TREND MICRO™

3.0 Trend Micro Portable Security™

Management Program

Endpoint Security

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

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Chapter 1

Introduction

This chapter introduces the Trend Micro Portable Security™ product and features.

Trend Micro Portable Security

Trend Micro Portable Security™ delivers high-performance, cost-effective security services, helping protect companies by finding and removing security threats from computers or devices that do not have security software or an Internet connection.

The Scanning Tool is an antivirus security program in a portable USB device that you can easily use to find and remove security threats from computers or devices without having to install an antivirus program. You can also use the Management Program to manage all updates, scan settings, and the logs generated by the Scanning Tool.

Most antivirus programs are installed on each device and need an Internet connection to be able to download the latest components. With Trend Micro Portable Security™ , the antivirus software is already in the portable USB device and you can just plug the USB device and then scan the computer or device.

Trend Micro Portable Security™ has two main components, both with a console:

- **Management Program**: This program can manage several Scanning Tool devices. Refer to **Trend Micro Portable Security User's Guide**.
- **Scanning Tool**: You can register the Scanning Tool device to the Management Program or you can also use the Scanning Tool as a standalone tool. This means you will not have to install anything on any device.

Management Program

The Management Program can perform actions including configuring scan settings and importing log data from multiple Scanning Tools.

You can use the Management Program to perform these tasks:

- Update and deploy security pattern files and scan engine components to registered Scanning Tools
- Change the scan settings and synchronize them with registered Scanning Tools
- Exclude files, folders, and extensions from scanning
- Import and manage log data generated by scans

- Specify an administrator account and password to enable scanning endpoints without administrator privileges

Scanning Tool (USB Device)

The Scanning Tool can check the endpoint for security threats after you plug it in. The Scanning Tool can also fix, quarantine, or just log the threats found. The results of each scan are saved on the Scanning Tool.

Note

- If the Scanning Tool does not start, you can open Windows Explorer and double-click `Launcher.exe` from the `TMPS3 SYS` partition.
- The Scanning Tool console is only available for Windows computers.

Each Scanning Tool launches its own console. However, the features seen on the console depends on the mode you choose. You can choose either Standalone Scanning Tool or Management Program.

Refer to *Management Program Mode on page 1-4*.

Note

Make sure you select the correct mode because you can only change the mode after activation if you reset the device.

For more information, see *Reset Device on page 4-3*.

TABLE 1-1. Scanning Tool Modes

	MANAGEMENT PROGRAM	STANDALONE SCANNING TOOL
Updates	In addition to downloading specified components from Trend Micro ActiveUpdate server or a specified source, components can be updated from the Management Program.	Downloads all components from Trend Micro ActiveUpdate server or from any endpoint with an Internet connection or from a specified source.
Scan settings	Same as the Management Program or configured from the Scanning Tool.	Change the scan settings directly from the Scanning Tool console.
Logs	• Exported to the Management Program • Imported from another Scanning Tool	Imported from or exported to a endpoint.

Note

Trend Micro recommends installing OfficeScan™ on the endpoints with the Management Program installed.

While scanning for security threats, Trend Micro may create temporary files on the endpoint. These files will be deleted after the Scanning Tool stops any running processes. You can also choose to scan endpoints without saving the temporary files.

Management Program Mode

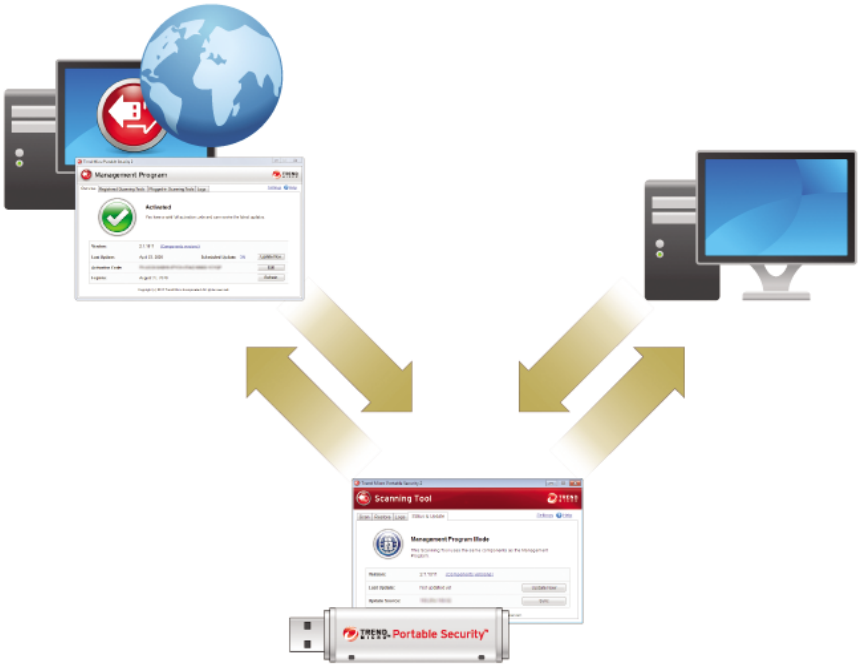
The Management Program Control mode registers the Scanning Tool to the Management Program, which manages all the registered Scanning Tools. All the

