



9.7

TREND MICRO[™]
Mobile Security[™]

Patch 3

Administrator's Guide

(for Security Scan Deployment Mode)

Comprehensive security for enterprise handhelds



Endpoint Security

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The user documentation for Trend Micro™ Mobile Security for Enterprise introduces the main features of the product and provides installation instructions for your production environment. Read through the documentation before installing or using the product.

Detailed information about how to use specific features within the product is available in the Online Help and the Knowledge Base at the Trend Micro website.

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Table of Contents

Preface

Preface	vii
Audience	viii
Mobile Security Documentation	viii
Document Conventions	ix

Chapter 1: Introduction

Understanding Mobile Threats	1-2
About Trend Micro Mobile Security	1-2
About Machine Learning in Trend Micro Mobile Security	1-2
Architecture of Mobile Security System	1-3
Components of Mobile Security System	1-3
Comparison Between Local and Communication Servers	1-6
What's New in this Release (9.7 Patch 3)	1-6
What's New in Release 9.7 Patch 2	1-7
What's New in Release 9.7	1-7
What's New in Release 9.6 SP1	1-8
What's New in Release 9.6	1-9
What's New in Release 9.5	1-10
What's New in Release 9.3	1-11
Main Mobile Device Agent Features	1-12
Supported Mobile Device OS Features	1-13

Chapter 2: Getting Started with Mobile Security

Administration Web Console	2-2
Accessing the Administration Web Console	2-2

Turning Off Compatibility Mode in Internet Explorer	2-4
Product License	2-4
Dashboard Information	2-5
Customizing the Dashboard	2-5
Administration Settings	2-8
Configuring Active Directory (AD) Settings	2-8
Configuring User Authentication	2-8
Configuring Database Settings	2-8
Configuring Communication Server Settings	2-8
Configuring Deployment Settings	2-8
Managing Administrator Accounts	2-9
Command Queue Management	2-16
Configuring Schedule for Deleting Old Commands	2-17
Deleting Old Commands Manually	2-18
Managing Certificates	2-18
Uploading a Certificate	2-18
Deleting a Certificate	2-19

Chapter 3: Integrating with Other MDM Solutions

Integration with AirWatch	3-2
Prerequisites for Integration	3-2
Airwatch Integration Architecture	3-2
Integration Features	3-3
AirWatch Account Permission Requirements for Integration	3-6
Configuring AirWatch Integration	3-8
Agent Deployment	3-10
Integration with MobileIron	3-16
Prerequisites for Integration	3-16
MobileIron Integration Architecture	3-17
Integration Features	3-18
Configuring MobileIron Integration	3-19
Agent Deployment	3-20

Chapter 4: Managing Mobile Devices

Managed Devices Tab	4-2
Groups in Mobile Security	4-2
Managing Groups	4-2
Managing Mobile Devices	4-4
Mobile Device Status	4-7
Mobile Device Agent Tasks	4-9
Updating Mobile Device Agents	4-9
Updating Mobile Device Information	4-10
Exporting Data	4-10
Integration with Trend Micro Control Manager	4-11
Creating Security Policies in Control Manager	4-11
Deleting or Modifying Security Policies	4-12
Security Policy Statuses on Control Manager	4-12

Chapter 5: Managing Users and Invitations

Users Tab	5-2
Viewing the Users List	5-2
Inviting a User Again	5-3
Editing User Information	5-3
Deleting a User	5-4
Invitations Tab	5-4
Viewing the Invitations List	5-5
Resending Invitations	5-6
Canceling Active Invitations	5-6
Removing Invitations from the List	5-6

Chapter 6: Protecting Devices with Policies

About Security Policies	6-2
Managing Policies	6-2
Creating a Policy	6-2
Editing a Policy	6-3
Assigning or Removing Policy from a Group	6-4
Copying a Policy	6-4

Deleting Policies	6-5
Security Policies in Mobile Security	6-5
Common Policy	6-5
Security Policy	6-6
Web Threat Protection Policy	6-7

Chapter 7: Viewing Applications

About Applications	7-2
Viewing the Installed Android Apps List	7-3
Viewing the Installed iOS Apps List	7-4

Chapter 8: Updating Components

About Component Updates	8-2
Updating Mobile Security Components	8-2
Manual Update	8-2
Scheduled Update	8-3
Specifying a Download Source	8-5
Manually Updating a local AU server	8-6

Chapter 9: Viewing and Maintaining Logs

About Mobile Device Agent Logs	9-2
Viewing Mobile Device Agent Logs	9-2
Log Maintenance	9-4
Scheduling Log Deleting	9-4
Deleting Logs Manually	9-4

Chapter 10: Using Notifications and Reports

About Notification Messages and Reports	10-2
Configuring Notification Settings	10-2
Configuring Email Notifications	10-2
Administrator Notifications	10-3
Enabling Administrator Notifications	10-3
Configuring Administrator Notification Settings	10-3

Reports	10-4
Generating Reports	10-5
Viewing Reports	10-6
Sending Reports	10-7
Scheduling Reports	10-7
Modifying the Email Template	10-8
User Notifications	10-9
Configuring User Notifications	10-9

Chapter 11: Troubleshooting and Contacting Technical Support

Troubleshooting	11-2
Before Contacting Technical Support	11-4
Contacting Trend Micro	11-4
Sending Suspicious Content to Trend Micro	11-5
File Reputation Services	11-5
TrendLabs	11-5
About Software Updates	11-6
Known Issues	11-7
Other Useful Resources	11-7
About Trend Micro	11-8

Index

Index	IN-1
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Preface

Preface

Welcome to the Trend Micro™ Mobile Security for Enterprise version 9.7 Patch 3 Administrator's Guide. This guide provides detailed information about all Mobile Security configuration options. Topics include how to update your software to keep protection current against the latest security risks, how to configure and use policies to support your security objectives, configuring scanning, synchronizing policies on mobile devices, and using logs and reports.

This preface discusses the following topics:

- *Audience on page viii*
- *Mobile Security Documentation on page viii*
- *Document Conventions on page ix*

Audience

The Mobile Security documentation is intended for both administrators—who are responsible for administering and managing Mobile Device Agents in enterprise environments—and mobile device users.

Administrators should have an intermediate to advanced knowledge of Windows system administration and mobile device policies, including:

- Installing and configuring Windows servers
- Installing software on Windows servers
- Configuring and managing mobile devices
- Network concepts (such as IP address, netmask, topology, and LAN settings)
- Various network topologies
- Network devices and their administration
- Network configurations (such as the use of VLAN, HTTP, and HTTPS)

Mobile Security Documentation

The Mobile Security documentation consists of the following:

- *Installation and Deployment Guide*—this guide helps you get “up and running” by introducing Mobile Security, and assisting with network planning and installation.
- *Administrator’s Guide*—this guide provides detailed Mobile Security configuration policies and technologies.
- *Online help*—the purpose of online help is to provide “how to’s” for the main product tasks, usage advice, and field-specific information such as valid parameter ranges and optimal values.
- *Readme*—the Readme contains late-breaking product information that is not found in the online or printed documentation. Topics include a description of new features, installation tips, known issues, and release history.

- *Knowledge Base*— the Knowledge Base is an online database of problem-solving and troubleshooting information. It provides the latest information about known product issues. To access the Knowledge Base, open:

<http://esupport.trendmicro.com/>



Tip

Trend Micro recommends checking the corresponding link from the Download Center (<http://www.trendmicro.com/download>) for updates to the product documentation.

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
<i>Italics</i>	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

CONVENTION	DESCRIPTION
 Important	Information regarding required or default configuration settings and product limitations
 WARNING!	Critical actions and configuration options

Chapter 1

Introduction

Trend Micro™ Mobile Security for Enterprise 9.7 Patch 3 is an integrated security solution for your mobile devices. Read this chapter to understand Mobile Security components, features and how they protect your mobile devices.

This chapter includes the following sections:

- *Understanding Mobile Threats on page 1-2*
- *About Trend Micro Mobile Security on page 1-2*
- *Architecture of Mobile Security System on page 1-3*
- *Components of Mobile Security System on page 1-3*
- *What's New in this Release (9.7 Patch 3) on page 1-6*
- *Main Mobile Device Agent Features on page 1-12*
- *Supported Mobile Device OS Features on page 1-13*

Understanding Mobile Threats

With the standardization of platforms and their increasing connectivity, mobile devices are susceptible to an increasing number of threats. The number of malware programs that run on mobile platforms is growing and more spam messages are sent through SMS. New sources of content, such as WAP and WAP Push are also used to deliver unwanted material.

Additionally, the theft of mobile devices may lead to the compromise of personal or sensitive data.

About Trend Micro Mobile Security

Trend Micro™ Mobile Security for Enterprise is a comprehensive security solution for your mobile devices. Mobile Security incorporates the Trend Micro anti-malware technologies to effectively defend against the latest threats to mobile devices.

The integrated filtering functions enable Mobile Security to block unwanted network communication to mobile devices.

This version of Mobile Security is independent of OfficeScan™ and can be installed separately as a standalone application on a Windows computer.



WARNING!

Trend Micro cannot guarantee compatibility between Mobile Security and file system encryption software. Software products that offer similar features like anti-malware scanning, are may be incompatible with Mobile Security.

About Machine Learning in Trend Micro Mobile Security

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 is a powerful tool that helps protect your environment from unidentified threats and zero-day attacks.

After detecting an unknown or low-prevalence file, Mobile Security scans the file using the next generation mobile engine 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 whether the file is malicious or not. Mobile Security can prevent the affected file from installation and remind user to uninstall or remove it.

Architecture of Mobile Security System

Depending on your company needs, you can implement Mobile Security with different client-server communication methods. You can also choose to set up one or any combination of client-server communication methods in your network.

Trend Micro Mobile Security supports three different models of deployment:

- Enhanced Security Model (Dual Server Installation) with Cloud Communication Server
- Enhanced Security Model (Dual Server Installation) with Local Communication Server
- Basic Security Model (Single Server Installation)

Refer to the *Installation and Deployment Guide* for the details.

Components of Mobile Security System

The following table provides the descriptions of the Mobile Security components.

TABLE 1-1. Components of Mobile Security System

COMPONENT	DESCRIPTION	REQUIRED OR OPTIONAL
Management Server	The Management Server enables you to manage Mobile Device Agents from the administration web console. Once mobile devices are enrolled to the server, you can configure Mobile Device Agent policies and perform updates.	Required
Communication Server	<p>The Communication Server handles communications between the Management Server and Mobile Device Agents.</p> <p>Trend Micro Mobile Security provides two types of Communication Server:</p> <ul style="list-style-type: none"> • Local Communication Server (LCS)—this is a Communication Server deployed locally in your network. • Cloud Communication Server (CCS)—this is a Communication Server deployed in the cloud and you will not need to install this server. Trend Micro manages the Cloud Communication Server and you only need to connect to it from the Management Server. <p>See Comparison Between Local and Communication Servers on page 1-6.</p>	Required
Mobile Device Agent (MDA)	The Mobile Device Agent is installed on the managed Android and iOS mobile devices. The agent communicates with the Mobile Security Communication Server and executes the commands and policy settings on the mobile device.	Required
Microsoft SQL Server	The Microsoft SQL Server hosts the databases for Mobile Security Management Server.	Required
Active Directory	The Mobile Security Management Server imports users and groups from the Active Directory.	Optional

COMPONENT	DESCRIPTION	REQUIRED OR OPTIONAL
Certificate Authority	The Certificate Authority manages security credentials and public and private keys for secure communication.	Optional
SCEP	<p>The Simple Certificate Enrollment Protocol (SCEP) is a communication protocol that provides a networked front end to a private certificate authority.</p> <p>In some environments, it is important to make sure that corporate settings and policies are protected from prying eyes. To provide this protection, iOS allows you to encrypt profiles so that they can be read only by a single device. An encrypted profile is just like a normal configuration profile except that the configuration profile payload is encrypted with the public key associated with the device's X.509 identity.</p> <p>The SCEP works with the Certificate Authority to issue certificates in large enterprises. It handles the issuing and revocation of digital certificates. The SCEP and Certificate Authority can be installed on the same server.</p>	Optional
APNs Certificate	<p>(Full Version deployment mode, and Security Scan deployment mode with unlisted MDM vendor only.)</p> <p>The Mobile Security Communication Server communicates through the Apple Push Notification Service (APNs) to iOS devices.</p>	Required, if you want to manage iOS mobile devices
SSL certificate	<p>(Full Version deployment mode, and Security Scan deployment mode with unlisted MDM vendor only.)</p> <p>Trend Micro Mobile Security requires an SSL server certificate issued from a recognized Public Certificate Authority for the secure communication between mobile devices and Communication Server using HTTPS.</p>	Required, if you want to manage Windows Phone or iOS mobile devices

COMPONENT	DESCRIPTION	REQUIRED OR OPTIONAL
SMTP Server	Connect SMTP server to make sure administrators can get reports from Mobile Security Management Server, and send invitations to users.	Optional

Comparison Between Local and Communication Servers

The following table provides the comparison between the Local Communication Server (LCS) and the Cloud Communication Server (CCS).

TABLE 1-2. Comparison between Local and Cloud Communication Servers

FEATURES	CLOUD COMMUNICATION SERVER	LOCAL COMMUNICATION SERVER
Installation required	No	Yes
User authentication method supported	Enrollment Key	Active Directory or Enrollment Key
Agent Customization for Android	Supported	Supported
Manage Windows Phone	Not supported	Supported

What's New in this Release (9.7 Patch 3)

The following new features are available in Trend Micro Mobile Security 9.7 Patch 3:

FEATURE	DESCRIPTION
Provides QR Code for Quick Agent Deployment (Security Scan Deployment Mode Only)	Provides enrollment information using QR code on the agent deployment settings screen for quick and simple agent deployment. This feature is only available in Security Scan Deployment Mode with integration with AirWatch and MobileIron.
Supports Predictive Machine Learning	Supports Trend Micro Predictive Machine Learning to perform in-depth file analysis to detect emerging known security risks.

What's New in Release 9.7 Patch 2

The following new features are available in Trend Micro Mobile Security 9.7 Patch 2:

FEATURE	DESCRIPTION
Integration with MobileIron Mobile Device Management Solutions	Provides security scan for Android and iOS mobile devices while integrating with the following MobileIron mobile device management solutions: <ul style="list-style-type: none"> • MobileIron Core Hosted • MobileIron Core On-Premise
Integration of Online Help	Links all the UI screens to the help files available on Trend Micro Online Help Center.
Supports iOS Activation Lock	Activation Lock is a feature of Find My iPhone that is built into mobile devices with iOS 7 and later. It prevents reactivation of lost or stolen mobile device by requiring the user's Apple ID and password before anyone can turn off Find My iPhone, erase, or reactivate and use the mobile device.

