Scan** settings on the Security Agent console

Section	Settings
Scheduled Scans	• **Postpone Scheduled Scan**: Allows users to postpone a Scheduled Scan before the scan starts or stop a currently running scan for a specified period **Note** Users can only stop a running scan once. Once the scan restarts, the Security Agent rescans all files on the endpoint. • **Skip and stop Scheduled Scan**: Allows users to skip or stop a running Scheduled Scan one time **Note** Users cannot skip or stop a Scheduled Scan more than one time. Even after a system restart, Scheduled Scan resumes scanning based on the next scheduled time.

Section	Settings
Firewall	• **Display the Firewall settings on the Security Agent console**: Allows users to configure the **Firewall** settings on the Security Agent console • **Allow users to enable/disable the firewall, Intrusion Detection System, and the firewall violation notification message**: Displays the **Enable/Disable Firewall** and **Enable/Disable IDS Mode** menu options on the Security Agent system tray icon **Note** The Apex One Firewall protects agents and servers on the network using stateful inspection, high performance network virus scanning, and elimination. If you grant users the privilege to enable or disable the firewall and its features, warn them not to disable the firewall for an extended period of time to avoid exposing the endpoint to intrusions and hacker attacks. • **Allow Security Agents to send firewall logs to the Apex One server**: Configures the Security Agent to send Firewall logs to the server, allowing you to analyze network traffic
Behavior Monitoring	**Display the Behavior Monitoring settings on the Security Agent console**: Allows users to configure the **Behavior Monitoring** settings on the Security Agent console
Trusted Program List	**Display the Trusted Program List on the Security Agent console**: Allows users to configure the **Trusted Program List** on the Security Agent console
Mail Scan	**Display the Mail Scan settings on the Security Agent console**: Allows users to configure the **Mail Scan** settings on the Security Agent console If enabled, Real-time Scan can detect and take action on POP3 email messages retrieved from the mail server that contain malicious threats.

Section	Settings
Proxy Settings	**Allow users to configure proxy settings**: Allows users to use user-configured proxy settings only in the following instances: • When Security Agents perform "Update Now". • When users disable, or the Security Agent cannot detect, automatic proxy settings. **WARNING!** Incorrect user-configured proxy settings can cause update problems. Exercise caution when allowing users to configure their own proxy settings.
Component Updates	• **Perform "Update Now"**: Displays the **Update Now** menu option on the Security Agent system tray icon • **Enable/Disable schedule-based updates**: Displays the **Enable/Disable Schedule-based Updates** menu option on the Security Agent system tray icon **Note** Administrators must first select the **Enable schedule-based updates on Security Agents** setting on the **Other Settings** tab before the menu item appears on the Security Agent menu.

Section	Settings
Unload and Unlock	The Security Agent unloading and unlocking privilege allows users to temporarily stop the Security Agent or gain access to advanced web console features with or without a password. • **Does not require a password** • **Requires a password**: Type the required password and confirmation password **Note** Passwords must meet the following complexity requirements: • Length of 8 to 32 characters • At least one of each: uppercase (A-Z), lowercase (a-z), numeric (0-9), and special character • Cannot contain non-printable ASCII characters **Important** If you select **Requires a password** and do not specify a password, Apex Central applies the following default password: • For Apex One on-premises: The password provided during server installation • For Apex One as a Service: The account name used to provision the console

Section	Settings
Uninstallation	The Security Agent uninstallation privilege allows users to uninstall the Security Agent program on local endpoints. • **Does not require a password** • **Requires a password**: Type the required password and confirmation password **Note** Passwords must meet the following complexity requirements: • Length of 8 to 32 characters • At least one of each: uppercase (A-Z), lowercase (a-z), numeric (0-9), and special character • Cannot contain non-printable ASCII characters **Important** If you select **Requires a password** and do not specify a password, Apex Central applies the following default password: • For Apex One on-premises: The password provided during server installation • For Apex One as a Service: The account name used to provision the console

Configuring Other Agent Settings

Procedure

1. Configure settings as required.

Section	Settings
Coexist Mode Conversion	**Permanently convert Security Agents using coexist mode into fully-functional Security Agents**: Activates all functions on Security Agents installed in "Co-exist mode" **Important** You cannot undo this action. After converting coexist mode Security Agents into fully-functional Security Agents, the agent program attempts to uninstall any incompatible third-party security software on the endpoint. After the conversion completes, Apex One enables all necessary services and functions related to normal Security Agent functionality. If you need to use a coexist mode Security Agent on a converted endpoint, you must unistall the Security Agent program and reinstall a coexist mode Security Agent.

Update Settings	• **Security Agents download updates from the Trend Micro ActiveUpdate Server**: Configures Security Agents that cannot connect to the specified update source to attempt to update from the Trend Micro ActiveUpdate server
	• **Enable schedule-based updates on Security Agents**: Configures all Security Agents to enable schedule-based updates by default
	• **Security Agents only update the following components**: Controls how component updates proceed on the Security Agents
	  • **All components (including hotfixes and the agent program)**: Security Agents update all components
	  • **Pattern files, engines, drivers**: Security Agents do not upgrade the Security Agent program or deploy hotfixes
	  • **Pattern files**: Security Agents do not upgrade the Security Agent program, deploy hotfixes, or update engines and drivers

Web Reputation Settings	**Display a notification when a website is blocked**: Displays a notification message on the Security Agent after blocking a URL that violates a Web Reputation policy

Section	Settings
Behavior Monitoring Settings	**Display a notification when a program is blocked**: Displays a notification message on the Security Agent after blocking a program that violates a Behavior Monitoring policy
C&C Contact Alert Settings	**Display a notification when a C&C callback is detected**: Displays a notification message on the Security Agent after detecting a C&C callback
Central Quarantine Restore Settings	**Display a notification when a quarantined file is Restored**: Displays a notification message on the Security Agent after restoring a quarantined file
Predictive Machine Learning Settings	**Display a notification when a threat is detected**: Displays a notification message on the Security Agent after Predictive Machine Learning detects an unknown threat
Scheduled Scan Settings	**Display a notification before a scheduled scan occurs**: Displays a notification message on the Security Agent before a configured Scheduled Scan starts
Cache Settings for Scans	• **Enable the digital signature cache**: Configures the Security Agent to use the Behavior Monitoring Digital Signature Pattern to exclude files from Manual Scans, Scheduled Scans, and Scan Now • **Enable the on-demand scan cache**: Configures the Security Agent to maintain a local on-demand scan cache to exclude file during Manual Scan, Scheduled Scan, and Scan Now to improve scan performance For more information, see *Cache Settings for Scans on page 6-12*.
POP3 Email Scan Settings	**Scan POP3 email**: Enables POP3 mail scanning on the Security Agent For more information, see *POP3 Mail Scan on page 6-15*.

Section	Settings
Security Agent Access Restriction	**Do not allow users to access the Security Agent console from the system tray or Windows Start menu**: Disables user access to the Security Agent console using the system tray or Windows Start menu **Note** This setting does not disable the Security Agent. The Security Agent runs in the background and continues to provide protection from security risks.
Restart Notification	**Display a notification if the endpoint needs to restart to finish cleaning infected files**: Displays a notification message on the Security Agent if the user needs to restart the endpoint to finish cleaning a malicious file

Cache Settings for Scans

The Security Agent can build the digital signature and on-demand scan cache files to improve its scan performance. When an on-demand scan runs, the Security Agent first checks the digital signature cache file and then the on-demand scan cache file for files to exclude from the scan. Scanning time is reduced if a large number of files are excluded from the scan.

Digital Signature Cache

The digital signature cache file is used during Manual Scan, Scheduled Scan, and Scan Now. Agents do not scan files whose signatures have been added to the digital signature cache file.

The Security Agent uses the same Digital Signature Pattern used for Behavior Monitoring to build the digital signature cache file. The Digital Signature Pattern contains a list of files that Trend Micro considers trustworthy and therefore can be excluded from scans.

Note

Behavior Monitoring is automatically disabled on Windows server platforms. If the digital signature cache is enabled, Security Agents on these platforms download the Digital Signature Pattern for use in the cache and do not download the other Behavior Monitoring components.

Agents build the digital signature cache file according to a schedule, which is configurable from the web console. Agents do this to:

- Add the signatures of new files that were introduced to the system since the last cache file was built
- Remove the signatures of files that have been modified or deleted from the system

During the cache building process, agents check the following folders for trustworthy files and then adds the signatures of these files to the digital signature cache file:

- `%PROGRAMFILES%`
- `%WINDIR%`

The cache building process does not affect the endpoint's performance because agents use minimal system resources during the process. Agents are also able to resume a cache building task that was interrupted for some reason (for example, when the host machine is powered off or when a wireless endpoint's AC adapter is unplugged).

On-demand Scan Cache

The on-demand scan cache file is used during Manual Scan, Scheduled Scan, and Scan Now. Security Agents do not scan files whose caches have been added to the on-demand scan cache file.

Each time scanning runs, the Security Agent checks the properties of threat-free files. If a threat-free file has not been modified for a certain period of time (the time period is configurable), the Security Agent adds the cache of the file to the on-demand scan cache file. When the next scan occurs, the file will not be scanned if its cache has not expired.

The cache for a threat-free file expires within a certain number of days (the time period is also configurable). When scanning occurs on or after the cache expiration, the Security Agent removes the expired cache and scans the file for threats. If the file is threat-free and remains unmodified, the cache of the file is added back to the on-demand scan cache file. If the file is threat-free but was recently modified, the cache is not added and the file will be scanned again on the next scan.

The cache for a threat-free file expires to prevent the exclusion of infected files from scans, as illustrated in the following examples:

- It is possible that a severely outdated pattern file may have treated an infected, unmodified file as threat-free. If the cache does not expire, the infected file remains in the system until it is modified and detected by Real-time Scan.
- If a cached file was modified and Real-time Scan is not functional during the file modification, the cache needs to expire so that the modified file can be scanned for threats.

The number of caches added to the on-demand scan cache file depends on the scan type and its scan target. For example, the number of caches may be less if the Security Agent only scanned 200 of the 1,000 files in the endpoint during Manual Scan.

If on-demand scans are run frequently, the on-demand scan cache file reduces the scanning time significantly. In a scan task where all caches are not expired, scanning that usually takes 12 minutes can be reduced to 1 minute. Reducing the number of days a file must remain unmodified and extending the cache expiration usually improve the performance. Since files must remain unmodified for a relatively short period of time, more caches can be added to the cache file. The caches also expire longer, which means that more files are skipped from scans.

If on-demand scans are seldom run, you can disable the on-demand scan cache since caches would have expired when the next scan runs.

POP3 Mail Scan

When Security Agents have the mail scan privileges, the **Mail Scan** option displays on the Security Agent console. The **Mail Scan** option shows the POP3 mail scan.

The following table describes the POP3 mail scan program.

TABLE 6-1. Mail Scan Programs

DETAILS	DESCRIPTION
Purpose	Scans POP3 email messages for viruses/malware
Prerequisites	• Must be enabled by administrators from the web console before users can use it **Note** You must enable the **Display the Mail Scan settings on the Security Agent console** privilege to enable POP3 mail scanning. For more information, see *Configuring Agent Privileges on page 6-4*. • Action against viruses/malware configurable from the Security Agent console but not from the web console
Scan types supported	Real-time Scan Scanning is done as email messages are retrieved from the POP3 mail server.
Scan results	• Information about detected security risks available after scanning is complete • Scan results not logged on the Security Agent console's **Logs** screen • Scan results not sent to the server

Update Agents

To distribute the task of deploying components, domain settings, or agent programs and hotfixes to Security Agents, assign some Security Agents to act as Update Agents, or update sources for other Security Agents. This helps ensure that Security Agents receive updates in a timely manner without directing a significant amount of network traffic to the Apex One server.

If the network is segmented by location and the network link between segments experiences a heavy traffic load, assign at least one Update Agent on each location.

Note

Security Agents assigned to update components from an Update Agent only receive updated components and settings from the Update Agent. All Security Agents still report their status back to the Apex One server.

Assigning Security Agents as Update Agents

Procedure

1. Select the items that Update Agents can share.
   - Component updates
   - Domain settings
   - Security Agent programs and hot fixes

Chapter 7

Application Control Policy Settings

This section discusses how to configure Application Control policies on Security Agents.

Topics include:

Application Control

Application Control provides you with the ability to control which users have access to specific applications on certain endpoints. You have the option of creating an overall endpoint-based policy or, if integrated with Active Directory, very granular user-based policies per endpoint.

After determining the scope of the policy, you can create application matching criteria that define which applications to allow, block, or monitor. For experienced users, you can create "Lockdown" criteria that only allow trusted applications to execute and block all applications not explicitly allowed by the rules.

Configuring Application Control Settings (Agent)

Before configuring an Application Control policy, ensure that you define all required Application Control criteria. Application Control policies require the use of preconfigured criteria that define which applications you want to "Allow" or "Block" on an endpoint or for a particular user.

For more information, see *Application Control Criteria on page 3-2*.

Procedure

1. Select **Enable Application Control**.
2. In the **User-defined Rules** section, assign rules to the endpoint based on the logged on user account.

   Important

   - User-based Application Control is only available if you have integrated Active Directory. If you do not have Active Directory integration, you can only assign criteria to the default **All user accounts** rule.
   - You cannot delete the default **All user accounts** rule.

   a. Add a new rule or modify an existing rule.

- To add a new rule, click **Assign Rule**.
- To modify an existing rule, click the value in the **User Accounts** column of the table.

The **Assign Rule** screen appears.

b. Specify the **User Accounts** to which you want to apply specific Application Control criteria.

Important

- User-based Application Control is only available if you have integrated Active Directory. If you do not have Active Directory integration, you can only assign rules to the default **All user accounts** rule.
- You can only assign 30 users or groups per rule. Create additional rules if you need to assign a greater number of users to a policy.

c. Move the necessary criteria to the **Selected criteria** table by clicking the criteria **Name**.

d. Click **Save**.

Note

To change the **Priority** order of rules, select and drag rules to different locations in the list. Application Control applies a first match rule to users included in multiple rules.

3. In the **Additional Actions** section, specify the action Application Control takes when a user attempts to execute an application that does not match any of the **User-defined Rule** criteria.

- **Allow: All other applications can execute**: Application Control takes no action on applications that do not match any of the **User-defined Rule** criteria. Choose when using Application Control to block or monitor application usage.

- **Lockdown: Block all applications not identified during the last inventory scan**: After endpoints receive this command, Application Control takes the following actions:

  a. Application Control scans the endpoint and creates a complete application inventory.

  b. Application Control "locks down" the endpoint and does not permit access to:

     - Any application that does not specifically match **Allow** criteria defined in the **User-defined Rule** table
     - Any application that does not specifically match assessment criteria defined in the **User-defined Rule** table
     - Any application not found in the inventory scan results for that particular endpoint

- **Exclude applications by Trend Micro trusted vendors**: Select to automatically allow all applications that Trend Micro threat experts have determined come from trusted vendors
- **Enable assessment mode**: Select to log access to applications not specifically allowed to execute during Lockdown but do not block the applications

Tip

Use assessment mode to determine which applications users may require before you completely block access to all applications you did not add to Allow Rules.

4. In the **Agent Notifications** section, select **Display a notification when an application is blocked** to display a notification on the endpoint when Application Control blocks an application.
5. In the **Log Maintenance** section:

   - **Maximum log age (in days)**: Specify the maximum number of days that the endpoint should keep log data

- **Maximum number of logs a Security Agent can send each hour per criteria**: Specify the maximum number of logs each Security Agent can send to the Apex One server every hour for each criteria rule

Note

Depending on the number of Security Agents and your network settings, the amount of network traffic that the server receives may cause performance issues.

Important

You must remember to **Deploy** or **Save** your Apex One Security Agent policy before leaving the screen. If you do not save the entire policy, you lose all changes.

Chapter 8

Behavior Monitoring Policy Settings

This section describes how to configure Behavior Monitoring policies on Security Agents.

Topics include:

Behavior Monitoring

Behavior Monitoring constantly monitors endpoints for unusual modifications to the operating system or on installed software. Behavior Monitoring protects endpoints through **Malware Behavior Blocking** and **Event Monitoring**. Complementing these two features are a user-configured **exception list** and the **Certified Safe Software Service**.

Important

By default, Behavior Monitoring is disabled on all versions of Windows Server platforms.

Malware Behavior Blocking

Malware Behavior Blocking provides a necessary layer of additional threat protection from programs that exhibit malicious behavior. It observes system events over a period of time. As programs execute different combinations or sequences of actions, Malware Behavior Blocking detects known malicious behavior and blocks the associated programs. Use this feature to ensure a higher level of protection against new, unknown, and emerging threats.

Malware Behavior Monitoring provides the following threat-level scanning options:

- **Known threats**: Blocks behaviors associated with known malware threats
- **Known and potential threats**: Blocks behavior associated with known threats and takes action on behavior that is potentially malicious

After blocking a program with notifications enabled, the Security Agent displays a notification on the endpoint.

Ransomware Protection

Ransomware Protection prevents the unauthorized modification or encryption of files on agents by “ransomware” threats. Ransomware is a type

of malware which restricts access to files and demands payment to restore the affected files.

Apex One provides the following methods to protect your environment from ransomware threats.

Note

To reduce the chance of the Security Agent detecting a safe process as malicious, ensure that the agent has Internet access to perform additional verification processes using Trend Micro servers.

Option	Description
Protect documents against unauthorized encryption or modification	You can configure Behavior Monitoring to detect a specific sequence of events that may indicate a ransomware attack. After Behavior Monitoring matches all of the following criteria, the Security Agent terminates and attempts to quarantine malicious programs: 1. A process not recognized as safe attempts to modify, delete, or rename three files within a certain time interval. 2. The process attempted to modify a protected file extension type Additionally enable **Automatically back up files changed by suspicious programs** to create copies of files being encrypted on endpoints. After the encryption process completes and Apex One detects a ransomware threat, Apex One prompts end users to restore the affected files without suffering any loss of data.  **Note** Automatic file backup requires at least 100 MB of disk space on the agent endpoint and only backs up files that are less than 10 MB in size. The backup folder location on agent endpoints is: <Agent installation folder>\CCSF\module\DRE\data.  **WARNING!** If **Automatically back up files changed by suspicious programs** is not enabled, Apex One cannot recover the first files affected by a ransomware threat.
Block processes commonly associated with ransomware	Ransomware commonly distributes executable files in specific locations on endpoints before attempting to hijack files. Blocking the processes started from these locations can help prevent the ransomware from being able to hijack files.

Option	Description
Enable program inspection to detect and block compromised executable files	Program inspection monitors processes and performs API hooking to determine if a program is behaving in an unexpected manner. Although this procedure increases the overall detection ratio of compromised executable files, it may result in decreased system performance. **Tip** Program inspection provides increased security if you select **Known and potential threats** in the **Threats to block** drop-down.

Anti-Exploit Protection

Anti-exploit protection works in conjunction with program inspection to monitor the behavior of programs and detect abnormal behavior that may indicate that an attacker has exploited a program vulnerability. Once detected, Behavior Monitoring terminates the program processes.

Important

Anti-exploit Protection requires that you select **Enable program inspection to detect and block compromised executable files**.

Newly Encountered Program Protection

Behavior Monitoring works in conjunction with Web Reputation Services and Real-time Scan to verify the prevalence of files downloaded through web channels, email applications, or Microsoft Office macro scripts. After detecting a "newly encountered" file, administrators can choose to prompt users before executing the file. Trend Micro classifies a program as newly encountered based on the number of file detections or historical age of the file as determined by the Smart Protection Network.

Behavior Monitoring scans the following file types for each channel:

- Web (HTTP/HTTPS): Scans `.exe` files.

- Email applications: Scans `.exe`, and compressed `.exe` files in unencrypted `.zip` and `.rar` files.

Note

- Administrators must enable Web Reputation Services on the agent to allow the Security Agent to scan HTTP or HTTPS traffic before this prompt can display.
- The Security Agent matches the file names downloaded through email applications during the execution process. If the file name has been changed, the user does not receive a prompt.

Event Monitoring

Event Monitoring provides a more generic approach to protecting against unauthorized software and malware attacks. It monitors system areas for certain events, allowing administrators to regulate programs that trigger such events. Use Event Monitoring if you have specific system protection requirements that are above and beyond what is provided by Malware Behavior Blocking.

The following table provides a list of monitored system events.

TABLE 8-1. Monitored System Events

EVENTS	DESCRIPTION
Duplicated System File	Many malicious programs create copies of themselves or other malicious programs using file names used by Windows system files. This is typically done to override or replace system files, avoid detection, or discourage users from deleting the malicious files.
Hosts File Modification	The Hosts file matches domain names with IP addresses. Many malicious programs modify the Hosts file so that the web browser is redirected to infected, non-existent, or fake websites.
Suspicious Behavior	Suspicious behavior can be a specific action or a series of actions that is rarely carried out by legitimate programs. Programs exhibiting suspicious behavior should be used with caution.

Events	Description
New Internet Explorer Plugin	Spyware/grayware programs often install unwanted Internet Explorer plugins, including toolbars and Browser Helper Objects.
Internet Explorer Setting Modification	Malware programs may change Internet Explorer settings, including the home page, trusted websites, proxy server settings, and menu extensions.
Security Policy Modification	Modifications in Windows Security Policy can allow unwanted applications to run and change system settings.
Program Library Injection	Many malicious programs configure Windows so that all applications automatically load a program library (DLL). This allows the malicious routines in the DLL to run every time an application starts.
Shell Modification	Many malicious programs modify Windows shell settings to associate themselves to certain file types. This routine allows malicious programs to launch automatically if users open the associated files in Windows Explorer. Changes to Windows shell settings can also allow malicious programs to track the programs used and start alongside legitimate applications.
New Service	Windows services are processes that have special functions and typically run continuously in the background with full administrative access. Malicious programs sometimes install themselves as services to stay hidden.
System File Modification	Certain Windows system files determine system behavior, including startup programs and screen saver settings. Many malicious programs modify system files to launch automatically at startup and control system behavior.
Firewall Policy Modification	The Windows Firewall policy determines the applications that have access to the network, the ports that are open for communication, and the IP addresses that can communicate with the computer. Many malicious programs modify the policy to allow themselves to access to the network and the Internet.
System Process Modification	Many malicious programs perform various actions on built-in Windows processes. These actions can include terminating or modifying running processes.

Events	Description
New Startup Program	Malicious applications usually add or modify autostart entries in the Windows registry to automatically launch every time the computer starts.

When Event Monitoring detects a monitored system event, it performs the action configured for the event.

The following table lists possible actions that administrators can take on monitored system events.

Table 8-2. Actions on Monitored System Events

Action	Description
Assess	The Security Agent always allows programs associated with an event to run and logs the event for assessment. This is the default action for all monitored system events. **Note** This option is not supported for the Program Library Injection (DLL injection) event on 64-bit systems.
Allow	The Security Agent always allows programs associated with an event to run.
Ask when necessary	The Security Agent prompts users to allow or deny programs associated with an event from running and adds the programs to the exception list If the user does not respond within a certain time period, the Security Agent automatically allows the program to run. The default time period is 30 seconds. **Note** This option is not supported for the Program Library Injection (DLL injection) event on 64-bit systems.

Action	Description
Deny	The Security Agent always blocks programs associated with an event from running and logs the event. After blocking a program with notifications enabled, the Security Agent displays a notification on the endpoint.

Behavior Monitoring Exception List

The Behavior Monitoring exception list contains programs that the Security Agent does not monitor using Behavior Monitoring.

- **Approved Programs**: The Security Agent allows all programs in the Approved Programs list to pass Behavior Monitoring scanning.

Note

Although Behavior Monitoring does not take action on programs added to the Approved Programs list, other scan features (such as file-based scanning) continue to scan the program before allowing the program to run.

- **Blocked Programs**: The Security Agent blocks all programs in the Blocked Programs list. To configure the Blocked Programs list, enable Event Monitoring.

Configure the exception list from the web console. You can also grant users the privilege to configure their own exception list from the Security Agent console.

For more information, see *Configuring Agent Privileges on page 6-4*.

Exception List Wildcard Support

The Behavior Monitoring Approved List supports the use of wildcard characters when defining file path, file name, and file extension exception types. Use the following tables to properly format your exception lists to ensure that Apex One excludes the correct files and folders from scanning.

