



peace of mind

virus detected

0000-000-25-02

account#12530

0000-000-

989-2230-4

email

Getting Started Guide

Trend Micro™

# AntiVirus +AntiSpyware

---

Essential Defense against Viruses and Spyware



Trend Micro Incorporated reserves the right to make changes to this document and to the products described herein without notice. Before installing and using the software, please review the Readme file, release notes, and the latest version of the *Getting Started Guide*, available from Trend Micro's website:

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

Trend Micro, the Trend Micro logo, Trend Micro AntiVirus plus AntiSpyware, HouseCall, TrendSecure, and TrendLabs are trademarks or registered trademarks of Trend Micro Incorporated. All other product or company names may be trademarks or registered trademarks of their owners. All other brand and product names are trademarks or registered trademarks of their respective companies or organizations.

Copyright© 2009 Trend Micro Incorporated. All rights reserved. No part of this publication may be reproduced, photocopied, stored in a retrieval system, or transmitted without the express prior written consent of Trend Micro Incorporated.

Document part number: AVEM74170/90714

Release date: July 2009

The *Getting Started Guide* for Trend Micro™ AntiVirus plus AntiSpyware explains how to set up and begin using the software. Please read it before you get started.

If you need technical support, please refer to *Technical Support* in this guide for contact information. For more information, check the *Product Help*, accessible from the main console of Trend Micro AntiVirus plus AntiSpyware.

# Contents

---

## Preface

Documentation .....	iv
About this Getting Started Guide .....	iv
Document Conventions .....	iv

## Chapter 1: Introduction

What's New .....	2
Automatic Protection .....	2
Main Console .....	3
Action Buttons and System Tray Icons .....	3

## Chapter 2: Installation

Computer Requirements .....	6
Before Installation .....	8
Upgrading from a Previous Release .....	9
Installing Trend Micro AntiVirus plus AntiSpyware .....	10
Uninstalling Trend Micro AntiVirus plus AntiSpyware .....	15
Uninstalling with the Trend Micro Diagnostic Toolkit ..	17

## Chapter 3: Getting Started

Verifying a Successful Installation .....	20
Opening the Main Console .....	20
Updating and Scanning .....	20
Controlling Your Security Updates .....	21
Setting a Password .....	22
Getting More Help .....	22

## Chapter 4: Troubleshooting

Installation and Activation Problems .....	24
Update Problems .....	25
Frequently Asked Questions .....	26

## Chapter 5: Technical Support

Before Contacting Technical Support .....	32
Contacting Technical Support .....	32
Submitting Samples of Infected Files .....	32

Reporting Spam, Fraud, and Incorrectly Tagged Messages ..	33
TrendLabs .....	33
Other Resources .....	33

# Preface

---

This guide explains how to install and begin using Trend Micro™ AntiVirus plus AntiSpyware.

This preface covers the following topics:

- *Documentation* on page iv
- *About this Getting Started Guide* on page iv
- *Document Conventions* on page iv

# Documentation

In addition to this guide, Trend Micro™ AntiVirus plus AntiSpyware also includes *Product Help*, which explains key software features. Click the **Help** button to get information about the window currently open, or find information on other topics.

## About this Getting Started Guide

- The *Introduction* summarizes the main features of Trend Micro AntiVirus plus AntiSpyware.
- *Installation* explains how to install, upgrade, renew, or remove Trend Micro AntiVirus plus AntiSpyware.
- *Getting Started* tells how to start using the software.
- *Troubleshooting* suggests how to solve basic problems, and includes a list of Frequently Asked Questions.
- *Technical Support* gives ways to contact Trend Micro if you cannot find the answers you need in the Troubleshooting section.

## Document Conventions

This guide adheres to the following conventions:

STYLE	EXPLANATION
ALL CAPITALS	Acronyms, abbreviations, and keys on your keyboard
<b>Bold</b>	Menu, menu command, button, tab, and option names, as well as service and process names
<i>Italics</i>	Documentation titles
Monospace	Examples (including sample command lines), program code, Internet and World Wide Web addresses, file names, folder names, and program output
<b>Note:</b>	Configuration notes
<b>Tip:</b>	Recommendations
<b>WARNING!</b>	Things you should not do

TABLE 1. Documentation conventions



# Introduction

---

# 1

This chapter gives an overview of Trend Micro AntiVirus plus AntiSpyware, and covers the following topics:

- *What's New* on page 2
- *Automatic Protection* on page 2
- *Main Console* on page 3

To start the installation procedure, refer to one of the following topics:

- *Computer Requirements* for memory, hard drive, and other specifications
- *Before Installation* for pre-installation tasks and other considerations
- *Upgrading from a Previous Release* if your computer has an older version of Trend Micro AntiVirus installed
- *Installing Trend Micro AntiVirus plus AntiSpyware* for installation instructions
- *Getting Started* for instructions on using Trend Micro AntiVirus plus AntiSpyware

## What's New

- This version fully supports Microsoft Windows 7.
- A new security feature can automatically prevent suspicious software on USB drives from opening.
- This version can share threat information with the Trend Micro™ Smart Protection Network, which automatically correlates information about threats found on millions of computers to help protect you more effectively.