What's New in Release 9.7

The following new features are available in Trend Micro Mobile Security 9.7:

FEATURE	DESCRIPTION
Multiple Deployment Modes	Enables you to deploy Trend Micro Mobile Security in: <ul style="list-style-type: none"> • Full Version deployment mode, that includes all the features of Trend Micro Mobile Security. • Security Only deployment mode, that provides security scan for Android and iOS mobile devices while integrating with other mobile device management (MDM) solutions.
Integration with AirWatch	Provides security scan for Android and iOS mobile devices while integrating with AirWatch mobile device management solution.
Cyber Security News Widget on Dashboard Screen	Includes a widget on the Dashboard screen to display Cyber Security News for mobile devices, published by Trend Micro.
Server Certificate Verification on Android Devices	Enables you to perform server certificate verification on Android mobile devices.
New MARS API for Security Scanning	Integrates with the latest Mobile Application Reputation Service (MARS) API to enhance the vulnerability detection and description.
Support for Latest Android and iOS Versions	Adds Android 7 and iOS 10 support.

What's New in Release 9.6 SP1

The following new features are available in Trend Micro Mobile Security 9.6 SP1:

FEATURE	DESCRIPTION
Ransomware Detection Widgets	New widgets on the Dashboard allows administrators to view ransomware detection statistics.

FEATURE	DESCRIPTION
Android App Version Selection	Administrators can choose to deploy the Full version or Security scan only app for Android and iOS devices.
Automatic App Activation on Android Devices	This version of Mobile Security provides automatic activation on Android devices during app deployment.
Exchange Server Data Cleanup	Administrators can perform a data cleanup before transferring to another Exchange server. This allows administrators to remove existing Exchange Connector and Exchange ActiveSync device data on Mobile Security.
Group Setting for Multiple Active Directory Users	Administrators can apply the group setting to multiple Active Directory users.
Report Generation by Device Platform	Enhancements to the report generation feature allow administrators to generate reports for selected device platforms.
Device Information Update	Administrators can update the device information of a managed mobile device before the next scheduled update.

What's New in Release 9.6

The following new features are available in Trend Micro Mobile Security 9.6:

FEATURE	DESCRIPTION
User Management	Enables administrators to manage users and invitations separately.
On-Demand Reports	Administrators now have the option of generating reports as needed.
Scheduled Scan	Enables administrators to run the malware and security scans daily, weekly, or monthly based on the specified schedule.

FEATURE	DESCRIPTION
Security Scan for Android	In addition to the privacy scan, Mobile Security now supports the vulnerability scan and modified apps scan for increased security.
New Widgets	This release introduces five new widgets that display information about the Android security scans and the iOS malware scan.
New iOS App Version	Administrators can choose to deploy a new version of the iOS app that only supports security scans and works with 3rd-party mobile device management (MDM) apps.

What's New in Release 9.5

The following new features are available in Trend Micro Mobile Security 9.5:

FEATURE NAME	DESCRIPTION
Volume Purchase Program (VPP) Enhancements in iOS 9	Enables administrators to assign application licenses to users or devices.
Feature Lock for iOS 9 or later	New feature lock options available for mobile devices running on iOS 9 or later.
Reports Enhancements	The following enhancements are made in this release: <ul style="list-style-type: none"> • New HTML view for improved usability. • New charts provide more information on managed devices and applications.
Compliance Violation Details	Compliance violation reasons are now displayed on the web console for each non-compliant mobile device.
Web Console QR Code Enrollment	Administrators can now enroll users from the web console using the new preset Enrollment Key QR code on the Device Enrollment Settings screen.

FEATURE NAME	DESCRIPTION
Exchange Access Control Enhancements	<p>The following new options are available in this release:</p> <ul style="list-style-type: none"> Administrators can choose to automatically block unmanaged devices from accessing the Exchange Server Administrators can choose to automatically enable the Auto Allow/Block Access option for all managed devices
App Management Enhancement in iOS 9	Unmanaged applications are installed as managed apps when users install them from the Enterprise App Store or when the administrator adds a required app to a policy.

What's New in Release 9.3

The following new features are available in Trend Micro Mobile Security 9.3:

FEATURE NAME	DESCRIPTION
Mobile Device Agent available on Google Play	From this release, users can download Android mobile device agent from Google Play store.
Facebook Scan for Android and iOS	Scans your Facebook privacy settings, and provides recommendations on adjusting them to increase your privacy.
Security Scan for iOS	Scans every app you have installed to filter out viruses, malicious apps, and spyware that can steal your information and cost you money.
Scan from Cloud	Improves scanning from the cloud on Android mobile devices, when the mobile devices use a proxy server.
Location Awareness for Android Feature Lock	Enables you to enforce the feature lock policy when the mobile device is in the range of an access point; and then restores the feature settings when the user leaves the range.
Added SMS Sender Support	Added support for SMS Sender to send notification text messages to users.

Main Mobile Device Agent Features

FEATURE NAME	DESCRIPTION
Anti-Malware Scanning	Mobile Security incorporates Trend Micro's anti-malware technology to effectively detect threats to prevent attackers from taking advantage of vulnerabilities on mobile devices. Mobile Security is specially designed to scan for mobile threats.
Web Security	As technology increases for mobile devices, the sophistication of mobile threats is also increasing. Trend Micro Mobile Security provides Web Reputation and Parental Controls to protect your mobile device from unsafe websites and the websites that may contain objectionable material for children, teenagers and other family members. You can modify your Web Reputation and Parental Controls setting levels as per your desired settings. Mobile Security also maintains the log of the websites that were blocked by Web Reputation or Parental Controls in their specific logs.
Regular Updates	To protect against the most current threats, you can either update Mobile Security manually or configure it to update automatically. Updates include component updates and Mobile Security program patch updates.

FEATURE NAME	DESCRIPTION
Logs	<p>The following Mobile Device Agent logs are available on the Management Server:</p> <ul style="list-style-type: none"> malware protection log web threat protection log event log privacy scan log vulnerability scan log modified app scan log <p>You can view the following logs on mobile devices:</p> <ul style="list-style-type: none"> Android: <ul style="list-style-type: none"> malware scan history vulnerability scan log modified app scan log privacy scan history web blocking history update history

Supported Mobile Device OS Features

The following table shows the list of features that Trend Micro Mobile Security supports on each platform.

TABLE 1-3. Trend Micro Mobile Security 9.7 Patch 3 Feature Matrix

POLICY	FEATURES	SETTINGS			
Device Security	Security Settings	Real-time scan			
		Scan after pattern update			

POLICY	FEATURES	SETTINGS			
		Manual scan	●	●	
Data Protection	Web Threat Protection	Server-side control		●	
		Use blocked list		●	
		Use approved list		●	
		Allow specific websites only	●		
		Allow limited adult content	●		

Chapter 2

Getting Started with Mobile Security

This chapter helps you start using Mobile Security and provides you the basic usage instructions. Before you proceed, be sure to install the Management Server, Communication Server, and the Mobile Device Agent on mobile devices.

This chapter includes the following sections:

- *Accessing the Administration Web Console on page 2-2*
- *Dashboard Information on page 2-5*
- *Administration Settings on page 2-8*
- *Command Queue Management on page 2-16*
- *Managing Certificates on page 2-18*

Administration Web Console

You can access the configuration screens through the Mobile Security administration web console.

The web console is the central point for managing and monitoring Mobile Security throughout your corporate network. The console comes with a set of default settings and values that you can configure based on your security requirements and specifications.

You can use the web console to do the following:

- Manage Mobile Device Agents installed on mobile devices
- Configure security policies for Mobile Device Agents
- Configure scan settings on a single or multiple mobile devices
- Group devices into logical groups for easy configuration and management
- View registration and update information

Accessing the Administration Web Console

Procedure

1. Log on to the administration web console using the following URL structure:

```
https://  
<External_domain_name_or_IP_address>:<HTTPS_port>/mdm/web
```



Note

Replace <External_domain_name_or_IP_address> with the actual IP address, and <HTTPS_port> with the actual port number of the Management Server.

The following screen appears.

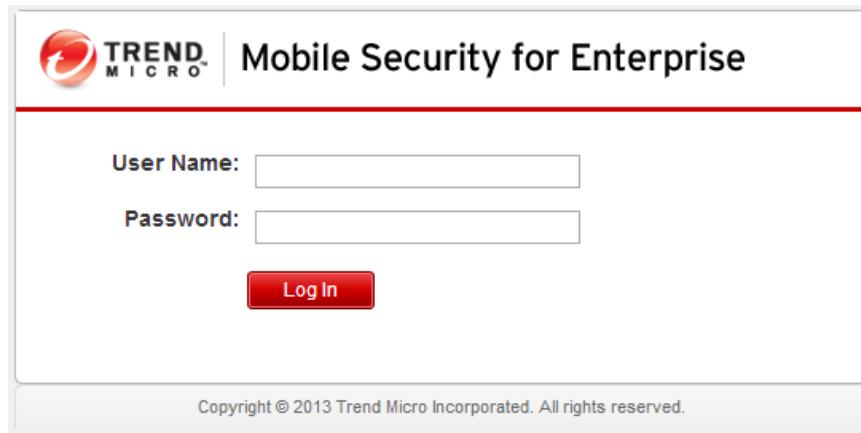


FIGURE 2-1. Administration Web console login screen

2. Type a user name and password in the fields provided and click **Log In**.



Note

The default **User Name** for administration web console is "root" and the **Password** is "mobilesecurity".

Make sure that you change the administrator password for the user "root" after your first sign in. See [Editing an Administrator Account on page 2-14](#) for the procedure.



Important

If you are using Internet Explorer to access the administration web console, make sure the following:

- the **Compatibility View for Websites** options is turned off. See [Turning Off Compatibility Mode in Internet Explorer on page 2-4](#) for details.
- the JavaScript is enabled on your browser.

**Note**

If you are unable to access the administration web console in Windows 2012 using Internet Explorer 10 in Metro mode, verify that the **Enhanced Protected Mode** option is disabled in Internet Explorer.

Turning Off Compatibility Mode in Internet Explorer

Trend Micro Mobile Security does not support **Compatibility View** on Internet Explorer. If you are using Internet Explorer to access the Mobile Security administration web console, turn off the web browser's Compatibility View for the website, if it is enabled.

Procedure

1. Open Internet Explorer and click **Tools > Compatibility View settings**.
The **Compatibility View Settings** window displays.
2. If the administration console is added to the **Compatibility View** list, select the website and click **Remove**.
3. Clear **Display intranet sites in Compatibility View** and **Display all websites in Compatibility View** checkboxes, and then click **Close**.

Product License

After the Evaluation version license expires, all program features will be disabled. A Full license version enables you to continue using all features, even after the license expires. It's important to note however, that the Mobile Device Agent will be unable to obtain updates from the server, making anti-malware components susceptible to the latest security risks.

If your license expires, you will need to register the Mobile Security Management Server with a new Activation Code. Consult your local Trend Micro sales representative for more information.

To download updates and allow remote management, Mobile Device Agent must enroll to the Mobile Security Management Server. For instructions to manually enroll Mobile Device Agent on mobile devices, refer to the *Installation And Deployment Guide*.

To view license upgrade instructions for Management Server, click the **View license upgrade instructions** link in Mobile Security **Product License** screen.

Dashboard Information

The **Dashboard** screen displays first when you access the Management Server. This screen provides an overview of the mobile device registration status and component details.

The dashboard screen is divided into two tabs:

- **Summary**—shows cyber security news related to mobile devices, the device health status and device operating system summary.
- **Security**—shows Android malware scan summary, Android privacy data leak scan summary, Android modified app scan summary, Android vulnerability scan summary, iOS malware scan summary, ransomware scan summary, and top five (5) blocked websites.

Customizing the Dashboard

Mobile Security enables you to customize the **Dashboard** information according to your needs and requirements.

Adding a New Tab

Procedure

1. On the **Dashboard** screen, click the  button.
2. On the **New Tab** pop-up window, do the following:
 - **Title:** type the tab name.

- **Layout:** select the layout for the widgets displayed on the tab.
- **Auto-fit:** select **On** or **Off** to enable or disable the setting for the widgets on the tab.

3. Click **Save**.

Removing a Tab

Procedure

1. Click the tab, and then click the  button displayed on the tab.
2. Click **OK** on the confirmation pop-up dialog.

Adding Widgets

Procedure

1. On the **Dashboard** screen, click the tab on which you want to add widgets.
2. Click **Add Widgets** on the top-right of the tab.
The **Add Widgets** screen displays.
3. Select the category from the left menu and/or type the keywords in the search field to display the relevant widgets list.
4. Select the widgets that you want to add, and then click **Add**.
The selected widgets appear on the tab on the **Dashboard**.

Removing Widgets

Procedure

1. On the **Dashboard** screen, click the tab from which you want to remove widgets.

2. On the widget that you want to remove, click  on the top-right of the widget.

Changing Widget's Position

Procedure

1. On the **Dashboard** screen, click the tab whose widgets you want to rearrange.
2. Click and hold the widget title bar, then drag and drop it to the new position.

Refreshing the Information on the Widgets

Procedure

1. On the **Dashboard** screen, click the tab whose widget you want to refresh.
2. On the widget that you want to refresh, click  on the top-right of the widget.

Viewing or Modifying Tab Settings

Procedure

1. On the **Dashboard** screen, click the tab whose settings you want to view or modify.
2. Click **Tab Settings**.
3. Modify the settings as required, and then click **Save**.

Administration Settings

Configuring Active Directory (AD) Settings

Trend Micro Mobile Security enables you to configure user authorization based on the Active Directory (AD). You can also add mobile devices to the device list using your AD. Refer to the *Initial Server Setup* section in the *Installation and Deployment Guide* for the detailed configuration steps.

Configuring User Authentication

Trend Micro Mobile Security enables you to configure user authentication based on the Active Directory (AD) or through an Enrollment Key. Refer to the *Initial Server Setup* section in the *Installation and Deployment Guide* for the detailed configuration steps.

Configuring Database Settings

Refer to the *Initial Server Setup* section in the *Installation and Deployment Guide* for the detailed configuration steps.