Supported wildcard characters:

- Asterisk (*): Represents any character or string of characters
- Question mark (?): Represents a single character

Important

- The Behavior Monitoring Approved List does not support the use of wildcard characters to replace system drive designations or UNC addresses.
- The Behavior Monitoring Block List does not support the use of wildcard characters to replace folders.

EXCEPTION TYPE	WILDCARD USAGE	MATCHED	NOT MATCHED
Directories	`C:\*` Excludes all files and folders on the specified drive	• `C:\sample.exe` • `C:\folder\test.doc`	• `D:\sample.exe` • `E:\folder\test.doc`
Specific files under a specific folder layer	`C:\*\Sample.exe` Excludes the `Sample.exe` file only if the file is located in any subfolder of the `C:\` directory	• `C:\files\Sample.exe` • `C:\temp\files\Sample.exe`	• `C:\sample.exe`

Exception Type	Wildcard Usage	Matched	Not Matched
UNC paths	`\\<UNC path>\*\Sample.exe` Excludes the `Sample.exe` file only if the file is located in any subfolder of the specified UNC path	• `\\<UNC path>\files\Sample.exe` • `\\<UNC path>\temp\files\Sample.exe`	• `R:\files\Sample.exe` Reason: Mapped drives are not supported. • `\\<UNC path>\Sample.exe` Reason: The file does not exist within a subfolder of the UNC path.
File names and extensions	`C:\*.*` Excludes all files with extensions in all folders and subfolders of the `C:\` directory	• `C:\Sample.exe` • `C:\temp\Sample.exe` • `C:\test.doc`	• `D:\sample.exe` • `C:\Sample` **Note** `C:\Sample` does not have a file extension and is therefore not excluded from scanning.

Exception Type	Wildcard Usage	Matched	Not Matched
File names	`C:\*.exe` Excludes all files with the `.exe` extension in all folders and subfolders of the `C:\` directory	• `C:\Sample.exe` • `C:\temp\test.exe`	• `C:\Sample.doc` • `C:\temp\test.bat` • `C:\Sample` **Note** `C:\Sample` does not have a file extension and is therefore not excluded from scanning.

Exception Type	Wildcard Usage	Matched	Not Matched
File extensions	`C:\Sample.*` Excludes all files with the name `Sample` and any extension in the `C:\` directory	• `C:\Sample.exe`	• `C:\Sample1.doc` • `C:\temp\Sample.bat` • `C:\Sample` **Note** `C:\Sample` does not have a file extension and is therefore not excluded from scanning.
Files in specific directory structures	`C:\*\*\Sample.exe` Excludes all files located within the second subfolder layer or any subsequent subfolders of the `C:\` directory with the file name and extension `Sample.exe`	• `C:\files\temp\Sample.exe` • `C:\files\temp\test\Sample.exe`	• `C:\Sample.exe` • `C:\temp\Sample.exe` • `C:\files\temp\Sample.doc`

Exception Type	Wildcard Usage	Matched	Not Matched
Complex paths or file names	`C:\Sam*e??.exe` Excludes all files with names that satisfy the following conditions: • Begin with the characters "Sam" • The third last character of the file name must be "e" • At least 1 character exists between the opening "Sam" string and closing "e??" string of the file name • Exactly 2 characters exist before the file extension and after the "e" in the file name • The file extension is `.exe` If a file meets all the required conditions and is located the `C:\` directory, Behavior Monitoring excludes the file from scans.	• `C:\Sample12.exe` • `C:\SamSamSample12.exe`	• `C:\SaSmple12.exe` Reason: Does not start with "Sam" • `C:\SamSamSam12.exe` Reason: Does not contain "e" as the third last character • `C:\Same12.exe` Reason: Does not include characters between the starting "Sam" string and third last "e" character • `C:\Sample1.exe` Reason: Does not include 2 characters before the extension and after the "e" • `C:\Sample12.doc` Reason: Incorrect extension

Exception List Environment Variable Support

The following table lists the environment variables you can use when adding a file or folder path to the list.

Environment Variable	Example	Equivalent Path
$allappdata$	$allappdata$\test\sample.exe	C:\ProgramData\test\sample.exe
$allprograms$	$allprograms$\test\sample.exe	C:\ProgramData\Microsoft\Windows\Start Menu\Programs\test\sample.exe
$programdir$	$programdir$\test\sample.exe	C:\Program Files\test\sample.exe
$programdirx86$	$programdirx86$\test\sample.exe	C:\Program Files (x86)\test\sample.exe
$rootdir$	$rootdir$\test\sample.exe	C:\test\sample.exe
$systemdir$	$systemdir$\test\sample.exe	C:\Windows\System32\test\sample.exe
$systemdirx86$	$systemdirx86$\test\sample.exe	C:\Windows\SysWOW64\test\sample.exe
$tempdir$	$tempdir$\test\sample.exe	C:\Windows\Temp\test\sample.exe
$userprofile$	$userprofile$\test\sample.exe	C:\user\{current_user_account}\test\sample.exe
$windir$	$windir$\test\sample.exe	C:\Windows\test\sample.exe

Configuring Behavior Monitoring Rules and Exceptions

Configure Behavior Monitoring policies to protect endpoints against ransomware, exploit attacks, and emerging threats. Use the Event Monitoring feature to assess or block behaviors commonly associated with malware threats.

Note

By default, Behavior Monitoring is disabled on all versions of Windows Server platforms.

Procedure

1. In the **Malware Behavior Blocking** section:

   a. Select **Enable Malware Behavior Blocking** and specify the types of threats to block:

      - **Known threats**: Blocks behaviors associated with known malware threats
      - **Known and potential threats**: Blocks behaviors associated with known threats and takes action on behavior that is potentially malicious

   b. Select which Ransomware Protection features you want to enable to protect against ransomware threats.

      - **Protect documents against unauthorized encryption or modification**: Stops potential ransomware threats from encrypting or modifying the contents of documents
        - **Automatically back up and restore files changed by suspicious programs**: Creates backup copies of files being encrypted on endpoints to prevent any loss of data after detecting a ransomware threat

          Note

          Automatic file backup requires at least 100 MB of disk space on the agent endpoint and only backs up files that are less than 10 MB in size.

      - **Block processes commonly associated with ransomware**: Blocks processes associated with known ransomware threats before any encryption or modification of documents can occur
      - **Enable program inspection to detect and block compromised executable files**: Program inspection monitors processes and performs API hooking to determine if a program is behaving in an unexpected manner. Although this procedure increases the

overall detection ratio of compromised executable files, it may result in decreased system performance.

Tip

Program inspection provides increased security if you select **Known and potential threats** in the **Threats to block** drop-down.

For details, see *Ransomware Protection on page 8-2*.

c. Under **Anti-exploit Protection**, enable **Terminate programs that exhibit abnormal behavior associated with exploit attacks** to protect against potentially exploited programs.

Note

Anti-exploit Protection requires that you select **Enable program inspection to detect and block compromised executable files**.

For details, see *Anti-Exploit Protection on page 8-5*.

Important

Anti-exploit Protection works in conjunction with Real-time Scan (**Quarantine malware variants detected in memory**) to provide enhanced protection against Fileless Attacks.

For more information, see *Real-time Scan: Target Tab on page 9-13*.

2. In the **Newly Encountered Programs** section, enable **Monitor newly encountered programs downloaded through web or email application channels** and select whether to **Prompt user** before executing the downloaded program or to have Apex One log the detections only.
3. In the **Event Monitoring** section:
   a. Select **Enable Event Monitoring**.
   b. Click **Specify detailed settings** to select the types of events to monitor.

c. Choose the system events to monitor and select an action for each of the selected events.

For information about monitored system events and actions, see *Event Monitoring on page 8-6*.

4. Click the **Exceptions** tab to configure the exception lists.

a. When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

Note

If your child policies **Extend from parent**, you can also configure **Child Policy Restrictions**. Restrictions prevent the child policy from adding specific objects to the list.

b. Type the full program path in the available text field.

Note

- Separate multiple entries with semicolons (;).
- Use the **Import** and **Export** buttons to share the list with different policies.
- The **Approved List** supports the use of wildcard characters.

  For more information, see *Exception List Wildcard Support on page 8-9*.

c. Click **Add**.

d. To remove a blocked or approved program from the list, click the trash bin icon ( ) next to the program.

Note

Apex One accepts a maximum combined total of 1024 approved programs and blocked programs.

Chapter 9

Anti-malware Policy Settings

This section describes how to configure anti-malware scanning on Security Agents.

Topics include:

Scan Method Types

Security Agents can use one of two scan methods when scanning for security risks. The scan methods are smart scan and conventional scan.

- **Smart Scan**

  Security Agents that use smart scan are referred to as **smart scan agents** in this document. Smart scan agents benefit from local scans and in-the-cloud queries provided by File Reputation Services.

- **Conventional Scan**

  Agents that do not use smart scan are called **conventional scan agents**. A conventional scan agent stores all Security Agent components on the endpoint and scans all files locally.

Guidelines for Switching Scan Methods

The following table outlines some considerations you should be aware of before switching the scan method that Security Agents use.

TABLE 9-1. Considerations When Switching to Smart Scan

CONSIDERATION	DETAILS
Product license	Ensure that you have activated all required licenses for the new scan method.
Apex One server	Ensure that agents can connect to the Apex One server. Apex One only notifies online agents to switch scan methods. Offline agents get notified when they become online. Independent agents are notified when they become online or, if the agent has scheduled update privileges, when scheduled update runs. Also verify that the Apex One server has the latest components to ensure that Security Agents can download the correct patterns from the server.
Number of Security Agents to switch	Switching a relatively small number of Security Agents at a time allows efficient use of the Apex One server and Smart Protection Server resources. These servers can perform other critical tasks while Security Agents change scan methods.

CONSIDERATION	DETAILS
Timing	When switching scan methods, Security Agents need to download full versions of the required pattern files for the new scan method. Consider switching during off-peak hours to minimize the impact to network bandwidth and interruption to end user daily operations. Trend Micro recommends disabling "Update Now" on Security Agents during the conversion process.
IPv6 support **Important** Only available for Security Agents reporting to an on-premises Apex One server.	Smart scan agents send scan queries to smart protection sources. A pure IPv6 smart scan agent cannot send queries directly to pure IPv4 sources, such as: • Smart Protection Server 2.0 (integrated or standalone) **Note** IPv6 support for Smart Protection Server starts in version 2.5. • Trend Micro Smart Protection Network Similarly, a pure IPv4 smart scan agent cannot send queries to pure IPv6 Smart Protection Servers. A dual-stack proxy server that can convert IP addresses, such as DeleGate, is required to allow smart scan agents to connect to the sources.
Smart Protection Services **Important** Only available for Security Agents reporting to an on-premises Apex One server.	If you are switching Security Agents from conventional scan to smart scan, ensure that you have set up Smart Protection Services.

Manual Scan

Manual Scan is an on-demand scan and starts immediately after a user runs the scan on the Security Agent console. The time it takes to complete scanning depends on the number of files to scan and the Security Agent endpoint's hardware resources.

Configure and apply Manual Scan settings to one or several agents and domains, or to all agents that the server manages.

Configuring Manual Scan Settings

Configure Manual Scan settings using the following tabs:

- *Manual Scan: Target Tab on page 9-4*
- *Manual Scan: Action Tab on page 9-6*
- *Manual Scan: Scan Exclusion Tab on page 9-9*

Manual Scan: Target Tab

Procedure

1. In the **Files to Scan** section, select from the following:
   - **All scannable files**: Includes all scannable files. Unscannable files are password protected files, encrypted files, or files that exceed the user-defined scanning restrictions.

     Note

     This option provides the maximum security possible. However, scanning every file requires a lot of time and resources and might be redundant in some situations. Therefore, you might want to limit the amount of files the agent includes in the scan.

   - **File types scanned by IntelliScan**: Scans files based on true-file type.

- **Files with the following extensions (use commas to separate entries)**: Manually specify the files to scan based on their extensions. Separate multiple entries with commas.

Note

When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

2. In the **Scan Settings** section, configure the required settings.

Setting	Description
Scan hidden folders	Allows the Security Agent to detect and then scan hidden folders on the endpoint
Scan network drive	Scans directories physically located on other endpoints, but mapped to the local endpoint
Scan compressed files	Scans the specified number of compression layers within an archived file **Note** Scanning through more layers may detect malware intentionally buried within a compressed archive, however, the scan may affect system performance.

Setting	Description
Scan OLE objects	Scans the specified number of Object Linking and Embedding (OLE) layers in a file **Detect exploit code in OLE files**: OLE Exploit Detection heuristically identifies malware by checking Microsoft Office files for exploit code. **Note** The specified number of layers is applicable to both the **Scan OLE objects** and **Detect exploit code in OLE files** options.
Scan boot area	Scans the boot sector of the hard disk on the endpoint for virus/malware

3. In the **CPU Usage** section, select from the following:
   - **High**: No pausing between scans
   - **Medium**: Pause between file scans if CPU consumption is higher than 50%, and do not pause if 50% or lower
   - **Low**: Pause between file scans if CPU consumption is higher than 20%, and do not pause if 20% or lower

Manual Scan: Action Tab

Procedure

1. In the **Virus/Malware** section, configure the required settings.
   a. Select the type of action that the Security Agent takes after detecting a security threat.
      - **Use ActiveAction**: Select to use a set of pre-configured scan actions for viruses/malware

        For more information, see *ActiveAction on page 9-39*.

- **Customize action for probable virus/malware**: Select and specify the action that the Security Agent takes on probable malware threats

- **Use the same action for all virus/malware types**: Specify the action that the Security Agent takes on all malware threats
- **Use a specific action for each virus/malware type**: Specify the action that the Security Agent takes on specific security threats

  For more information, see *Custom Scan Actions on page 9-40*.

b. Select **Back up files before cleaning** to create an encrypted copy of the infected file on the endpoint in the `<Agent installation folder>\Backup` folder.

Creating a backup copy of the file allows you to restore the original version of the file if necessary.

c. Specify the location of the quarantine directory.

- **Quarantine to the Security Agent's managing server**: The Security Agent sends an encrypted copy of all quarantined files to the managing Apex One server
- **Quarantine directory**: The Security Agent sends an encrypted copy of all quarantined files to the specified location

For more information, see *Quarantine Directory on page 9-41*.

d. In the **Damage Cleanup Services** section, configure the following:

- **Cleanup type**
  - **Standard cleanup**: The Security Agent performs any of the following actions during standard cleanup:
    - Detects and removes live Trojans
    - Kills processes that Trojans create
    - Repairs system files that Trojans modify
    - Deletes files and applications that Trojans drop

- **Advanced cleanup**: In addition to the standard cleanup actions, the Security Agent stops activities by rogue security software (also known as FakeAV) and certain rootkit variants.

- **Run cleanup when probable virus/malware is detected**: Performs the configured cleanup type on probable malware threats

> **Note**
>
> You can only select this option if the action on probable virus/malware is not **Pass** or **Deny Access**.

2. In the **Spyware/Grayware** section, select the action the Security Agent takes after detecting spyware or grayware programs.

   - **Clean**: Terminates all related processes and deletes associated registry values, files, cookies and shortcuts

   > **Note**
   >
   > After cleaning spyware/grayware, Security Agents back up spyware/grayware data, which you can restore if you consider the spyware/grayware safe to access.

   - **Pass**: Logs the detection but allows the program to execute

3. In the **Advanced Malware Detection** section, select an option and configure the required setting.

   - **Use ActiveAction**: Select to use a set of pre-configured scan actions on detected portable executable files. This is the recommended option.

     For more information, see *ActiveAction on page 9-39*.

   - **Use the same action for all portable executable files with threats**: Select to apply one of the following actions on detected portable executable files.

- **Quarantine**: The system automatically quarantines the detected portable executable files.
- **Pass**: The system generates a detection log but does not apply any action on detected portable executable files.

Note

If a detected portable executable file is in the Scan Exclusion list, the system does not apply any action on the file.

Manual Scan: Scan Exclusion Tab

Procedure

1. Select **Enable scan exclusion**.
2. In the **Scan Exclusion List (Directories)** section, configure the required settings.
   a. Select **Exclude directories where Trend Micro products are installed** to automatically exclude directories associated with other Trend Micro products.

      For more information, see *Trend Micro Product Directory Exclusions on page 9-47*.

   b. When configuring a parent policy, specify how other users can configure child policies.
      - **Inherit from parent**: Child policies must use the settings configured in the parent policy
      - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

Note

If your child policies **Extend from parent**, you can also configure **Child Policy Restrictions**. Restrictions prevent the child policy from adding specific objects to the list.

c. Type a directory path to exclude from scans and click the **+** button.

The Security Agent does not scan files located in the specified directory (and sub-directories).

Note

- You can specify a maximum of 256 directories to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- Directory exclusions support the use of wildcard characters.

  For more information, see *Wildcard Exceptions on page 9-47*.

3. In the **Scan Exclusion List (Files)** section, configure the required settings.

a. When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

b. Type a file name or the file name with full directory path to exclude from scans and click the **+** button.

Note

- You can specify a maximum of 256 files to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- File exclusions support the use of wildcard characters.

  For more information, see *Wildcard Exceptions on page 9-47*.

4. In the **Scan Exclusion List (File Extensions)** section, configure the required settings.

   a. When configuring a parent policy, specify how other users can configure child policies.

      - **Inherit from parent**: Child policies must use the settings configured in the parent policy
      - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

   b. Select or type a file extension to exclude from scans and click the **Add >** button.

Note

- You can specify a maximum of 256 file extensions to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- For Manual Scan, Scheduled Scan, and Scan Now, use a question mark (?) to replace a single character or an asterisk (*) to replace multiple characters as wildcard characters. For example, if you do not want to scan all files with extensions starting with D, such as `DOC`, `DOT`, or `DAT`, type `D*` or `D??`.

Real-time Scan

Real-time Scan is a persistent and ongoing scan. Each time a file is received, opened, downloaded, copied, or modified, Real-time Scan scans the file for security risks. If the Security Agent does not detect a security risk, users can proceed to access the file. If the Security Agent detects a security risk or a probable virus/malware, a notification message displays indicating the name of the infected file and the specific security risk.

Real-time Scan maintains a persistent scan cache which reloads each time the Security Agent starts. The Security Agent tracks any changes to files or folders that occurred since the Security Agent unloaded and removes these files from the cache.

Configuring Real-time Scan Settings

Procedure

1. Select the following options:
   - **Enable virus/malware scan**
   - **Enable spyware/grayware scan**

Note

You must enable virus/malware scanning before you can enable spyware/grayware scanning. During a virus outbreak, the Security Agent automatically enables Real-time Scan and you cannot disable scanning until the outbreak ends. Real-time Scan helps prevent the virus from modifying or deleting files and folders on endpoints.

2. Configure the **Target** settings.

   For more information, see *Real-time Scan: Target Tab on page 9-13*.

3. Configure the **Action** settings.

   For more information, see *Real-time Scan: Action Tab on page 9-16*.

4. Configure the **Scan Exclusion** settings.

   For more information, see *Real-time Scan: Scan Exclusion Tab on page 9-19*.

Real-time Scan: Target Tab

Procedure

1. In the **User Activity on Files** section, select which file operations trigger scanning from the **Scan files being** drop-down.
   - **created/modified and retrieved**: Scans all files created, modified, or opened on the endpoint
   - **created/modified**: Scans all files created or modified on the endpoint
   - **retrieved**: Scans all files opened on the endpoint
2. In the **Files to Scan** section, select from the following:
   - **All scannable files**: Includes all scannable files. Unscannable files are password protected files, encrypted files, or files that exceed the user-defined scanning restrictions.

Note

This option provides the maximum security possible. However, scanning every file requires a lot of time and resources and might be redundant in some situations. Therefore, you might want to limit the amount of files the agent includes in the scan.

- **File types scanned by IntelliScan**: Scans files based on true-file type.
- **Files with the following extensions (use commas to separate entries)**: Manually specify the files to scan based on their extensions. Separate multiple entries with commas.

Note

When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

3. In the **Scan Settings** section, configure the required settings.

Setting	Description
Scan floppy disks during shutdown	Scans floppy disks during shutdown
Scan network drive	Scans directories physically located on other endpoints, but mapped to the local endpoint
Scan the boot sector of the USB storage device after plugging in	Automatically scans only the boot sector of a USB storage device every time the user plugs it in

Setting	Description
Scan all files in removable storage devices after plugging in	Automatically scans all files on a USB storage device every time the user plugs it in
Quarantine malware variants detected in memory	Behavior Monitoring scans the system memory for suspicious processes and Real-time Scan maps the process and scans it for malware threats. If a malware threat exists, Real-time scan quarantines the process and/or file. **Note** Memory scanning works in conjunction with Anti-exploit Protection in Behavior Monitoring to provide enhanced protection against Fileless Attacks. For more information, see *Configuring Behavior Monitoring Rules and Exceptions on page 8-15*.
Scan compressed files	Scans the specified number of compression layers within an archived file **Note** Scanning through more layers may detect malware intentionally buried within a compressed archive, however, the scan may affect system performance.

Setting	Description
Scan OLE objects	Scans the specified number of Object Linking and Embedding (OLE) layers in a file **Detect exploit code in OLE files**: OLE Exploit Detection heuristically identifies malware by checking Microsoft Office files for exploit code. **Note** The specified number of layers is applicable to both the **Scan OLE objects** and **Detect exploit code in OLE files** options.
Enable IntelliTrap	Detects malicious code, such as bots, in compressed files
Enable CVE exploit scanning for files downloaded through web and email channels	Blocks processes that attempt to exploit known vulnerabilities in commercially available products based on the Common Vulnerabilities and Exposures (CVE) system

Real-time Scan: Action Tab

Procedure

1. In the **Virus/Malware** section, configure the required settings.
   a. Select the type of action that the Security Agent takes after detecting a security threat.
      - **Use ActiveAction**: Select to use a set of pre-configured scan actions for viruses/malware

        For more information, see *ActiveAction on page 9-39*.
      - **Customize action for probable virus/malware**: Select and specify the action that the Security Agent takes on probable malware threats

- **Use the same action for all virus/malware types**: Specify the action that the Security Agent takes on all malware threats
- **Use a specific action for each virus/malware type**: Specify the action that the Security Agent takes on specific security threats

  For more information, see *Custom Scan Actions on page 9-40*.

b. Select the types of notification that display to end users.

- **Display a notification when virus/malware is detected**: Select to display a notification informing the Security Agent user when a malware detection occurs
- **Display a notification when probable virus/malware is detected**: Select to display a notification informing the Security Agent user when a probable malware detection occurs

c. Select **Back up files before cleaning** to create an encrypted copy of the infected file on the endpoint in the `<Agent installation folder>\Backup` folder.

Creating a backup copy of the file allows you to restore the original version of the file if necessary.

d. Specify the location of the quarantine directory.

- **Quarantine to the Security Agent's managing server**: The Security Agent sends an encrypted copy of all quarantined files to the managing Apex One server
- **Quarantine directory**: The Security Agent sends an encrypted copy of all quarantined files to the specified location

For more information, see *Quarantine Directory on page 9-41*.

e. In the **Damage Cleanup Services** section, configure the following:

- **Run cleanup when probable virus/malware is detected**: Performs the configured cleanup type on probable malware threats

Note

You can only select this option if the action on probable virus/malware is not **Pass** or **Deny Access**.

2. In the **Spyware/Grayware** section, select the action the Security Agent takes after detecting spyware or grayware programs.

   - **Clean**: Terminates all related processes and deletes associated registry values, files, cookies and shortcuts

     Note

     After cleaning spyware/grayware, Security Agents back up spyware/grayware data, which you can restore if you consider the spyware/grayware safe to access.

   - **Deny access**: Prevents the end user from opening or copying the spyware or grayware components
   - **Display a notification on endpoints when spyware/grayware is detected**: Select to display a notification informing the Security Agent user when a spyware/grayware detection occurs

3. In the **Advanced Malware Detection** section, select an option and configure the required setting.

   - **Use ActiveAction**: Select to use a set of pre-configured scan actions on detected portable executable files. This is the recommended option.

     For more information, see *ActiveAction on page 9-39*.

   - **Use the same action for all portable executable files with threats**: Select to apply one of the following actions on detected portable executable files.