## Automatic Protection

Once installed, Trend Micro AntiVirus plus AntiSpyware protects you by automatically performing the following tasks:

- Checks for and downloads new security updates every three hours
- Helps prevent spyware from monitoring your computer, as well as unauthorized changes to your computer's settings
- Searches for risks every time you open, copy, move, or save a file
- Stops you from downloading risky files, and blocks attempts to visit sites that pose a security threat

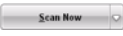







## Main Console

The main console gives an overview of how Trend Micro AntiVirus plus AntiSpyware protects you. Clicking the tabs on the left side of the window reveals more information and controls related to those features.

**Tip:** On the main console's **Overview** tab, click the link next to **Protection status** to see all of the features currently protecting you.

## Action Buttons and System Tray Icons

The list below explains buttons and icons commonly used in Trend Micro AntiVirus plus AntiSpyware:

BUTTON / ICON	DESCRIPTION
	Scans your computer for security threats (click the right edge of the button to select a quick, full, or custom scan).
	Downloads the latest update from Trend Micro.
	Closes a window and saves any changes you made.
	Closes the window without saving any changes.
	Trend Micro AntiVirus plus AntiSpyware has started scanning for security threats or downloading an update in the background.
	Trend Micro AntiVirus plus AntiSpyware currently protects you.
	Trend Micro AntiVirus plus AntiSpyware needs your help to solve a problem (double-click the icon to open the main console for more information).
	Trend Micro AntiVirus plus AntiSpyware has expired.

**TABLE 1-1. Common program buttons and icons**



# Installation

---

# 2

This chapter explains how to install Trend Micro AntiVirus plus AntiSpyware.

The topics in this chapter include:

- *Computer Requirements* on page 6
- *Before Installation* on page 8
- *Upgrading from a Previous Release* on page 9
- *Installing Trend Micro AntiVirus plus AntiSpyware* on page 10
- *Uninstalling Trend Micro AntiVirus plus AntiSpyware* on page 15

# Computer Requirements

Table 2-1 lists the computer hardware and software specifications for installing Trend Micro AntiVirus plus AntiSpyware.

**TABLE 2-1. Trend Micro AntiVirus plus AntiSpyware computer requirements**

COMPUTER SPECIFICATIONS	
Microsoft™ Windows™ operating system	<ul style="list-style-type: none"><li>• <b>Windows 7™</b> Ultimate, Professional, Home Premium, Home Basic or Starter Kit (32-bit or 64-bit)</li><li>• <b>Windows 7</b> Ultimate E, Professional E, Home Premium E, Home Basic E, or Starter Kit E (32-bit or 64-bit)</li><li>• <b>Windows Vista™</b> Ultimate, Business, Home Premium, or Home Basic with or without Service Pack 1 (SP1) or Service Pack 2 (SP2) (32-bit or 64-bit)</li><li>• <b>Windows XP</b> Home, Professional, Media Center, Tablet PC Edition with Service Pack 2 (SP2) or Service Pack 3 (SP3) (32-bit)</li></ul>
Processor (CPU)	<ul style="list-style-type: none"><li>• <b>Windows 7 and Windows Vista</b> Intel™ Pentium™ 800MHz (1GHz recommended)</li><li>• <b>Windows XP</b> Intel Pentium 350MHz</li></ul>
Minimum memory	<ul style="list-style-type: none"><li>• <b>Windows 7 and Windows Vista</b> 512 minimum of RAM (1GB recommended)</li><li>• <b>Windows XP</b> 256MB minimum RAM (1GB recommended)</li></ul>
Disk space	400MB hard disk space available for installation
Monitor	1024 x 576 minimum with high color

**Note:** This version supports Intel Hyper-Threading and Dual-Core processors, as well as RAID 0 (striping) or RAID 1 (mirroring or duplexing).

## Internet Requirements

You need an Internet connection to activate the software, download updates, obtain information about security threats, or visit the Trend Micro website. Table 2-2 lists compatible Internet software.

**Note:** Some Internet Service Providers charge a fee every time you go online. Others bill you based on how long you connect to the Internet, or how much data you receive. If you must pay such fees, you might want to shut down the Automatic Updates feature of Trend Micro AntiVirus plus AntiSpyware 2010. Also consider modifying your Internet connection software or router to prevent the Automatic Updates feature from opening a connection (refer to your software or router documentation for instructions).