Configuring Communication Server Settings

Refer to the *Initial Server Setup* section in the *Installation and Deployment Guide* for the detailed configuration steps.

Configuring Deployment Settings

Refer to the *Initial Server Setup* section in the *Installation and Deployment Guide* for the detailed configuration steps.

Switching from Full Version to Security Scan Deployment Mode

You can switch the deployment mode for Mobile Security at anytime.

Refer to the following Knowledge Base article about switching from **Full Version** deployment mode to **Security Scan** deployment mode:

<https://success.trendmicro.com/solution/1115884>

Configuring AirWatch Integration with Trend Micro Mobile Security

Trend Micro Mobile Security enables you to integrate with AirWatch device management solution.

See topic *Integration with AirWatch on page 3-2* for the details.

Configuring MobileIron Integration with Trend Micro Mobile Security

Trend Micro Mobile Security enables you to integrate with MobileIron device management solution.

See topic *Integration with MobileIron on page 3-16* for the details.

Managing Administrator Accounts

The **Administrator Account Management** screen enables you to create user accounts with different access role for the Management Server.

Default Administrator Account Name and Role

The default administrator account is “root” (password: “mobilesecurity”). The root account cannot be deleted and can only be modified. See *Editing an Administrator Account on page 2-14* for the detailed procedure.

TABLE 2-1. The root account properties

ROOT ACCOUNT PROPERTIES		CAN BE MODIFIED?
Administrator Accounts	Account name	No
	Full name	Yes
	Password	Yes
	Email address	Yes
	Mobile phone number	Yes
Administrator Roles	Administrator role modification	No

The default administrator role is **Super Administrator**, which has the maximum access to all settings. The **Super Administrator** role cannot be deleted and can only be modified. See [Editing an Administrator Role on page 2-16](#) for the detailed procedure.

TABLE 2-2. The Super Administrator role properties

SUPER ADMINISTRATOR ROLE PROPERTIES		CAN BE MODIFIED?
Role Details	Administrator role	No
	Description	Yes
Group Management Control	Managed Groups	No

TABLE 2-3. Access rights for Super Administrator and a Group Administrator

SERVER COMPONENTS	PERMISSIONS	SUPER ADMINISTRATOR	GROUP ADMINISTRATOR
Administration	Updates	Supported	Not supported
	Administrator Account Management	Can modify all the account	Can only modify own account information
	Device Enrollment Settings	Supported	Not supported
	Certificate Management	Supported	Supported
	Command Queue Management	Can manage all commands	Can only view commands for the related groups
	Database Settings	Supported	Not supported
	Communication Server Settings	Supported	Not supported
	Active Directory Settings	Supported	Not supported
	Management Server Settings	Supported	Not supported
	Deployment Settings	Supported	Not supported
	Configuration and Verification	Supported	Not supported
	Product License	Supported	Not supported

SERVER COMPONENTS	PERMISSIONS	SUPER ADMINISTRATOR	GROUP ADMINISTRATOR
Notifications/ Reports	Log Query	All the groups	Managed groups only
	Log Maintenance	All the groups	Managed groups only
	Administrator Notifications/Reports	Supported	Not supported
	User Notifications	Supported	Not supported
	Settings	Supported	Not supported
Applications		Supported	Supported for managed groups only
Policy	Create a policy	Supported	Supported for managed groups only
	View a policy	Supported	Supported for managed groups only
	Copy a policy	Supported	Supported for managed groups only
	Delete a policy	Supported	Supported for managed groups only
Devices	View devices	Supported	Supported for managed groups only
	Add group	Supported	Supported
Users	Invite users	Supported	Supported for managed groups only

Adding Administrator Accounts

Procedure

1. On the Mobile Security administration web console, go to **Administration** > **Administrator Account Management**.
2. On the **Administrator Accounts** tab, click **Create** to add a new account.
The **Create Administrator Account** screen appears.
3. Under section **Account Details**, do one of the following:
 - Select **Trend Micro Mobile Security User**, and specify the following user account details:
 - **Account name**: name used to log on to the Management Server.
 - **Full name**: the user's full name.
 - **Password** (and **Confirm Password**).
 - **Email address**: the user's email address.
 - **Mobile phone number**: the user's phone number.
 - Select **Active Directory user**, and do the following:
 - a. Type the user name in the search field and click **Search**.
 - b. Select the user name from the list on the left and click **>** to move the user to the **Selected users** list on the right.



Note

To remove the user from the **Selected users** list on the right, select the user name and click **<**.

You can also select multiple users at the same time by holding Ctrl or Shift keys while clicking on the username.

4. Under section **Administrator Role**, select the role from the **Choose the administrator role:** drop-down list.

See [Creating an Administrator Role on page 2-15](#) for the procedure for creating administrator roles

5. Click **Save**.

Editing an Administrator Account

Procedure

1. On the Mobile Security administration web console, go to **Administration > Administrator Account Management**.
2. On the **Administrator Accounts** tab, click **Create** to add a new account.
The **Edit Administrator Account** screen appears.
3. Modify the administrator account details and access role as required.
 - **Account Details**
 - **Account name:** name used to log on to the Management Server.
 - **Full name:** the user's full name.
 - **Email address:** the user's email address.
 - **Mobile phone number:** the user's phone number.
 - **Password:** click **Reset Password** to change the user account password, type the new password in the **New Password** and **Confirm Password** fields, and click **Save**.
 - **Administrator Role**
 - **Choose the administrator role:** select the administrator role from the drop-down list.

For the procedure to create an administrator role, see [Creating an Administrator Role on page 2-15](#).

4. Click **Save**.

Deleting an Administrator Account

Procedure

1. On the Mobile Security administration web console, go to **Administration** > **Administrator Account Management**.
2. On the **Administrator Accounts** tab, select the administrator accounts that you want to delete, and then click **Delete**.

A confirmation message appears.

Creating an Administrator Role

Procedure

1. On the Mobile Security administration web console, go to **Administration** > **Administrator Account Management**.
2. On the **Administrator Roles** tab, click **Create**.
The **Create Administrator Role** screen appears.
3. Under section **Role Details**, provide the following information:
 - Administrator Role
 - Description
4. Under section **Group Management Control** select the mobile device groups that this administrator role can manage.
5. Click **Save**

Editing an Administrator Role

Procedure

1. On the Mobile Security administration web console, go to **Administration > Administrator Account Management**.
2. On the **Administrator Roles** tab, click **Create**.
The **Create Administrator Role** screen appears.
3. Modify the role details as required and then click **Save**.

Deleting an Administrator Role

Procedure

1. On the Mobile Security administration web console, go to **Administration > Administrator Account Management**.
2. On the **Administrator Roles** tab, select the administrator role you want to delete, and click **Delete**.

A confirmation message appears.

Changing Administrator Password

Refer to the topic [Editing an Administrator Account on page 2-14](#) for the procedure of changing the administrator account password.

Command Queue Management

Mobile Security keeps a record of all the commands you have executed from the web console and enables you to cancel or resend a command, if required. You can also remove the commands that have already been executed and are not required to be displayed on the list.

To access the **Command Queue Management** screen, go to **Administration > Command Queue Management**.

The following table describes all the command statuses on the **Command Queue Management** screen.

COMMAND STATUS	DESCRIPTION
Waiting to Send	The Mobile Security Management Server is in the process of sending the command to mobile device. You can cancel the command while it is in this status.
Waiting Acknowledgment	The Mobile Security Management Server has sent the command to mobile device and is waiting for the acknowledgement from the mobile device.
Unsuccessful	Unable to execute the command on mobile device.
Successful	The command has been executed successfully on the mobile device.
Canceled	The command has been canceled before it was executed on the mobile device.

To keep the size of commands from occupying too much space on your hard disk, delete the commands manually or configure Mobile Security administration web console to delete the commands automatically based on a schedule in the **Command Queue Maintenance** screen.

Configuring Schedule for Deleting Old Commands

Procedure

1. Click **Administration > Command Queue Management**.
The **Command Queue Management** screen displays.
2. On the **Command Queue Maintenance** tab, select **Enable scheduled deletion of commands**.
3. Specify the number of days old commands you want to delete.

4. Specify the commands queue deletion frequency and time.
5. Click **Save**.

Deleting Old Commands Manually

Procedure

1. Click **Administration > Command Queue Management**.
The **Command Queue Management** screen displays.
2. On the **Command Queue Maintenance** tab, select **Enable scheduled deletion of commands**.
3. Specify the number of days old commands you want to delete.
4. Click **Delete Now**.

Managing Certificates

Use the **Certificate Management** screen to upload .pfx, .p12, .cer, .crt, .der certificates to the Mobile Security Management Server.

Uploading a Certificate

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Administration > Certificate Management**.
3. Click **Add**.
The **Add certificate** window appears.
4. Click **Choose File** and then select a .pfx, .p12, .cer, .crt, .der certificate file.

5. Type the certificate password in the **Password** field.
6. Click **Save**.

Deleting a Certificate

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Administration > Certificate Management**.
3. Select the certificates that you want to delete, and then click **Delete**.

Chapter 3

Integrating with Other MDM Solutions

Trend MicroMobile Security enables you to integrate other mobile device management solutions with Mobile Security.

This chapter explains you the procedure to set up Mobile Security integration with other mobile device management solutions.

Topics included in this chapter:

- *Integration with AirWatch on page 3-2*
- *Integration with MobileIron on page 3-16*

Integration with AirWatch

Trend Micro Mobile Security enables you to integrate AirWatch MDM solution with Mobile Security.

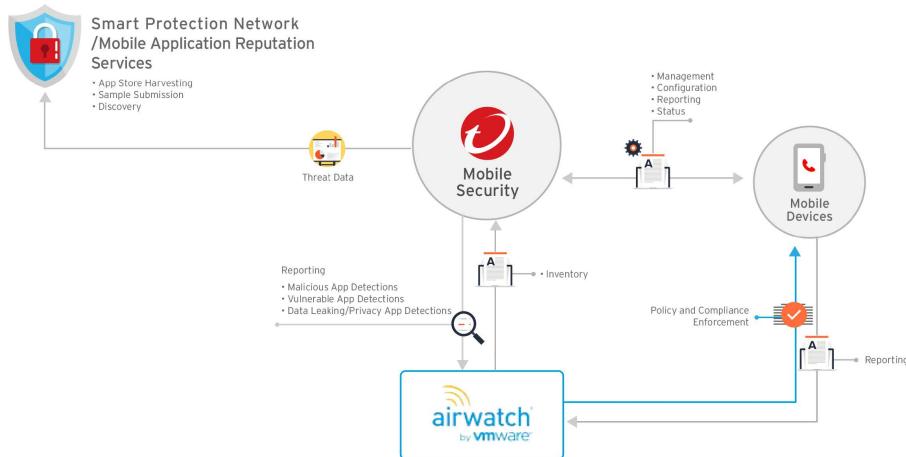
Prerequisites for Integration

To integrate other MDM solutions with Trend MicroMobile Security, you must use the following:

- Mobile Security for Enterprise 9.7 or later
- Local Communication Server or Cloud Communication Server configured in Mobile Security
- AirWatch v9.1 or later
- Admin account on AirWatch administration web console

Airwatch Integration Architecture

The following image shows the high-level architecture of integration with AirWatch.



Mobile App Reputation is a cloud-based technology that automatically identifies mobile threats based on app behavior, Crawl & collect huge number of Android apps from various Android Markets, Identifies existing and brand new mobile malware, Identifies apps that may abuse privacy / device resources. It is the world's first automatic mobile app evaluation service.

The **Trend Micro Smart Protection Network** delivers proactive global threat intelligence against zero-hour threats to ensure that you are always protected. Trend Micro uses the up-to-the-second threat intelligence to immediately stamp out attacks before they can harm you. The **Smart Protection Network** is powering all of Trend Micro products and services.

Mobile Security uses Smart Protection Network and Mobile Application Reputation Services to find mobile device security issues and leverages AirWatch compliance policy to manage your mobile device.

Integration Features

Trend MicroMobile Security provides the following features with integration with AirWatch:

FEATURE	DESCRIPTION
Automatic Grouping for Mobile Devices	Mobile Security adds Malware, Vulnerability and Privacy prefixes to tag the mobile devices based on their risk levels. See Automatic Grouping for Mobile Devices on page 3-4 for details.
Automatic Grouping for Applications	Mobile Security adds Malware, Vulnerability and Privacy prefixes to tag the mobile applications based on their risk levels. See Automatic Grouping for Mobile Applications on page 3-5 for details.

FEATURE	DESCRIPTION
Automatically Updating AirWatch Blacklist for Policy Violating Apps	<p>This feature enables you to put the apps into the blacklist that violate AirWatch compliance policy (based on the security scan result), and sends an email alert to the user.</p> <p>See Configuring AirWatch Blacklist Compliance Policy for Apps on page 3-5 for details.</p>
Automatic Deployment of Mobile Security Client App	<p>You can configure AirWatch to automatically deploy mobile device agent to mobile devices.</p> <ul style="list-style-type: none"> Android: See Deploying Android Agent Through Mobile Security Server on page 3-12 for the procedure. You can also configure Samsung mobile devices to automatically launch mobile device agent on mobile devices. See Configuring Automatic Launch for Android Mobile Devices on page 3-13 for the details and procedure. iOS: See Deploying iOS Agent on page 3-15 for the procedure.

Automatic Grouping for Mobile Devices

Mobile Security uses prefixes to create three (3) classes (Malware, Vulnerability and Privacy), and tags the risk devices as follows:

- PREDEFINEDPREFIX_Dangerous
- PREDEFINEDPREFIX_Risky
- PREDEFINEDPREFIX_NO_TMMS

Mobile Security enables you to define prefixes (PREDEFINEDPREFIX) on the administration web console. While Mobile Security detects a malicious application, it automatically changes the device's Smart Group.

For example, if Mobile Security detects that a malware on a mobile device, it automatically moves the mobile device to PREDEFINEDPREFIX _Dangerous group.

Automatic Grouping for Mobile Applications

Mobile Security automatically groups the risky applications together under App Groups, based on the type of risk they pose.

- PREDEFINEDPREFIX _Malware_App_Android
- PREDEFINEDPREFIX _Privacy_App_Android
- PREDEFINEDPREFIX _Vulnerability_App_Android
- PREDEFINEDPREFIX _Malware_App_iOS

Mobile Security enables you to define prefixes (PREDEFINEDPREFIX) on the administration web console.

Configuring AirWatch Blacklist Compliance Policy for Apps

After you have configured AirWatch integration settings, you can create compliance policy on AirWatch administration web console to add malicious apps to AirWatch Blacklist.