Scanning Tool devices can get the updates and scan settings from the Management Program and you can also upload all the logs from each device.

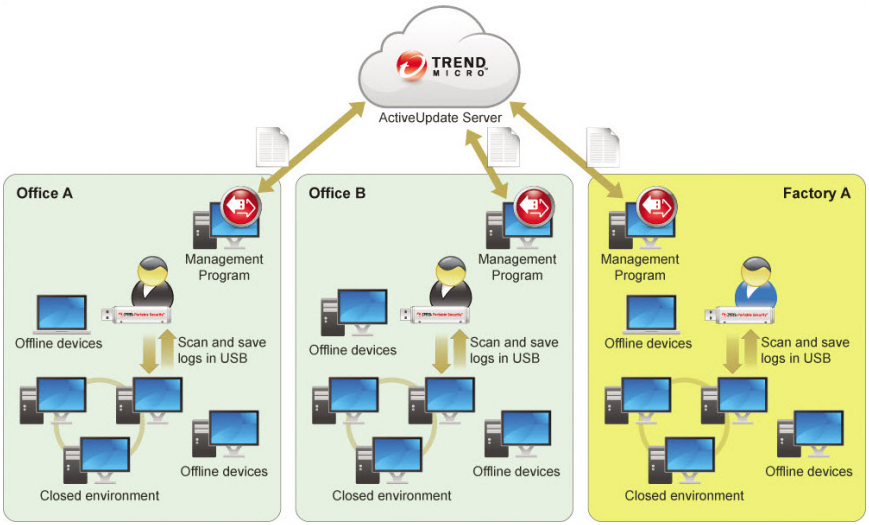
In this mode, there are two ways you can connect the Scanning Tool, by connecting the Scanning Tool directly to the Management Program computer or by connecting the Scanning Tool to a computer with Internet connection, and then remotely connecting to the Management Program computer.

- Direct connection

You can plug in the Scanning Tool device directly to the Management Program computer to get the updates, settings, or to transfer logs.



This setting is applicable for environments wherein all the computers are in one location and the Management Program computer is accessible. Here are some sample scenarios.

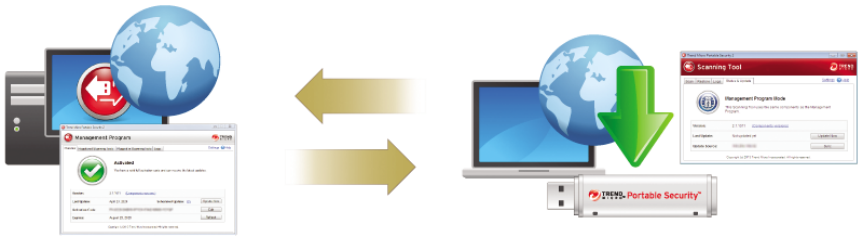


- Remote connection

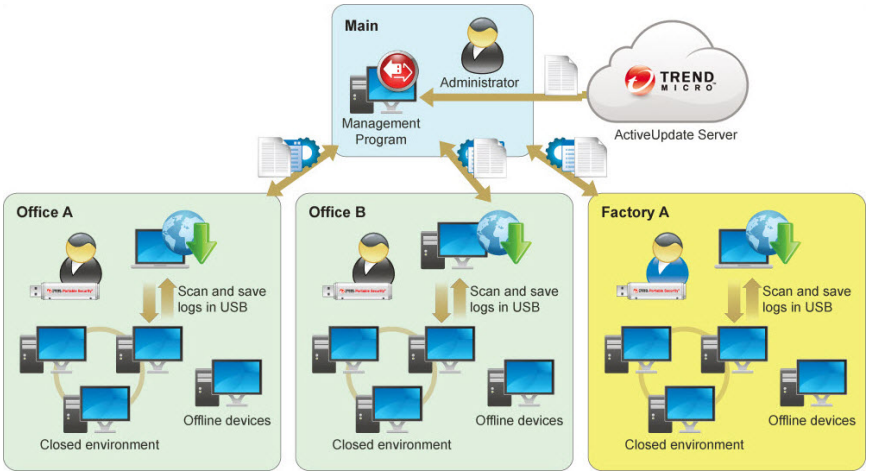
  You can plug in the device from any computer with an Internet connection and then connect to the Management Program online to get the updates, settings, or to transfer logs.