**TABLE 2-2. Compatible Internet software and services**

COMPATIBLE INTERNET SOFTWARE AND SERVICES	
Compatible Web browsers	<ul style="list-style-type: none"> <li>• Required: Microsoft Internet Explorer™ 6.0 with Service Pack 2 (<b>Windows XP only</b>), 7.0, or 8.0</li> <li>• Mozilla® Firefox® 2.0, 3.0, or 3.5</li> </ul>
Compatible email software	<ul style="list-style-type: none"> <li>• Microsoft Outlook™ 2000, 2002, 2003, or 2007</li> <li>• Microsoft Outlook Express 6.0 with Service Pack 2</li> <li>• Mozilla® Thunderbird™ 1.5 or 2.0</li> <li>• Windows Mail™ (<b>Windows Vista™ or Windows 7</b>)</li> </ul>
Compatible Web-based mail	<ul style="list-style-type: none"> <li>• Yahoo!® Mail</li> <li>• MSN Hotmail™ / Windows Live™ Mail</li> <li>• AOL® Mail</li> <li>• Google™ Gmail™</li> </ul>
Compatible instant messaging services	<ul style="list-style-type: none"> <li>• AOL® Instant Messenger™ (AIM®) 5.9</li> <li>• ICQ® 5.1, 6.0, 6.5, or ICQ® Lite</li> <li>• MSN™ Messenger 7.5 (<b>Windows XP only</b>)</li> <li>• Windows Live™ Messenger 8.0, 8.5, or 9.0</li> <li>• Yahoo!® Messenger 8.1</li> </ul>

**Note:** Trend Micro AntiVirus plus AntiSpyware cannot scan Hotmail messages received using Microsoft Outlook Express, Microsoft Outlook, or MSN Explorer.

## Before Installation

A few simple preparations can help make installing Trend Micro AntiVirus plus AntiSpyware much easier.

- Make sure that the computer where you plan to install the program meets the requirements listed in *Table 2-1* on *page 6*. You cannot install Trend Micro AntiVirus plus AntiSpyware if your computer does not meet the requirements, including a working Internet connection.
- You must have administrator privileges on your computer to install Trend Micro AntiVirus plus AntiSpyware. If you have installed other software on your computer before, then you probably have these privileges.

**Note:** If you downloaded Trend Micro AntiVirus plus AntiSpyware onto a computer running Windows Vista or Windows 7, right-click the installation program and select **Run as Administrator**.

- Many businesses and schools offer Internet connections through a “proxy server,” a computer that accelerates or filters communications with the Internet. Your home computer probably does not use a proxy server. If necessary, Trend Micro AntiVirus plus AntiSpyware will import your proxy server settings from Internet Explorer. If Internet Explorer does not have the correct proxy server settings, then you will need to enter the proxy server’s name or IP address and port number yourself.

**Note:** Trend Micro AntiVirus plus AntiSpyware uses proxy server information when connecting to the Internet to activate your software and receive updates from Trend Micro.
- Close all windows except the installation program window.
- Make sure to keep your serial number handy. Where you find the serial number depends on whether you downloaded Trend Micro AntiVirus plus AntiSpyware or bought the software on a disk.



## Upgrading from a Previous Release

You can start installing Trend Micro AntiVirus plus AntiSpyware on your computer without making an effort to remove older Trend Micro software first. The installation program will automatically detect and uninstall these versions:

- Trend Micro AntiVirus plus AntiSpyware 2009
- Trend Micro AntiVirus plus AntiSpyware 2008

**Note:** An upgrade will delete all files quarantined by older Trend Micro security software. Quarantined files may contain viruses or include spyware that should not remain on your computer. If you must preserve something in the quarantine, restore the files, then transfer them to an isolated location like a USB drive before removing the program.

# Installing Trend Micro AntiVirus plus Anti-Spyware

Before installing Trend Micro AntiVirus plus AntiSpyware, make sure to go through the checklist on [page 8](#).

## To install Trend Micro AntiVirus plus AntiSpyware:

1. Start the installation program by placing the CD into your CD-ROM drive and clicking the **Install Program** button, or by running the installation program downloaded from Trend Micro (<http://www.trendmicro.com/download>).

After the message shown below disappears, click **Install Program**.



FIGURE 2-1. Welcome screen



**Note:** If the CD-ROM menu window does not open automatically, double-click the **My Computer** icon on the Windows desktop, open the CD-ROM drive, and then double-click the `setup.exe` file.

2. If a User Account Control window asks for your permission to install the program, click **Continue**.

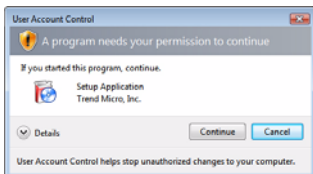
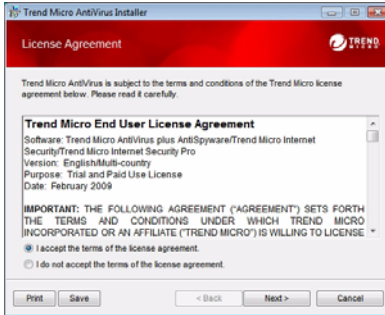


FIGURE 2-2. User Account Control warning

3. Read the terms and conditions in the Trend Micro End User License Agreement carefully. To install the software, you must select **I accept the terms of the license agreement.**, and then click **Next**.