Procedure

1. Log on to the AirWatch web console, and navigate to **Devices > Compliance Policies > List View**.
2. Click **Add**, select the platform (Android or Apple iOS), and then from the drop-down lists, select **Application List**, and **Contains Blacklisted App(s)**.
3. Click **Next**.
4. On **Actions** tab, configure actions:
 - a. Select **Mark as Not Compliant**.
 - b. Select **Notify** and **Send Email to User** from the drop-down lists.

- c. Click **Next**.
5. On the **Assignment** tab, configure the following:
 - **Managed By:** **Trend Micro**
 - **Assigned Groups**
 - **Exclusions**
6. Click **Next**.
7. On **Summary** tab, configure the name and description.
8. Click **Finish and Activate**.

On detecting a malware on the mobile device, Mobile Security puts the application into AirWatch blacklist, and the mobile device will be flagged as uncompliant.

AirWatch Account Permission Requirements for Integration

Mobile Security supports the integration with AirWatch. To integrate Mobile Security with AirWatch, you need to have an AirWatch account with required permissions for the communication between the Mobile Security server and AirWatch.

You can create account on AirWatch with three different permission options:

- **Option 1: Create an AirWatch Administrator account for the communication with all permissions**

On the AirWatch administration console, navigate to **Accounts > Administrators > List View > Add > Add Admin**, and create account with the following role and permissions:

AirWatch Administrator
AirWatch Admins (Internal or External) Access to all except "dangerous" console features.

- **Option 2: Create a user with API ONLY with all REST API permissions**

On the AirWatch administration console, navigate to **Accounts > Administrators > List View > Add > Add Admin**, and create account with the following role and permissions:

API Only

Only provides access to REST APIs

- **Option 3: Create a user with API ONLY with customized REST API permissions**

This option allows you to select the specific REST APIs that Mobile Security uses.

Do the following:

1. On the AirWatch administration console, navigate to **Accounts > Administrators > Roles**, and create a role with the specific REST APIs permissions that Mobile Security uses, as shown in the following table:

CATEGORY	NAME
Admin User Management	Search Admin User
WTag Management	Create Tag
	Search Tag
	Add Devices to the Tag
	Remove Devices from Tag
	Retrieve Devices with Specific Tag
Smart Group Management	Create Smart Group
	Search Smart Groups
	Delete Smart Groups

Category	Name
Application Group Management	Create Application Group
	Search Application Group
	Retrieve Application Group Details
	Add Application to an Application Group
	Delete Application from the Application Group
Application Management	Internal Application Install : Upload Application Chunks (iOS and Android)
	Internal Application Install : Begin Internal Application Install
Device Management	Retrieve Device Information
	Device Extensive Search
	Device Count Info

2. Navigate to **Accounts > Administrators > List View > Add > Add Admin**, and add an account with the newly created role.



Note

The AirWatch REST permission settings page does not have permission for each API, but provides a lot of API series (such as, Admin API, APPs API, etc.). Contact AirWatch technical support to know which REST API permissions need to be enabled on the settings page.

Configuring AirWatch Integration

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Administration > Communication Server Settings** on the menu bar, and make sure the Communication Server settings are configured. If the settings are

not configured, refer to the topic *Configuring Communication Server Settings* in the *Installation and Deployment Guide* for the configuration steps.

3. Click **Administration > Deployment Settings**.
4. Under **Server** section, select **Security Scan**, and then select **AirWatch MDM** Solution from the drop down list.
5. Under section **Register Service**, configure the following AirWatch settings:
 - **API URL**
 - **API KEY**
 - **Account**
 - **Password**
6. Click **Verify Settings** to make sure Mobile Security can connect to the AirWatch server.
7. Under **Data Synchronization Settings** section, configure the following:
 - **Security Category Prefix**

**Note**

Mobile Security uses a prefix to create three (3) classes (Malware, Vulnerability and Privacy), and tags the risk devices as follows:

- XXXX_Dangerous
- XXXX_Risky
- XXXX_NO_TMMS

The risk devices and apps are grouped together under **Smart Groups** and **App Groups** respectively, and includes apps with tag and category added as prefix to their names.

- Smart Groups: XXXX_Dangerous, XXXX_Risky, XXXX_NO_TMMS.
- App Groups: XXXX_Malware_App_Android, XXXX_Privacy_App_Android, XXXX_Vulnerability_App_Android, XXXX_Malware_App_iOS

Agent Deployment

Trend Micro Mobile Security enables you to deploy client agent from the two different sources:

- **Google Play Store:** You will need to configure AirWatch to deploy the mobile device agent and provide the enrollment information to users, in the form of text or a QR-code. The users can use the enrollment information or scan the QR code to enroll with the server. The enrollment information includes the server IP address and port number, and an enrollment key, which is available on the **Android Agent** tab on **Deployment Settings** screen.

After installing the mobile device agent, users will be required to enroll to the Mobile Securityserver manually. If you deploy mobile device agent from Google Play Store, the mobile device users can receive the real-time updates via Google Play.

- **Mobile Security Server:** Notify users to download the mobile device agent, with the name: **ENT Security**, from AirWatch app store.

If you use this deployment option, you will need to provide the enrollment information to users, in the form of text or a QR-code. The users can use the

enrollment information or scan the QR code to enroll with the server. The enrollment information includes server the IP address and port number, and an enrollment key, which is available on the **Android Agent** tab on **Deployment Settings** screen. Whenever a user launches the mobile device agent, the user will need to enroll the app to the Mobile Security server. You can also configure the app to enroll automatically. However, whenever there is an update available, the mobile device users will be required to update their mobile device agents manually.

On Samsung mobile devices, the AirWatch administration console enables you to deploy and configure the mobile device agent automatically.

Deploying Android Agent Through Google Play Store

Procedure

1. Log on to AirWatch web console, and navigate to **Apps & Books > List View > Public (tab) > ADD APPLICATION**.
2. On the **Add Application** screen, configure the following fields:
 - **Managed By:** Type `Trend Micro`.
 - **Platform:** Select **Android** from the drop-down list.
 - **Source:** Select **Search App Store**.
 - **Name:** Type `ent security` to search the app store.
3. Click **Next**.
4. From the search results, select **Enterprise Mobile Security**.
5. On the **Add Application** screen, click the **Assignment** tab, and select the assigned groups from the **Assigned Groups** field.
6. Click **Save & Publish**.
7. Click **Upload**.

Mobile Security repacks the Android agent with the enrollment key, and uploads it to the server. If there is no preset enrollment key configured, Mobile Security generates an enrollment key before repacking the Android agent.



Note

For Samsung mobile devices, you can also configure the auto-launch function of Mobile Security Android agent on AirWatch web console. Refer to the following article for the details:

<https://success.trendmicro.com/solution/1115842>

What to do next

After deploying the Android agent, provide the enrollment information to users, in the form of text or a QR-code. The users can use the enrollment information or scan the QR code to enroll with the server. The enrollment information includes the server IP address and port number, and an enrollment key, which is available on the **Android Agent** tab on **Deployment Settings** screen.

Deploying Android Agent Through Mobile Security Server

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Administration > Device Enrollment Settings** on the menu bar.
3. On the **Authentication** tab, select **Authenticate using Enrollment Key**, and then select **Use preset Enrollment Key**.
4. Click **Administration > Deployment Settings > Android Agent (tab)**.
5. Select **Download from TMMS Server**, and then select **Auto Enrollment**.
6. Click **Save** to save the settings.
7. Click **Upload**, and then select the modified Mobile Security agent file to upload it to the AirWatch server.

The mobile device agent uploads and appears on the AirWatch administration web console.

What to do next

After deploying the Android agent, provide the enrollment information to users, in the form of text or a QR-code. The users can use the enrollment information or scan the QR code to enroll with the server. The enrollment information includes the server IP address and port number, and an enrollment key, which is available on the **Android Agent** tab on **Deployment Settings** screen.

Configuring Automatic Launch for Android Mobile Devices

Before you begin

Before performing this procedure, you must perform all the steps as explained in [Deploying Android Agent Through Mobile Security Server on page 3-12](#).

Procedure

1. Log on to AirWatch web console, and navigate to **Devices > Staging & Provisioning > Components > Files/Actions**.
2. Configure **Files/Actions** from the AirWatch console. Do the following:
 - a. Navigate to **Devices > Staging & Provisioning > Components > Files/Actions**.
 - b. • Click **Add > Android**.
 - c. On the **General** tab, provide the information for the **Name** and **Description** fields.
 - d. On the **Manifest** tab, click **Add Action**, located under the **Install Manifest** section.
 - e. On the **Add Manifest** options, configure the following information, then click **Save**:
 - **Action(s) to Perform**: Run Intent

- **Command Line and Arguments to run:**

```
mode=explicit,broadcast=false,action=android.intent.action.MAIN,package=com.trendmicro.tmmssuite.enterprise,class=com.trendmicro.tmmssuite.enterprise.ui.Tmm  
sEnterpriseSplashScreen
```

- TimeOut: [any duration as per your requirements]

- f. On the **Add Files/Actions** screen, click **Save**.

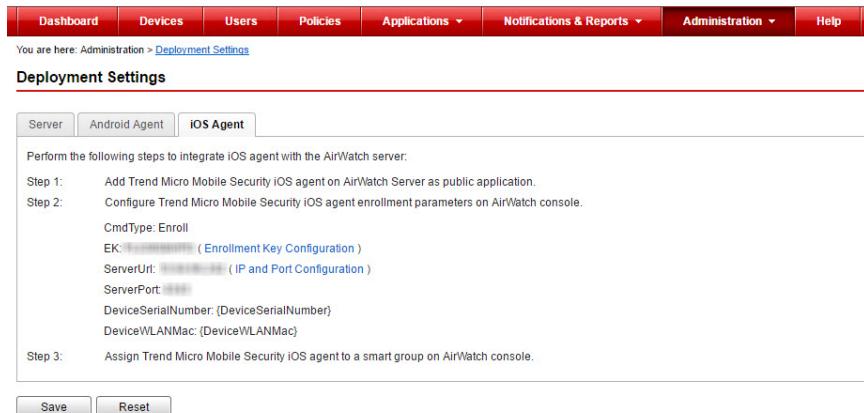
3. Configuring the Product. Do the following:
 - a. Navigate to **Devices > Staging & Provisioning > Product List View**.
 - b. • Click **Add Product > Android**.
 - c. On the **General** tab, provide the information for the **Name**, **Description**, and **Assigned Groups** fields.
 - d. On the **Manifest** tab, click **Add** to add the manifest.
 - e. On the **Add Manifest** options, configure the following information, then click **Save**:
 - **Action(s) to Perform:** Install Files/Actions
 - **Files/Actions:**
`TestLauncher`
 - f. On the **Add Product** screen, click **Save**.
4. Configuring the Application. Perform the following steps:
 - a. Assign the TMMS Agent to a smart group.
 - b. Set the **Push Mode** to **Auto**.

Deploying iOS Agent

Procedure

1. Log on to the AirWatch web console, and navigate to **Apps & Books > Applications > List View**.
2. On the **Public** tab, click **ADD APPLICATION**.
3. On the **Add Application** screen, configure the following fields:
 - **Managed By:** Type **Trend Micro**.
 - **Platform:** Select **Apple iOS**.
 - **Source:** Select **Search App Store**.
 - **Name:** Type **ENT Security**
4. Click **Next**.
5. From the search results, click **Select** before **Mobile Security for Enterprise Agent**.
6. On the **Deployment** tab, select **Send Application Configuration**, and then configure the application under the **Application Configuration** field.

To find out the application configuration values, refer to the **Deployment Settings** screen on the Mobile Security administration web console as shown in the figure below. (**Administration > Deployment Settings**)



The screenshot shows the 'Deployment Settings' page for the 'iOS Agent' tab. The page has a navigation bar at the top with links for Dashboard, Devices, Users, Policies, Applications, Notifications & Reports, Administration, and Help. Below the navigation bar, a breadcrumb trail shows 'You are here: Administration > Deployment Settings'. The main content area is titled 'Deployment Settings' and has a sub-header 'iOS Agent'. There are tabs for Server, Android Agent, and iOS Agent, with 'iOS Agent' selected. A note at the top says 'Perform the following steps to integrate iOS agent with the AirWatch server:'. Step 1: 'Add Trend Micro Mobile Security iOS agent on AirWatch Server as public application.' Step 2: 'Configure Trend Micro Mobile Security iOS agent enrollment parameters on AirWatch console.' Step 3: 'Assign Trend Micro Mobile Security iOS agent to a smart group on AirWatch console.' Below the steps are input fields for 'CmdType: Enroll', 'EK: [REDACTED] (Enrollment Key Configuration)', 'ServerUrl: [REDACTED] (IP and Port Configuration)', 'ServerPort: [REDACTED]', 'DeviceSerialNumber: (DeviceSerialNumber)', and 'DeviceVLANMac: (DeviceVLANMac)'. At the bottom are 'Save' and 'Reset' buttons.

Configuration Key	Value Type	Configuration Value
CmdType	String	Enroll
EK	String	<Enrollment Key>
ServerUrl	String	<Actual server URL>
ServerPort	String	<Actual server port number>
DeviceSerialNumber	String	{DeviceSerialNumber}
DeviceWLANMac	String	{DeviceWLANMac}

7. Click **Save & Publish**.
8. On the **View Device Assignment** screen, click **Publish**.

Integration with MobileIron

Trend Micro Mobile Security enables you to integrate the following MobileIron MDM solutions with Mobile Security:

- MobileIron Core Hosted
- MobileIron Core On-premise

Prerequisites for Integration

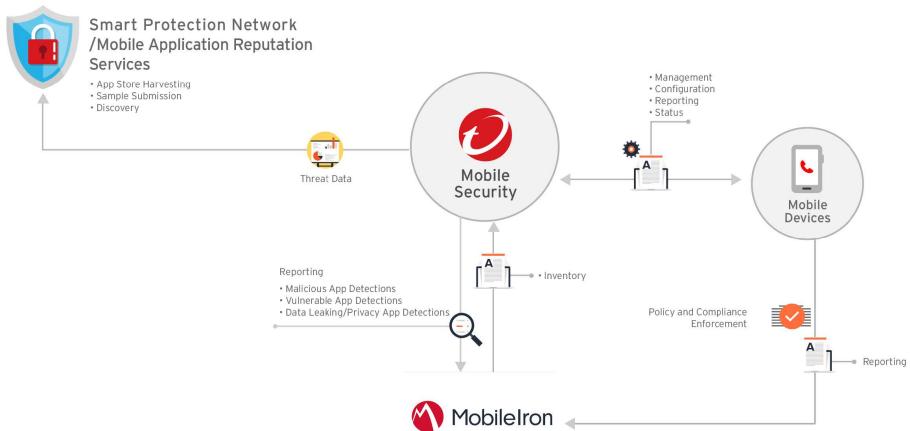
To integrate other MDM solutions with Trend MicroMobile Security, you must use the following:

- Mobile Security for Enterprise 9.7 or later
- Local Communication Server or Cloud Communication Server configured in Mobile Security
- MobileIron v9.3 or later

- Admin account on MobileIron administration web console

MobileIron Integration Architecture

The following image shows the high-level architecture of integration with MobileIron.