     - **Quarantine**: The system automatically quarantines the detected portable executable files.
     - **Pass**: The system generates a detection log but does not apply any action on detected portable executable files.

Note

If a detected portable executable file is in the Scan Exclusion list, the system does not apply any action on the file.

Real-time Scan: Scan Exclusion Tab

Procedure

1. Select **Enable scan exclusion**.
2. In the **Scan Exclusion List (Directories)** section, configure the required settings.
   a. Select **Exclude directories where Trend Micro products are installed** to automatically exclude directories associated with other Trend Micro products.

      For more information, see *Trend Micro Product Directory Exclusions on page 9-47*.

   b. When configuring a parent policy, specify how other users can configure child policies.

      - **Inherit from parent**: Child policies must use the settings configured in the parent policy
      - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

      Note

      If your child policies **Extend from parent**, you can also configure **Child Policy Restrictions**. Restrictions prevent the child policy from adding specific objects to the list.

   c. Type a directory path to exclude from scans and click the **+** button.

      The Security Agent does not scan files located in the specified directory (and sub-directories).

Note

- You can specify a maximum of 256 directories to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- Directory exclusions support the use of wildcard characters.

  For more information, see *Wildcard Exceptions on page 9-47*.

3. In the **Scan Exclusion List (Files)** section, configure the required settings.

   a. When configuring a parent policy, specify how other users can configure child policies.

      - **Inherit from parent**: Child policies must use the settings configured in the parent policy
      - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

   b. Type a file name or the file name with full directory path to exclude from scans and click the **+** button.

Note

- You can specify a maximum of 256 files to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- File exclusions support the use of wildcard characters.

  For more information, see *Wildcard Exceptions on page 9-47*.

4. In the **Scan Exclusion List (File Extensions)** section, configure the required settings.

a. When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

b. Select or type a file extension to exclude from scans and click the **Add >** button.

Note

- You can specify a maximum of 256 file extensions to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- Real-time Scan does not support the use of wildcard characters for file extension exclusions.

Scan Now

Scan Now is initiated remotely by administrators through the web console and can be targeted to one or several Security Agent endpoints.

Configure and apply Scan Now settings to one or several Security Agents and domains, or to all Security Agents that the server manages.

Configuring Scan Now Settings

Procedure

1. Select the following options:
   - **Enable virus/malware scan**

- **Enable spyware/grayware scan**

Note

You must enable virus/malware scanning before you can enable spyware/grayware scanning.

2. Configure the **Target** settings.

   For more information, see *Scan Now: Target Tab on page 9-22*.

3. Configure the **Action** settings.

   For more information, see *Scan Now: Action Tab on page 9-24*.

4. Configure the **Scan Exclusion** settings.

   For more information, see *Scan Now: Scan Exclusion Tab on page 9-27*.

Scan Now: Target Tab

Procedure

1. In the **Files to Scan** section, select from the following:

   - **All scannable files**: Includes all scannable files. Unscannable files are password protected files, encrypted files, or files that exceed the user-defined scanning restrictions.

Note

This option provides the maximum security possible. However, scanning every file requires a lot of time and resources and might be redundant in some situations. Therefore, you might want to limit the amount of files the agent includes in the scan.

   - **File types scanned by IntelliScan**: Scans files based on true-file type.

- **Files with the following extensions (use commas to separate entries)**: Manually specify the files to scan based on their extensions. Separate multiple entries with commas.

Note

When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

2. In the **Scan Settings** section, configure the required settings.

Setting	Description
Scan compressed files	Scans the specified number of compression layers within an archived file **Note** Scanning through more layers may detect malware intentionally buried within a compressed archive, however, the scan may affect system performance.
Scan OLE objects	Scans the specified number of Object Linking and Embedding (OLE) layers in a file **Detect exploit code in OLE files**: OLE Exploit Detection heuristically identifies malware by checking Microsoft Office files for exploit code. **Note** The specified number of layers is applicable to both the **Scan OLE objects** and **Detect exploit code in OLE files** options.

Setting	Description
Scan boot area	Scans the boot sector of the hard disk on the endpoint for virus/malware

3. In the **CPU Usage** section, select from the following:
   - **High**: No pausing between scans
   - **Medium**: Pause between file scans if CPU consumption is higher than 50%, and do not pause if 50% or lower
   - **Low**: Pause between file scans if CPU consumption is higher than 20%, and do not pause if 20% or lower

Scan Now: Action Tab

Procedure

1. In the **Virus/Malware** section, configure the required settings.
   a. Select the type of action that the Security Agent takes after detecting a security threat.
      - **Use ActiveAction**: Select to use a set of pre-configured scan actions for viruses/malware

        For more information, see *ActiveAction on page 9-39*.

        - **Customize action for probable virus/malware**: Select and specify the action that the Security Agent takes on probable malware threats
      - **Use the same action for all virus/malware types**: Specify the action that the Security Agent takes on all malware threats
      - **Use a specific action for each virus/malware type**: Specify the action that the Security Agent takes on specific security threats

        For more information, see *Custom Scan Actions on page 9-40*.

b. Select **Back up files before cleaning** to create an encrypted copy of the infected file on the endpoint in the `<Agent installation folder>\Backup` folder.

Creating a backup copy of the file allows you to restore the original version of the file if necessary.

c. Specify the location of the quarantine directory.

- **Quarantine to the Security Agent's managing server**: The Security Agent sends an encrypted copy of all quarantined files to the managing Apex One server
- **Quarantine directory**: The Security Agent sends an encrypted copy of all quarantined files to the specified location

For more information, see *Quarantine Directory on page 9-41*.

d. In the **Damage Cleanup Services** section, configure the following:

- **Cleanup type**
  - **Standard cleanup**: The Security Agent performs any of the following actions during standard cleanup:
    - Detects and removes live Trojans
    - Kills processes that Trojans create
    - Repairs system files that Trojans modify
    - Deletes files and applications that Trojans drop
  - **Advanced cleanup**: In addition to the standard cleanup actions, the Security Agent stops activities by rogue security software (also known as FakeAV) and certain rootkit variants.
- **Run cleanup when probable virus/malware is detected**: Performs the configured cleanup type on probable malware threats

Note

You can only select this option if the action on probable virus/malware is not **Pass** or **Deny Access**.

2. In the **Spyware/Grayware** section, select the action the Security Agent takes after detecting spyware or grayware programs.

   - **Clean**: Terminates all related processes and deletes associated registry values, files, cookies and shortcuts

     Note

     After cleaning spyware/grayware, Security Agents back up spyware/grayware data, which you can restore if you consider the spyware/grayware safe to access.

   - **Pass**: Logs the detection but allows the program to execute

3. In the **Advanced Malware Detection** section, select an option and configure the required setting.

   - **Use ActiveAction**: Select to use a set of pre-configured scan actions on detected portable executable files. This is the recommended option.

     For more information, see *ActiveAction on page 9-39*.

   - **Use the same action for all portable executable files with threats**: Select to apply one of the following actions on detected portable executable files.

     - **Quarantine**: The system automatically quarantines the detected portable executable files.
     - **Pass**: The system generates a detection log but does not apply any action on detected portable executable files.

Note

If a detected portable executable file is in the Scan Exclusion list, the system does not apply any action on the file.

Scan Now: Scan Exclusion Tab

Procedure

1. Select **Enable scan exclusion**.
2. In the **Scan Exclusion List (Directories)** section, configure the required settings.
   a. Select **Exclude directories where Trend Micro products are installed** to automatically exclude directories associated with other Trend Micro products.

      For more information, see *Trend Micro Product Directory Exclusions on page 9-47*.

   b. When configuring a parent policy, specify how other users can configure child policies.

      - **Inherit from parent**: Child policies must use the settings configured in the parent policy
      - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

      Note

      If your child policies **Extend from parent**, you can also configure **Child Policy Restrictions**. Restrictions prevent the child policy from adding specific objects to the list.

   c. Type a directory path to exclude from scans and click the **+** button.

      The Security Agent does not scan files located in the specified directory (and sub-directories).

Note

- You can specify a maximum of 256 directories to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- Directory exclusions support the use of wildcard characters.

  For more information, see *Wildcard Exceptions on page 9-47*.

3. In the **Scan Exclusion List (Files)** section, configure the required settings.

   a. When configuring a parent policy, specify how other users can configure child policies.

      - **Inherit from parent**: Child policies must use the settings configured in the parent policy
      - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

   b. Type a file name or the file name with full directory path to exclude from scans and click the **+** button.

Note

- You can specify a maximum of 256 files to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- File exclusions support the use of wildcard characters.

  For more information, see *Wildcard Exceptions on page 9-47*.

4. In the **Scan Exclusion List (File Extensions)** section, configure the required settings.

a. When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

b. Select or type a file extension to exclude from scans and click the **Add >** button.

Note

- You can specify a maximum of 256 file extensions to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- For Manual Scan, Scheduled Scan, and Scan Now, use a question mark (?) to replace a single character or an asterisk (*) to replace multiple characters as wildcard characters. For example, if you do not want to scan all files with extensions starting with D, such as `DOC`, `DOT`, or `DAT`, type `D*` or `D??`.

Scheduled Scan

Scheduled Scan runs automatically on the appointed date and time. Use Scheduled Scan to automate routine scans on the agent and improve scan management efficiency.

Configure and apply Scheduled Scan settings to one or several agents and domains, or to all agents that the server manages.

Configuring Scheduled Scan Settings

Procedure

1. Select the following options:
   - **Enable virus/malware scan**
   - **Enable spyware/grayware scan**

   Note
   You must enable virus/malware scanning before you can enable spyware/grayware scanning.

2. Configure the **Target** settings.

   For more information, see *Scheduled Scan: Target Tab on page 9-30*.

3. Configure the **Action** settings.

   For more information, see *Scheduled Scan: Action Tab on page 9-33*.

4. Configure the **Scan Exclusion** settings.

   For more information, see *Scheduled Scan: Scan Exclusion Tab on page 9-36*.

Scheduled Scan: Target Tab

Procedure

1. In the **Schedule** section, specify the Scheduled Scan frequency:
   - **Daily**: Scans every day at the specified time
   - **Weekly, every <day_of_week>**: Scans once a week on the specified day at the specified time
   - **Monthly, on day <number>**: Scans once a month on the specified day at the specified time

- **Monthly, on the <ordinal> <day_of_week>**: Scans once a month on the specified weekday at the specified time

Important

If you select a day that does not exist within a given month (for example, day "30" does not exist in February), the Scheduled Scan occurs on the last day of that month.

Note

When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Are customizable**: Other administrators can configure child policies to be different than the parent policy settings.

2. In the **Files to Scan** section, select from the following:

   - **All scannable files**: Includes all scannable files. Unscannable files are password protected files, encrypted files, or files that exceed the user-defined scanning restrictions.

Note

This option provides the maximum security possible. However, scanning every file requires a lot of time and resources and might be redundant in some situations. Therefore, you might want to limit the amount of files the agent includes in the scan.

   - **File types scanned by IntelliScan**: Scans files based on true-file type.
   - **Files with the following extensions (use commas to separate entries)**: Manually specify the files to scan based on their extensions. Separate multiple entries with commas.

Note

When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

3. In the **Scan Settings** section, configure the required settings.

SETTING	DESCRIPTION
Scan compressed files	Scans the specified number of compression layers within an archived file **Note** Scanning through more layers may detect malware intentionally buried within a compressed archive, however, the scan may affect system performance.
Scan OLE objects	Scans the specified number of Object Linking and Embedding (OLE) layers in a file **Detect exploit code in OLE files**: OLE Exploit Detection heuristically identifies malware by checking Microsoft Office files for exploit code. **Note** The specified number of layers is applicable to both the **Scan OLE objects** and **Detect exploit code in OLE files** options.
Scan boot area	Scans the boot sector of the hard disk on the endpoint for virus/malware

4. In the **CPU Usage** section, select from the following:

- **High**: No pausing between scans
- **Medium**: Pause between file scans if CPU consumption is higher than 50%, and do not pause if 50% or lower
- **Low**: Pause between file scans if CPU consumption is higher than 20%, and do not pause if 20% or lower

Scheduled Scan: Action Tab

Procedure

1. In the **Virus/Malware** section, configure the required settings.
   a. Select the type of action that the Security Agent takes after detecting a security threat.
      - **Use ActiveAction**: Select to use a set of pre-configured scan actions for viruses/malware

        For more information, see *ActiveAction on page 9-39*.

        - **Customize action for probable virus/malware**: Select and specify the action that the Security Agent takes on probable malware threats
      - **Use the same action for all virus/malware types**: Specify the action that the Security Agent takes on all malware threats
      - **Use a specific action for each virus/malware type**: Specify the action that the Security Agent takes on specific security threats

        For more information, see *Custom Scan Actions on page 9-40*.

   b. Select the types of notification that display to end users.
      - **Display a notification when virus/malware is detected**: Select to display a notification informing the Security Agent user when a malware detection occurs
      - **Display a notification when probable virus/malware is detected**: Select to display a notification informing the Security Agent user when a probable malware detection occurs

c. Select **Back up files before cleaning** to create an encrypted copy of the infected file on the endpoint in the `<Agent installation folder>\Backup` folder.

Creating a backup copy of the file allows you to restore the original version of the file if necessary.

d. Specify the location of the quarantine directory.

- **Quarantine to the Security Agent's managing server**: The Security Agent sends an encrypted copy of all quarantined files to the managing Apex One server
- **Quarantine directory**: The Security Agent sends an encrypted copy of all quarantined files to the specified location

For more information, see *Quarantine Directory on page 9-41*.

e. In the **Damage Cleanup Services** section, configure the following:

- **Cleanup type**
  - **Standard cleanup**: The Security Agent performs any of the following actions during standard cleanup:
    - Detects and removes live Trojans
    - Kills processes that Trojans create
    - Repairs system files that Trojans modify
    - Deletes files and applications that Trojans drop
  - **Advanced cleanup**: In addition to the standard cleanup actions, the Security Agent stops activities by rogue security software (also known as FakeAV) and certain rootkit variants.
- **Run cleanup when probable virus/malware is detected**: Performs the configured cleanup type on probable malware threats

Note

You can only select this option if the action on probable virus/malware is not **Pass** or **Deny Access**.

2. In the **Spyware/Grayware** section, select the action the Security Agent takes after detecting spyware or grayware programs.

   - **Clean**: Terminates all related processes and deletes associated registry values, files, cookies and shortcuts

     Note

     After cleaning spyware/grayware, Security Agents back up spyware/grayware data, which you can restore if you consider the spyware/grayware safe to access.

   - **Pass**: Logs the detection but allows the program to execute
   - **Display a notification on endpoints when spyware/grayware is detected**: Select to display a notification informing the Security Agent user when a spyware/grayware detection occurs

3. In the **Advanced Malware Detection** section, select an option and configure the required setting.

   - **Use ActiveAction**: Select to use a set of pre-configured scan actions on detected portable executable files. This is the recommended option.

     For more information, see *ActiveAction on page 9-39*.

   - **Use the same action for all portable executable files with threats**: Select to apply one of the following actions on detected portable executable files.

     - **Quarantine**: The system automatically quarantines the detected portable executable files.
     - **Pass**: The system generates a detection log but does not apply any action on detected portable executable files.

Note

If a detected portable executable file is in the Scan Exclusion list, the system does not apply any action on the file.

Scheduled Scan: Scan Exclusion Tab

Procedure

1. Select **Enable scan exclusion**.
2. In the **Scan Exclusion List (Directories)** section, configure the required settings.
   a. Select **Exclude directories where Trend Micro products are installed** to automatically exclude directories associated with other Trend Micro products.

      For more information, see *Trend Micro Product Directory Exclusions on page 9-47*.

   b. When configuring a parent policy, specify how other users can configure child policies.

      - **Inherit from parent**: Child policies must use the settings configured in the parent policy
      - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

      Note

      If your child policies **Extend from parent**, you can also configure **Child Policy Restrictions**. Restrictions prevent the child policy from adding specific objects to the list.

   c. Type a directory path to exclude from scans and click the **+** button.

      The Security Agent does not scan files located in the specified directory (and sub-directories).

Note

- You can specify a maximum of 256 directories to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- Directory exclusions support the use of wildcard characters.

  For more information, see *Wildcard Exceptions on page 9-47*.

3. In the **Scan Exclusion List (Files)** section, configure the required settings.

   a. When configuring a parent policy, specify how other users can configure child policies.

      - **Inherit from parent**: Child policies must use the settings configured in the parent policy
      - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

   b. Type a file name or the file name with full directory path to exclude from scans and click the **+** button.

Note

- You can specify a maximum of 256 files to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- File exclusions support the use of wildcard characters.

  For more information, see *Wildcard Exceptions on page 9-47*.

4. In the **Scan Exclusion List (File Extensions)** section, configure the required settings.

a. When configuring a parent policy, specify how other users can configure child policies.

- **Inherit from parent**: Child policies must use the settings configured in the parent policy
- **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

b. Select or type a file extension to exclude from scans and click the **Add >** button.

Note

- You can specify a maximum of 256 file extensions to exclude from scanning.
- Use the **Import** and **Export** buttons to share the list with different policies.
- For Manual Scan, Scheduled Scan, and Scan Now, use a question mark (?) to replace a single character or an asterisk (*) to replace multiple characters as wildcard characters. For example, if you do not want to scan all files with extensions starting with D, such as `DOC`, `DOT`, or `DAT`, type `D*` or `D??`.

Scan Actions

You can configure Security Agents to use a set of predefined scan actions or custom actions based on the detected malware type.

Important

Some files are uncleanable.

For more information, see:

ActiveAction

Different types of virus/malware require different scan actions. Customizing scan actions requires knowledge about virus/malware and can be a tedious task. The Security Agent uses ActiveAction to counter these issues.

ActiveAction is a set of pre-configured scan actions for viruses/malware. If you are not familiar with scan actions or if you are not sure which scan action is suitable for a certain type of virus/malware, Trend Micro recommends using ActiveAction.

Using ActiveAction provides the following benefits:

- ActiveAction uses scan actions that are recommended by Trend Micro. You do not have to spend time configuring the scan actions.
- Virus writers constantly change the way virus/malware attack endpoints. ActiveAction settings are updated to protect against the latest threats and the latest methods of virus/malware attacks.

The following table illustrates how ActiveAction handles each type of virus/malware.

TABLE 9-2. Trend Micro Recommended Scan Actions Against Viruses and Malware

VIRUS/MALWARE TYPE	REAL-TIME SCAN		MANUAL SCAN/SCHEDULED SCAN	
	FIRST ACTION	SECOND ACTION	FIRST ACTION	SECOND ACTION
CVE exploit	Pass	N/A	N/A	N/A
Joke	Quarantine	N/A	Quarantine	N/A
Trojans	Quarantine	N/A	Quarantine	N/A
Virus	Clean	Quarantine	Clean	Quarantine
Test virus	Deny Access	N/A	Pass	N/A
Packer	Quarantine	N/A	Quarantine	N/A
Others	Clean	Quarantine	Clean	Quarantine

Virus/Malware Type	Real-time Scan		Manual Scan/Scheduled Scan	
	First Action	Second Action	First Action	Second Action
Probable malware	Deny Access or user-configured action	N/A	Pass or user-configured action	N/A

Note

- For probable virus/malware, the default action is “Deny Access” during Real-time Scan and “Pass” during Manual Scan and Scheduled Scan. If these are not your preferred actions, you can change them to “Quarantine”, “Delete”, or “Rename”.
- Some files are uncleanable.
- ActiveAction is not available for spyware/grayware scan.

Custom Scan Actions

Action	Description
Delete	Deletes the infected file.
Quarantine	Renames and then moves the infected file to a temporary quarantine directory on the endpoint. The Security Agent then sends quarantined files to the designated quarantine directory, which is on the managing server by default. The Security Agent encrypts quarantined files sent to this directory. For more information, see *Quarantine Directory on page 9-41*.

ACTION	DESCRIPTION
Clean	Cleans the infected file before allowing full access to the file. If the file is uncleanable, the Security Agent performs a second action, which can be one of the following actions: “Quarantine”, “Delete”, “Rename”, and “Pass”. This action can be performed on all types of security threats except probable virus/malware. **Note** Some files are uncleanable. For details, see *Uncleanable Files on page 9-43*.
Rename	Changes the infected file's extension to `vir`. Users cannot open the renamed file initially, but can do so if they associate the file with a certain application. The virus/malware may execute when opening the renamed infected file.
Pass	Performs no action on detected threats but records the detection in the logs.
Deny Access	When the Security Agent detects an attempt to open or execute an infected file, it immediately blocks the operation. Users can manually delete the infected file.

Quarantine Directory

If the action for an infected file is "Quarantine", the Security Agent encrypts the file and moves it to a temporary quarantine folder located in <Agent installation folder>\SUSPECT and then sends the file to the designated quarantine directory.

Note

You can restore encrypted quarantined files in case you need to access them in the future.

Accept the default quarantine directory, which is located on the Apex One server computer. The directory is in URL format and contains the server's host name or IP address.

- If the server is managing both IPv4 and IPv6 agents, use the host name so that all Security Agents can send quarantined files to the server.
- If the server only has or is identified by its IPv4 address, only pure IPv4 and dual-stack Security Agents can send quarantined files to the server.
- If the server only has or is identified by its IPv6 address, only pure IPv6 and dual-stack Security Agents can send quarantined files to the server.

You can also specify an alternative quarantine directory by typing the location in URL, UNC path, or absolute file path format. Security Agents should be able to connect to this alternative directory. For example, the alternative directory should have an IPv6 address if it will receive quarantined files from dual-stack and pure IPv6 Security Agents. Trend Micro recommends designating a dual-stack alternative directory, identifying the directory by its host name, and using UNC path when typing the directory.

Refer to the following table for guidance on when to use URL, UNC path, or absolute file path:

TABLE 9-3. Quarantine Directory

QUARANTINE DIRECTORY	ACCEPTED FORMAT	EXAMPLE	NOTES
A directory on the managing server computer	URL	`http://<osceserver>`	This is the default directory. Configure settings for this directory, such as the size of the quarantine folder.
	UNC path	`\\<osceserver>\ofcscan\Virus`	

Quarantine Directory	Accepted Format	Example	Notes
A directory on another Apex One server computer (if you have other Apex One servers on the network)	URL	`http://<osceserver2>`	Ensure that Security Agents can connect to this directory. If you specify an incorrect directory, the Security Agent keeps the quarantined files on the SUSPECT folder until a correct quarantine directory is specified. In the server's virus/malware logs, the scan result is "Unable to send the quarantined file to the designated quarantine folder". If you use UNC path, ensure that the quarantine directory folder is shared to the group "Everyone" and that you assign read and write permission to this group.
	UNC path	`\\<osceserver2>\ofcscan\Virus`	
Another endpoint on the network	UNC path	`\\<computer_name>\temp`	
A different directory on the Security Agent	Absolute path	`C:\temp`	

Uncleanable Files

The Virus Scan Engine is unable to clean the following files:

Table 9-4. Uncleanable File Solutions

Uncleanable File	Explanation and Solution
Files infected with Trojans	Trojans are programs that perform unexpected or unauthorized, usually malicious, actions such as displaying messages, erasing files, or formatting disks. Trojans do not infect files, thus cleaning is not necessary. Solution: The Damage Cleanup Engine and Damage Cleanup Template remove Trojans.
Files infected with worms	A worm is a self-contained program (or set of programs) able to spread functional copies of itself or its segments to other endpoint systems. The propagation usually takes place through network connections or email attachments. Worms are uncleanable because the file is a self-contained program. Solution: Trend Micro recommends deleting worms.

Uncleanable File	Explanation and Solution
Write-protected infected files	Solution: Remove the write-protection which allows for the cleaning of the file.
Password-protected files	Password-protected files include password-protected compressed files or password-protected Microsoft Office files. Solution: Remove the password protection which allows for the cleaning of the file.
Backup files	Files with the RB0~RB9 extensions are backup copies of infected files. The cleaning process creates a backup of the infected file in case the virus/malware damaged the file during the cleaning process. Solution: If successfully cleaned, you do not need to keep the backup copy of the infected file. If the endpoint functions normally, you can delete the backup file.
Infected files in the Recycle Bin	The system may not allow the removal of infected files from the Recycle Bin because the system is running.
	1. Log on to the endpoint with Administrator privilege. 2. Close all running applications to prevent applications from locking the file, which would make Windows unable to delete it. 3. Open the command prompt. 4. Type the following to delete the files: `del /s \$Recycle.Bin\*` 5. Check if the files were removed.
Infected files in Windows Temp Folder or Internet Explorer Temporary Folder	The system may not allow the cleaning of infected files in the Windows Temp folder or the Internet Explorer temporary folder because the endpoint uses them. The files to clean may be temporary files needed for Windows operation.
	1. Log on to the endpoint with Administrator privilege. 2. Close all running applications to prevent applications from locking the file, which would make Windows unable to delete it. 3. If the infected file is in the Windows Temp folder: a. Open the command prompt.