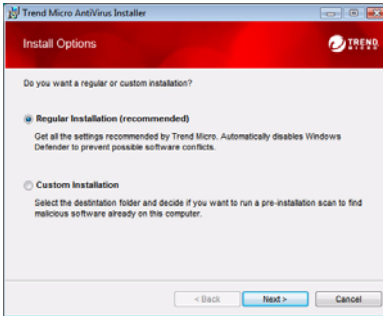
**FIGURE 2-3.** License Agreement window

4. Type the serial number in the Serial Number window and click **Next**. Click the **Not sure where to find your serial number?** link if you need help.



**FIGURE 2-4.** Serial Number window

- On the Installation Options window, select **Regular Installation** and click **Next**.

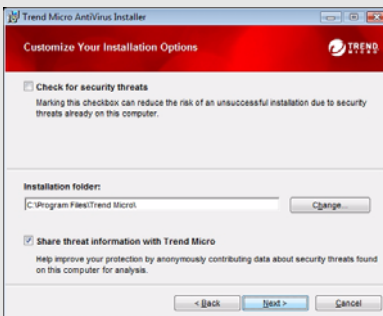


**FIGURE 2-5.** Installation Options window

If you would like to change some installation settings to suit your preferences, select **Custom Installation** and click **Next**.

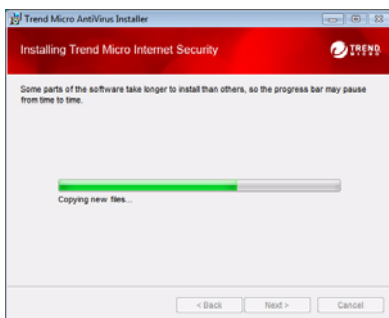
- To help prevent installation problems due to security threats already on your computer, mark the **Check for security threats** checkbox. Click **OK** after choosing a location.
- To install Trend Micro AntiVirus plus AntiSpyware in a different folder, click the **Change...** button.
- To help improve your protection by anonymously contributing information about threats found to the Trend Micro Smart Protection Network, mark the **Share threat information with Trend Micro** checkbox.

After making your choices, click **Next**.



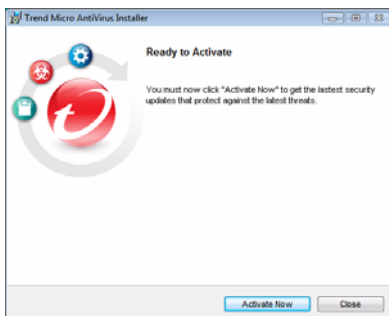
**FIGURE 2-6.** Customize Your Installation Options window

- Installation of Trend Micro AntiVirus plus AntiSpyware now begins.



**FIGURE 2-7. Installing Trend Micro AntiVirus window**

- After a successful installation, click **Activate Now** to activate the software.



**FIGURE 2-8. Ready to Activate window**

The installation program now begins setting up the security software.



**FIGURE 2-9. Setting up Trend Micro AntiVirus window**

8. Create a new account or sign into your existing Trend Micro account. To create a new account, provide your full name and select your current location from the list beside **Location**. Enter an email address that you can check regularly, provide an account password and click **Next**.

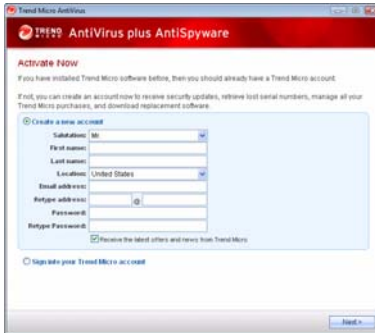


FIGURE 2-10. Activate Now window

9. Print the activation confirmation page for future reference. Click **Finish**.



FIGURE 2-11. Activation Completed window

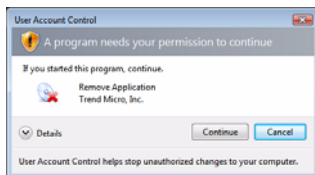
Double-click the Trend Micro AntiVirus plus AntiSpyware system tray icon to open the main console.

# Uninstalling Trend Micro AntiVirus plus Anti-Spyware

Before removing Trend Micro AntiVirus plus AntiSpyware, make sure you have logged onto the computer with administrator privileges (needed during the removal process), and close any other open programs.