Mobile App Reputation is a cloud-based technology that automatically identifies mobile threats based on app behavior, Crawl & collect huge number of Android apps from various Android Markets, Identifies existing and brand new mobile malware, Identifies apps that may abuse privacy / device resources. It is the world's first automatic mobile app evaluation service.

The **Trend Micro Smart Protection Network** delivers proactive global threat intelligence against zero-hour threats to ensure that you are always protected. Trend Micro uses the up-to-the-second threat intelligence to immediately stamp out attacks before they can harm you. The **Smart Protection Network** is powering all of Trend Micro products and services.

Mobile Security uses Smart Protection Network and Mobile Application Reputation Services to find mobile device security issues and leverages MobileIron compliance policy to manage your mobile device.

Integration Features

Trend MicroMobile Security provides the following features with integration with AirWatch:

FEATURE	DESCRIPTION
Automatic Grouping for Mobile Devices	<p>Mobile Security adds Malware, Vulnerability and Privacy prefixes to tag the mobile devices based on their risk levels.</p> <p>See Automatic Grouping for Mobile Devices on page 3-18 for details.</p>
Automatic Deployment of Mobile Security Client App	<p>You can configure MobileIron to automatically deploy mobile device agent to mobile devices.</p> <ul style="list-style-type: none"> Android: See Deploying Android Agent Through Mobile Security Server on page 3-22 for the procedure. iOS: See Deploying iOS Agent on page 3-22 for the procedure.

Automatic Grouping for Mobile Devices

Mobile Security uses prefixes to create three (3) classes (Malware, Vulnerability and Privacy), and tags the risk devices as follows:

- PREDEFINEDPREFIX_Dangerous
- PREDEFINEDPREFIX_Risky
- PREDEFINEDPREFIX_NO_TMMS

Mobile Security enables you to define prefixes (PREDEFINEDPREFIX) on the administration web console. While Mobile Security detects a malicious application, it automatically changes the device's Smart Group.

For example, if Mobile Security detects that a malware on a mobile device, it automatically moves the mobile device to PREDEFINEDPREFIX_Dangerous group.

Configuring MobileIron Integration

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Administration > Communication Server Settings** on the menu bar, and make sure the Communication Server settings are configured. If the settings are not configured, refer to the topic *Configuring Communication Server Settings* in the *Installation and Deployment Guide* for the configuration steps.
3. Click **Administration > Deployment Settings**.
4. Under **Server** section, select **Security Scan**, and then select **MobileIron Core Hosted or MobileIron Core On-Premise** MDM Solution from the drop down list.
5. Under section **Service Registration**, configure the following MobileIron settings:
 - **API URL**
 - **Account Name**
 - **Password**
6. Click **Verify Settings** to make sure Mobile Security can connect to the MobileIron server.
7. Under **Data Synchronization Settings** section, configure the following:
 - **Security Category Prefix**

**Note**

Mobile Security uses a prefix to create three (3) classes (Malware, Vulnerability and Privacy), and tags the risk devices as follows:

- XXXX_Dangerous
- XXXX_Risky
- XXXX_NO_TMMS

The risk devices and apps are grouped together under **Smart Groups** and **App Groups** respectively, and includes apps with tag and category added as prefix to their names.

- Smart Groups: XXXX_Dangerous, XXXX_Risky, XXXX_NO_TMMS.
- App Groups: XXXX_Malware_App_Android, XXXX_Privacy_App_Android, XXXX_Vulnerability_App_Android, XXXX_Malware_App_iOS

Agent Deployment

Trend Micro Mobile Security enables you to deploy client agent from the two different sources:

- **Google Play Store:** You will need to configure MobileIron to deploy the mobile device agent and provide the enrollment information to users, in the form of text or a QR-code. The users can use the enrollment information or scan the QR code to enroll with the server. The enrollment information includes the server IP address and port number, and an enrollment key, which is available on the **Android Agent** tab on **Deployment Settings** screen.

After installing the mobile device agent, users will be required to enroll to the Mobile Securityserver manually. If you deploy mobile device agent from Google Play Store, the mobile device users can receive the real-time updates via Google Play.

- **Mobile Security Server:** Notify users to download the mobile device agent, with the name: **ENT Security**, from MobileIron app store.

If you use this deployment option, you will need to provide the enrollment information to users, in the form of text or a QR-code. The users can use the

enrollment information or scan the QR code to enroll with the server. The enrollment information includes server the IP address and port number, and an enrollment key, which is available on the **Android Agent** tab on **Deployment Settings** screen. Whenever a user launches the mobile device agent, the user will need to enroll the app to the Mobile Security server. You can also configure the app to enroll automatically. However, whenever there is an update available, the mobile device users will be required to update their mobile device agents manually.

Deploying Android Agent Through Google Play Store

Procedure

1. Log on to MobileIron web console, and click **App Catalog** on the menu bar.
2. Click **Add+**, and then select **Google Play**.
3. In the **Application Name** field, type **ENT Security**, and click **Search**.
4. From the search results, select **Enterprise Mobile Security**, and click **Next**.
5. Add the description for **Enterprise Mobile Security**, and from the **Category** drop-down list, select the category where you want to place this application.
6. Click **Finish**.
7. Click **Apps@Work** form the menu bar.
8. Under the **APPS@WORK CATALOG**, section, select **Feature this App in the Apps@Work catalog**.
9. Click **Save**.

What to do next

After deploying the Android agent, provide the enrollment information to users, in the form of text or a QR-code. The users can use the enrollment information or scan the QR code to enroll with the server. The enrollment information includes the server IP address and port number, and an enrollment key, which is available on the **Android Agent** tab on **Deployment Settings** screen.

Deploying Android Agent Through Mobile Security Server

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Administration > Device Enrollment Settings** on the menu bar.
3. On the **Authentication** tab, select **Authenticate using Enrollment Key**, and then select **Use preset Enrollment Key**.
4. Click **Administration > Deployment Settings > Android Agent (tab)**.
5. Select **Download from TMMS Server**, and then select **Auto Enrollment**.
6. Click **Save** to save the settings.
7. Click **Upload**, and then select the modified Mobile Security agent file to upload it to the AirWatch server.

The mobile device agent uploads and appears on the AirWatch administration web console.

What to do next

After deploying the Android agent, provide the enrollment information to users, in the form of text or a QR-code. The users can use the enrollment information or scan the QR code to enroll with the server. The enrollment information includes the server IP address and port number, and an enrollment key, which is available on the **Android Agent** tab on **Deployment Settings** screen.

Deploying iOS Agent

Procedure

1. Log on to the MobileIron web console, and click **App Catalog**.
2. Click **Add+**, and then select **iTunes**.
3. Type **ENT Security** in the search field, and then click **Search**.

4. Select **Mobile Security for Enterprise Agent**, and click **Next**.
5. Without changing the information, click **Next**.
6. Under **APPS@WORK CATALOG** section, select **Feature this App in the Apps@Work catalog**, and click **Next**.
7. Click **Finish**.
8. Log on to the Mobile Security administration web console.
9. Click **Administration > Deployment Settings > iOS Agent (tab)**
10. Click **Download** to download the configuration file.



Note

If the **Download** button is inactive, make sure you have correctly configured all the settings in the previous steps.

The screenshot shows the MobileIron administration web console with the following details:

- Header:** Dashboard, Devices, Users, Policies, Applications, Notifications & Reports, Administration, Help.
- Breadcrumb:** You are here: Administration > Deployment Settings
- Section:** Deployment Settings (iOS Agent tab selected)
- Content:**
 - Step 1: Add TrendMicro ENT Security from iTunes on MobileIron web console.
 - Step 2: Check if the following enrollment information is correct.
 - Server IP: [REDACTED] (IP and Port Configuration)
 - Server Port: [REDACTED]
 - Enrollment Key: [REDACTED] (Enrollment Key Configuration)
 - Step 3: Download TMMS agent configuration file. (Download button)
 - Step 4: Add an iOS managed app configuration using the configuration file on MobileIron web console.
 - Step 5: Assign Trend Micro Mobile Security iOS agent to the correct label on MobileIron web console.
- Buttons:** Save, Reset

11. On the MobileIron administration web console, navigate to **Policies & Configures**.
12. Click **Add New > iOS and OS X > Managed App Config**
13. Type the following information:
 - Name

- **Description**
- **BundleId**

14. Click **Download** to download the configuration file.
15. Select the newly created configuration file and then click **More Action > Apply to Label**.
16. Click **Apply**.

Mobile Security pushes the **App Installation** notification to iOS mobile devices.

Chapter 4

Managing Mobile Devices

This chapter helps you start using Mobile Security. It provides basic setup and usage instructions. Before you proceed, be sure to install the Management Server, Communication Server, and the Mobile Device Agent on mobile devices.

The chapter includes the following sections:

- *Managed Devices Tab on page 4-2*
- *Managing Groups on page 4-2*
- *Managing Mobile Devices on page 4-4*
- *Mobile Device Status on page 4-7*
- *Mobile Device Agent Tasks on page 4-9*
- *Updating Mobile Device Agents on page 4-9*
- *Integration with Trend Micro Control Manager on page 4-11*

Managed Devices Tab

The **Managed Devices** tab on the **Devices** screen enables you to perform tasks related to the settings, organization or searching of Mobile Device Agents. The toolbar above the device tree viewer lets you perform the following tasks:

- configure the device tree (such as creating, deleting, or renaming groups and creating or deleting Mobile Device Agents)
- search for and display Mobile Device Agent status
- on-demand Mobile Device Agent component update, scan device, and update policy
- configure Mobile Device Agents information
- export data for further analysis or backup

Groups in Mobile Security

Mobile Security Management Server automatically creates a root group **Mobile Devices** with the following sub-group:

- **default**—this group contains Mobile Device Agents that do not belong to any other group. You cannot delete or rename the **default** group in the Mobile Security device tree.

For instructions, refer to the Mobile Security Management Server *Online Help*.

Managing Groups

You can add, edit or delete groups under the **Mobile Devices** root group. However, you cannot rename or delete the root group **Mobile Devices** and the group **default**.

Adding a Group

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.
The **Devices** screen displays.
3. On the **Managed Devices** tab, click the root group **Mobile Devices**, and then click **Add Group**.
4. Configure the following:
 - **Parent group:** Select the group under which you want to create a sub-group.
 - **Group name:** Type a name for the group.
 - **Policy:** Select the policy from the drop down list that you want to apply to the group.
5. Click **Add**.

Renaming a Group

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.
The **Devices** screen displays.
3. On the **Managed Devices** tab, click the group that you want to rename.
4. Click **Edit**.
5. Modify the group name, and then click **Rename**.

Deleting a Group

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.
The **Devices** screen displays.
3. On the **Managed Devices** tab, click the group that you want to delete.
4. Click **Delete**, and then click **OK** on the confirmation dialog box.

Managing Mobile Devices

You can edit mobile device information, delete mobile devices, or change the mobile device group on the **Devices** screen.

Reassigning Devices

Procedure

1. On to the Mobile Security administration web console, go to **Devices > Managed Devices**.
The **Devices** screen displays.
2. From the device tree, select the device that you want to reassign.
The device information appears.
3. Click **Change User**, and then modify the user name in the field provided.
4. Click **Save**.

Editing Mobile Device Information

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.

The **Devices** screen displays.

3. On the **Managed Devices** tab, click the mobile device from the device tree whose information you want to edit.
4. Click **Edit**.
5. Update the information in the following fields:
 - **Phone Number**—the phone number of the mobile device.
 - **Device Name**—the name of the mobile device to identify the device in the device tree.
 - **Group**—the name of the group to which the mobile device belongs from the drop-down list.
 - **Asset Number**—type the asset number assigned to the mobile device.
 - **Description**—any additional information or notes related to the mobile device or the user.
6. Click **Save**.

Deleting Mobile Devices

Mobile Security provides the following two options for deleting mobile devices:

- *Deleting Single Mobile Device on page 4-6*
- *Deleting Multiple Mobile Devices on page 4-6*

Deleting Single Mobile Device

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.

The **Devices** screen displays.

3. On the **Managed Devices** tab, click the mobile device from the device tree that you want to delete.
4. Click **Delete** and then click **OK** on the confirmation dialog box.

The mobile device is deleted from the mobile device tree, and is no longer enrolled with the Mobile Security Management Server.

Deleting Multiple Mobile Devices

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.

The **Devices** screen displays.

3. On the **Managed Devices** tab, click the group from the device tree whose mobile devices you want to delete.
4. Select the mobile devices from the list on the right pane, click **Delete** and then click **OK** on the confirmation dialog box.

The mobile devices are deleted from the mobile device tree, and are no longer enrolled with the Mobile Security Management Server.

Moving Mobile Devices to Another Group

You can move mobile devices from one group to another. Mobile Security will automatically send the notification to the user about the policies that you have applied to the group.

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.
The **Devices** screen displays.
3. On the **Managed Devices** tab, click the group whose mobile devices you want to move to another group.
4. Select the mobile devices from the list on the right pane and then click **Move**.
The **Move Devices** dialog box displays.
5. From the drop-down list, select the target group and then click **OK**.

Mobile Device Status

On the **Managed Devices** tab in the **Devices** screen, select the mobile device to display its status information on the right-pane. Mobile device information is divided into the following sections:

- **Basic**—includes registration status, phone number, LDAP Account, and platform information.
- **Hardware, Operating System**—shows the detailed mobile device information including device and model names, operating system version, memory information, cellular technology, IMEI and MEID numbers, and firmware version information.
- **Security**—displays the mobile device's jail broken status, and the malicious application information.