Uncleanable File	Explanation and Solution

	b. Type the following to delete the files:
	`del /s \Windows\Temp\*`
	c. Restart the endpoint in normal mode.
	4. If the infected file is in the Internet Explorer temporary folder:
	a. Open a command prompt and go to the Internet Explorer Temp folder.
	• For Windows 7: `%LocalAppData%\Microsoft\Windows\Temporary Internet Files`
	• For Windows 8/8.1: `%LocalAppData%\Microsoft\Windows\INetCache`
	• For Windows 10: `%LocalAppData%\Microsoft\Windows\INetCache\IE`
	b. Type the following to delete the files:
	`del /s .\*`
	The last command deletes all files in the Internet Explorer temporary folder.
	c. Restart the endpoint in normal mode.

Files compressed using an unsupported compression format	Solution: Uncompress the files.
Locked files or files that are currently executing	Solution: Unlock the files or wait until the files have been executed.
Corrupted files	Solution: Delete the files.

Files Infected with Trojans

Trojans are programs that perform unexpected or unauthorized, usually malicious, actions such as displaying messages, erasing files, or formatting disks. Trojans do not infect files, thus cleaning is not necessary.

Solution: The Security Agent uses the Damage Cleanup Engine and Damage Cleanup Template to remove Trojans.

Files Infected with Worms

A worm is a self-contained program (or set of programs) able to spread functional copies of itself or its segments to other endpoint systems. The propagation usually takes place through network connections or email attachments. Worms are uncleanable because the file is a self-contained program.

Solution: Trend Micro recommends deleting worms.

Write-protected Infected Files

Solution: Remove the write-protection to allow the Security Agent to clean the file.

Password-protected Files

Includes password-protected compressed files or password-protected Microsoft Office files.

Solution: Remove the password protection to allow the Security Agent to clean these files.

Backup Files

Files with the RB0~RB9 extensions are backup copies of infected files. The Security Agent creates a backup of the infected file in case the virus/malware damaged the file during the cleaning process.

Solution: If the Security Agent successfully cleans the infected file, you do not need to keep the backup copy. If the endpoint functions normally, you can delete the backup file.

Scan Exclusion Support

When excluding directories and file names from anti-malware scanning, refer to the following support information:

Trend Micro Product Directory Exclusions

If you select **Exclude directories where Trend Micro products are installed** in the **Scan Exclusion List (Directories)** section, the Security Agent automatically excludes following product directories:

- <Server installation folder>
- IM Security
- InterScan eManager 3.5x
- InterScan Web Security Suite
- InterScan Web Protect
- InterScan FTP VirusWall
- InterScan Web VirusWall
- InterScan NSAPI Plug-in
- InterScan E-mail VirusWall
- ScanMail eManager™ 3.11, 5.1, 5.11, 5.12
- ScanMail for Lotus Notes™ eManager NT
- ScanMail™ for Microsoft Exchange

Wildcard Exceptions

Scan exclusion lists for files and directories support the use of wildcard characters. Use the "?" character to replace one character and "*" to replace several characters.

Use wildcard characters cautiously. Using the wrong character might exclude incorrect files or directories. For example, adding `C:\*` to the Scan Exclusion List (Files) would exclude the entire `C:\` drive.

TABLE 9-5. Scan Exclusions Using Wildcard Characters

VALUE	EXCLUDED	NOT EXCLUDED

`c:\director*\fil\*.txt`	`c:\directory\fil\doc.txt`
	`c:\directories\fil\files\document.txt`
		`c:\directory\file\`
		`c:\directories\files\`
		`c:\directory\file\doc.txt`
		`c:\directories\files\document.txt`

`c:\director?\file\*.txt`	`c:\directory\file\doc.txt`	`c:\directories\file\document.txt`
`c:\director?\file\?.txt`	`c:\directory\file\1.txt`	`c:\directory\file\doc.txt` `c:\directories\file\document.txt`
`c:\*.txt`	All `.txt` files in the `C:\` directory	All other file types in the `C:\` directory
`[]`	Not supported	Not supported

Chapter 10

Web Reputation Policy Settings

This section describes how to configure Web Reputation policies on Security Agents.

Topics include:

Web Reputation

Web reputation technology tracks the credibility of web domains by assigning a reputation score based on factors such as a website's age, historical location changes, and indications of suspicious activities discovered through malware behavior analysis. Trend Micro continually analyzes websites and updates web reputation scores to prevent users from accessing potentially malicious content.

When a user attempts to access a website, the Security Agent queries a smart protection source to ascertain the risk level of the content. The configured Web Reputation policy for the Security Agent determines whether to allow access to the website.

Web Reputation allows you to add websites that you consider safe or dangerous to Approved or Blocked lists. The Security Agent does not query web reputation scores for websites added to the lists but instead, automatically allows or blocks access.

Configuring a Web Reputation Policy

Specify proxy server authentication credentials if you have set up a proxy server to handle HTTP communication in your organization and authentication is required before web access is allowed.

Procedure

1. Click the **External Agents** tab to configure a policy for external agents or the **Internal Agents** tab to configure a policy for internal agents.
2. Under **Enable Web Reputation on the following operating systems**, select the types of Windows platforms to protect (**Windows desktop platforms** and **Windows Server platforms**).

Tip

Trend Micro recommends disabling Web Reputation for internal agents if you already use a Trend Micro product with the web reputation capability, such as InterScan Web Security Virtual Appliance.

3. Select **Enable assessment mode**.

Note

When in assessment mode, Security Agents allow access to all websites. For any accessed website that violates the configured **Security Level** setting, the Security Agent logs the event. Assessment mode allows you to monitor website access and evaluate the safety of websites before actively blocking users access. Based on your evaluation of the access logs, you can add trusted websites to the Approved URL List before disabling assessment mode.

4. Select **Check HTTPS URLs**.

Important

HTTPS URL scanning also supports the HTTP/2 protocol. Before Web Reputation can check HTTPS or HTTP/2 URLs, you must configure some prerequisite settings for different browsers.

For more information, see *HTTPS URL Scan Support on page 10-6*.

5. Select **Scan common HTTP ports only** to restrict web reputation scanning to traffic through ports 80, 81, and 8080. By default, Web Reputation scans all traffic through all ports.

Note

Not supported on Windows 7, 8, 8.1, 10, or Windows Server 2008 R2, 2012 or later platforms.

6. For internal Security Agents, select **Send queries to Smart Protection Servers** if you want Security Agents to send web reputation queries to Smart Protection Servers.

   - If you enable this option:
     - Agents refer to the smart protection source list to determine the Smart Protection Servers to which they send queries.

- Be sure that Smart Protection Servers are available. If all Smart Protection Servers are unavailable, agents do not send queries to Smart Protection Network. The only remaining sources of web reputation data for agents are the approved and blocked URL lists.
- Agents do not block untested websites. Smart Protection Servers do not store web reputation data for these websites.

- If you disable this option:
  - Agents send web reputation queries to the Smart Protection Network. Endpoints must have an Internet connection to send queries successfully.
  - Agents can block untested websites if you select the **Block pages that have not been tested by Trend Micro** option.

Note

You can only configure internal on-premises Security Agents to send web reputation queries to local Smart Protection Servers.

7. Select from the available web reputation security levels: **High**, **Medium**, or **Low**

Note

The security levels determine whether Web Reputation allows or blocks access to a URL. For example, if you set the security level to Low, Web Reputation only blocks URLs that are known to be web threats. As you set the security level higher, the web threat detection rate improves but the possibility of false positives also increases.

8. If you disabled the **Send queries to Smart Protection Servers** option, you can select **Block pages that have not been tested by Trend Micro**.

Note

While Trend Micro actively tests web pages for safety, users may encounter untested pages when visiting new or less popular websites. Blocking access to untested pages can improve safety but can also prevent access to safe pages.

9. Select **Block pages containing malicious script** to identify web browser exploits and malicious scripts, and prevent the use of these threats from compromising the web browser.

   Web Reputation utilizes both the Browser Exploit Prevention pattern and the Script Analyzer pattern to identify and block web pages before exposing the system.

Important

- The Browser Exploit Prevention feature only supports HTTP traffic analysis for Internet Explorer, Microsoft Edge Legacy, Microsoft Edge Chromium, Mozilla Firefox, and Chrome browsers.
- The Browser Exploit Prevention feature requires that you enable the Advanced Protection Service.

10. Configure the approved and blocked lists.

Note

The approved list takes precedence over the blocked list. When a URL matches an entry in the approved list, agents always allow access to the URL, even if it is in the blocked list.

   a. Select **Enable approved/blocked list**.

   b. Type a URL.

      You can add a wildcard character (*) anywhere on the URL.

      For example:

- Typing `www.trendmicro.com/*` means that Web Reputation approves all pages in the Trend Micro website.
- Typing `*.trendmicro.com/*` means that Web Reputation approves all pages on any sub-domain of `trendmicro.com`.

You can type URLs containing IP addresses. If a URL contains an IPv6 address, enclose the address in parentheses.

c. Click **Add to Approved List** or **Add to Blocked List**.

Important

Web Reputation does not perform any scanning on addresses located in the Approved and Blocked lists.

11. To submit Web Reputation feedback, click the URL provided under **Reassess URL**. The Trend Micro Web Reputation Query system opens in a browser window.

12. Select whether to allow the Security Agent to send web reputation logs to the server. Allow agents to send logs if you want to analyze URLs blocked by Web Reputation and take the appropriate action on URLs you think are safe to access.

HTTPS URL Scan Support

HTTPS communication uses certificates to identify web servers. It encrypts data to prevent theft and eavesdropping. Although more secure, accessing websites using HTTPS still has risks. Compromised sites, even those with valid certificates, can host malware and steal personal information. In addition, certificates are relatively easy to obtain, making it easy to set up malicious web servers that use HTTPS.

Important

HTTPS scanning for Internet Explorer only supports Windows 8.1 (or later) and Windows Server 2012 (or later) platforms operating in desktop mode.

Enable checking of HTTPS URLs to reduce exposure to compromised and malicious sites that use HTTPS. Web Reputation can monitor HTTPS traffic on the following browsers:

TABLE 10-1. Supported Browsers for HTTPS Traffic

BROWSER	VERSION	PREREQUISITES
Microsoft Internet Explorer	8.x	Latest version
	9.x	Users must enable the `Trend Micro Osprey Plugin Class` add-on in the browser pop-up window.
	10.x	
	11.x	
Mozilla Firefox	3.5 or later	None
Chrome	Latest version	
Microsoft Edge	• Legacy • Chromium	

For more information on configuring Internet Explorer settings for Web Reputation, see the following Knowledge Base articles:

- http://success.trendmicro.com/solution/1060643
- http://success.trendmicro.com/solution/1095350

Chapter 11

Unknown Threat Protection

This section describes how you can configure Security Agents to detect and protect against previously unidentified, targeted, or low prevalence threats.

Topics include:

Predictive Machine Learning

Trend Micro Predictive Machine Learning uses advanced machine learning technology to correlate threat information and perform in-depth file analysis to detect emerging unknown security risks through digital DNA fingerprinting, API mapping, and other file features. Predictive Machine Learning also performs a behavioral analysis on unknown or low-prevalence processes to determine if an emerging or unknown threat is attempting to infect your network.

Predictive Machine Learning is a powerful tool that helps protect your environment from unidentified threats and zero-day attacks.

Detection Type	Description
File	After detecting an unknown or low-prevalence file, the Security Agent scans the file using the Advanced Threat Scan Engine (ATSE) to extract file features and sends the report to the Predictive Machine Learning engine, hosted on the Trend Micro Smart Protection Network. Through use of malware modeling, Predictive Machine Learning compares the sample to the malware model, assigns a probability score, and determines the probable malware type that the file contains. If a functional Internet connection is unavailable, Predictive Machine Learning automatically switches to the local model to provide constant unknown threat protection against portable executable file threats. Depending on how you configure Predictive Machine Learning, the Security Agent can attempt to “Quarantine” the affected file to prevent the threat from continuing to spread across your network.

Detection Type	Description
Process	After detecting an unknown or low-prevalence process, the Security Agent monitors the process using the Contextual Intelligence Engine, and sends the behavioral report to the Predictive Machine Learning engine. Through use of behavioral malware modeling, Predictive Machine Learning compares the process behavior to the model, assigns a probability score, and determines the probable malware type the process is executing. Process detection also monitors script execution. If the Contextual Intelligence Engine detects the execution of a suspicious script, Predictive Machine Learning takes the configured action. Predictive Machine Learning performs script blocking on the following types of scripts: • cscript • jar • powershell • vbs • wscript Depending on how you configure Predictive Machine Learning, the Security Agent can "Terminate" the affected process or script and attempt to clean the file that executed the process or script.

Configuring Predictive Machine Learning Settings

Note

Predictive Machine Learning requires that you enable the following services:

- Unauthorized Change Prevention
- Advanced Protection Service

Procedure

1. Select **Enable Predictive Machine Learning**.

2. Under **Detection Settings**, select the type of detections and related action that Predictive Machine Learning takes.

Detection Type	Actions
File	• **Quarantine**: Select to automatically quarantine files that exhibit malware-related features based on the Predictive Machine Learning analysis • **Log only**: Select to scan unknown files and log the Predictive Machine Learning analysis for further in-house investigation of the threat
Process	• **Terminate**: Select to automatically terminate processes or scripts that exhibit malware-related behaviors based on the Predictive Machine Learning analysis **Important** Predictive Machine Learning attempts to clean the files that executed the malicious processes or scripts. If the clean action is unsuccessful, Predictive Machine Learning quarantines the affected files. • **Log only**: Select to scan unknown processes or scripts and log the Predictive Machine Learning analysis for further in-house investigation of the threat

3. Under **Exceptions**, configure the global Predictive Machine Learning file exceptions to prevent all agents from detecting a file as malicious.

   a. When configuring a parent policy, specify how other users can configure child policies.

      - **Inherit from parent**: Child policies must use the settings configured in the parent policy
      - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

Note

If your child policies **Extend from parent**, you can also configure **Child Policy Restrictions**. Restrictions prevent the child policy from adding specific objects to the list.

b. Click **Add File Hash**.

The **Add File to Exception List** screen appears.

Note

Use the **Import** and **Export** buttons to share the list with different policies.

c. Specify the file SHA-1 hash value to exclude from scanning.

d. Optionally provide a note regarding the reason for the exception or to describe the file name(s) associated with the hash value.

e. Click **Add**.

Predictive Machine Learning adds the file hash to the Exceptions list.

Configuring Sample Submission Settings

You can configure Security Agents to submit file objects that may contain previously unidentified threats to a Virtual Analyzer for further analysis. After assessing the objects, Virtual Analyzer adds any objects found to contain unknown threats to the Virtual Analyzer Suspicious Objects lists and distributes the lists to other Security Agents throughout the network.

Suspicious files include any of the following:

- Programs not known to Trend Micro (downloaded through supported web browsers or email channels)
- Heuristic detections of processes (downloaded through supported web browsers or email channels)

- Low prevalence autorun programs on removable storage

Important

The size of the sample files that the Security Agents can submit changes based on the type of Virtual Analyzer you use. For the Deep Discovery Analyzer server, sample files can be up to 50 MB in size. For Deep Discovery Analyzer as a Service Add-on, sample files can be up to 60 MB in size.

Procedure

1. Select **Enable suspicious file submission to Virtual Analyzer**.

Configuring Suspicious Connection Settings

Security Agents can log and block all connections made between endpoints and addresses in the Global C&C IP list. You can also log, but still allow access to, IP addresses configured in the User-defined Blocked IP List.

Security Agents can also monitor connections that may be the result of a botnet or other malware threat. After detecting a malware threat, Security Agents can attempt to clean the infection.

Procedure

1. Enable the **Detect network connections made to addresses in the Global C&C IP list** setting to monitor connections made to Trend Micro confirmed C&C servers and select to **Log only** or **Block** connections.
   - To allow agents to connect to addresses in the User-defined Blocked IP list, enable the **Log and allow access to User-defined Blocked IP list addresses** setting.

Note

You must enable network connection logging before Security Agents can allow access to addresses in the User-defined Blocked IP list.

2. Enable the **Detect connections using malware network fingerprinting** setting and select to **Log only** or **Block** connections.

   - To allow Security Agents to attempt to clean connections made to C&C servers, enable the **Clean suspicious connections when a C&C callback is detected** setting. Security Agents use GeneriClean to clean the malware threat and terminate the connection to the C&C server.

Note

You must enable **Log connections using malware network fingerprinting** before Security Agents can attempt to clean the connections made to C&C servers detected by packet structure matching.

Chapter 12

Device Control Policy Settings

This section describes how to configure Device Control policies on Security Agents.

Topics include:

Device Control

Device Control regulates access to external storage devices and network resources connected to computers. Device Control helps prevent data loss and leakage and, combined with file scanning, helps guard against security risks.

You can configure Device Control policies for internal and external agents. Administrators typically configure a stricter policy for external agents.

Apex Central provides both endpoint-based and user-based Device Control policy configuration.

Configuring Device Control Settings

Procedure

1. Select **Enable Device Control**.
   - If you are on the **External Agents** tab, you can apply settings to internal agents by selecting **Apply all settings to internal agents**.
   - If you are on the **Internal Agents** tab, you can apply settings to external agents by selecting **Apply all settings to external agents**.
2. Add or edit a Device Control rule:
   - For user-based rules:
     - To create a rule based on Active Directory user or group accounts, click **Add**.
     - To edit a rule based on Active Directory user or group accounts, click the link in the **User Accounts** column.

     Important

     User-based Device Control rules are only available after integrating Active Directory with Apex Central.
   - To edit the default endpoint-based rule:

- Click the **All users (default)** link in the **User Accounts** column.

Note

You cannot delete the default endpoint-based rule.

The **Device Control Rule** screen appears.

3. In the **User Accounts** section, type and select the display name(s) of the Active Directory user(s) or group account(s) to which the rule applies.

Note

You cannot specify user or group accounts when editing the default **All users (default)** endpoint-based rule.

4. In the **Storage Devices** section:

   a. Select a permission for each storage device.

Important

- Only Security Agents with Data Protection enabled can take the "Block" action. If you deploy a policy to Security Agents that do not have Data Protection enabled, Apex One applies the action configured in the drop-down box.
- Apex One automatically applies the access permission configured for any USB device in the **Allowed USB List** even if you do not enable Data Protection.

For details about permissions, see *Permissions for Devices on page 12-5*.

If you selected to restrict access to any storage device, the **Allowed Programs** button appears. For **USB storage devices**, if you selected **Block (Data Protection)**, the **Allowed USB Devices** button appears.

   b. (Optional) Click **Allowed Programs** to configure a list of programs that Device Control does not restrict access on any device type.

The **Allowed Programs** screen appears.

1. Type the full path or the trusted Digital Signature Provider information of programs that Device Control allows users to access.

Note

- When specifying a Digital Signature Provider, Device Control only allows programs signed by the publisher to **Execute**.

  For more information, see *Specifying a Digital Signature Provider on page 12-8*.

- When specifying the full path of a program, the Device Control Allowed Programs list supports the use of wildcard characters.

  For more information, see *Wildcard Support for the Device Control Allowed Programs List on page 12-7*.

2. Click **Add**.

   The the full path of the program or the trusted Digital Signature Provider information appears in the list.

3. Select whether to allow the program to **Execute** or **Read/Write**.

4. Click **OK**.

c. (Optional) Click **Allowed USB Devices** to configure a list of USB devices that Device Control does not block.

The **Allowed USB Devices** screen appears.

1. Type the device vendor, model, and serial ID in the list.

2. To add more devices, click the plus (+) icon.

3. In the **Permissions** drop-down, specify the access level Device Control permits to users accessing the specified USB devices.

4. Click **OK**.

d. Select **Block the AutoRun function on USB storage devices** to prevent programs saved on USB devices from executing automatically.

e. Select **Display a notification message on the endpoint when Apex One detects unauthorized device access** to inform end users that Device Control restricted access to a device.

5. For Security Agents with the Data Protection feature installed, select to **Allow** or **Block** access to the devices listed under **Mobile Devices** and **Non-Storage Devices**.

6. Click **OK**.

Note

Device Control automatically assigns all user-based rules a higher priority than the default endpoint-based rule (**All users (default)**).

7. (Optional) Manage the Device Control rule list.

- **Priority**: Click the arrows to change the priority of user-based rules.
- **Copy**: Select a rule, click **Copy**, and modify the rule contents.
- **Delete**: Select a rule and click **Delete** to permanently remove the rule from the list.

Permissions for Devices

Device Control permissions for storage devices are used when you:

- Allow access to USB storage devices, CD/DVD, floppy disks, and network drives. You can grant full access to these devices or limit the level of access.
- Configure the list of approved USB storage devices. Device Control allows you to block access to all USB storage devices, except those that have been added to the list of approved devices. You can grant full access to the approved devices or limit the level of access.

The following table lists the permissions for storage devices.

TABLE 12-1. Device Control Permissions for Storage Devices

PERMISSIONS	FILES ON THE DEVICE	INCOMING FILES
Full access	Permitted operations: Copy, Move, Open, Save, Delete, Execute	Permitted operations: Save, Move, Copy This means that a file can be saved, moved, and copied to the device.
Modify	Permitted operations: Copy, Move, Open, Save, Delete Prohibited operations: Execute	Permitted operations: Save, Move, Copy
Read and execute	Permitted operations: Copy, Open, Execute Prohibited operations: Save, Move, Delete	Prohibited operations: Save, Move, Copy
Read	Permitted operations: Copy, Open Prohibited operations: Save, Move, Delete, Execute	Prohibited operations: Save, Move, Copy
List device content only	Prohibited operations: All operations The device and the files it contains are visible to the user (for example, from Windows Explorer).	Prohibited operations: Save, Move, Copy
Block (available after installing Data Protection)	Prohibited operations: All operations The device and the files it contains are not visible to the user (for example, from Windows Explorer).	Prohibited operations: Save, Move, Copy

File-based scanning complements, and may override, the device permissions. For example, if the permission allows a file to be opened but the Security Agent detects that the file is infected with malware, a specific scan action is performed on the file to eliminate the malware. If the scan

action is Clean, the file opens after it is cleaned. However, if the scan action is Delete, the file is deleted.

The following table lists the permissions for mobile and non-storage devices managed by Data Protection.

TABLE 12-2. Device Control Permissions for Mobile and Non-storage Devices

PERMISSIONS	FILES ON THE DEVICE	INCOMING FILES
Allow	Permitted operations: Copy, Move, Open, Save, Delete, Execute	Permitted operations: Save, Move, Copy This means that a file can be saved, moved, and copied to the device.
Block	Prohibited operations: All operations The device and the files it contains are not visible to the user (for example, from Windows Explorer).	Prohibited operations: Save, Move, Copy

Tip

Device Control for Data Protection supports all 64-bit platforms. For Unauthorized Change Prevention monitoring on systems that the Security Agent does not support, set the device permission to **Block** to limit access to these devices.

Wildcard Support for the Device Control Allowed Programs List

A program path and name should have a maximum of 259 characters and must only contain alphanumeric characters (A-Z, a-z, 0-9). It is not possible to specify only the program name.

You can use wildcards in place of drive letters and program names. Use a question mark (?) to represent single-character data, such as a drive letter. Use an asterisk (*) to represent multi-character data, such as a program name.

Note

Wildcards cannot be used to represent folder names. The exact name of a folder must be specified.