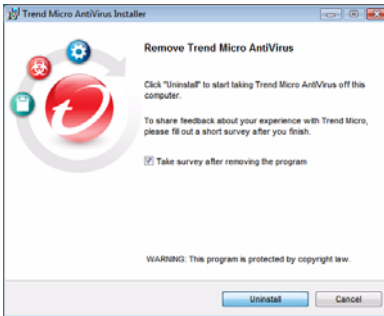
**WARNING!** *Removing the program deletes all quarantined files, which may contain viruses or include spyware and trojan horse programs that should not remain on your computer. If you must preserve something in the quarantine, restore the files, then transfer them to an isolated location like a USB drive before removing Trend Micro AntiVirus plus AntiSpyware.*

1. You have two ways to start removing Trend Micro AntiVirus plus AntiSpyware:
  - Click the Windows **Start** button and select **All Programs > Trend Micro AntiVirus > Uninstall Trend Micro AntiVirus**.
  - Open the Control Panel and then double-click **Add or Remove Programs** (Windows XP) or **Uninstall a program** (Windows Vista and Windows 7). From the list of programs, select **Trend Micro AntiVirus**, and then click **Remove** (Windows XP) or **Uninstall** (Windows Vista and Windows 7).
2. If a User Account Control window asks for your permission to uninstall the program, click **Continue**.



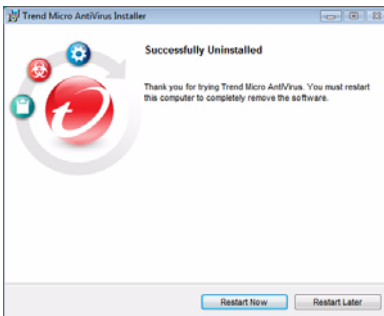
**FIGURE 2-12.** User Account Control warning

3. Click **Uninstall** to confirm that you want to remove the program.



**FIGURE 2-13. Remove Trend Micro AntiVirus window**

4. If you have enabled password protection, enter the correct password that you set previously.
5. Click **Restart Now** to restart your computer once the program has been successfully removed.



**FIGURE 2-14. Successfully Uninstalled window**

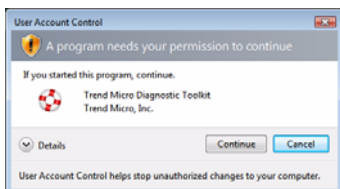


## Uninstalling with the Trend Micro Diagnostic Toolkit

If you ran into problems during installation, configuration, or uninstallation, use the Trend Micro Diagnostic Toolkit to remove the program.

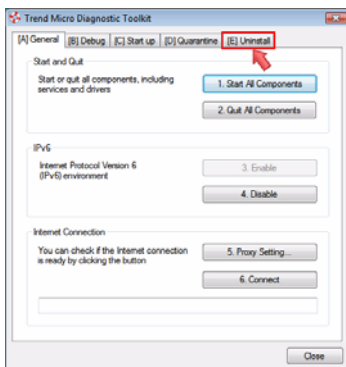
**To uninstall the program using the Trend Micro Diagnostic Toolkit:**

1. Click the Windows **Start** button and select **All Programs > Trend Micro AntiVirus > Trend Micro Support Diagnostic Toolkit**.
2. If a User Account Control window asks for your permission to open the program, click **Continue**.



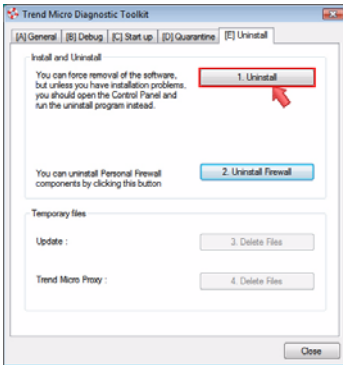
**FIGURE 2-15.** User Account Control warning

3. When the Trend Micro Diagnostic Toolkit opens, click the **[E] Uninstall** tab.



**FIGURE 2-16.** Tab A of the Trend Micro Diagnostic Toolkit

4. On the [E] **Uninstall** tab, click the **1. Uninstall** button.



**FIGURE 2-17.** Tab E of the Trend Micro Diagnostic Toolkit

5. When prompted, copy the serial number before uninstalling the program. When done, mark the **I have finished writing down the serial number** checkbox and click **Next**.
6. In the window that opens, click **Uninstall** to remove the program.

# Getting Started

---

# 3

After installing Trend Micro AntiVirus plus AntiSpyware, complete the tasks explained on the following pages to start protecting your computer.

- *Verifying a Successful Installation* on page 20
- *Opening the Main Console* on page 20
- *Updating and Scanning* on page 20
- *Controlling Your Security Updates* on page 21
- *Setting a Password* on page 22
- *Getting More Help* on page 22

## Verifying a Successful Installation

Use the European Institute for Computer Antivirus Research (EICAR) test file to confirm that Trend Micro AntiVirus plus AntiSpyware protects you.

**Note:** The EICAR test file is *not* a virus. This harmless text file with a \*.com extension does not replicate and contains no harmful payload.

1. Open <http://us.trendmicro.com/us/support/virus-primer/eicar-test-files/>.
2. Download the EICAR test file by clicking one of the **ecar.com** links, such as **ecar.com** (HTTP).

Trend Micro AntiVirus plus AntiSpyware will show an “**ecar\_virus**” warning, quarantine **ecar\_test.com** and record the event in the Virus Scan log.

## Opening the Main Console

Using the main console of Trend Micro AntiVirus plus AntiSpyware, you can easily check or customize your security settings, download updates, and run scans.