Basic Mobile Device Agent Search

To search for a Mobile Device Agent based on the mobile device name or phone number, type the information in the **Devices** screen and click **Search**. The search result displays in the device tree.

Advanced Mobile Device Agent Search

You can use the **Advanced search** screen to specify more Mobile Device Agent search criteria.

Procedure

1. In the **Devices** screen, click the **Advanced search** link. A pop-up window displays.
2. Select the search criteria and type the values in the fields provided (if applicable):
 - **Device Name**—descriptive name that identifies a mobile device
 - **Phone Number**—phone number of a mobile device
 - **User Name**—user name of a mobile device
 - **Asset Number**—asset number of a mobile device
 - **IMEI**—IMEI number of a mobile device
 - **Serial Number**—serial number of a mobile device
 - **Wi-Fi MAC Address**—Wi-Fi MAC address of a mobile device
 - **Description**—description of a mobile device
 - **Operating System**—confine the search to the specific operating system the mobile device is running; or to the version number for Android and iOS
 - **Group**—group to which the mobile device belongs
 - **Agent Version**—Mobile Device Agents version number on the mobile device
 - **Last Connected**—time range in which a mobile device was last connected to the Mobile Security server

- **Malware Pattern Version**—Malware Pattern file version number on the mobile device
- **Malware Scan Engine Version**—Malware Scan Engine version number of the mobile device
- **App Name**—application installed on mobile devices
- **Infected mobile device agent**—confine the search to mobile devices with the specified number of detected malware

3. Click **Search**. The search result displays in the device tree.

Device Tree View Options

If you select a group in the device tree, you can use the **Column** drop-down list box to select one of the pre-defined views: **General view** and **View all**. This enables you to quickly view information presented in the device tree. The information displayed in the device tree varies according to the selected option.

Mobile Device Agent Tasks

Trend Micro Mobile Security enables you to perform different tasks on the mobile devices from the **Devices** screen.

Updating Mobile Device Agents

You can send the update notification to mobile devices with out-of-date components or security policies from the **Managed Devices** tab in **Devices** screen.

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.

The **Devices** screen displays.



3. On the **Managed Devices** tab, click the group whose mobile devices you want to update.
4. Click **Update**.

Mobile Security sends the update notification to all the mobile devices with out-of-date components or security policies.

You can also use the **Update** screen to set Mobile Security to automatically send update notification to mobile devices with out-of-date components or policies or initiate the process manually.

See [Updating Mobile Security Components on page 8-2](#) for more information.

Updating Mobile Device Information

The Mobile Security server automatically obtains the device information from managed mobile devices at scheduled intervals and displays the device information on the **Devices** screen.

You can update the device information of a managed device on the **Managed Devices** tab before the next scheduled automatic update.

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.
The **Devices** screen displays.
3. On the **Managed Devices** tab, select a mobile device from the device tree.
4. Click **Update**.

Exporting Data

You can export data for further analysis or a backup from the **Managed Devices** tab on **Devices** screen.

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Devices** on the menu bar.
The **Devices** screen displays.
3. Select the mobile device group from the device tree whose data you want to export.
4. Click **Export**.
5. If required, click **Save** on the pop-up that appears to save the .zip file on your computer.
6. Extract the downloaded .zip file content and open the .csv file to view the mobile device information.

Integration with Trend Micro Control Manager

Trend Micro Mobile Security provides integration with Trend Micro Control Manager (also referred to as Control Manager or TMCM). This integration enables the Control Manager administrator to:

- create, edit or delete security policies for Mobile Security
- deliver security policies to enrolled mobile devices
- view Mobile Security **Dashboard** screen

For the detailed information about Trend Micro Control Manager and handling Mobile Security policies on Control Manager, refer to the product documentation at the following URL:

<http://docs.trendmicro.com/en-us/enterprise/control-manager.aspx>

Creating Security Policies in Control Manager

The Trend Micro Control Manager web console displays the same security policies that are available in Mobile Security. If a Control Manager administrator creates a security

policy for Mobile Security, Mobile Security will create a new group for this policy and move all the target mobile devices to this group. To differentiate the policies that are created in Mobile Security with the policies created in Control Manager, Mobile Security adds a prefix **TMCM_** to the group name.

Deleting or Modifying Security Policies

The Control Manager administrator can modify a policy at any time and the policy will be deployed to the mobile devices immediately.

Trend Micro Control Manager synchronizes the policies with Trend Micro Mobile Security after every 24 hours. If you delete or modify a policy that is created and deployed from Control Manager, the policy will be reverted to the original settings or created again after the synchronization occurs.

Security Policy Statuses on Control Manager

On the Trend Micro Control Manager web console, the following statuses are displayed for the security policies:

- **Pending:** The policy is created on the Control Manager web console and has not yet been delivered to the mobile devices.
- **Deployed:** The policy has been delivered and deployed on all the target mobile devices.

Chapter 5

Managing Users and Invitations

This chapter shows you how to manage the users and invitations lists.

The chapter includes the following sections:

- *[Users Tab on page 5-2](#)*
- *[Invitations Tab on page 5-4](#)*

Users Tab

The **Users** tab enables you to perform the following tasks:

- invite a user to register
- invite a user again and change the assigned group
- edit user information
- delete a user
- search for a user

Viewing the Users List

Procedure

1. On the Mobile Security administration web console, go to **Users**.

The **Users** screen appears.

2. To sort the list, click the header for any of the following columns.

- User Name
- Email
- Devices
- Invited On

3. To search for a user, type the user name or email address in the **Search** bar and then press Enter.

If the user is in the list, Mobile Security displays the information.

Inviting a User Again



Note

This topic applies only to Mobile Security deployment in **Security Scan** mode with unlisted MDM solutions.

If your Mobile Security is integrated with AirWatch or MobileIron, this feature is disabled.

Procedure

1. On the Mobile Security administration web console, go to **Users**.

The **Users** screen displays.

2. Select the user and then click **Invite Again**.

The **Invite Again** screen appears.

3. Select the group from the drop-down list.

4. Click **Save**.

A confirmation message appears.

Editing User Information

Procedure

1. On the Mobile Security administration web console, go to **Users**.

The **Users** screen displays.

2. Click the user name from the list.

The **Edit User Information** screen appears.

3. Modify the user name and email address as required.

4. Click **Save**.

Mobile Security updates the user information.

Deleting a User



Note

You can only delete users without devices registered to the Mobile Security server.

Procedure

1. On the Mobile Security administration web console, go to **Users**.

The **Users** screen displays.

2. Select the user from the list and then click **Delete**.
3. On the confirmation message that appears, click **OK**.

Mobile Security deletes the selected user.

Invitations Tab

The **Invitations** tab on the **Users** screen enables you to perform the following tasks:

- view the invitations list
- resend an invitation
- cancel an active invitation
- remove an invitation from the list
- search for an invitation

This topic applies only to Mobile Security deployment in **Security Scan** mode with unlisted MDM solutions.

If your Mobile Security is integrated with AirWatch or MobileIron, this feature is disabled.

Viewing the Invitations List

Procedure

1. On the Mobile Security administration web console, go to **Users > Invitations**.
The **Invitations** tab appears.
2. To filter the list, select the invitation status from the drop-down list.

INVITATION STATUS	DESCRIPTION
Active	The invitation is valid and the user can use the information in the invitation message to enroll.
Expired	The invitation has expired and the user can no longer use the information in the invitation message to enroll.
Used	The user has already used the information in the invitation message to enroll and the Enrollment Key has become invalid.  Note This status will only appear when the Enrollment Key usage limitation option is set to Use for one time in Device Enrollment Settings.
Canceled	The invitation is canceled from the server and the user cannot use the information in the invitation message to enroll.

3. To search for an invitation, type the user name, phone number, or email address in the **Search** bar and then press Enter.

If the invitation is in the list, Mobile Security displays the information.

Resending Invitations

Procedure

1. On the Mobile Security administration web console, go to **Users > Invitations**
2. Select invitations from the list.
3. Click **Resend Invitation**.

Mobile Security resends the invitation to the selected users.

Canceling Active Invitations

Procedure

1. On the Mobile Security administration web console, go to **Users > Invitations**
2. Select invitations from the list.
3. Click **Cancel Invitation**.

The selected invitations are canceled.

Removing Invitations from the List



Note

You can only remove invitations with either **Used** or **Canceled** status.

Procedure

1. On the Mobile Security administration web console, go to **Users > Invitations**
2. Select invitations from the list.
3. Click **Remove Invitation**.

The selected invitations are removed from the list.

Chapter 6

Protecting Devices with Policies

This chapter shows you how to configure and apply security policies to mobile devices in a Mobile Security group. You can use policies related to provisioning, device security and data protection.

The chapter includes the following sections:

- *About Security Policies on page 6-2*
- *Managing Policies on page 6-2*
- *Security Policies in Mobile Security on page 6-5*

About Security Policies

You can configure security policies for a Mobile Security group on the Management Server. These policies apply to all mobile devices in the group. You can apply security policies to all Mobile Security groups by selecting the **Mobile Devices** group (the root group). The following table lists the security policies available in Mobile Security.

TABLE 6-1. Security Policies in Mobile Security

POLICY GROUP	POLICY	REFERENCE
General	Common Policy	See Common Policy on page 6-5 .
Device Security	Security Policy	See Security Policy on page 6-6 .
	Web Threat Protection Policy	See Web Threat Protection Policy on page 6-7 .

Managing Policies

Mobile Security enables you to quickly create a policy using the default security policy templates.

Use the **Policy** screen to create, edit, copy or delete security policies for mobile devices.

Creating a Policy

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Policies** on the menu bar.
The **Policy** screen displays.
3. Click **Create**.

The **Create Policy** screen displays.

4. Type the policy name and description in their respective fields and then click **Save**.

Mobile Security creates a policy with the default settings. However, the policy is not assigned to a group. To assign the policy to a group, see *Assigning or Removing Policy from a Group on page 6-4*.

5. (Super Administrator only) If you want to use this policy as a template, click the arrow button under the **Type** column on the **Policy** screen. The group administrators can use templates created by the Super Administrator to create policies for their assigned groups.



Note

- You cannot assign a template to any group.
- You can also convert a template to policy. However, you can only convert a template to policy if the template is not assigned to any group.

Editing a Policy

Procedure

1. Log on to the Mobile Security administration web console.

2. Click **Policies** on the menu bar.

The **Policy** screen displays.

3. In the policy list, click the policy name whose details you want to edit.

The **Edit Policy** screen displays.

4. Modify the policy details and then click **Save**.

Assigning or Removing Policy from a Group

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Policies** on the menu bar.

The **Policy** screen displays.

3. In the **Applied Groups** column of a policy, click the group name. If the policy is not assigned to a group, click **None**.
4. Do one of the following:
 - To assign a policy to a group: from the **Available groups** list on the left side, select the group to which you want to apply the policy, and then click **>** to move the group to the right side.
 - To remove policy from a group: from the group list on the right side, select a group that you want to remove, and then click **<** to move the group to the **Available groups** list on the left side.
5. Click **Save**.

Copying a Policy

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Policies** on the menu bar.

The **Policy** screen displays.

3. Select the policy that you want to copy, and then click **Copy**.

Deleting Policies

You cannot delete the **Default** policy and any policy that is applied to a group. Make sure to remove the policy from all the groups before deleting a policy. See [Assigning or Removing Policy from a Group on page 6-4](#) for the procedure.

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Policies** on the menu bar.
The **Policy** screen displays.
3. Select the policy that you want to delete, and then click **Delete**.

Security Policies in Mobile Security

This section introduces the security policies that are available in Mobile Security.

Using the superuser account, you can specify any policy as a template for group admins to create further security policies in Mobile Security. However, once you specify a security policy as a template, you cannot assign that security policy to any group.

Common Policy

Common Policy provides the common security policies for mobile devices. To configure common security policy settings, click **Policies**, then click the policy name, and then click **Common Policy**.

- **User Privileges:**
 - You can select whether to allow users to configure Mobile Security device agent settings.

If you do not select the **Allow users to configure Mobile Security client settings** check box, users cannot change Mobile Device Agent settings.

However, the filtering lists for **Web Threat Protection Policy** are not affected when this option is selected. For more information, see [Web Threat Protection Policy on page 6-7](#).

- You can select the auto-check option to have Mobile Device Agents periodically check for any component or configuration updates on the Mobile Security Management Server.

Security Policy

You can configure the **Security Settings** from the **Security Policy** screen.

To configure the security protection policy settings, click **Policies**, click the policy name, and then click **Security Policy**.

The following table describes the available settings for this policy.

TABLE 6-2. Security Policy Settings

SECTION	ITEM	DESCRIPTION	SUPPORTED MOBILE DEVICE OS
Security Settings	Scan installed applications only	Select this option if you want to scan installed applications only	
	Scan installed applications and files	Select this option if you want to scan installed applications and other files stored on the mobile device. If you select this option, specify whether you want to scan only APK files or all files.	
	Scan after pattern update	Enable this option if you want to run the malware scan after	

SECTION	ITEM	DESCRIPTION	SUPPORTED MOBILE DEVICE OS
		every pattern update. Mobile Security runs a scan automatically after successful pattern update on Android mobile devices.	
Scan Schedule	Daily	The scan runs every day on the specified day at the Start time .	 
	Weekly	The scan runs once a week on the specified day at the Start time .	
	Monthly	The scan runs once a month on the specified day at the Start time .	

Web Threat Protection Policy

Enables you to manage Web threat protection policy from the Mobile Security Management Server and deploys it on Android mobile devices. It also enables Android mobile devices to send the Web threat protection log back to the server.



Note

Mobile Security Web Threat Protection only supports the default Android browser and Google Chrome.

To configure Web Threat Protection Policy settings, click **Policies**, then click the policy name, and then click **Web Threat Protection Policy**.

Chapter 7

Viewing Applications

This chapter shows you how to view installed apps for iOS and Android mobile devices.

The chapter includes the following sections:

- *About Applications on page 7-2*
- *Viewing the Installed Android Apps List on page 7-3*
- *Viewing the Installed iOS Apps List on page 7-4*

About Applications

The **Applications** screen lists all apps installed on all managed Android and iOS devices.

The following table lists the information available for Android and iOS apps.