Wildcards are used correctly in the following examples:

TABLE 12-3. Correct Usage of Wildcards

EXAMPLE	MATCHED DATA
?:\Password.exe	The "Password.exe" file located directly under any drive
C:\Program Files\Microsoft*.exe	Any file in C:\Program Files that has a file extension
C:\Program Files*.*	Any file in C:\Program Files that has a file extension
C:\Program Files\a?c.exe	Any .exe file in C:\Program Files that has 3 characters starting with the letter "a" and ending with the letter "c"
C:*	Any file located directly under the C:\ drive, with or without file extensions

Wildcards are used incorrectly in the following examples:

TABLE 12-4. Incorrect Usage of Wildcards

EXAMPLE	REASON
??:\Buffalo\Password.exe	?? represents two characters and drive letters only have a single alphabetic character.
*:\Buffalo\Password.exe	* represents multi-character data and drive letters only have a single alphabetic character.
C:*\Password.exe	Wildcards cannot be used to represent folder names. The exact name of a folder must be specified.
C:\?\Password.exe	

Specifying a Digital Signature Provider

Specify a Digital Signature Provider if you trust programs issued by the provider. For example, type Microsoft Corporation or Trend Micro, Inc. You can obtain the Digital Signature Provider by checking the properties of a

program (for example, by right-clicking the program and selecting **Properties**).

Chapter 13

Scan Exclusion Lists

This section describes how to configure scan exclusion lists that apply to multiple scan features.

Topics include:

Spyware/Grayware Approved List

The Security Agent provides a list of "approved" spyware/grayware, which contains files or applications that you do not want treated as spyware or grayware. When a particular spyware/grayware is detected during scanning, the Security Agent checks the approved list and performs no action if it finds a match in the approved list.

Apply the approved list to one or several Security Agents and domains, or to all Security Agents that the server manages. The approved list applies to all scan types, which means that the same approved list will be used during Manual Scan, Real-time Scan, Scheduled Scan, and Scan Now.

Managing the Spyware/Grayware Approved List

Procedure

1. On the **Spyware/Grayware names** table, select a spyware/grayware name. To select multiple names, hold the CTRL key while selecting.
   - You can also type a keyword in the **Search** field and click **Search**. The table refreshes with names that match the keyword.
2. Click **Add**.

   The names move to the **Approved List** table.
3. To remove names from the approved list, select the names and click **Remove**. To select multiple names, hold the CTRL key while selecting.

Trusted Program List

You can configure Security Agents to skip scanning of trusted processes during Application Control, Behavior Monitoring, Device Control, Endpoint Sensor, and Real-time Scans. After adding a program to the Trusted Programs List, the Security Agent does not subject the program or any processes initiated by the program to Real-time Scan. Add trusted programs to the Trusted Program List to improve the performance of scanning on endpoints.

Note

You can add files to the Trusted Programs List if the following requirements are met:

- The file is not located in the Windows system directory.
- The file has a valid digital signature.

After adding a program to the Trusted Programs List, the Security Agent automatically excludes the program from the following scans:

- Application Control (configurable only on the Apex Central console)
- Behavior Monitoring
- Device Control
- Endpoint Sensor (configurable only on the Apex Central console)
- Real-time Scan: file checking and process scanning

Configuring the Trusted Programs List

The Trusted Programs List excludes programs and all child processes called by the program from Application Control, Behavior Monitoring, Device Control, Endpoint Sensor, and Real-time Scan.

Procedure

1. When configuring a parent policy, specify how other users can configure child policies.
   - **Inherit from parent**: Child policies must use the settings configured in the parent policy
   - **Extend from parent**: Child policies can append additional settings to the settings inherited from the parent policy

Note

If your child policies **Extend from parent**, you can also configure **Child Policy Restrictions**. Restrictions prevent the child policy from adding specific objects to the list.

2. Type the full program path of the program to exclude from the list.
3. Click **Add to Trusted Program List**.
4. To remove a program from the list, click the **Delete** icon.

Chapter 14

Endpoint Sensor Policy Settings

This section discusses how to configure Endpoint Sensor policies on Security Agents.

Topics include:

Endpoint Sensor

Endpoint Sensor is a powerful monitoring and investigation tool used to identify the presence, location, and entry point of threats. Through the use of detailed system event recording and historical analysis, you can perform Historical Investigations to discover hidden threats throughout your network and locate all affected endpoints. Generate Root Cause Analysis reports to understand the nature and activity of the malware since the threat entered the endpoint.

You can also perform Live Investigations through the use of shared IOC files and YARA rules. Live Investigations conduct in-depth searches of endpoints to locate previously unidentified threats and possible Advanced Persistent Threat attacks.

Configuring Endpoint Sensor Settings

Important

- The Endpoint Sensor feature requires special licensing and additional system requirements. Ensure that you have the correct license before deploying Endpoint Sensor policies to endpoints. For more information on how to obtain licenses, contact your support provider.

Procedure

1. Select **Enable Endpoint Sensor**.
   - Enable Attack Discovery to detect known attack indicators on endpoints

     Note

     Attack Discovery uses Trend Micro threat intelligence based on Indicators of Attack (IoA) behaviors. After detecting a known IoA, Attack Discovery logs the detection.

Chapter 15

Vulnerability Protection Policy Settings

This section discusses how to configure Vulnerability Protection policies on Security Agents.

Topics include:

Vulnerability Protection

Integration with Vulnerability Protection protects Apex One users by automating the application of virtual patches before official patches become available. Trend Micro provides protected endpoints with recommended Intrusion Prevention rules based on your network performance and security priorities.

Configuring Vulnerability Protection Settings

Procedure

1. Select **Enable Vulnerability Protection**.
2. Configure intrusion prevention settings:
   a. Click the **Intrusion Prevention Rules** tab.
   b. Select one of the following scanning profiles:
      - **Recommended**: Ensures protection against known vulnerability issues, provides more relevant data, and reduces performance impact on endpoints
      - **Aggressive**: Applies additional Intrusion Prevention Rules for suspicious network activities to the **Recommended** scanning profile

      Important

      Aggressive scanning may generate a large number of nonessential logs and impact endpoint performance. Trend Micro strongly advises using the **Recommended** profile.

   c. (Optional) Select a view to filter the list of Intrusion Prevention Rules by status.

View	Description
All	Displays all Intrusion Prevention Rules

View	Description
Default (Enabled)	Displays only the Intrusion Prevention Rules that the selected scanning profile enables by default
Default (Disabled)	Displays only the Intrusion Prevention Rules that the selected scanning profile disables by default
User-defined (Enabled)	Displays only the Intrusion Prevention Rules enabled by the user
User-defined (Disabled)	Displays only the Intrusion Prevention Rules disabled by the user

d. Modify the status of a rule by selecting from the **Status** drop-down control.

- **Default (Enabled)**: The selected scanning profile enables the corresponding rule by default. Select to apply the rule status defined by the scanning profile.
- **Default (Disabled)**: The selected scanning profile disables the corresponding rule by default. Select to apply the rule status defined by the scanning profile.
- **User-defined (Enabled)**: Select to enable the rule.
- **User-defined (Disabled)**: Select to disable the rule.

3. Configure network engine settings:

a. Click the **Network Engine Settings** tab.

b. Select the **Network Engine Detection Mode***.

Note

You can also use the selected Network Engine Detection Mode to configure the Advanced Logging Policy.

- **Inline**: Live packet streams pass directly through the Vulnerability Protection network engine. All rules are applied

to the network traffic before the packets proceed up the protocol stack.

- **Tap (Detect-only)**: Live packet streams are replicated and diverted from the main stream.

c. Configure the following settings:

Setting	Description
ESTABLISHED Timeout	How long to stay in the ESTABLISHED state before closing the connection
LAST_ACK Timeout	How long to stay in the LAST-ACK state before closing the connection
Cold Start Timeout	The amount of time to allow non-SYN packets that could belong to a connection that was established before the stateful mechanism was started
UDP Timeout	The maximum duration of a UDP connection
Maximum TCP Connections	The maximum number of simultaneous TCP connections
Maximum UDP Connections	The maximum number of simultaneous UDP connections
Ignore Status Code	Select up to 3 types of events to ignore

Setting	Description
Advanced Logging Policy	Select from the following settings: • **Bypass**: No filtering of events. Overrides the **Ignore Status Code** settings (above) and other advanced settings, but does not override logging settings defined on the Apex One server • **Network Engine Detection Mode***: Uses **Tap Mode** if **Tap (Detect-only)** is selected for the Network Engine Detection Mode, or **Normal** if **Inline** is selected for the Network Engine Detection Mode • **Normal**: All events are logged except dropped retransmits • **Backwards Compatibility Mode**: For support use only • **Verbose Mode**: Same as **Normal** but including dropped retransmits • **Stateful and Normalization Suppression**: Ignores dropped retransmit, out of connection, invalid flags, invalid sequence, invalid ack, unsolicited udp, unsolicited ICMP, out of allowed policy • **Stateful, Normalization, and Frag Suppression**: Ignores everything that **Stateful and Normalization Suppression** ignores as well as events related to fragmentation • **Stateful, Frag, and Verifier Suppression**: Ignores everything **Stateful, Normalization, and Frag Suppression** ignores as well as verifier-related events • **Tap Mode**: Ignores dropped retransmit, out of connection, invalid flags, invalid sequence, invalid ack, max ack retransmit, packet on closed connection For a more comprehensive list of which events are ignored for **Stateful and Normalization Suppression**, **Stateful, Normalization, and Frag Suppression**, **Stateful, Frag, and Verifier Suppression**, and **Tap**

Setting	Description
	Mode, see *Advanced Logging Policy Modes on page 15-6*.

4. Click **Save** to apply settings.

Advanced Logging Policy Modes

The following table lists the types of Events that are ignored in four of the more complex Advanced Logging Policy modes.

Mode	Ignored Events
Stateful and Normalization Suppression	Out Of Connection
	Invalid Flags
	Invalid Sequence
	Invalid ACK
	Unsolicited UDP
	Unsolicited ICMP
	Out Of Allowed Policy
	Dropped Retransmit
Stateful, Normalization, and Frag Suppression	Out Of Connection
	Invalid Flags
	Invalid Sequence
	Invalid ACK
	Unsolicited UDP
	Unsolicited ICMP
	Out Of Allowed Policy
	CE Flags

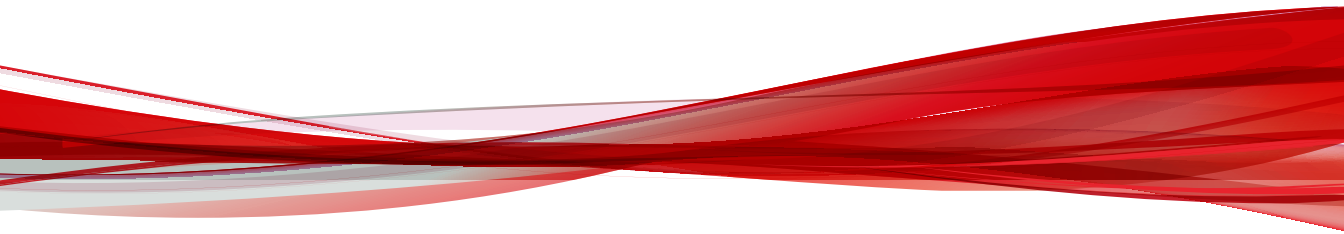
Mode	Ignored Events
	Invalid IP
	Invalid IP Datagram Length
	Fragmented
	Invalid Fragment Offset
	First Fragment Too Small
	Fragment Out Of Bounds
	Fragment Offset Too Small
	IPv6 Packet
	Max Incoming Connections
	Max Outgoing Connections
	Max SYN Sent
	License Expired
	IP Version Unknown
	Invalid Packet Info
	Maximum ACK Retransmit
	Packet on Closed Connection
	Dropped Retransmit
Stateful, Frag, and Verifier Suppression	Out Of Connection
	Invalid Flags
	Invalid Sequence
	Invalid ACK
	Unsolicited UDP
	Unsolicited ICMP

Mode	Ignored Events
	Out Of Allowed Policy
	CE Flags
	Invalid IP
	Invalid IP Datagram Length
	Fragmented
	Invalid Fragment Offset
	First Fragment Too Small
	Fragment Out Of Bounds
	Fragment Offset Too Small
	IPv6 Packet
	Max Incoming Connections
	Max Outgoing Connections
	Max SYN Sent
	License Expired
	IP Version Unknown
	Invalid Packet Info
	Invalid Data Offset
	No IP Header
	Unreadable Ethernet Header
	Undefined
	Same Source and Destination IP
	Invalid TCP Header Length
	Unreadable Protocol Header

Mode	Ignored Events
	Unreadable IPv4 Header
	Unknown IP Version
	Maximum ACK Retransmit
	Packet on Closed Connection
	Dropped Retransmit
Tap Mode	Out Of Connection
	Invalid Flags
	Invalid Sequence
	Invalid ACK
	Maximum ACK Retransmit
	Packet on Closed Connection
	Dropped Retransmit

Part V

Apex One Server Policies



Chapter 16

Apex One Server Policy Settings

This section describes how you can manage Apex One server policy settings.

Global Agent Settings

Configure and apply global agent settings to agents that report to the Apex One server.

Security Settings

Procedure

1. Select **Global Agent Settings**.
2. Click the **Security Settings** tab.
3. Configure settings as required.

SECTION	SETTINGS

Scan Settings (general)	• **Exclude Microsoft Exchange server folders and files from scans**: Prevents the Security Agent installed on the Microsoft Exchange server from scanning the following Exchange server folders:
	  • The following folders in `\Exchsrvr\Mailroot\vsi 1`: `Queue`, `PickUp`, and `BadMail`
	  • `.\Exchsrvr\mdbdata`, including these files: `priv1.stm`, `priv1.edb`, `pub1.stm`, and `pub1.edb`
	  • `.\Exchsrvr\Storage Group`
	For Microsoft Exchange 2007 or later folders, you need to manually add the folders to the scan exclusion list. For scan exclusion details, see the following website:
	http://technet.microsoft.com/en-us/library/bb332342.aspx
	• **Enable deferred scanning on file operations**: Allows users to copy files and then scans the files after the copy process completes to improve the performance of the copy and scan processes

Section	Settings
	 **Important** Deferred scanning requires that the Virus Scan Engine (VSAPI) be version 9.713 or later. • **Enable Early Launch Anti-Malware protection on endpoints**: Allows the Security Agent to load and start scanning before other third-party software drivers during start up (only supported on Windows 8, Windows Server 2012 or later versions)  **Note** After scanning all third-party software drivers, the Security Agent reports the driver classification information to the system kernel. Administrators can define actions based on the driver classifications in Group Policy in Windows and view scan results using Event Viewer on endpoints.
Scan Settings for Large Compressed Files	In the **Real-time Scan** and **Manual Scan/Scheduled Scan/Scan Now** sections, configure the following settings: • **Do not scan files if the compressed file size exceeds XX MB**: Enables the Security Agent to check the sizes of individual files within a compressed archive and skips scanning files if the individual file size exceeds the configured threshold • **In a compressed file, scan only the first XX files**: Prevents the Security Agent from scanning all files in archives that contain more files than the configured threshold
Virus/Malware Scan Settings Only	**Clean/Delete infected files within compressed files**: The Security Agent attempts to perform the “Clean” or “Delete” action on compressed files within certain archive types that contain malware threats

Section	Settings
	Note The Security Agent only attempts to “Clean” or “Delete” malware threats within compressed archives if you have configured the “Clean” or “Delete” action for the type of malware detected.
Spyware/ Grayware Scan Settings Only	**Scan for cookies**: The Security Agent scans all cookies for spyware/ grayware • **Count cookie into spyware log**: The Security Agent creates logs for cookies detected as spyware/grayware
Scheduled Scan Settings	• **Remind users of the Scheduled Scan XX minutes before it runs**: Displays a notification message on the endpoint before Scheduled Scan begins **Note** You can disable the notification message on the **Other Settings** tab of the **Privileges and Other Settings** screen. • **Postpone Scheduled Scan for up to XX hour(s) and XX minute(s)**: Sets the maximum amount of time users with the **Postpone Scheduled Scan** privilege can delay or pause a Scheduled Scan for **Note** You can grant the **Postpone Scheduled Scan** privilege on the **Privileges** tab of the **Privileges and Other Settings** screen. • **Automatically stop Scheduled Scan when scanning lasts more than XX hour(s) and XX minute(s)**: Stops a long Scheduled Scan after reaching the configured time duration • **Skip Scheduled Scan when a wireless endpoint's battery life is less than XX% and its AC adapter is unplugged**: Prevents the

Section	Settings
	Security Agent from starting a Scheduled Scan if the battery life is low **Resume Scheduled Scan** • **Resume an interrupted Scheduled Scan**: Resumes a Scheduled Scan at the specified time if the user interrupted the scan by turning off the endpoint • **Resume a missed Scheduled Scan**: Starts a Scheduled Scan at the specified time if the endpoint was not running when the Scheduled Scan should have started
Firewall Settings	• **Send firewall logs to the server every**: Sets the frequency that Security Agents with the **Allow Security Agents to send firewall logs to the Apex One server** privilege send Firewall logs to the server **Note** You can grant the **Allow Security Agents to send firewall logs to the Apex One server** privilege on the **Privileges** tab of the **Privileges and Other Settings** screen. • **Update the Apex One firewall driver only after a system restart**: Prevents the Security Agent from attempting to update the Common Firewall Driver during normal operations • **Send firewall log count information to the Apex One server hourly to determine the possibility of a firewall outbreak**: Enables the Security Agent to send Firewall detection counts to the Apex Central hourly
Behavior Monitoring Settings	**Automatically take action if the user does not respond within: XX second(s)**: Sets the maximum amount of time that users have before Behavior Monitoring allows a program to execute

Section	Settings
	Note You must enable Event Monitoring and set the action for the particular event to **Ask when necessary** before the Security Agent displays the prompt.

4. Click **Save**.

System Settings

Procedure

1. Select **Global Agent Settings**.
2. Click the **System** tab.
3. Configure settings as required.

Section	Settings
Certified Safe Software Service Settings	**Enable the Certified Safe Software Service for Behavior Monitoring, Firewall, and antivirus scans**: Queries Trend Micro data centers to verify the safety of a program detected by Malware Behavior Blocking, Event Monitoring, Firewall, or antivirus scans to reduce the likelihood of false positives

Section	Settings
Smart Protection Service Proxy	**Use configured Smart Protection Sources for service queries**: Security Agents use the configured Smart Protection Service Proxy settings when querying Smart Protection sources for the following features: • Predictive Machine Learning • Behavior Monitoring **Note** If the integrated Smart Protection Server is unavailable, Security Agents connect to the Trend Micro Smart Protection Network when performing queries.
Updates	• **Download only the pattern files from the ActiveUpdate server when performing updates**: Limit Security Agents to download only the pattern files from the Trend Micro ActiveUpdate server to reduce the bandwidth consumed during updates and speed up the update process. • **Reserve __ MB of disk space for updates**: Specify the amount of agent disk space for hot fixes, pattern files, scan engines, and program updates. Apex Central reserves 60MB of disk space by default.

Section	Settings
Services Restart	**Automatically restart any Security Agent service if the service terminates unexpectedly**: Restart Security Agent services that stopped responding unexpectedly Configure the following: • **Restart the service after __ minutes**: Specify the amount of time (in number of minutes) that must elapse before Apex Central restarts a service. • **If the first attempt to restart the service is unsuccessful, retry __ times**: Specify the maximum retry attempts for restarting a service. Manually restart a service if it remains stopped after the maximum retry attempts. • **Reset the unsuccessful restart count after_ hour(s)**: If a service remains stopped after exhausting the maximum retry attempts, Apex Central waits a certain number of hours to reset the failure count. If a service remains stopped after the number of hours elapses, Apex Central restarts the service.
Root Certificate Import	For file integrety checking, you can enable Security Agents to automatically import root certificates on endpoints based on the selected Windows versions. **Note** It is recommended you enable this feature for protected endpoints in an isolated network environment.

4. Click **Save**.

Network Settings

Procedure

1. Select **Global Agent Settings**.
2. Click the **Network** tab.
3. Configure settings as required.

Section	Settings
Preferred IP Addresses	This setting is only available on dual-stack Apex One servers and is applied only by dual-stack Security Agents. • **IPv4 only**: Security Agents use their IPv4 address. • **IPv4 first, then IPv6**: Security Agents use their IPv4 address first. If the Security Agent cannot register using its IPv4 address, it uses its IPv6 address. If registration is unsuccessful using both IP addresses, the agent retries using the IP address priority for this selection. • **IPv6 first, then IPv4**: Security Agents use their IPv6 address first. If the Security Agent cannot register using its IPv6 address, it uses its IPv4 address. If registration is unsuccessful using both IP addresses, the Security Agent retries using the IP address priority for this selection.
Virus/Malware Log Bandwidth Settings	**Enable the Security Agent to create a single virus/malware log entry for recurring detections of the same virus/malware within an hour**: Consolidates virus log entries when detecting multiple infections from the same virus/malware over a short period of time The Security Agent may detect a single virus/malware multiple times, quickly filling the virus/malware logs and consuming network bandwidth when sending log information to the server. Enabling this feature helps reduce both the number of virus/malware log entries made and the amount of network bandwidth Security Agents consume when reporting malware log information to the server.
Unreachable Network	Configure the server polling settings: • If the Apex One server has both an IPv4 and IPv6 address, you can type an IPv4 address range and IPv6 prefix and length. For example: Type an IPv4 address range if the server is pure IPv4, or an IPv6 prefix and length if the server is pure IPv6. When any Security Agent IP address matches an IP address in the range, the Security Agent applies the heartbeat and server polling settings and the server treats the Security Agent as part of the unreachable network.

Section	Settings
	 **Note** Security Agents with an IPv4 address can connect to a pure IPv4 or dual-stack Apex One server. Security Agents with an IPv6 address can connect to a pure IPv6 or dual-stack Apex One server. Dual-stack Security Agents can connect to dual-stack, pure IPv4, or pure IPv6 Apex One server. • **Agents poll the server for updated components and settings every __ minute(s)**: Specify the server polling frequency. Type a value between 1 and 129600 minutes.  **Tip** Trend Micro recommends that the server polling frequency be at least three times the heartbeat sending frequency. Configure the heartbeat settings: a. Select **Allow agents to send heartbeat to the server**. b. Select **All agents** or **Only agents in the unreachable network**. c. In **Agents send heartbeat every __ minute(s)**, specify how often Security Agents send heartbeat. Type a value between 1 and 129600 minutes. d. In **An agent is offline if there is no heartbeat after __ minute(s)**, specify how much time without a heartbeat must elapse before the Apex One server treats the Security Agent as offline. Type a value between 1 and 129600 minutes.
Server Polling Interval	**Polling interval: XX minute(s)**: Configures the Security Agents to automatically attempt to connect with the Apex Central at a regular interval to receive updated settings or components and to report the Security Agent status

Section	Settings
	Note The Apex Central server classifies all Security Agents that did not successfully poll the server at the specified interval as being “Unreachable”.

4. Click **Save**.

Agent Control Settings

Procedure

1. Select **Global Agent Settings**.
2. Click the **Agent Control** tab.
3. Configure settings as required.

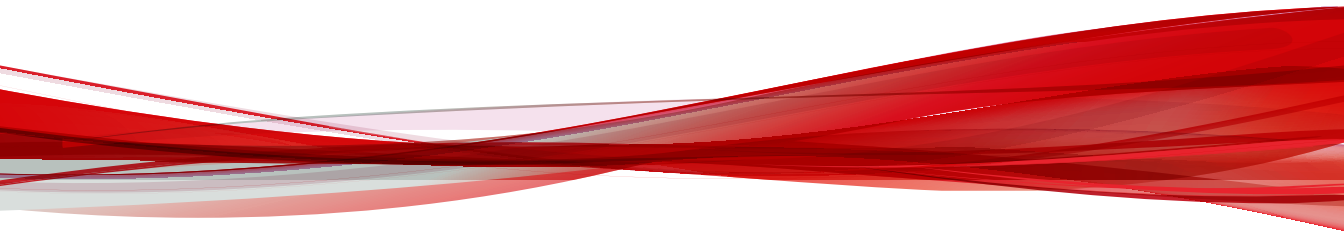
Section	Settings
General Settings	**Add Manual Scan to the Windows shortcut menu on endpoints**: Displays the **Scan** menu item to the Security Agents shortcut menu
Alert Settings	• **Show the alert icon on the Windows taskbar if the virus pattern file is not updated after XX day(s)**: Displays an alert icon on the Windows taskbar to remind users to update an outdated Virus Pattern after the specified number of days • **Display a notification message if the endpoint needs to restart to load a kernel mode driver**: Displays a notification on the endpoint indicating that a restart is required to finish installing a hotfix or upgrade package that contains a new kernel mode driver

Section	Settings
Agent Language Configuration	You can configure all Security Agents to display using the Apex Central server language settings or the locally logged on user language settings. • **Local language settings on the endpoint**: The Security Agent displays using the language settings of the logged on user. **Note** If the Security Agent does not support the logged on user language settings, the agent applies the Apex Central server language. If the endpoint does not support the Apex Central server language, English displays. • **Apex One server language**: The Security Agent displays using the Apex Central server language. **Note** If the endpoint does not support the Apex Central server language, English displays.