**You have three ways to open the main console:**

- Click the Windows **Start** button, and then select **All Programs > Trend Micro AntiVirus plus AntiSpyware > Trend Micro AntiVirus plus AntiSpyware**.
- In the system tray at the bottom of your screen, double-click the Trend Micro AntiVirus plus AntiSpyware icon. You can also click or right-click the system tray icon and select **Open Main Console**.
- Double-click the Trend Micro AntiVirus plus AntiSpyware desktop icon.

## Updating and Scanning

- Click **Scan Now** to begin a quick scan that can detect and eliminate malicious software where it usually hides. By clicking the right edge of the button (marked with a triangle), you can also select a full or custom scan. A full scan checks the entire computer for security threats, while a custom scan will examine specific files or folders.
- Click **Update Now** to download any new security update available.

# Controlling Your Security Updates

## To download the latest update immediately:

1. Open the main console (see [page 20](#)).
2. On the **Overview** screen, click **Update Now**.

## To check when you have received previous updates:

1. Open the main console (see [page 20](#)).
2. Click **Other Settings and Subscription**, then expand the **Logs** header.
3. Choose **Update** from the dropdown list.
4. Click the **View Logs** button.

## To check or change the update schedule:

1. Open the main console (see [page 20](#)).
2. Click **Other Settings and Subscription**, then expand the **Automatic Updates** header.
3. Click the **Settings...** button.
4. Mark the **Automatically check for updates** checkbox. Trend Micro AntiVirus plus AntiSpyware checks for updates every three hours by default.
5. To see the progress of each update, select **Notify you before the update starts**.

## Setting a Password

Set a password to prevent others from changing your settings. To manage the security of other computers on a home network, you must set a password.

1. On the main console, click **Other Settings and Subscription**, and then click **Password**.
2. Under **Password**, click **Settings...**
3. Mark the **Enable password protection** checkbox, and then type the same password in both the **Password** and **Confirm password** fields.

**Tip:** The password should contain at least six characters, and can include only letters of the alphabet (upper or lower case) and numbers (0 through 9). Refer to the *Establishing Strong Passwords* topic in the *Product Help* for more recommendations.

4. In the **Password hint** field, type a short phrase that will remind you of your password in case you forget it later. Choose a hint that would not allow someone else to guess your password easily.
5. Click **OK** to save your password.

## Getting More Help

Trend Micro AntiVirus plus AntiSpyware offers several types of help:

HELP OPTION	DESCRIPTION
Help & Support	Click this button in the upper right corner of the main console for links to the <i>Product Help</i> and Knowledge Base.
Context-Sensitive Help	Click the <b>Help</b> button to learn more about a given window.
Mouseover Help	Stop your mouse cursor over an icon without clicking to see a short description.

**TABLE 3-1.** Help options

# Troubleshooting

---

# 4

This chapter explains how to solve basic problems you may encounter while using Trend Micro AntiVirus plus AntiSpyware.

The topics explained in this chapter include:

- *Installation and Activation Problems* on page 24
- *Update Problems* on page 25
- *Frequently Asked Questions* on page 26

# Installation and Activation Problems

You may encounter one of the following problems during the installation and activation of Trend Micro AntiVirus plus AntiSpyware:

- The installation program stops responding.
- Trend Micro AntiVirus plus AntiSpyware will not start after a successful installation.
- You lost your serial number or have an invalid serial number.
- You cannot activate Trend Micro AntiVirus plus AntiSpyware during installation or through the main console after installation.

## To solve an installation problem:

- Make sure you have administrator privileges on the computer where you tried to install Trend Micro AntiVirus plus AntiSpyware.
  - a. Press the CTRL - ALT - DELETE keys simultaneously to open a small window showing the name of the account you have used to log into the computer (look under Logon Information), write down the account name, and then click **Cancel**.
  - b. Open the Control Panel.
    - If your computer runs Windows XP, click **User Accounts** to find out if the account you wrote down has administrator privileges.
    - If your computer runs Windows Vista or Windows 7, click **User Accounts and Family Safety**, then click **User Account** to see if the account you wrote down has administrator privileges.
  - c. If you have not logged onto the computer with administrator privileges, switch to an account that has those privileges.
- Make sure the computer meets all installation requirements on [page 6](#).
- Make sure that you followed all of the instructions in the *Installing Trend Micro AntiVirus plus AntiSpyware* section of this *Getting Started Guide*.

If these suggestions do not help solve the problem, contact Trend Micro Technical Support for help. See [page 31](#) for details.



### To solve an activation problem:

- Make sure you entered the serial number correctly. You must provide this information in the following format:

XXXX-XXXX-XXXX-XXXX-XXXX

**Note:** Each X corresponds to a number or letter. You can type the letters in upper or lower case.

- Select a unique name or description for each installation after the first.
- To recover a lost password, try visiting this website:  
[http://www.trendsecure.com/my\\_account/](http://www.trendsecure.com/my_account/)
- Look for any warning messages or log information related to activation. You can search for a solution based on this information.
- You can use the trial version of Trend Micro AntiVirus plus AntiSpyware for a limited time only. Purchase Trend Micro AntiVirus plus AntiSpyware before your trial expires to maintain your security.