TABLE 7-1. Application Information

INFORMATION	DESCRIPTION	ANDROID	IOS
App name	Name of the app	●	●
Version	App version number	●	●
Malware scan result	<p>The malware scan may have any of the following results:</p> <ul style="list-style-type: none"> • Normal—No malware detected • PUA—Potentially unwanted applications or PUAs are grayware apps that could possibly pose a high risk on user security and/or privacy. <p>For more information, see http://www.trendmicro.com/vinfo/us/security/definition/potentially-unwanted-app.</p> <ul style="list-style-type: none"> • Malware—Known malware • Unknown—No information available 	●	●
Vulnerability scan result	<p>The vulnerability scan may have any of the following risk ratings:</p> <ul style="list-style-type: none"> • Normal • Medium • High • Unknown—No information available 	●	

INFORMATION	DESCRIPTION	ANDROID	IOS
Privacy scan result	<p>The privacy scan may have any of the following risk ratings:</p> <ul style="list-style-type: none"> • Normal • Medium • High • Unknown—No information available 	●	
Modified	<p>The modified app scan may have any of the following results:</p> <ul style="list-style-type: none"> • Yes—Original app was modified or repackaged for possibly malicious purposes • No—No modifications have been made to the original app • Unknown—No information available 	●	
Number of installations	Number of devices installed with the app	●	●
Last scanned	Date and time of the last scan	●	●

Viewing the Installed Android Apps List

Procedure

1. On the Mobile Security web console, go to **Applications** > **Android**.
The **Android** tab appears.
2. To view the scan details of an app, click the result under any of the following columns.
 - Vulnerability Scan Result

- Privacy Scan Result

The **Scan Details** page of the selected result appears.

3. To view the devices installed with an app, click the number under the **Number of Installations** column.

The **Devices** screen appears and displays the list of devices under the **Managed Devices** tab.

4. To view information on a specific app, type the app name in the **Search** bar and then press Enter.

If the app is in the list, the table displays the app information.

Viewing the Installed iOS Apps List

Procedure

1. On the Mobile Security web console, go to **Applications** > **iOS**.

The **iOS** tab appears.

2. Go to the **iOS** tab.

The **iOS** tab appears.

3. To view the devices installed with an app, click the number under the **Number of Installations** column.

The **Devices** screen appears and displays the list of devices under the **Managed Devices** tab.

4. To view information on a specific app, type the app name in the **Search** bar and then press Enter.

If the app is in the list, the table displays the app information.

Chapter 8

Updating Components

This chapter shows you how to update Mobile Security components.

The chapter includes the following sections:

- *About Component Updates on page 8-2*
- *Updating Mobile Security Components on page 8-2*
- *Manually Updating a local AU server on page 8-6*

About Component Updates

In Mobile Security, the following components or files are updated through ActiveUpdate, the Trend Micro Internet-based component update feature:

- Mobile Security Server—program installation package for Mobile Security Communication Server.
- Malware Pattern—file containing thousands of malware signatures, and determines the ability of Mobile Security to detect hazardous files. Trend Micro updates pattern files regularly to ensure protection against the latest threats.
- Mobile Device Agents installation program—program installation package for the Mobile Device Agents.

Updating Mobile Security Components

You can configure scheduled or manual component updates on the Mobile Security Management Server to obtain the latest component files from the ActiveUpdate server. After a newer version of a component is downloaded on the Management Server, the Management Server automatically notifies mobile devices to update components.

Manual Update

You can perform a manual server and Mobile Device Agent update in the **Manual** tab on **Updates** screen. You should have already configured the download source in the **Source** screen (see [Specifying a Download Source on page 8-5](#) for more information).

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Administration > Updates**.
The **Updates** screen displays.
3. Click the **Manual** tab.

Updates			
Manual	Scheduled	Source	
<input type="checkbox"/> Select all			
<input type="checkbox"/> Anti-Malware Components		Current Version	Last Update
<input type="checkbox"/> Malware Pattern for Android 2.1 or Above		1.505.00	09/29/2014 19:02
<input type="checkbox"/> Agent Installation Packages (i)		Current Version	Last Upgrade
<input type="checkbox"/> Mobile Device Agent for Android 2.1 or Above		9.0.0.4041	09/29/2014 14:13
<input type="checkbox"/> Server Version		Current Version	Last Upgrade
<input type="checkbox"/> Management Server 9.0 (including Local Communication Server)		9.0.0.5076	09/29/2014 14:14
<input type="button" value="Update"/>		<input type="button" value="Reset"/>	

FIGURE 8-1. The Manual tab on Updates screen

4. Select the check box of the component you want to update. Select the **Anti-Malware Components**, **Agent Installation Packages** and/or **Server Version** check box(es) to select all components in that group. This screen also displays the current version of each component and the time the component was last updated. See *About Component Updates on page 8-2* for more information on each update component.
5. Click **Update** to start the component update process.

Scheduled Update

Scheduled updates allow you to perform regular updates without user interaction; thereby, reducing your workload. You should have already configured the download source in the **Source** screen (refer to *Specifying a Download Source on page 8-5* for more information).

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Administration > Updates**.
The **Updates** screen displays.
3. Click the **Scheduled** tab.

FIGURE 8-2. The Scheduled tab on Updates screen

4. Select the check box of the component you want to update. Select the **Anti-Malware Components**, **Agent Installation Packages** and/or **Server Version** check box(es) to select all components in that group. This screen also displays each component's current version and the time the component was last updated.
5. Under **Update Schedule**, configure the time interval to perform a server update. The options are **Hourly**, **Daily**, **Weekly**, and **Monthly**.
 - For weekly updates, specify the day of the week (for example, Sunday, Monday, and so on.)
 - For monthly updates, specify the day of the month (for example, the first day, or 01, of the month and so on).



Note

The **Update for a period of x hours** feature is available for the **Daily**, **Weekly**, and **Monthly** options. This means that your update will take place sometime within the number of hours specified, following the time selected in the **Start time** field. This feature helps with load balancing on the ActiveUpdate server.

6. Click **Save** to save the settings.

Specifying a Download Source

You can set Mobile Security to use the default ActiveUpdate source or a specified download source for server update.

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Administration > Updates**.

The **Updates** screen displays. For more information about the update see *Manual Update on page 8-2* or for scheduled update see *Scheduled Update on page 8-3*.

3. Click the **Source** tab.

You are here: Administration > [Updates](#)

Updates

[Manual](#) [Scheduled](#) [Source](#)

Trend Micro's ActiveUpdate server
http://mobilesecurity.activeupdate.trendmicro.com/Activeupdate/

Other update source:

Intranet location containing a copy of the current file
UNC path: \\\192.168.2.100\temp\7001\scanner\hu\Activeupdate
Username: trendscanner_hu
Password:

FIGURE 8-3. The Source tab on Updates screen

4. Select one of the following download sources:
 - **Trend Micro ActiveUpdate server**—the default update source.

- **Other update source**—specify HTTP or HTTPS website (for example, your local Intranet website), including the port number that should be used from where Mobile Device Agents can download updates.

**Note**

The updated components have to be available on the update source (web server). Provide the host name or IP address, and directory (for example, <https://12.1.123.123:14943/source>).

- **Intranet location containing a copy of the current file**—the local intranet update source. Specify the following:
 - **UNC path**: type the path where the source file exists.
 - **Username** and **Password**: type the username and password if the source location requires authentication.

Manually Updating a local AU server

If the Server/Device is updated through a Local AutoUpdate Server, but the Management Server cannot connect to the Internet; then, manually update the local AU Server before doing a Server/Device Update.

Procedure

1. Obtain the installation package from your Trend Micro representative.
2. Extract the installation package.
3. Copy the folders to the local AutoUpdate Server.

**Note**

When using a local AutoUpdate Server, you should check for updates periodically.

Chapter 9

Viewing and Maintaining Logs

This chapter shows you how to view Mobile Device Agent logs on the Mobile Security administration web console and configure log deletion settings.

The chapter includes the following sections:

- *About Mobile Device Agent Logs on page 9-2*
- *Viewing Mobile Device Agent Logs on page 9-2*
- *Log Maintenance on page 9-4*

About Mobile Device Agent Logs

When Mobile Device Agents generate a malware protection log, Web threat protection log, policy violation log or an event log, the log is sent to the Mobile Security Management Server. This enables Mobile Device Agent logs to be stored on a central location so you can assess your organization's protection policies and identify mobile devices at a higher risk of infection or attack.

Viewing Mobile Device Agent Logs

You can view Mobile Device Agent logs on mobile devices or view all Mobile Device Agent logs on Mobile Security Management Server. On the Management Server, you can view the following Mobile Device Agent logs:

- **Malware Protection Logs**—Mobile Device Agent generates a log when a malware is detected on the mobile device. These logs allow you to keep track of the malware that were detected and the measures taken against them.
- **Privacy Scan Logs**—Mobile Security Agent generates a log when it detects a privacy threat and then uploads the log to the server.
- **Web Threat Protection Logs**—Mobile Security Agent generates a log when it blocks a dangerous or malware-infected web page and then uploads the log to the server.
- **Event Logs**—these logs are generated when certain actions are taken by the server and the Mobile Device Agent.
- **Vulnerability Scan Logs**—Mobile Security Agent generates a log when it detects a vulnerability risk and then uploads the log to the server.
- **Modified App Scan Logs**—Mobile Security Agent generates a log when it detects a modified app and then uploads the log to the server.

Procedure

1. Log on to the Mobile Security administration web console.

2. Click **Notifications & Reports > Log Query**.

The **Log Query** screen displays.

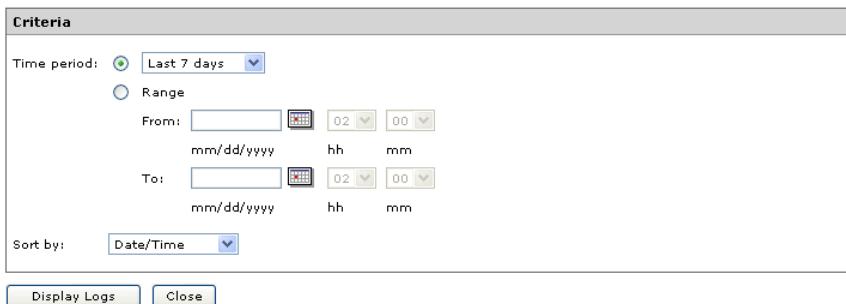


FIGURE 9-1. Log Query screen

3. Specify the query criteria for the logs you want to view. The parameters are:
 - **Log types**—select the log type from the drop down menu.
 - **Category**—select the log category from the drop down menu.
 - **Admin name**—type the administrator name whose generated logs you want to search.
 - **Time period**—select a predefined date range. Choices are: **All**, **Last 24 hours**, **Last 7 days**, and **Last 30 days**. If the period you require is not covered by the above options, select **Range** and specify a date range.
 - **From**—type the date for the earliest log you want to view. Click the icon to select a date from the calendar.
 - **To**—type the date for the latest log you want to view. Click the icon to select a date from the calendar.
 - **Sort by**—specify the order and grouping of the logs.
4. Click **Query** to begin the query.

Log Maintenance

When Mobile Device Agents generate event logs about security risk detection, the logs are sent and stored on the Mobile Security Management Module. Use these logs to assess your organization's protection policies and identify mobile devices that face a higher risk of infection or attack.

To keep the size of your Mobile Device Agent logs from occupying too much space on your hard disk, delete the logs manually or configure Mobile Security administration web console to delete the logs automatically based on a schedule in the Log Maintenance screen.

Scheduling Log Deleting

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Notifications & Reports > Log Maintenance**.
The **Log Maintenance** screen displays.
3. Select **Enable scheduled deletion of logs**.
4. Select the log types to delete: Malware, Event or Policy Violation.
5. Select whether to delete logs for all the selected log types or those older than the specified number of days.
6. Specify the log deletion frequency and time.
7. Click **Save**.

Deleting Logs Manually

Procedure

1. Log on to the Mobile Security administration web console.

2. Click **Notifications & Reports > Log Maintenance**.

The **Log Maintenance** screen displays.

3. Select the log types to delete.
4. Select whether to delete logs for all the selected log types or only older than the specified number of days.
5. Click **Delete Now**.

Chapter 10

Using Notifications and Reports

This chapter shows you how to configure and use notifications and reports in Mobile Security.

The chapter includes the following sections:

- *About Notification Messages and Reports on page 10-2*
- *Configuring Notification Settings on page 10-2*
- *Configuring Email Notifications on page 10-2*
- *Administrator Notifications on page 10-3*
- *Reports on page 10-4*
- *User Notifications on page 10-9*

About Notification Messages and Reports

You can configure Mobile Security to send notifications and reports via email to the administrator(s) and/or users.

- **Administrator Notifications**—sends email notifications to the administrator in case any system abnormality occurs.
- **Reports**—sends reports to the specified email recipients.
- **User Notifications**—sends email and/or a text message to notify mobile devices to download and install Mobile Device Agent.

Configuring Notification Settings

Configuring Email Notifications

If you want to send email message notifications to the users, then you must configure these settings.

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Notifications & Reports > Settings**.
The **Notifications & Reports Settings** screen displays.
3. Under **Email Settings** section, type the **From** email address, the SMTP server IP address and its port number.
4. If the SMTP server requires authentication, select **Authentication**, and then type the username and password.
5. Click **Save**.

Administrator Notifications

Use the **Administrator Notifications** screen to configure the following:

- **System Error**—sends email notification to the administrator in case any system abnormality occurs. Token variables <%PROBLEM%>, <%REASON%> and <%SUGGESTION%> will be replaced by the actual problem, reason and the suggestion to resolve the problem.
- **APNS Certificate Expired Warning**—sends email notification to administrator one month before the APNs certificate expires.
- **Real-time Malware Detection Warning**—sends email notification to administrator when the agent detects a malware.

Enabling Administrator Notifications

Procedure

1. Go to **Notifications & Reports > Administrator Notifications**.
The **Administrator Notifications** screen displays.
2. Select the notifications and reports you want to receive via email.
3. Click **Save**.

Configuring Administrator Notification Settings

Procedure

1. Go to **Notifications & Reports > Administrator Notifications**.
The **Administrator Notifications** screen displays.
2. Under **Notification Settings**, click a notification name.
The **Email Settings** screen of the selected notification appears.

3. Update the following as required:

- **To:** Email address of the administrator.

**Note**

Use a semicolon “;” to separate multiple email addresses.

- **Subject:** Subject line of the notification email.
- **Message:** Message body of the notification .

4. Click **Save**.

Reports

Mobile Security allows you to generate and send the following reports:

- **Devices Inventory Report**—displays comprehensive information on all managed devices.
- **Malware Detection Report**—displays information on detected malware.
- **Web Threat Protection Report**—displays information on blocked URLs.
- **Devices Enrollment Report**—displays information on device enrollment.