4. Click **Save**.

Part VI

Apex One Data Loss Prevention Policies



Chapter 17

Apex One Data Loss Prevention Policy Settings

This section describes how to configure Data Loss Prevention policies for Security Agents.

Topics include:

Data Loss Prevention (DLP)

Traditional security solutions are focused on preventing external security threats from reaching the network. In today's security environment, this is only half the story. Data breaches are now commonplace, exposing an organization's confidential and sensitive data – referred to as digital assets – to outside unauthorized parties. A data breach may occur as a result of internal employee mistakes or carelessness, data outsourcing, stolen or misplaced computing devices, or malicious attacks.

Data breaches can:

- Damage brand reputation
- Erode customer trust in the organization
- Result in unnecessary costs to cover for remediation and to pay fines for violating compliance regulations
- Lead to lost business opportunities and revenue when intellectual property is stolen

With the prevalence and damaging effects of data breaches, organizations now see digital asset protection as a critical component of their security infrastructure.

Data Loss Prevention safeguards an organization's sensitive data against accidental or deliberate leakage. Data Loss Prevention allows you to:

- Identify the sensitive information that requires protection using data identifiers
- Create policies that limit or prevent the transmission of digital assets through common transmission channels, such as email and external devices
- Enforce compliance to established privacy standards

Before you can monitor sensitive information for potential loss, you must be able to answer the following questions:

- What data needs protection from unauthorized users?

- Where does the sensitive data reside?
- How is the sensitive data transmitted?
- What users are authorized to access or transmit the sensitive data?
- What action should be taken if a security violation occurs?

This important audit typically involves multiple departments and personnel familiar with the sensitive information in your organization.

If you already defined your sensitive information and security policies, you can begin to define data identifiers and company policies.

Configuring a Data Loss Prevention Policy

Procedure

1. Click the **External Agents** tab to configure a policy for external agents or the **Internal Agents** tab to configure a policy for internal agents.

   Note

   Configure agent location settings if you have not done so. Agents use these location settings to determine the correct Data Loss Prevention policy to apply.

2. Select **Enable Data Loss Prevention**.
3. Choose one of the following:
   - If you are on the **External Agents** tab, you can apply all Data Loss Prevention settings to internal agents by selecting **Apply all settings to internal agents**.
   - If you are on the **Internal Agents** tab, you can apply all Data Loss Prevention settings to external agents by selecting **Apply all settings to external agents**.
4. Manage the rules that Data Loss Prevention applies to the policy un the **Rules** tab.

Task	Description
Add a new rule	Click **Add** to create a rule that applies to the policy. For more information, see *Configuring Data Loss Prevention Rules on page 17-4*.
Copy existing rule settings	Select an existing rule and click **Copy** to open the **Data Loss Prevention Policy Settings** screen. Modify the rule settings as required.
Delete existing rules	Select an existing rule and click **Delete** to remove the rule from the list.
Modify existing rules	Click the **Rule** name of an existing rule to modify settings.
Enable/Disable existing rules	Click the button under the **Enable** column to enable or disable a rule for the policy.

Note

A policy can contain a maximum of 40 rules.

5. Click the **Exceptions** tab and configure any necessary exception settings.

   For more information, see *Data Loss Prevention Exceptions on page 17-12*.

Configuring Data Loss Prevention Rules

Note

Data Loss Prevention processes rules and templates by priority. If a rule is set to “Pass”, Data Loss Prevention processes the next rule in the list. If a rule is set to “Block” or “User Justification”, Data Loss Prevention blocks or accepts the user action and does not process that rule/template further.

Procedure

1. Select **Enable this rule**.

2. Specify a name for the rule.

   Configure the template settings:

3. Click the **Template** tab.

4. Select templates from the **Available templates** list and then click **Add**.

   When selecting templates:

   - Select multiple entries by clicking the template names which highlights the name.
   - Use the search feature if you have a specific template in mind. You can type the full or partial name of the template.

   Note

   Each rule can contain a maximum of 200 templates.

   Configure the channel settings:

5. Click the **Channel** tab.

6. Select the channels for the rule.

   For details about channels, see *Network Channels on page 17-6* and *System and Application Channels on page 17-9*.

7. If you selected any of the network channels, select the transmission scope:

   - **All transmissions**
   - **Only transmissions outside the Local Area Network**

   See *Transmission Scope and Targets for Network Channels on page 17-6* for details on transmission scope, how targets work depending on the transmission scope, and how to define targets correctly.

8. If you selected **Email clients**:

   a. Click **Exceptions**.

   b. Specify monitored and non-monitored internal email domains.

For details on monitored and non-monitored email domains, see *Email Clients on page 17-7*.

9. If you selected **Removable storage**:

   a. Click **Exceptions**.

   b. Add non-monitored removable storage devices, identifying them by their vendors. The device model and serial ID are optional.

      The approved list for USB devices supports the use of the asterisk (*) wildcard. Replace any field with the asterisk (*) to include all devices that satisfy the other fields.

      For example, [vendor]-[model]-* places all USB devices from the specified vendor and the specified model type, regardless of serial ID, to the approved list.

   c. To add more devices, click the plus (**+**) icon.

   Configure the action settings:

10. Click the **Action** tab.

11. Select a primary action and any additional actions. For details about actions, see *Data Loss Prevention Actions on page 17-10*.

12. After configuring the **Template**, **Channel**, and **Action** settings, click **Save**.

Transmission Scope and Targets for Network Channels

Transmission scope and targets define data transmissions on network channels that Data Loss Prevention must monitor. For transmissions that should be monitored, Data Loss Prevention checks for the presence of data identifiers before allowing or blocking the transmission. For transmissions that should not be monitored, Data Loss Prevention does not check for the presence of data identifiers and immediately allows the transmission.

Network Channels

Data Loss Prevention can monitor data transmission through the following network channels:

- Email clients
- FTP
- HTTP and HTTPS
- IM applications
- SMB protocol
- Webmail

To determine data transmissions to monitor, Data Loss Prevention checks the transmission scope, which you need to configure. Depending on the scope that you selected, Data Loss Prevention will monitor all data transmissions or only transmissions outside the Local Area Network (LAN).

Email Clients

Data Loss Prevention monitors email transmitted through various email clients. Data Loss Prevention checks the email subject, body, and attachments for data identifiers. For a list of supported email clients, see the *Data Protection Lists* document at:

http://docs.trendmicro.com/en-us/enterprise/data-protection-reference-documents.aspx

Monitoring occurs when a user attempts to send the email. If the email contains data identifiers, Data Loss Prevention will either allow or block the email.

You can define non-monitored internal email domains and monitored subdomains.

- **Non-monitored email domains**: Data Loss Prevention immediately allows the transmission of emails sent to non-monitored domains.

Note

Data transmissions to non-monitored email domains and to monitored email subdomains where "Monitor" is the action are similar in that the transmission is allowed. The only difference is that for non-monitored email domains, Data Loss Prevention does not log the transmission, whereas for monitored email subdomains, the transmission is always logged.

- **Monitored email subdomains**: When Data Loss Prevention detects email transmitted to a monitored subdomain, it checks the action for the policy. Depending on the action, the transmission is allowed or blocked.

Note

If you select email clients as a monitored channel, an email must match a policy for it to be monitored. In contrast, an email sent to monitored email subdomains is automatically monitored, even if it does not match a policy.

Specify domains using any of the following formats, separating multiple domains with commas:

- X400 format, such as /O=Trend/OU=USA, /O=Trend/OU=China
- Email domains, such as `example.com`

For email messages sent through the SMTP protocol, Data Loss Prevention checks if the target SMTP server is on the following lists:

1. Monitored targets
2. Non-monitored targets
3. Non-monitored email domains
4. Monitored email subdomains

This means that if an email is sent to an SMTP server on the monitored targets list, the email is monitored. If the SMTP server is not on the monitored targets list, Data Loss Prevention checks the other lists.

For emails sent through other protocols, Data Loss Prevention only checks the following lists:

1. Non-monitored email domains
2. Monitored email subdomains

System and Application Channels

Data Loss Prevention can monitor the following system and application channels:

- Cloud storage services
- Data recorders (CD/DVD)
- Peer-to-peer applications
- PGP Encryption
- Printer
- Removable storage
- Synchronization software (ActiveSync)
- Windows clipboard

Device List Tool

Run the Device List Tool locally on each endpoint to query external devices connected to the endpoint. The tool scans an endpoint for external devices and then displays device information in a browser window. You can then use the information when configuring device settings for Data Loss Prevention and Device Control.

Running the Device List Tool

Procedure

1. Locate the Device List Tool.
   - On the target endpoint that has the Security Agent installed, go to `C:\Windows\System32\dgagent\listDeviceInfo.exe`.

- Obtain `listDeviceInfo.zip` from the Support portal and extract the package on the target endpoint.

  https://success.trendmicro.com/solution/1120385

2. On the endpoint, run `listDeviceInfo.exe`.
3. View device information in the browser window that displays. Data Loss Prevention and Device Control use the following information:
   - Vendor (required)
   - Model (optional)
   - Serial ID (optional)

Data Loss Prevention Actions

When Data Loss Prevention detects the transmission of data identifiers, it checks the DLP policy for the detected data identifiers and performs the action configured for the policy.

The following table lists the Data Loss Prevention actions.

TABLE 17-1. Data Loss Prevention Actions

ACTION	DESCRIPTION
Actions	
Pass	Data Loss Prevention allows and logs the transmission.
Block	Data Loss Prevention blocks and logs the transmission.
Additional Actions	
Notify the agent user	Data Loss Prevention displays a notification message to inform the user of the data transmission and whether it was passed or blocked.
Record data	Regardless of the primary action, Data Loss Prevention records the sensitive information to `<Security Agent installation folder>\DLPLite\Forensic`. Select this action to evaluate sensitive information that is being flagged by Data Loss Prevention.

Action	Description
	Recorded sensitive information may consume too much hard disk space. Therefore, Trend Micro highly recommends that you choose this option only for highly sensitive information.
Encrypt supported channels using the specified key/ password (only available if Endpoint Encryption is installed) **Note** This option is only available for Removable storage and Cloud storage service channels and when selecting the **Pass** action. **Important** The File Encryption feature in Endpoint Encryption is not supported on Windows 10 22H2 (or later) and Windows 11 (or later) platforms.	If Trend Micro Endpoint Encryption is installed alongside theSecurity Agents, Data Loss Prevention can automatically encrypt files before allowing a user to pass them to another location. If Endpoint Encryption is not installed, Data Loss Prevention performs the Block action on files. Choose one of the following encryption keys or a fixed password: • **User key**: Also known as a **Local Key**, this key is unique to each user and limits access to the encrypted file to the user that created the file. • **Shared key**: This key refers to the **Group Key** or **Enterprise Key** and the Endpoint Encryption administrator configures the type using PolicyServer MMC. • **Fixed password**: Users manually provide a fixed password using an on-screen prompt. Endpoint Encryption creates a self-extracting package that users can access on any endpoint after providing the decryption password.

Action	Description
	Important • The target endpoint must have Endpoint Encryption installed and the user must log in to Endpoint Encryption in order to encrypt data. • Encrypted files located on USB devices are subject to Data Loss Prevention scanning when users attempt to decrypt the files. Decrypting files containing sensitive data on a USB device triggers the USB encryption protocol resulting in the system requiring that the sensitive data be encrypted (again). To prevent Data Loss Prevention from attempting to "re-encrypt" the data, move the encrypted files to a local drive before attempting to access the data. • Data Loss Prevention blocks attempts to upload files to cloud storage when using a web client. Encrypt the files manually before uploading using a web client.
User justification **Note** This option is only available after selecting the **Block** action.	Data Loss Prevention prompts the user before performing the "Block" action. User can select to override the "Block" action by providing an explanation as to why the sensitive data is safe to pass. The available justification reasons are: • **This is part of an established business process.** • **My manager approved the data transfer.** • **The data in this file is not confidential.** • **Other**: Users provide an alternate explanation in the text field provided.

Data Loss Prevention Exceptions

DLP exceptions apply to the entire policy, including all rules defined within the policy. Data Loss Prevention applies the exception settings to all

transmissions before scanning for digital assets. If a transmission matches one of the exception rules, Data Loss Prevention immediately allows or scans the transmission depending on the exception type.

Defining Non-monitored and Monitored Targets

Define the non-monitored and monitored targets based on the transmission scope configured on the **Channel** tab. For details on how to define non-monitored and monitored targets for **All transmissions**, see *Transmission Scope: All Transmissions on page 17-14*. For details on how to define non-monitored and monitored targets for **Only transmissions outside the Local Area Network**, see *Transmission Scope: Only Transmissions Outside the Local Area Network on page 17-15*.

Follow these guidelines when defining monitored and non-monitored targets:

1. Define each target by:
   - IP address
   - Host name
   - FQDN
   - Network address and subnet mask, such as 10.1.1.1/32

   Note

   For the subnet mask, Data Loss Prevention only supports a classless inter-domain routing (CIDR) type port. That means that you can only type a number like 32 instead of 255.255.255.0.

2. To target specific channels, include the default or company-defined port numbers for those channels. For example, port 21 is typically for FTP traffic, port 80 for HTTP, and port 443 for HTTPS. Use a colon to separate the target from the port numbers.
3. You can also include port ranges. To include all ports, ignore the port range.

   Examples of targets with port numbers and port ranges:

- 10.1.1.1:80
- host:5-20
- host.domain.com:20
- 10.1.1.1/32:20

4. Separate targets with commas.

Transmission Scope: All Transmissions

Data Loss Prevention monitors data transmitted outside the host computer.

Note

Trend Micro recommends choosing this scope for external agents.

If you do not want to monitor data transmissions to certain targets outside the host computer, define the following:

- **Non-monitored targets**: Data Loss Prevention does not monitor data transmitted to these targets.

  Note

  Data transmissions to non-monitored targets and to monitored targets where "Monitor" is the action are similar in that the transmission is allowed. The only difference is that for non-monitored targets, Data Loss Prevention does not log the transmission, whereas for monitored targets, the transmission is always logged.

- **Monitored targets**: These are specific targets within the non-monitored targets that should be monitored. Monitored targets are:
  - Optional if you defined non-monitored targets.
  - Not configurable if you did not define non-monitored targets.

For example:

The following IP addresses are assigned to your company's Legal Department:

- `10.201.168.1` to `10.201.168.25`

You are creating a policy that monitors the transmission of Employment Certificates to all employees except the Legal Department's full time staff. To do this, you would select **All transmissions** as the transmission scope and then:

Option	Steps
Option 1	1. Add `10.201.168.1-10.201.168.25` to the non-monitored targets. 2. Add the IP addresses of the Legal Department's part-time staff to the monitored targets. Assume that there are 3 IP addresses, `10.201.168.21-10.201.168.23`.
Option 2	Add the IP addresses of the Legal Department's full time staff to the non-monitored targets: • `10.201.168.1-10.201.168.20` • `10.201.168.24-10.201.168.25`

For guidelines on defining monitored and non-monitored targets, see *Defining Non-monitored and Monitored Targets on page 17-13*.

Transmission Scope: Only Transmissions Outside the Local Area Network

Data Loss Prevention monitors data transmitted to any target outside the Local Area Network (LAN).

Note

Trend Micro recommends choosing this scope for internal agents.

"Network" refers to the company or local network. This includes the current network (IP address of the endpoint and netmask) and the following standard private IP addresses:

- Class A: `10.0.0.0` to `10.255.255.255`
- Class B: `172.16.0.0` to `172.31.255.255`
- Class C: `192.168.0.0` to `192.168.255.255`

If you select this transmission scope, you can define the following:

- **Non-monitored targets**: Define targets outside the LAN that you consider safe and therefore should not be monitored.

  Note

  Data transmissions to non-monitored targets and to monitored targets where "Monitor" is the action are similar in that the transmission is allowed. The only difference is that for non-monitored targets, Data Loss Prevention does not log the transmission, whereas for monitored targets, the transmission is always logged.

- **Monitored targets**: Define targets within the LAN that you want to monitor.

For guidelines on defining monitored and non-monitored targets, see *Defining Non-monitored and Monitored Targets on page 17-13*.

Decompression Rules

Files contained in compressed files can be scanned for digital assets. To determine the files to scan, Data Loss Prevention subjects a compressed file to the following rules:

- **Size of a decompressed file exceeds: __ MB (1-10240 MB)**
- **Compression layers exceed: __ (1-20)**
- **Number of files to scan exceeds: __ (1-2000)**

Chapter 18

Apex One Data Discovery Dashboard Widgets

This section contains help topics for the Apex One Data Discovery dashboard widgets supported in Apex Central as a Service.

Topics include:

Top Sensitive File Policy Detections Widget

This widget displays information about Data Discovery policy violation detections and the sensitive files that triggered the rules.

Note

By default, the widget displays data from all the managed products that a user account has privileges to view.

Use the **Range** drop-down to select the time period for the data that displays.

- To specify a custom time range or time interval, click the settings icon (>) and select **Customized** for the **Range**.

Use the **Rule** drop-down to specify the rule that triggered the detection.

- To specify the number of rules that display, click the settings icon (>) and select from the **Rules to display** drop-down.
- To aggregate the remaining data, click the settings icon (>) and select **Display the remaining data as "Others"**.

You can choose to display the data in a table, bar chart, pie chart, or line chart by clicking the display icons ( ).

The default view displays the following information in a table.

Column Name	Description
Rule Name	Displays the rules triggered by sensitive files.
Detections	Displays the number of times the rule is triggered Click the **Detections** column name to sort the table by the number of detections. Click the number to view detailed information about the detection (when the detection occurs, the sensitive files detected).
Percentage	Displays the number of times that the rule is triggered as a percentage of the total number of detections

Click a number in the **Detections** column or click a chart section to view detailed information.

Data	Description
Received	The time and date Apex Central received the data
Generated	The time and date the detection occurred
Rule	The rule that is triggered
Endpoint	The endpoint that triggered the rule
Domain	The domain that triggered the rule
User	The user that triggered the rule
User Domain	The domain that the user belongs to
File Path	The file path for the sensitive file
File	The name of the sensitive file
Template	The template that the rule belongs to
Action	The action taken on the sensitive file

Top Endpoints with Sensitive Files Widget

This widget displays information about endpoints with sensitive files that triggered Data Discovery policy violation detections.

Note

By default, the widget displays data from all the managed products that a user account has privileges to view.

Use the **Range** drop-down to select the time period for the data that displays.

- To specify a custom time range or time interval, click the settings icon (>) and select **Customized** for the **Range**.

Use the **Rule** drop-down to specify the rule that triggered the detection.

- To specify the number of templates that display, click the settings icon (>) and select from the **Endpoints to display** drop-down.
- To aggregate the remaining data, click the settings icon (>) and select **Display the remaining data as "Others"**.

You can choose to display the data in a table, bar chart, or pie chart by clicking the display icons ( ).

The default view displays the following information in a table.

Column Name	Description
Endpoints	Displays the endpoint with sensitive files that triggered the rule
Detections	Displays the number of times the rule is triggered Click the **Detections** column name to sort the table by the number of detections.
Percentage	Displays the number of times that the rule is triggered as a percentage of the total number of detections

Click a number in the **Detections** column or click a chart section to view detailed information.

Data	Description
Received	The time and date Apex Central received the data
Generated	The time and date the detection occurred
Rule	The rule that is triggered
Endpoint	The endpoint that triggered the rule
Domain	The domain that triggered the rule
User	The user that triggered the rule
User Domain	The domain that the user belongs to
File Path	The file path for the sensitive file

Data	Description
File	The name of the sensitive file
Template	The template that the rule belongs to
Action	The action taken on the sensitive file

Top Data Discovery Template Matches Widget

This widget displays information about the top Data Discovery template policy violations over time.

Note

By default, the widget displays data from all the managed products that a user account has privileges to view.

Use the **Range** drop-down to select the time period for the data that displays.

- To specify a custom time range or time interval, click the settings icon (>) and select **Customized** for the **Range**.

Use the **Rule** drop-down to specify the rule that triggered the detection.

- To specify the number of templates that display, click the settings icon (>) and select from the **Templates to display** drop-down.
- To aggregate the remaining data, click the settings icon (>) and select **Display the remaining data as "Others"**.

You can choose to display the data in a table, bar chart, or pie chart by clicking the display icons ( ).

The default view displays the following information in a table.

Column Name	Description
Templates	Displays the template triggered by sensitive files

Column Name	Description
Detections	Displays the number of times that the template is triggered Click the **Detections** column name to sort the table by the number of detections.
Percentage	Displays the number of times that the template is triggered as a percentage of the total number of detections

Click a number in the **Detections** column or click a chart section to view detailed information.

Data	Description
Received	The time and date Apex Central received the data
Generated	The time and date the detection occurred
Rule	The rule that is triggered
Endpoint	The endpoint that triggered the rule
Domain	The domain that triggered the rule
User	The user that triggered the rule
User Domain	The domain that the user belongs to
File Path	The file path for the sensitive file
File	The name of the sensitive file
Template	The template that the rule belongs to
Action	The action taken on the sensitive file

Top Sensitive Files Widget

This widget displays information about the top sensitive files that triggered Data Discovery policy violations over time.

Note

By default, the widget displays data from all the managed products that a user account has privileges to view.

Use the **Range** drop-down to select the time period for the data that displays.

- To specify a custom time range or time interval, click the settings icon (>) and select **Customized** for the **Range**.

Use the **Rule** drop-down to specify the rule that triggered the detection.

- To specify the number of detections that display, click the settings icon (>) and select from the **Sensitive files to display** drop-down.
- To aggregate the remaining data, click the settings icon (>) and select **Display the remaining data as "Others"**.

You can choose to display the data in a table, bar chart, or pie chart by clicking the display icons ( ).

The default view displays the following information in a table.

Column Name	Description
File	Displays the sensitive files potentially leaked
Detections	Displays the number of times that the sensitive file has been potentially leaked Click the **Detections** column name to sort the table by the number of detections.
Percentage	Displays the number of times that the sensitive file has been potentially leaked as a percentage of the total number of detections

Click a number in the **Detections** column or click a chart section to view detailed information.

Data	Description
Received	The time and date Apex Central received the data

Data	Description
Generated	The time and date the detection occurred
Rule	The rule that is triggered
Endpoint	The endpoint that triggered the rule
Domain	The domain that triggered the rule
User	The user that triggered the rule
User Domain	The domain that the user belongs to
File Path	The file path for the sensitive file
File	The name of the sensitive file
Template	The template that the rule belongs to
Action	The action taken on the sensitive file

Chapter 19

Apex One Data Discovery Policy Settings

This section discusses how to configure Apex One Data Discovery policy settings in Apex Central.

Topics include:

Creating Data Discovery Policies

Data Discovery searches databases, endpoints, and document management systems for the presence of sensitive information. Data Discovery widgets display data loss prevention compliance with an enterprise's policy. Using Data Discovery policies and widgets allows administrators to perform remediation actions on their network.

Note

Performing a full scan of an endpoint drive or directory can cause significant system slowdown for end users.

Procedure

1. Select **Enable Data Discovery**.
2. Click **Add**.

   The **Data Discovery Policy Settings** screen appears.
3. Select **Enable this rule**.
4. Specify a name for the rule.
5. Configure the target folder settings:
   a. Click the **Target Folder** tab.

      Note

      The root folder cannot be a Windows shared folder or removable device (USB device or DVD).

   b. In the **File Path** section, specify the scan location for files.

Note

Data Discovery does not scan `autoexec.bat` files located in the following directories:

- `\Documents and Settings\*\Application Data\`
- `\Documents and Settings\*\Local Settings\`
- `\Documents and Settings\*\Cookies\`
- `\Program Files\`
- `\Windows\`
- `\Winnt\`
- `\Users\*\AppData\`
- `\ProgramData\`

c. In the **File Type Exceptions** section, specify scanning exceptions.