If the suggestions above do not help solve the problem, please contact Trend Micro Technical Support. See [page 31](#) for details.

## Update Problems

First, make sure that your computer can reach the Internet, then check your network and computer for any obvious hardware or software failures. If Trend Micro AntiVirus plus AntiSpyware still cannot download updates, check your connection with the update server.

### To check your connection with the update server:

- Open the Windows command prompt.  
**Note:** For Windows XP, click the **Start** button, select **Run...**, and type `cmd` in the window that opens. For Windows Vista and Windows 7, click the **Start** button and type `cmd` in the **Start Search** field.
- Type the following commands to make sure your computer can resolve the update server's Fully Qualified Domain Name (FQDN).

```
nslookup
```

```
ping iau.trendmicro.com
```

If your computer cannot contact the update server, please contact Trend Micro Technical Support. See [page 31](#) for details.

# Frequently Asked Questions

## Do I need to activate right away?

Even if you do not activate the software, you can still download updates for three days after installing it. However, to continue receiving the latest updates, you must then activate the software. Just open the main console to get started.

## How do I recover a lost serial number?

To recover a lost serial number, try visiting this website:

[http://www.trendsecure.com/my\\_account/](http://www.trendsecure.com/my_account/)

If you cannot retrieve your serial number from the website above, please send email to [support@support.trendmicro.com](mailto:support@support.trendmicro.com) to request a copy of the original number. You can also submit a request for help to the following support website:

<http://esupport.trendmicro.com/support/consumer/submitonline.do>

## What do I need to do after reinstalling or recovering Windows?

Once you have reinstalled or recovered your Microsoft Windows operating system, you must install Trend Micro AntiVirus plus AntiSpyware again.

## Why does *Not yet activated* appear on the main console after successfully activating the program?

In some cases, depending on your network connection, you might not receive a response from Trend Micro immediately. In this case, try clicking **Update Now**. If Trend Micro AntiVirus plus AntiSpyware can successfully check for updates, the correct expiration date should appear.

## Can Trend Micro AntiVirus plus AntiSpyware filter instant messages?

Trend Micro AntiVirus plus AntiSpyware cannot *filter* chat sessions, but it can check for and eliminate viruses, Trojan horse programs, worms, spyware, and other threats sent through instant messaging software.

## What Internet browsers work with Trend Micro AntiVirus plus AntiSpyware?

Trend Micro AntiVirus plus AntiSpyware works with these browsers:

- Microsoft™ Internet Explorer™ 6.0 with Service Pack 2 (*for Microsoft™ Windows™ XP only*)
- Microsoft Internet Explorer 7.0 and 8.0
- Mozilla™ Firefox™ 2.0, 3.0, or 3.5

## Can Trend Micro AntiVirus plus AntiSpyware scan all file types?

Yes, Trend Micro AntiVirus plus AntiSpyware can check every file on your computer for threats, as well as your computer's memory and email messages.

## What is phishing?

Phishing is a form of fraud meant to steal personal information. For example, a fake website may carefully mimic a legitimate website to fool you into divulging your name, credit card numbers, social security number, or other confidential information. Criminals can then rob your financial accounts or pose as you to make purchases online.

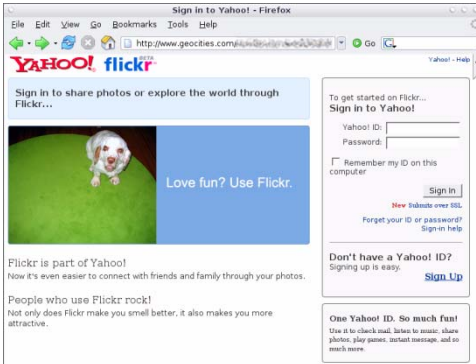


FIGURE 4-1. A sample phishing website

Another common phishing fraud begins with an email message urging you to solve a problem with a financial account immediately. The message looks legitimate, but includes a link that opens a fraudulent website.