You can perform the following tasks from the **Reports** screen.

TABLE 10-1. Report Tasks

Task	Description
Generate	You can generate new reports whenever you need them. For more information, see Generating Reports on page 10-5 .
View	You can view the last generated reports from the On-Demand tab. For more information, see Viewing Reports on page 10-6 .

Task	Description
Send	You can choose to send reports via email whenever needed. For more information, see Sending Reports on page 10-7 .
Schedule	You can specify a fixed schedule for sending reports to administrators and other users. For more information, see Scheduling Reports on page 10-7 .

Generating Reports



Note

Mobile Security only keeps one copy of each report type on the server.

Save a copy of the latest report before generating a new version.

Procedure

1. On the Mobile Security administration web console, go to **Notifications & Reports** > **Reports** > **On-Demand**.
The **On-Demand** screen displays.
2. Select the time period.
 - Today
 - Last 7 days
 - Last 30 days
3. Select all or one device platform.
 - All Types
 - iOS
 - Android
4. Select the user information to include in the report.

- All
- Specific

5. Select the reports that you want to generate.
6. Click **Generate**.

Mobile Security generates the selected reports and overwrites all existing versions.

Viewing Reports

Procedure

1. On the Mobile Security administration web console, go to **Notifications & Reports** > **Reports**.
2. Locate the report you want to view from any of the following tabs.
 - **On-Demand**—Select to view on-demand reports.
 - **Scheduled**—Select to view scheduled reports.
3. Click **View**.

**Note**

If you do not see the link, you must first generate the report.

For more information, see [Generating Reports on page 10-5](#)

The selected report opens up in a new tab or window.

Sending Reports

Procedure

1. On the Mobile Security administration web console, go to **Notifications & Reports** > **Reports** > **On-Demand**.
The **On-Demand** screen displays.
2. Locate the report you want from the **Report** table.
3. Click **Send**.

**Note**

If you do not see the link, you must first generate the report.

For more information, see [Generating Reports on page 10-5](#)

The **Send Report** screen appears.

4. Type the email address of the recipient.
5. You can choose to modify the email subject and message.
6. Click **Send**.

A confirmation message appears.

Scheduling Reports

Procedure

1. On the Mobile Security administration web console, go to **Notifications & Reports** > **Reports** > **Scheduled**.
The **Scheduled** screen displays.
2. Select the report frequency from the drop-down list.

- **Daily**
- **Weekly:** Specify the day of the week when the report will be sent out using the drop-down list.
- **Monthly:** Specify the day of the month when the report will be sent out using the drop-down list.

3. Click **Save**.

Modifying the Email Template

Procedure

1. On the Mobile Security administration web console, go to **Notifications & Reports** > **Reports** > **Scheduled**.

The **Scheduled** screen displays.

2. Click a report name.

The **Email Settings** screen of the selected report appears.

3. Update the following as required:

- **To:** Email address of the administrator.



Note

Use a semicolon “;” to separate multiple email addresses.

- **Subject:** Subject line of the report email.
- **Message:** Message body of the report.

4. Click **Save**.

A confirmation message appears.

User Notifications

Use the **User Notifications** screen to configure the following email message notification:

- **Mobile Device Enrollment**—sends email and/or a text message to notify mobile devices to download and install Mobile Device Agent. Token variable <%DOWNLOADURL%> will be replaced by the actual URL of the setup package.

Configuring User Notifications

Procedure

1. Log on to the Mobile Security administration web console.
2. Click **Notifications & Reports > User Notifications**.
The **User Notifications** screen displays.
3. Select the notifications you want to send to user via email or text message, and then click on individual notifications to modify their contents.
 - To configure email notification messages, update the following details as required:
 - **Subject:** The subject of the email message.
 - **Message:** The body of the email message.
 - To configure text notification messages, update the body of the message in the **Message** field.
4. Click **Save** when done, to return back to the **User Notifications** screen.

Chapter 11

Troubleshooting and Contacting Technical Support

Here you will find answers to frequently asked questions and you learn how to obtain additional Mobile Security information.

The chapter includes the following sections:

- *[Troubleshooting on page 11-2](#)*
- *[Before Contacting Technical Support on page 11-4](#)*
- *[Sending Suspicious Content to Trend Micro on page 11-5](#)*
- *[TrendLabs on page 11-5](#)*
- *[About Software Updates on page 11-6](#)*
- *[Other Useful Resources on page 11-7](#)*
- *[About Trend Micro on page 11-8](#)*

Troubleshooting

This section provides tips for dealing with issues you may encounter when using Mobile Security.

- **After canceling the Communication Server uninstallation process, the Communication Server fails to function normally.**

If the uninstallation process started deleting the files and services that are important for the Communication Server's normal operation before the process was stopped, the Communication Server may not function normally. To resolve this issue, install and configure the Communication Server again.

- **Unable to save Database Settings if you use SQL Server Express.**

If you are using SQL Server Express, use the following format in the Server address field: <SQL Server Express IP address>\sqlexpress.



Note

Replace <SQL Server Express IP address> with the IP address of SQL Server Express.

- **Unable to connect to the SQL Server.**

This problem may occur when the SQL Server is not configured to accept remote connections. By default, the SQL Server Express and SQL Server Developer editions do not allow remote connections. To configure the SQL Server to allow remote connections, perform the following steps:

1. Enable remote connections on the instance of SQL Server that you want to connect to from a remote computer.
2. Turn on the SQL Server Browser service.
3. Configure the firewall to allow network traffic that is related to the SQL Server and to the SQL Server Browser service.

- **Unable to connect to SQL Server 2008 R2.**

This problem may occur if Visual Studio 2008 is not installed in the default location and therefore, the SQL Server 2008 setup cannot find devenv.exe.config configuration file. To resolve this issue, perform the following steps:

1. Go to <Visual Studio installation folder>\Microsoft Visual Studio 9.0\Common7\IDE folder, find and copy devenv.exe.config file and paste it to the following folder (you may need to enable display extensions for known file types in folder options):

- For 64-bit Operating System:

```
C:\Program Files (x86)\Microsoft Visual Studio  
9.0\Common7\IDE
```

- For 32-bit Operating System:

```
C:\Program Files\Microsoft Visual Studio  
9.0\Common7\IDE
```

2. Run the SQL Server 2008 setup again and add BIDS feature to the existing instance of SQL Server 2008.

- **Unable to export the client device list in Device Management.**

This may occur if the downloading of encrypted files is disabled in the Internet Explorer. Perform the following steps to enable the encrypted files download:

1. On your Internet Explorer, go to **Tools > Internet options**, and then click the **Advanced** tab on the **Internet Options** window.
2. Under **Security** section, clear **Do not save encrypted pages to disk**.
3. Click **OK**.

- **The content on the Policy pop-up window does not display and is blocked by Internet Explorer.**

This happens if your Internet Explorer is configured to use a .pac automatic configuration file. In that case, the Internet Explorer will block the access to a secure website that contains multiple frames. To resolve this issue, add the Mobile Security Management Server address to the Trusted sites security zone in Internet Explorer. To do this, perform the following steps:

1. Start Internet Explorer.
2. Go to **Tools > Internet options**.
3. On the **Security** tab, click **Trusted sites**, and then click **Sites**.
4. In the **Add this website to the zone** text field, type the Mobile Security Management Server URL, and then click **Add**.
5. Click **OK**.

For more details on this issue, refer to the following URL:

<http://support.microsoft.com/kb/908356>

Before Contacting Technical Support

Before contacting technical support, here are two things you can quickly do to try and find a solution to your problem:

- **Check your documentation**—The manual and online help provide comprehensive information about Mobile Security. Search both documents to see if they contain your solution.
- **Visit our Technical Support Website**—Our Technical Support website, called Knowledge Base, contains the latest information about all Trend Micro products. The support website has answers to previous user inquiries.

To search the Knowledge Base, visit

<http://esupport.trendmicro.com>

Contacting Trend Micro

In the United States, Trend Micro representatives are available by phone, fax, or email:

Address	Trend Micro, Inc., 225 E. John Carpenter Freeway, Suite 1500, Irving, Texas 75062
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Phone	Phone: +1 (817) 569-8900 Toll free: (888) 762-8736
Website	http://www.trendmicro.com
Email address	support@trendmicro.com

- Worldwide support offices:
<http://www.trendmicro.com/us/about-us/contact/index.html>
- Trend Micro product documentation:
<http://docs.trendmicro.com>

Sending Suspicious Content to Trend Micro

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

File Reputation Services

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

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

Record the case number for tracking purposes.

TrendLabs

Trend Micro TrendLabsSM is a global network of antivirus research and product support centers providing continuous, 24 x 7 coverage to Trend Micro customers worldwide.

Staffed by a team of more than 250 engineers and skilled support personnel, the TrendLabs dedicated service centers worldwide ensure rapid response to any virus outbreak or urgent customer support issue, anywhere in the world.

The TrendLabs modern headquarters earned ISO 9002 certification for its quality management procedures in 2000. TrendLabs is one of the first antivirus research and support facilities to be so accredited. Trend Micro believes that TrendLabs is the leading service and support team in the antivirus industry.

For more information about TrendLabs, please visit:

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

About Software Updates

After a product release, Trend Micro often develops updates to the software, to enhance product performance, add new features, or address a known issue. There are different types of updates, depending on the reason for issuing the update.

The following is a summary of the items Trend Micro may release:

- **Hotfix**—A hotfix is a workaround or solution to a single customer-reported issue. Hotfixes are issue-specific, and therefore not released to all customers. Windows hotfixes include a Setup program, while non-Windows hotfixes do not (typically you need to stop the program daemons, copy the file to overwrite its counterpart in your installation, and restart the daemons).
- **Security Patch**—A security patch is a hotfix focusing on security issues that is suitable for deployment to all customers. Windows security patches include a Setup program, while non-Windows patches commonly have a setup script.
- **Patch**—A patch is a group of hotfixes and security patches that solve multiple program issues. Trend Micro makes patches available on a regular basis. Windows patches include a Setup program, while non-Windows patches commonly have a setup script.
- **Service Pack**—A service pack is a consolidation of hot fixes, patches, and feature enhancements significant enough to be considered a product upgrade. Both Windows and non-Windows service packs include a Setup program and setup script.

Check the Trend Micro Knowledge Base to search for released hotfixes:

<http://esupport.trendmicro.com>

Consult the Trend Micro website regularly to download patches and service packs:

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

All releases include a readme file with the information needed to install, deploy, and configure your product. Read the readme file carefully before installing the hotfix, patch, or service pack file(s).

Known Issues

Known issues are features in Mobile Security that may temporarily require a workaround. Known issues are typically documented in the Readme document you received with your product. Readmes for Trend Micro products can also be found in the Trend Micro Download Center:

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

Known issues can be found in the technical support Knowledge Base:

<http://esupport.trendmicro.com>

Trend Micro recommends that you always check the Readme text for information on known issues that could affect installation or performance, as well as a description of what's new in a particular release, system requirements, and other tips.

Other Useful Resources

Mobile Security offers a host of services through its website, <http://www.trendmicro.com>.

Internet-based tools and services include:

- Virus Map— monitor malware incidents around the world
- Virus risk assessment— the Trend Micro online malware protection assessment program for corporate networks.

About Trend Micro

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

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

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

<http://www.trendmicro.com>

Index

A

administration web console, 2-2, 2-4
operations, 2-2
URL, 2-2
username and password, 2-3
anti-malware scanning, 1-12

C

command statuses, 2-17
Compatibility View, 2-4
component updates
about, 8-2
download sources, 8-5
local AU server, 8-6
manual, 8-2
scheduled, 8-3

F

Facebook Scan, 1-11
Full license version, 2-4

G

Google Play, 1-11

I

installed apps, 7-2
invitation statuses, 5-5

K

Knowledge Base, 11-4
known issues, 11-7

L

location awareness, 1-11

M

Managed Devices tab, 4-2

MDA logs

about, 9-2
Event Logs, 9-2
log types, 9-2
Malware Protection Logs, 9-2
manual deletion, 9-4
Modified App Scan Logs, 9-2
Privacy Log, 9-2
query criteria, 9-3
scheduled deletion, 9-4
Vulnerability Scan Logs, 9-2
Web Threat Protection Logs, 9-2

Mobile Security

about, 1-2
Active Directory, 1-4
architecture, 1-3
Basic Security Model, 1-3
certificate
APNs certificate, 1-5
authority, 1-5
management, 2-18
public and private keys, 1-5
SCEP, 1-5
security credentials, 1-5
SSL certificate, 1-5

Cloud Communication Server, 1-4

communication methods, 1-3
Communication Server, 1-4
Communication Server types, 1-4
components, 1-3
deployment models, 1-3
encryption software compatibility, 1-2
Enhanced Security Model
Cloud Communication Server, 1-3

Local Communication Server, 1-3
Local Communication Server, 1-4
Management Server, 1-4
Microsoft SQL Server, 1-4
Mobile Device Agent, 1-4
OfficeScan, 1-2
SMTP server, 1-6
sub-groups, 4-2
unwanted network communications, 1-2
mobile threats, 1-2
spam messages, 1-2

N

notifications, 10-3
notifications and reports
about, 10-2
email message configuration, 10-9
token variables, 10-9

R

regular updates, 1-12
reports, 10-4
resources
Internet-based tools and services, 11-7
root account properties, 2-9

S

Scan from Cloud, 1-11
security scan, 1-11
SMS sender, 1-11
software update
about, 11-6
readme file, 11-7
release items, 11-6
Super Administrator role properties, 2-10

T

Technical Support Web site, 11-4

TrendLabs, 11-5
Trend Micro
about, 11-8
troubleshooting tips, 11-2
.pac automatic configuration file, 11-3
client device list, 11-3
Communication Server, 11-2
devenv.exe.config configuration file, 11-3
SQL Server 2008 R2, 11-2
SQL Server Express, 11-2

U

updating device information, 4-10
user account details, 2-13

W

Web security, 1-12
what's new
9.3, 1-11
v9.5, 1-10
v9.6, 1-9
v9.6 SP1, 1-8
v9.7, 1-7
v9.7 Patch 2, 1-7
v9.7 Patch 3, 1-6



TREND MICRO INCORPORATED
225 E. John Carpenter Freeway, Suite 1500
Irving, Texas 75062 U.S.A.
Phone: +1 (817) 569-8900, Toll-free: (888) 762-8736
Email: support@trendmicro.com

www.trendmicro.com

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