- **Scan**: Specify specific files or file types to scan.
- **Do not scan**: Specify specific files, file types, or folders that Data Discovery will not scan.

Note

- Data Discovery supports the following wildcard characters:
  - `*`: Substitute for any and all characters before or after the *
  - `?`: Substitute for a single character or a single double-byte character
- Separate multiple entries with pipes (|) and use the following format:
  - For files: *.<file extension> (for example: *.exe|*.doc)
  - For folders: Specify a file path (for example: *\Test*|C:\My-Docs\)

Configure the template settings:

6. Configure the template settings:

   a. Click the **Template** tab.

   b. Select templates from the **Available templates** list and then click **Add**.

      When selecting templates:

      - Select multiple entries by clicking the template names which highlights the name.
      - Use the search feature if you have a specific template in mind. You can type the full or partial name of the template.

Note

- Each rule can contain a maximum of 500 templates.
- your preferred template is not found in the **Available templates** list, go to **Policies** > **Policy Resources** > **DLP Templates** and create a new template.

---

7. Configure the action settings:

   a. Click the **Action** tab.

   b. Select **Monitor** to record detections for analysis.

   c. (Optional) Select **Encrypt** to encrypt sensitive files using one of the following methods:

      - **User key**
      - **Group key**
      - **Encryption password**: The encryption password is a global password for all Apex One servers. Click **Create encryption password** to configure a password.

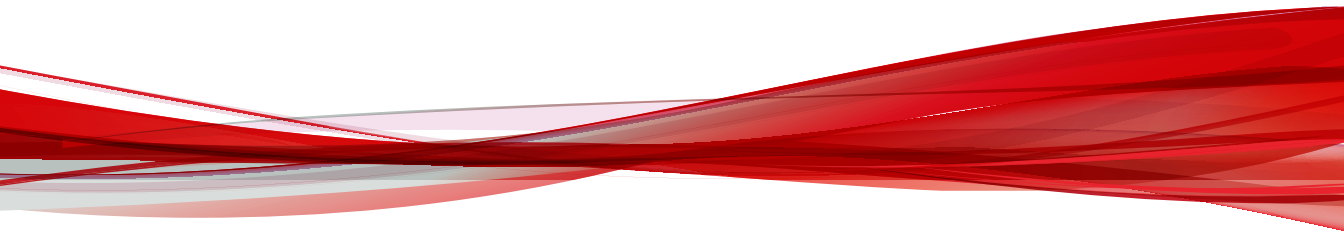
Important

The File Encryption feature in Endpoint Encryption is not supported on Windows 10 22H2 (or later) and Windows 11 (or later) platforms.

8. Configure the schedule for the scan:
   a. Click the **Schedule** tab.
   b. Specify the frequency of the scan.
   c. Specify the time that the scan starts.
9. Click **Save** to apply settings.

Part VII

Apex One (Mac) Widgets and Policies



Chapter 20

Apex One (Mac) Dashboard Widgets

This section contains help topics for the Apex One (Mac) dashboard widgets supported in Apex Central as a Service.

Topics include:

Key Performance Indicators Widget

Use this widget on the Apex Central **Dashboard** screen to display Apex One (Mac) key performance indicators (KPIs) based on selected criteria.

For information on how to add a widget to the **Dashboard** screen, see the Apex Central or Control Manager documentation.

Tip

By default, the widget marks events as "Important" () at 15 occurrences and "Critical" () at 30 occurrences. Optionally, mark events as Important or Critical by customizing event thresholds.

Configuring Key Performance Indicators

In Apex Central or Control Manager, access the **Apex One (Mac) Key Performance Indicators** widget on the **Dashboard** to perform the following indicator-related tasks.

TABLE 20-1. KPI Widget Indicator Tasks

TASK	STEPS
Add a new indicator	1. Click **Add Indicator**. The **Add Indicator** screen appears. 2. Select an option from the **Name** drop-down list and optionally customize settings. 3. Click **Save**.
Edit an indicator	1. Click the indicator in the list. The **Edit Indicator** screen appears. 2. Customize settings. 3. Click **Save**.

Task	Steps
Delete an indicator	1. Click the indicator in the list. The **Edit Indicator** screen appears. 2. Click **Delete**. 3. Click **OK**.
Configure event threshold settings	1. On the **Add Indicator** or **Edit Indicator** screen, select **Enable alerts at the following thresholds**. 2. Type the minimum number of event occurrences for each event type. 3. Click **Save**. **Note** The important or critical icon displays in the **Occurrences** column if both of the following are true: • The number of event occurrences that match this indicator is equal to or more than the threshold. • **Enable alerts at the following threshold** is selected.

Configuring Widget Settings

On the Apex Central or Control Manager **Dashboard** screen, select **Widget Settings** from the menu on the top-right of the widget to perform the following tasks.

Table 20-2. KPI Widget Settings

Task	Steps
Edit widget title	Type the widget title in the text field.

TASK	STEPS
Configure daily update time	From the drop-down list, select the hour to generate the widget data every day. **Tip** To manually refresh the widget data, click the refresh ( ) icon.

Chapter 21

Apex One (Mac) Policy Settings

This section discusses how to configure Trend Micro Apex One (Mac) policy settings in Apex Central.

Topics include:

Scan Method Types

Apex One (Mac) Security Agents can use one of two scan methods when scanning for security risks. The scan methods are smart scan and conventional scan.

- **Smart Scan**

  Security Agents that use smart scan are referred to as “smart scan agents” in this document. Smart scan agents benefit from local scans and in-the-cloud queries provided by File Reputation Services.

  This is the default scan method type.

- **Conventional Scan**

  Agents that do not use smart scan are called “conventional scan agents”. A conventional scan agent stores all Apex One (Mac) components on the agent endpoint and scans all files locally.

Scan Methods Compared

The following table provides a comparison between the two scan methods:

TABLE 21-1. Conventional Scan and Smart Scan Compared

BASIS OF COMPARISON	CONVENTIONAL SCAN	SMART SCAN
Scanning behavior	The conventional scan agent performs scanning on the local endpoint.	• The smart scan agent performs scanning on the local endpoint. • If the Security Agent cannot determine the risk of the file during the scan, the Security Agent verifies the risk by sending a scan query to a smart protection source. • The Security Agent "caches" the scan query result to improve the scan performance.

Basis of Comparison	Conventional Scan	Smart Scan
Components in use and updated	All components available on the update source, except the Mac Heuristic Pattern and Smart Scan Agent Pattern.	All components available on the update source, except the Virus Pattern and Spyware Active-monitoring Pattern.
Typical update source	Apex One (Mac) server	Apex One (Mac) server

Switching from Smart Scan to Conventional Scan

The following table provides other considerations when switching agents to conventional scan.

Table 21-2. Considerations When Switching to Conventional Scan

Consideration	Details
Number of Security Agents to switch	Switching a relatively small number of Security Agents at a time allows efficient use of the Apex One (Mac) server and Smart Protection Server resources. These servers can perform other critical tasks while Security Agents change their scan methods.
Timing	When switching back to conventional scan, Security Agents will likely download the full version of the Virus Pattern and Spyware-active Monitoring Pattern from the Apex One (Mac) server. These pattern files are only used by conventional scan agents. Consider switching during off-peak hours to ensure the download process finishes within a short amount of time. Also consider switching when no Security Agent is scheduled to update from the server.

CONSIDERATION	DETAILS
Agent tree settings	Scan method is a granular setting that can be set on the root, domain, or individual agent level. When switching to conventional scan, you can: • Create a new group and assign conventional scan as its scan method. Any Security Agent you move to this group will use conventional scan. When you move the Security Agent, enable the setting **Apply settings of new group to selected agent(s)**. • Select a group and configure it to use conventional scan. Smart scan agents belonging to the group will switch to conventional scan. • Select one or several smart scan agents from a group and then switch them to conventional scan.  **Note** Any changes to the group's scan method overrides the scan method you have configured for individual Security Agents.

Switching from Conventional Scan to Smart Scan

If you are switching Security Agents from conventional scan to smart scan, ensure that you have set up Smart Protection Services on the Apex One server. For details, see the Apex One documentation.

The following table provides other considerations when switching Security Agent to smart scan.

TABLE 21-3. Considerations When Switching to Smart Scan

CONSIDERATION	DETAILS
Product license	To use smart scan, ensure that you have activated the licenses for the following services on the Apex One server and that the licenses are not expired: • Antivirus • Web Reputation and Anti-spyware
Apex One (Mac) server	Ensure that Security Agents can connect to the Apex One (Mac) server. Only online Security Agents will be notified to switch to smart scan. Offline Security Agents get notified when they become online. Roaming Security Agents are notified when they become online or, if the Security Agent has scheduled update privileges, when scheduled update runs.
Number of Security Agents to switch	Switching a relatively small number of Security Agents at a time allows efficient use of Apex One (Mac) server resources. The Apex One (Mac) server can perform other critical tasks while Security Agents change their scan methods.
Timing	When switching to smart scan for the first time, Security Agents need to download the full version of the Mac Heuristic Pattern and Smart Scan Agent Pattern from the Apex One (Mac) server. The Smart Scan Pattern is only used by smart scan agents. Consider switching during off-peak hours to ensure the download process finishes within a short amount of time. Also consider switching when no Security Agent is scheduled to update from the server.

Consideration	Details
Agent tree settings	Scan method is a granular setting that can be set on the root, group, or individual agent level. When switching to smart scan, you can: • Create a new group and assign smart scan as its scan method. Any Security Agent you move to this group will use smart scan. When you move the Security Agent, enable the setting **Apply settings of new group to selected agent(s)**. • Select a group and configure it to use smart scan. Conventional scan agents belonging to the group will switch to smart scan. • Select one or several conventional scan agents from a group and then switch them to smart scan. **Note** Any changes to the group's scan method overrides the scan method you have configured for individual Security Agents.
IPv6 support	Smart scan agents send scan queries to smart protection sources. A pure IPv6 smart scan agent cannot send queries directly to pure IPv4 sources, such as: • Smart Protection Server 3.0 (integrated or standalone) • Trend Micro Smart Protection Network Similarly, a pure IPv4 smart scan agent cannot send queries to pure IPv6 Smart Protection Servers. A dual-stack proxy server that can convert IP addresses, such as DeleGate, is required to allow smart scan agents to connect to the sources.

Scan Types

Apex One (Mac) provides the following scan types to protect endpoints from security risks:

Scan Type	Description
Real-time Scan	Automatically scans a file on the endpoint as it is received, opened, downloaded, copied, or modified See *Real-time Scan on page 21-7*.
Manual Scan	A user-initiated scan that scans a file or a set of files requested by the user See *Manual Scan on page 21-12*.
Scheduled Scan	Automatically scans files on the endpoint based on the schedule configured by the administrator See *Scheduled Scan on page 21-17*.
Scan Now	An administrator-initiated scan that scans files on one or several target endpoints

Real-time Scan

Real-time Scan is a persistent and ongoing scan. Each time a file is received, opened, downloaded, copied, or modified, Real-time Scan scans the file for security risks. If Apex One (Mac) does not detect a security risk, the file remains in its location and users can proceed to access the file. If Apex One (Mac) detects a security risk, it displays a notification message, showing the name of the infected file and the specific security risk.

Configure and apply Real-time Scan settings to one or several agents and groups, or to all Security Agents that the server manages.

Configuring Real-time Scan Settings

Procedure

1. Select the check box to enable Real-time Scan.
2. Click the **Target** tab to configure file activities and scan settings.

   For more information, see *Real-time Scan: Target Tab on page 21-8*.
3. Click the **Action** tab to configure the scan actions Apex One (Mac) performs on detected security threats.

For more information, see *Real-time Scan: Action Tab on page 21-8*.

Real-time Scan: Target Tab

Procedure

1. Under **User Activity on Files**, choose activities on files that will trigger Real-time Scan. Select from the following options:

   - **Scan files being created/modified**: Scan new files introduced into the endpoint (for example, after downloading a file) or files being modified
   - **Scan files being retrieved/executed**: Scan files as they are opened
   - **Scan files being created/modified and retrieved/executed**
   - **Scan files being created/modified/executed**

   For example, if the third option is selected, a new file downloaded to the endpoint will be scanned and stays in its current location if no security risk is detected. The same file will be scanned when a user opens the file and, if the user modified the file, before the modifications are saved.

2. Under **Scan Settings**, select one or more from the following options:

   - **Scan compressed files**: Scan individual files within an archive file

     For more information, see *Supported Compressed File Types on page 21-9*.

   - **Scan network drive**: Scan directories physically located on other endpoints, but mapped to the local endpoint

Real-time Scan: Action Tab

On the **Actions** tab, configure the scan actions Apex One (Mac) performs on detected security threats.

Procedure

1. Under **Action**, specify the scan actions.

Option	Description
Use ActiveAction	ActiveAction is a set of pre-configured scan actions for different types of security risks. If you are unsure which scan action is suitable for a certain type of security risk, Trend Micro recommends using ActiveAction. ActiveAction settings are constantly updated in the pattern files to protect endpoints against the latest security risks and the latest methods of attacks.
Use the same action for all security risk types	Select this option if you want the same action performed on all types of security risks, except probable virus/malware. For Probable Virus/Malware, the action is always "Pass". If you choose "Clean" as the first action, select a second action that Apex One (Mac) performs if cleaning is unsuccessful. If the first action is not "Clean", no second action is configurable. For details about scan actions, see *Scan Actions on page 21-10*.

2. Select **Display a notification message on the agent endpoint when virus/malware is detected** to display a notification message when Apex One (Mac) detects a security risk during Real-time Scan.

Supported Compressed File Types

Apex One (Mac) supports the following compression types.

Extension	Type
.zip	Archive created by Pkzip
.rar	Archive created by RAR

Extension	Type
.tar	Archive created by Tar
.arj	ARJ Compressed archive
.hqx	BINHEX
.gz; .gzip	Gnu ZIP
.Z	LZW/Compressed 16bits
.bin	MacBinary
.cab	Microsoft Cabinet file
Microsoft Compressed/MSCOMP	
.eml; .mht	MIME
.td0	Teledisk format
.bz2	Unix BZ2 Bzip compressed file
.uu	UUEncode
.ace	WinAce

Scan Actions

Specify the action Apex One (Mac) performs when a particular scan type detects a security risk.

The action Apex One (Mac) performs depends on the scan type that detected the security risk. For example, when Apex One (Mac) detects a security risk during Manual Scan (scan type), it cleans (action) the infected file.

The following are the actions Apex One (Mac) can perform against security risks:

Scan Action	Details
Delete	Apex One (Mac) removes the infected file from the endpoint.

Scan Action	Details
Quarantine	Apex One (Mac) renames and then moves the infected file to the quarantine directory on the endpoint located in `<Agent installation folder>/common/lib/vsapi/quarantine`. Once in the quarantine directory, Apex One (Mac) can perform another action on the quarantined file, depending on the action specified by the user. Apex One (Mac) can delete, clean, or restore the file. Restoring a file means moving it back to its original location without performing any action. Users may restore the file if it is actually harmless. Cleaning a file means removing the security risk from the quarantined file and then moving it to its original location if cleaning is successful.
Clean	Apex One (Mac) removes the security risk from an infected file before allowing users to access it. If the file is uncleanable, Apex One (Mac) performs a second action, which can be one of the following actions: Quarantine, Delete, and Pass. To configure the second action, navigate to **Agent Management** > **Settings** > **{Scan Type}** and click the **Action** tab.
Pass	Apex One (Mac) performs no action on the infected file but records the detected security risk in the logs. The file stays where it is located. Apex One (Mac) always performs "Pass" on files infected with the Probable Virus/Malware type to mitigate a False Positive. If further analysis confirms that probable virus/malware is indeed a security risk, a new pattern will be released to allow Apex One (Mac) to perform the appropriate scan action. If actually harmless, probable virus/malware will no longer be detected. For example: Apex One (Mac) detects "x_probable_virus" on a file named "123.pdf" and performs no action at the time of detection. Trend Micro then confirms that "x_probable_virus" is a Trojan horse program and releases a new Virus Pattern version. After loading the new pattern, Apex One (Mac) will detect "x_probable_virus" as a Trojan program and, if the action against such programs is "Delete", will delete "123.pdf". **Note** This action is not available for Real-time Scan.

Scan Action	Details
Deny access	When Apex One (Mac) detects an attempt to open or execute an infected file, it immediately blocks the operation. Users can manually delete the infected file.

Manual Scan

Manual Scan is an on-demand scan and starts immediately after a user runs the scan on the agent console. The time it takes to complete scanning depends on the number of files to scan and the endpoint's hardware resources.

Configure and apply Manual Scan settings to one or several Security Agents and groups, or to all Security Agents that the server manages.

Configuring Manual Scan Settings

Procedure

1. Click the **Target** tab to configure the general scan and CPU usage settings.

   For more information, see *Manual Scan: Target Tab on page 21-12*.

2. Click the **Action** tab to configure the scan actions Apex One (Mac) performs on detected security threats.

   For more information, see *Manual Scan: Action Tab on page 21-14*.

Manual Scan: Target Tab

Procedure

1. In the **Files to Scan** section, select from the following:

   - **All scannable files**: Includes all scannable files. Unscannable files are password protected files, encrypted files, or files that exceed the user-defined scanning restrictions.

Note

Scanning every file requires a lot of time and resources and might be redundant in some situations. Therefore, you might want to limit the amount of files the Security Agent includes in the scan.

- **Scan only Mach-O files**: Only scan Mach-O files on endpoints. Apex One (Mac) Security Agents do not scan other file types for malware.

Note

If you select this option, you must enable the smart scan feature to ensure protection against the latest malware attacks targeting OS X and macOS platforms.

2. Under **Scan Settings**, select one or more from the following options:
   - **Scan compressed files**: Scan individual files within an archive file

     For more information, see *Supported Compressed File Types on page 21-9*.
   - **Scan network drive**: Scan directories physically located on other endpoints, but mapped to the local endpoint
   - **Scan Time Machine**: Only scan files on Time Machine drives

Note

After enabling the **Scan Time Machine** option for Manual and Scheduled Scan, Apex One (Mac) can only detect malware threats but not take any action (clean, quarantine, or delete) due to a permission limitation in Mac OS. Configured scan actions display as unsuccessful in the product logs.

3. In the **CPU Usage** section, configure the required settings.
   - **High**: No pausing between scans

- **Low**: Pause between file scans if CPU consumption is higher than 20%, and do not pause if 20% or lower

Manual Scan: Action Tab

On the **Actions** tab, configure the scan actions Apex One (Mac) performs on detected security threats.

Option	Description
Use ActiveAction	ActiveAction is a set of pre-configured scan actions for different types of security risks. If you are unsure which scan action is suitable for a certain type of security risk, Trend Micro recommends using ActiveAction. ActiveAction settings are constantly updated in the pattern files to protect endpoints against the latest security risks and the latest methods of attacks.
Use the same action for all security risk types	Select this option if you want the same action performed on all types of security risks, except probable virus/malware. For Probable Virus/Malware, the action is always "Pass". If you choose "Clean" as the first action, select a second action that Apex One (Mac) performs if cleaning is unsuccessful. If the first action is not "Clean", no second action is configurable. For details about scan actions, see *Scan Actions on page 21-10*.

Supported Compressed File Types

Apex One (Mac) supports the following compression types.

Extension	Type
.zip	Archive created by Pkzip
.rar	Archive created by RAR
.tar	Archive created by Tar

Extension	Type
.arj	ARJ Compressed archive
.hqx	BINHEX
.gz; .gzip	Gnu ZIP
.Z	LZW/Compressed 16bits
.bin	MacBinary
.cab	Microsoft Cabinet file
Microsoft Compressed/MSCOMP	
.eml; .mht	MIME
.td0	Teledisk format
.bz2	Unix BZ2 Bzip compressed file
.uu	UUEncode
.ace	WinAce

Scan Actions

Specify the action Apex One (Mac) performs when a particular scan type detects a security risk.

The action Apex One (Mac) performs depends on the scan type that detected the security risk. For example, when Apex One (Mac) detects a security risk during Manual Scan (scan type), it cleans (action) the infected file.

The following are the actions Apex One (Mac) can perform against security risks:

Scan Action	Details
Delete	Apex One (Mac) removes the infected file from the endpoint.

Scan Action	Details
Quarantine	Apex One (Mac) renames and then moves the infected file to the quarantine directory on the endpoint located in `<Agent installation folder>/common/lib/vsapi/quarantine`. Once in the quarantine directory, Apex One (Mac) can perform another action on the quarantined file, depending on the action specified by the user. Apex One (Mac) can delete, clean, or restore the file. Restoring a file means moving it back to its original location without performing any action. Users may restore the file if it is actually harmless. Cleaning a file means removing the security risk from the quarantined file and then moving it to its original location if cleaning is successful.
Clean	Apex One (Mac) removes the security risk from an infected file before allowing users to access it. If the file is uncleanable, Apex One (Mac) performs a second action, which can be one of the following actions: Quarantine, Delete, and Pass. To configure the second action, navigate to **Agent Management** > **Settings** > **{Scan Type}** and click the **Action** tab.
Pass	Apex One (Mac) performs no action on the infected file but records the detected security risk in the logs. The file stays where it is located. Apex One (Mac) always performs "Pass" on files infected with the Probable Virus/Malware type to mitigate a False Positive. If further analysis confirms that probable virus/malware is indeed a security risk, a new pattern will be released to allow Apex One (Mac) to perform the appropriate scan action. If actually harmless, probable virus/malware will no longer be detected. For example: Apex One (Mac) detects "x_probable_virus" on a file named "123.pdf" and performs no action at the time of detection. Trend Micro then confirms that "x_probable_virus" is a Trojan horse program and releases a new Virus Pattern version. After loading the new pattern, Apex One (Mac) will detect "x_probable_virus" as a Trojan program and, if the action against such programs is "Delete", will delete "123.pdf". **Note** This action is not available for Real-time Scan.

Scan Action	Details
Deny access	When Apex One (Mac) detects an attempt to open or execute an infected file, it immediately blocks the operation. Users can manually delete the infected file.

Scheduled Scan

Scheduled Scan runs automatically on the appointed date and time. Use Scheduled Scan to automate routine scans on the Security Agent and improve scan management efficiency.

Configure and apply Scheduled Scan settings to one or several Security Agents and groups, or to all Security Agents that the server manages.

Configuring Scheduled Scan Settings

Procedure

1. Select the check box to enable Scheduled Scan.
2. Click the **Target** tab to configure the general scan and CPU usage settings, and the scan schedule.

   For more information, see *Scheduled Scan: Target Tab on page 21-17*.
3. Click the **Action** tab to configure the scan actions Apex One (Mac) performs on detected security threats.

   For more information, see *Scheduled Scan: Action Tab on page 21-19*.

Scheduled Scan: Target Tab

Procedure

1. Under **Schedule**, configure how often (daily, weekly, or monthly) and what time Scheduled Scan will run.

For monthly Scheduled Scans, if you selected the 29th, 30th, or 31st day and a month does not have this day, Apex One (Mac) runs Scheduled Scan on the last day of the month.

2. In the **Files to Scan** section, select from the following:

   - **All scannable files**: Includes all scannable files. Unscannable files are password protected files, encrypted files, or files that exceed the user-defined scanning restrictions.

     Note

     Scanning every file requires a lot of time and resources and might be redundant in some situations. Therefore, you might want to limit the amount of files the Security Agent includes in the scan.

   - **File types scanned by IntelliScan**: Only scan files known to potentially harbor malicious code, including files disguised by a harmless extension name.
   - **Specify path or full path** : Manually specify the files or directories to scan. For example, `/Shared/Files/mytext.txt` or `/Shared/Files`.

3. Under **Scan Settings**, select one or more from the following options:

   - **Scan compressed files**: Scan individual files within an archive file

     For more information, see *Supported Compressed File Types on page 21-9*.

   - **Scan Time Machine**: Only scan files on Time Machine drives

     Note

     After enabling the **Scan Time Machine** option for Manual and Scheduled Scan, Apex One (Mac) can only detect malware threats but not take any action (clean, quarantine, or delete) due to a permission limitation in Mac OS. Configured scan actions display as unsuccessful in the product logs.