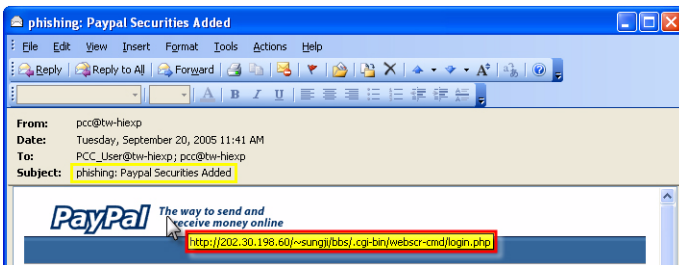
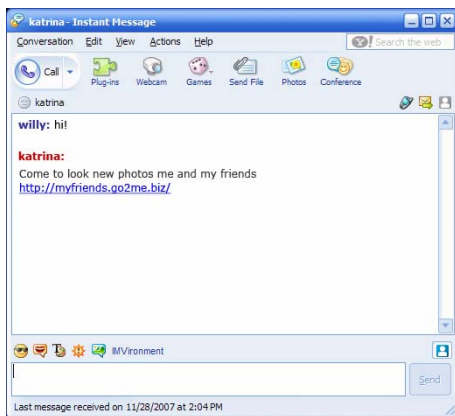


FIGURE 4-2. A sample phishing email message

Criminals also use Internet Relay Chat (IRC) and other instant messaging programs to slip undesirable files and links to phishing websites into “dynamic content” (such as graphics, website addresses, and media files) sent directly to you through a chat window.



**FIGURE 4-3.** Sample phishing instant messages

## What are cookies?

Websites may store data on your computer temporarily to identify you or save your preferences. They generally serve to make websites more convenient to use, but may also threaten your privacy. Cookies used inappropriately can function as a kind of spyware.

**Note:** Make sure to check the detailed information about suspected spyware found before deleting anything.

## What should I do if informed that Trend Micro AntiVirus plus AntiSpyware automatically removed or quarantined a virus, Trojan horse or spyware?

Click the name of the virus, Trojan horse or spyware to see details such as threat characteristics and any further actions you can take.

After Trend Micro AntiVirus plus AntiSpyware has dealt with a Trojan horse program or spyware, you may need to restart your computer to finish removing the threat. Normally, you can just click **Restart now**.



Trend Micro seeks to provide technical support that exceeds your expectations. In this chapter, you can find out how to get technical support.

Remember, you cannot get support before activating Trend Micro AntiVirus plus AntiSpyware.

This chapter covers the following topics:

- *Before Contacting Technical Support* on page 32
- *Submitting Samples of Infected Files* on page 32
- *Reporting Spam, Fraud, and Incorrectly Tagged Messages* on page 33
- *TrendLabs* on page 33
- *Other Resources* on page 33

## Before Contacting Technical Support

Before contacting technical support, please consider a few other ways to find a fast and easy answer to your question:

- **Refer to the documentation.** Check both the *Troubleshooting* chapter of this *Getting Started Guide* and the *Product Help* for information about Trend Micro AntiVirus plus AntiSpyware.
- **Visit the Trend Micro Technical Support site**, which provides the very latest information about all Trend Micro software, as well as answers to questions submitted by others.

<http://www.trendmicro.com/support/consumer/>

## Contacting Technical Support

Use this site to find the right Trend Micro telephone number:

<http://esupport.trendmicro.com/support/consumer/callus.do>

To help Trend Micro solve your problem as quickly as possible, please have the following information ready before calling:

- Your Trend Micro AntiVirus plus AntiSpyware serial number
- Your Trend Micro AntiVirus plus AntiSpyware version number
- The exact text of the error message, if any
- A brief explanation of what you were doing when the problem occurred (including ways to reproduce the problem)

**Tip:** Open the main console (see *page 20*), select **Help & Support**, and click **Product Information** to find your program version and serial numbers.

You can also open a technical support case online by visiting:

<http://esupport.trendmicro.com/support/consumer/submitonline.do>.

## Submitting Samples of Infected Files

If a file seems unsafe but your security software fails to detect any problems, please submit the suspicious file to this website:

<http://subwiz.trendmicro.com>

Include a brief description of any symptoms you have experienced. Trend Micro specialists will “dissect” the file to identify any malicious code.



# Reporting Spam, Fraud, and Incorrectly Tagged Messages

Please forward spam email messages, as well as legitimate messages misidentified as spam, to the following address:

[false@support.trendmicro.com](mailto:false@support.trendmicro.com)

Please forward fraudulent (phishing) messages to the following address.

[antifraud@support.trendmicro.com](mailto:antifraud@support.trendmicro.com)

Trend Micro Technical Support checks for patterns in these messages to improve the software that detects spam and fraudulent email messages.

## TrendLabs

TrendLabs, a global network of research and support centers, provides continuous information and updates to Trend Micro customers around the world.

Staffed by hundreds of highly-trained engineers and skilled support professionals, dedicated service centers in Paris, Munich, Manila, Taipei, Tokyo, and California ensure a rapid response to new computer security threats.

For more information about TrendLabs, please visit this website:

<http://us.trendmicro.com/us/about/company/trendlabs/>

## Other Resources

- Visit [http://www.trendsecure.com/my\\_account/](http://www.trendsecure.com/my_account/) to access your Trend Micro account, or <http://www.trendsecure.com> for access to more security tools and services.
- The Trend Micro site, <http://www.trendmicro.com>, offers free trial downloads of award-winning security software, plus tools like the Virus Map, which reports on virus infections found all over the world.
- You can download software updates and patches at any time from <http://www.trendmicro.com/download/>.