4. In the **CPU Usage** section, configure the required settings.
   - **High**: No pausing between scans
   - **Low**: Pause between file scans if CPU consumption is higher than 20%, and do not pause if 20% or lower

Scheduled Scan: Action Tab

On the **Actions** tab, configure the scan actions Apex One (Mac) performs on detected security threats.

Procedure

1. Under **Action**, specify the scan actions.

Option	Description
Use ActiveAction	ActiveAction is a set of pre-configured scan actions for different types of security risks. If you are unsure which scan action is suitable for a certain type of security risk, Trend Micro recommends using ActiveAction. ActiveAction settings are constantly updated in the pattern files to protect endpoints against the latest security risks and the latest methods of attacks.
Use the same action for all security risk types	Select this option if you want the same action performed on all types of security risks, except probable virus/malware. For Probable Virus/Malware, the action is always "Pass". If you choose "Clean" as the first action, select a second action that Apex One (Mac) performs if cleaning is unsuccessful. If the first action is not "Clean", no second action is configurable. For details about scan actions, see *Scan Actions on page 21-10*.

2. Under **Scheduled Scan Privileges**, specify whether users can postpone or skip a scheduled scan.

Privilege	Description
Postpone Scheduled Scan	Users with the "Postpone Scheduled Scan" privilege can perform the following actions: • Postpone Scheduled Scan before it runs and then specify the postpone duration. Scheduled Scan can only be postponed once. • If Scheduled Scan is in progress, users can stop scanning and restart it later. Users then specify the amount of time that should elapse before scanning restarts. When scanning restarts, all previously scanned files are scanned again. Scheduled Scan can be stopped and then restarted only once. Configure the number of hours and minutes, which corresponds to: • The maximum postpone duration • The maximum amount of time that should elapse before scanning restarts
Skip and Stop Scheduled Scan	This privilege allows users to perform the following actions: • Skip Scheduled Scan before it runs • Stop Scheduled Scan when it is in progress

3. Under **Scheduled Scan Settings**, specify the notification and battery power settings.

Setting	Description
Display a notification before Scheduled Scan runs	When you enable this option, a notification message displays on the endpoint several minutes before Scheduled Scan runs. Users are notified of the scan schedule (date and time) and their Scheduled Scan privileges, such as postponing, skipping, or stopping Scheduled Scan. Configure the timing for displaying the notification message, in number of minutes.

Setting	Description
Automatically stop Scheduled Scan when scanning lasts more than __ hours and __ minutes	The Security Agent stops scanning when the specified amount of time is exceeded and scanning is not yet complete. The Security Agent immediately notifies users of any security risk detected during scanning.
Skip Scheduled Scan When a Wireless Endpoint's Battery Life is Less Than __ % and its AC Adapter is Unplugged	Apex One (Mac) skips a Scheduled Scan if it detects that a wireless endpoint's battery life is running low and its AC adapter is not connected to any power source. If battery life is low but the AC adapter is connected to a power source, scanning proceeds. If a scan is in progress when the battery life is low, the scan is not terminated.

Supported Compressed File Types

Apex One (Mac) supports the following compression types.

Extension	Type
.zip	Archive created by Pkzip
.rar	Archive created by RAR
.tar	Archive created by Tar
.arj	ARJ Compressed archive
.hqx	BINHEX
.gz; .gzip	Gnu ZIP
.Z	LZW/Compressed 16bits
.bin	MacBinary
.cab	Microsoft Cabinet file
Microsoft Compressed/MSCOMP	
.eml; .mht	MIME
.td0	Teledisk format

Extension	Type
.bz2	Unix BZ2 Bzip compressed file
.uu	UUEncode
.ace	WinAce

Scan Actions

Specify the action Apex One (Mac) performs when a particular scan type detects a security risk.

The action Apex One (Mac) performs depends on the scan type that detected the security risk. For example, when Apex One (Mac) detects a security risk during Manual Scan (scan type), it cleans (action) the infected file.

The following are the actions Apex One (Mac) can perform against security risks:

Scan Action	Details
Delete	Apex One (Mac) removes the infected file from the endpoint.
Quarantine	Apex One (Mac) renames and then moves the infected file to the quarantine directory on the endpoint located in `<Agent installation folder>/common/lib/vsapi/quarantine`. Once in the quarantine directory, Apex One (Mac) can perform another action on the quarantined file, depending on the action specified by the user. Apex One (Mac) can delete, clean, or restore the file. Restoring a file means moving it back to its original location without performing any action. Users may restore the file if it is actually harmless. Cleaning a file means removing the security risk from the quarantined file and then moving it to its original location if cleaning is successful.
Clean	Apex One (Mac) removes the security risk from an infected file before allowing users to access it. If the file is uncleanable, Apex One (Mac) performs a second action, which can be one of the following actions: Quarantine, Delete, and Pass. To configure the second action, navigate to **Agent Management** > **Settings** > **{Scan Type}** and click the **Action** tab.

Scan Action	Details
Pass	Apex One (Mac) performs no action on the infected file but records the detected security risk in the logs. The file stays where it is located. Apex One (Mac) always performs "Pass" on files infected with the Probable Virus/Malware type to mitigate a False Positive. If further analysis confirms that probable virus/malware is indeed a security risk, a new pattern will be released to allow Apex One (Mac) to perform the appropriate scan action. If actually harmless, probable virus/malware will no longer be detected. For example: Apex One (Mac) detects "x_probable_virus" on a file named "123.pdf" and performs no action at the time of detection. Trend Micro then confirms that "x_probable_virus" is a Trojan horse program and releases a new Virus Pattern version. After loading the new pattern, Apex One (Mac) will detect "x_probable_virus" as a Trojan program and, if the action against such programs is "Delete", will delete "123.pdf". **Note** This action is not available for Real-time Scan.
Deny access	When Apex One (Mac) detects an attempt to open or execute an infected file, it immediately blocks the operation. Users can manually delete the infected file.

Cache Settings for Scans

Each time scanning runs, the agent checks the modified files cache to see if a file has been modified since the last agent startup.

- If a file has been modified, the agent scans the file and adds it to the scanned files cache.
- If a file has not been modified, the agent checks if the file is in the scanned files cache.
  - If the file is in the scanned files cache, the agent skips scanning the file.
  - If the file is not in the scanned files cache, the agent checks the approved files cache.

Note

The approved files cache contains files that Apex One (Mac) deems trustworthy. Trustworthy files have been scanned by successive versions of the pattern and declared threat-free each time, or threat-free files that have remained unmodified for an extended period of time.

- If the file is in the approved files cache, the agent skips scanning the file.
- If the file is not in the approved files cache, the agent scans the file and adds it to the scanned files cache.

All or some of the caches are cleared whenever the scan engine or pattern is updated.

If scans are run frequently and many files hit the caches, the scanning time reduces significantly.

If scans are seldom run, disable the caches so that files can be checked for threats with each scan.

Scan Exclusions

Configure scan exclusions to increase the scanning performance and skip scanning files that are known to be harmless. When a particular scan type runs, Apex One (Mac) checks the scan exclusion list to determine which files on the endpoint will be excluded from scanning.

Scan Exclusion List	Details
Files	Apex One (Mac) will not scan a file if: • The file is located under the directory path specified in the scan exclusion list • The file matches the full file path (directory path and file name) specified in the scan exclusion list

Scan Exclusion List	Details
File extensions	Apex One (Mac) will not scan a file if its file extension matches any of the extensions included in this exclusion list.

Configuring Scan Exclusion Lists

For details about Scan Exclusion Lists, see *Scan Exclusions on page 21-24*.

Procedure

1. Select the check box to enable scan exclusion.
2. To configure the **Scan Exclusion List (Files)**:
   a. Type a full file path or directory path and click **Add**.

      Reminders:

      - It is not possible to type only a file name.
      - You can specify a maximum of 64 paths. See the following table for examples.

Path	Details	Examples
Full file path	Excludes a specific file on the endpoint	• Example 1: `/file.log` • Example 2: `/System/file.log`

Path	Details	Examples

Directory path	Excludes all files located on a specific folder and all its subfolders	• Example 1:
		`/System/`
		Examples of files excluded from scans:
		• `/System/file.log`
		• `/System/Library/file.log`
		Examples of files that will be scanned:
		• `/Applications/file.log`
		• Example 2:
		`/System/Library`
		Examples of files excluded from scans:
		• `/System/Library/file.log`
		• `/System/Library/Filters/file.log`
		Examples of files that will be scanned:
		• `/System/file.log`

- Use the asterisk wildcard (*) in place of folder names.

  See the following table for examples.

Path	Wildcard Usage Examples
Full file path	`/Users/Mac/*/file.log` Examples of files excluded from scans: • `/Users/Mac/Desktop/file.log` • `/Users/Mac/Movies/file.log` Examples of files that will be scanned: • `/Users/file.log` • `/Users/Mac/file.log`

Directory path	• Example 1:
	`/Users/Mac/*`
	Examples of files excluded from scans:
	• `/Users/Mac/doc.html`
	• `/Users/Mac/Documents/doc.html`
	• `/Users/Mac/Documents/Pics/pic.jpg`
	Examples of files that will be scanned:
	• `/Users/doc.html`
	• Example 2:
	`/*/Components`
	Examples of files excluded from scans:
	• `/Users/Components/file.log`
	• `/System/Components/file.log`
	Examples of files that will be scanned:
	• `/file.log`
	• `/Users/file.log`
	• `/System/Files/file.log`

- Partial matching of folder names is not supported. For example, it is not possible to type `/Users/*user/temp` to

exclude files on folder names ending in “user”, such as “end_user” or “new_user”.

b. To delete a path, select it and click **Remove**.

3. To configure the **Scan Exclusion List (File Extensions)**:

a. Type a file extension without a period (.) and click **Add**. For example, type `pdf`. You can specify a maximum of 64 file extensions.

b. To delete a file extension, select it and click **Remove**.

Update Settings

To ensure that Security Agents stay protected from the latest security risks, update agent components regularly. Also update Security Agents with severely out-of-date components and whenever there is an outbreak. Components become severely out-of-date when the Security Agent is unable to update from the Apex One (Mac) server or the ActiveUpdate server for an extended period of time.

Agent Update Methods

There are several ways to update Security Agents.

Update Method	Description
Administrator-initiated manual update	Initiate an update from the following web console screens: • Agent Management screen. • Summary screen.

Update Method	Description
Automatic update	• After the server finishes an update, it immediately notifies Security Agents to update. • Updates can run according to the schedule that you configured. You can configure a schedule that applies to one or several Security Agents and domains, or to all the Security Agents that the server manages. For details, see *Configuring Agent Update Settings on page 21-30*.
User-initiated manual update	Users launch the update from their endpoints.

Agent Update Source

By default, Security Agents download components from the Apex One (Mac) server. In addition to components, Security Agents also receive updated configuration files when updating from the Apex One (Mac) server. Security Agents need the configuration files to apply new settings. Each time you modify Apex One (Mac) settings on the web console, the configuration files change.

Before updating the Security Agents, check if the Apex One (Mac) server has the latest components.

Configure one, several, or all Security Agents to download from the Trend Micro ActiveUpdate server if the Apex One (Mac) server is unavailable.

For details, see *Configuring Agent Update Settings on page 21-30*.

Note

If an agent only has an IPv6 address, read the IPv6 limitations for agent updates in *Pure IPv6 Agent Limitations on page 21-30*.

Agent Update Notes and Reminders

- Security Agents can use proxy settings during an update. Proxy settings are configured on the agent console.

- During an update, the Security Agent icon on the menu bar of the endpoint indicates that the product is updating. If an upgrade to the Security Agent program is available, Security Agents update and then upgrade to the latest program version or build. Users cannot run any task from the console until the update is complete.
- Access the Summary screen to check if all Security Agents have been updated.

Pure IPv6 Agent Limitations

The following table lists the limitations when Security Agents only have an IPv6 address.

TABLE 21-4. Pure IPv6 Agent Limitations

ITEM	LIMITATION
Parent server	Pure IPv6 agents cannot be managed by a pure IPv4 server.
Updates	A pure IPv6 agent cannot update from pure IPv4 update sources, such as: • Trend Micro ActiveUpdate Server • A pure IPv4 Apex One (Mac) server
Web Reputation queries	A pure IPv6 agent cannot send Web Reputation queries to Trend Micro Smart Protection Network.
Proxy connection	A pure IPv6 agent cannot connect through a pure IPv4 proxy server.
Agent deployment	Apple Remote Desktop is unable to deploy the agent to pure IPv6 endpoints because these endpoints always appear as offline.

Most of these limitations can be overcome by setting up a dual-stack proxy server that can convert between IPv4 and IPv6 addresses (such as DeleGate). Position the proxy server between the agents and the entities to which they connect.

Configuring Agent Update Settings

For a detailed explanation of agent updates, see *Update Settings on page 21-28*.

Procedure

1. Select **Agents download updates from the Trend Micro ActiveUpdate server when unable to connect to the Apex One (Mac) server** to allow agents to download updates from the Trend Micro ActiveUpdate server.

   Note

   If a Security Agent only has an IPv6 address, read the IPv6 limitations for agent updates in *Pure IPv6 Agent Limitations on page 21-30*.

2. Select **Agents can update the components but not upgrade the agent program or install hot fixes** to allow component updates to proceed but prevents agent upgrade.

3. To set up scheduled updates, complete the following steps:

   a. Select **Enable scheduled update**.

   b. Configure the schedule.

   c. If you select **Daily** or **Weekly**, specify the time of the update and the time period the Apex One (Mac) server will notify Security Agents to update components. For example, if the start time is 12pm and the time period is 2 hours, the server randomly notifies all online Security Agents to update components from 12pm until 2pm. This setting prevents all online Security Agents from simultaneously connecting to the server at the specified start time, significantly reducing the amount of traffic directed to the server.

Web Reputation

Web reputation technology tracks the credibility of web domains by assigning a reputation score based on factors such as a website's age, historical location changes, and indications of suspicious activities discovered through malware behavior analysis. It will then continue to scan sites and block users from accessing infected ones.

Security Agents send queries to smart protection sources to determine the reputation of websites that users are attempting to access. A website's

reputation is correlated with the specific web reputation policy enforced on the endpoint. Depending on the policy in use, the Security Agents will either block or allow access to the website.

Note

This feature supports the latest Safari™, Mozilla™ Firefox™, and Google Chrome™ browsers.

Configuring Web Reputation Settings

Web Reputation settings include policies that dictate whether Apex One (Mac) will block or allow access to a website. To determine the appropriate policy to use, Apex One (Mac) checks the location of the Security Agent. The location of a Security Agent is "internal" if the Security Agent can connect to the Apex One (Mac) server. Otherwise, the location for the Security Agent is "external".

Procedure

1. To configure a policy for external Security Agents:
   a. Click the **External Agents** tab.
   b. Select **Enable Web Reputation policy**.

      When the policy is enabled, external Security Agents send web reputation queries to the Smart Protection Network.

      Note

      If an agent only has an IPv6 address, read the IPv6 limitations for Web Reputation queries in *Pure IPv6 Agent Limitations on page 21-30*.

   c. Select from the available web reputation security levels: **High**, **Medium** or **Low**

Note

The security levels determine whether Apex One (Mac) will allow or block access to a URL. For example, if you set the security level to Low, Apex One (Mac) only blocks URLs that are known to be web threats. As you set the security level higher, the web threat detection rate improves but the possibility of false positives also increases.

d. To submit web reputation feedback, click the URL provided. The Trend Micro Web Reputation Query system opens in a browser window.

2. To configure a policy for internal Security Agents:

a. Click the **Internal Agents** tab.

b. Select **Enable Web Reputation policy**.

When the policy is enabled, internal Security Agents send web reputation queries to:

- Smart Protection Servers if the **Send queries to Smart Protection Servers** option is enabled.
- Smart Protection Network if the **Send queries to Smart Protection Servers** option is disabled.

Note

If an agent only has an IPv6 address, read the IPv6 limitations for Web Reputation queries in *Pure IPv6 Agent Limitations on page 21-30*.

c. Select **Send queries to Smart Protection Servers** if you want internal Security Agents to send web reputation queries to Smart Protection Servers.

- If you enable this option, Security Agents refer to the same smart protection source list used by Apex One Security Agents to determine the Smart Protection Servers to which they send queries.

- If you disable this option, Security Agents send web reputation queries to Smart Protection Network. Endpoints must have Internet connection to send queries successfully.

d. Select from the available web reputation security levels: **High**, **Medium** or **Low**

Note

The security levels determine whether Apex One (Mac) will allow or block access to a URL. For example, if you set the security level to Low, Apex One (Mac) only blocks URLs that are known to be web threats. As you set the security level higher, the web threat detection rate improves but the possibility of false positives also increases.

Security Agents do not block untested websites, regardless of the security level.

e. To submit web reputation feedback, click the URL provided. The Trend Micro Web Reputation Query system opens in a browser window.

f. Select whether to allow the Security Agents to send web reputation logs to the server. Allow Security Agents to send logs if you want to analyze URLs being blocked by Apex One (Mac) and take the appropriate action on URLs you think are safe to access.

Configuring the Approved and Blocked URL Lists

Add websites that you consider safe or dangerous to the approved or blocked list. When Apex One (Mac) detects access to any of these websites, it automatically allows or blocks the access and no longer sends a query to smart protection sources.

Procedure

1. Access the Apex One (Mac) web console.
2. Navigate to **Agents** > **Global Agent Settings** > **Web Reputation Approved/Blocked URL List**.

3. Specify a URL in the text box. You can add a wildcard character (*) anywhere on the URL.

   Examples:

   - `www.trendmicro.com/*` means all pages on the www.trendmicro.com domain.
   - `*.trendmicro.com/*` means all pages on any sub-domain of trendmicro.com.

   You can type URLs containing IP addresses. If a URL contains an IPv6 address, enclose the address in square brackets.

4. Click **Add to Approved List** or **Add to Blocked List**.
5. To delete an entry, select an option from the **View** drop-down list and click the icon next to a URL.
6. Click **Deploy**.

Device Control

Device Control regulates access to external storage devices and network resources connected to endpoints. Device Control helps prevent data loss and leakage and, combined with file scanning, helps guard against security risks.

You can configure Device Control policies for internal and external agents. Administrators typically configure a stricter policy for external agents.

Policies are granular settings in the agent tree. You can enforce specific policies to agent groups or individual Security Agents. You can also enforce a single policy to all Security Agents.

Configuring Device Control Settings

Procedure

1. Click the **External Agents** tab to configure settings for external agents or the **Internal Agents** tab to configure settings for internal agents.

2. Select **Enable Device Control**.
3. Under **Devices**, select a permission for each storage device.

   For details about permissions, see *Permissions for Storage Devices on page 21-36*.
4. (Optional) If the permission for USB storage devices is **Block**, you can configure a list of approved devices under **USB Storage Device Approved List**. Users can access these devices and you can control the level of access using permissions.
   a. Type the device vendor.
   b. Type the device model and serial ID.
   c. Select the permission for the device.

      For details about permissions, see *Permissions for Storage Devices on page 21-36*.

      Note

      USB storage devices on the approved list must have a higher permission level than the permission setting for USB storage devices in the **Devices** section.
5. Under **Notification**, select the **Display a notification message on the agent endpoint when a new device is detected** option to display a notification when a new storage device is connected to the endpoint. The notification indicates the access permission for the new storage device.
6. Click **Deploy**.

Permissions for Storage Devices

Device Control permissions for storage devices are used when you:

- Allow access to USB storage devices, CD/DVD, SD cards, network drives, and Thunderbolt SATA storage devices. You can grant full access to these devices or limit the level of access.

- Configure the list of approved USB storage devices. Device Control allows you to block access to all USB storage devices, except those that have been added to the list of approved devices. You can grant full access to the approved devices or limit the level of access.

The following table lists the permissions for storage devices.

TABLE 21-5. Device Control Permissions for Storage Devices

PERMISSIONS	FILES ON THE DEVICE	INCOMING FILES
Full access	Permitted operations: Copy, Move, Open, Save, Delete, Execute	Permitted operations: Save, Move, Copy This means that a file can be saved, moved, and copied to the device.
Read only	Permitted operations: Copy, Open Prohibited operations: Save, Move, Delete, Execute	Prohibited operations: Save, Move, Copy
Block	Prohibited operations: All operations The device and the files it contains are not visible to the user (for example, from Finder).	Prohibited operations: Save, Move, Copy

Note

The read-only permission is not available for network drives.

Endpoint Sensor

Endpoint Sensor is a powerful monitoring and investigation tool used to identify the presence, location, and entry point of threats. Through the use of detailed system event recording and historical analysis, you can perform Historical Investigations to discover hidden threats throughout your network and locate all affected endpoints. Generate Root Cause Analysis reports to understand the nature and activity of the malware since the threat entered the endpoint.

Configuring Endpoint Sensor Settings

Important

The Endpoint Sensor feature requires special licensing and additional system requirements. Ensure that you have the correct license before deploying Endpoint Sensor policies to endpoints. For more information on how to obtain licenses, contact your support provider.

Procedure

1. Select **Enable Endpoint Sensor**.

Trusted Program List

You can configure Security Agents to skip scanning of trusted processes during Real-time Scan and event recording. After adding a program to the Trusted Program List, the Security Agent does not subject the program or any processes initiated by the program to Real-time Scan and event recording. Add trusted programs to the Trusted Program List to improve the performance of scanning on endpoints.

Note

You can add files to the Trusted Program List if the following requirements are met:

- The file is not located in the system directory.
- The file has a valid digital signature.

After adding a program to the Trusted Program List, the Security Agent automatically excludes the program from the following:

- Real-time Scan file checking
- Real-time Scan process scanning

- Event recording

Configuring the Trusted Program List

The Trusted Program List excludes programs and all child processes called by the program from Real-time Scan.

Procedure

1. Type the full program path of the program to exclude from the list.
2. Click **+ Add**.
3. To remove a program from the list, click the **Delete** icon.

Predictive Machine Learning Settings

Trend Micro Predictive Machine Learning uses advanced machine learning technology to correlate threat information and perform in-depth file analysis to detect emerging unknown security risks through digital DNA fingerprinting, API mapping, and other file features. Predictive Machine Learning also performs a behavioral analysis on unknown or low-prevalence processes to determine if an emerging or unknown threat is attempting to infect your network.

Predictive Machine Learning is a powerful tool that helps protect your environment from unidentified threats and zero-day attacks.

To enable this feature, select **Enable Predictive Machine Learning**.

Privileges and Other Settings

Configure Security Agents to protect critical Security Agent files and folders.

Section	Description
Security Agent Self-protection	Select **Protect files used by the Security Agent** to prevent other programs and even the user from modifying or deleting files that the Security Agent uses. For the list of files and folders this feature protects, see *Protected Security Agent Files on page 21-40*.

Uninstallation	The Security Agent uninstallation privilege allows users to uninstall the Security Agent program on local endpoints.
	
	• **Does not require a password**
	
	• **Requires a password**: Type the required password and confirmation password
	
	Note
	
	• If you select **Requires a password** and do not specify a password, Apex Central applies the password of the account used to provision the console.
	
	• Passwords must meet the following complexity requirements:
	
	  • Length of 8 to 32 characters
	
	  • At least one of each: uppercase (A-Z), lowercase (a-z), numeric (0-9), and special character
	
	  • Cannot contain the user name
	
	  • Cannot contain non-printable ASCII characters

Protected Security Agent Files

When you enable the Security Agent self-protection feature, Apex One (Mac) locks the following files and folders to prevent other programs and even the user from modifying or deleting Security Agent files:

- /Library/Application Support/TrendMicro/common

- /Library/Application Support/TrendMicro/Kext
- /Library/Application Support/TrendMicro/TmccMac
- /Library/Application Support/TrendMicro/TmccUpdate
- /Library/Application Support/TrendMicro/Plug-in
- /Library/Application Support/TrendMicro/Tools
- /Library/LaunchDaemons/com.trendmicro.icore.*
- /Library/LaunchDaemons/com.trendmicro.tmsm.plugin.plist
- /Library/LaunchDaemons/com.trendmicro.tmsm.launcher.plist
- /Application/TrendMicroSecurity.app

Note

Apex One (Mac) allows files to be added in the `/Library/Application Support/TrendMicro/Tools` folder, files cannot be deleted from the folder.

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