Note

There might be communication issues if a firewall is between Management Program and the Scanning Tool. If this is the case, accept and give permission to the `C:\Program Files\Trend Micro\Portable Security 3\SfSrvCom.exe` process.



This setting is applicable if you have several locations. In each location, you can have just one computer with an Internet or network connection and use that to regularly connect to the Management Program. Here are some sample scenarios.



Standalone Scanning Tool

The Standalone Scanning Tool mode uses the Scanning Tool as a standalone device, wherein you can use any endpoint that has Internet connection to update the components, change scan settings, or check the logs.

This setting is for those who want to use the Scanning Tool without having to go to the Management Program for updates or changes to the settings. With this mode, you can make any changes to the Scanning Tool settings from the Scanning Tool console.

Note

Trend Micro recommends regularly updating the components before scanning any device to make sure that the latest threats can be fixed and quarantined.

What's New

Trend Micro Portable Security includes the following new features and enhancements.

FEATURE	DESCRIPTION
Linux support	Trend Micro Portable Security supports scanning Linux endpoints running the following operating systems: • Red Hat Enterprise Linux 6.0 or later • CentOS 6.0 or later
Asset information collection	Trend Micro Portable Security can collect basic information about any endpoint the you plug the Scanning Tool into, including system statistics and application lists. **Note** • You must install the Management Program to export asset information logs. • Only activated Scanning Tools can collect asset information. After activating a Scanning Tool, unplug and plug the Scanning Tool back into the endpoint to start asset information collection. • Scanning Tools cannot collect asset information on an endpoint with the Management Program installed.
Windows support	Trend Micro Portable Security extends Windows support to the following operating systems: • Windows 10 19H1 case sensitive • Windows Server 2019
USB enhancement	The Scanning Tool device storage capacity upgraded to 16 GB.

Older Versions of Trend Micro Portable Security

Older versions of Portable Security are similar to Trend Micro Portable Security 3. However, each version is sold independently and uses different activation code formats.

Tip

Trend Micro recommends keeping older versions of Portable Security on a separate computer to be able to use these versions with the newer Scanning Tools.

Chapter 2

Setting Up

Before you can use the Trend Micro Portable Security Scanning Tool, remember the following:

Important

You must activate the Scanning Tool before using it. Refer to *Activating a Managed Scanning Tool on page 2-7* for more information.

- If the user account has administrator privileges, you can use Trend Micro Portable Security to scan the computer.
- If the user account does not have administrator privileges, you can enable the **Scan as administrator** option then open Windows Explorer and double-click `Launcher.exe` from the `TMPS3 SYS` partition.
- Portable Security saves the scan result logs in the Scanning Tool after scanning a device.

Portable Security saves the scan result logs in the Scanning Tool after scanning a device.

Installing the Management Program

The Management Program is the central console for the components, settings, and logs of all the Scanning Tool devices. Each managed Scanning Tool can be used in a separate location but can upload and sync with the Management Program locally or remotely.

Tip

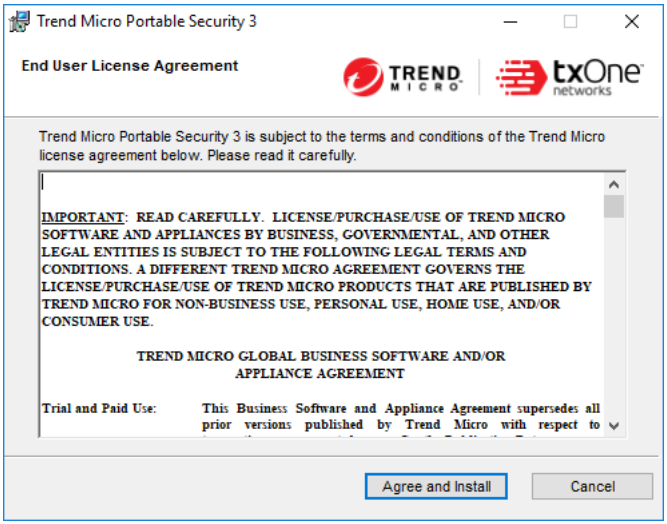
Trend Micro does not recommend installing the Management Program on an endpoint that has an older version of the Management Program already installed. Install the Management Program on a different endpoint to ensure that your older Scanning Tools can continue to sync logs.

TABLE 2-1. System Requirements

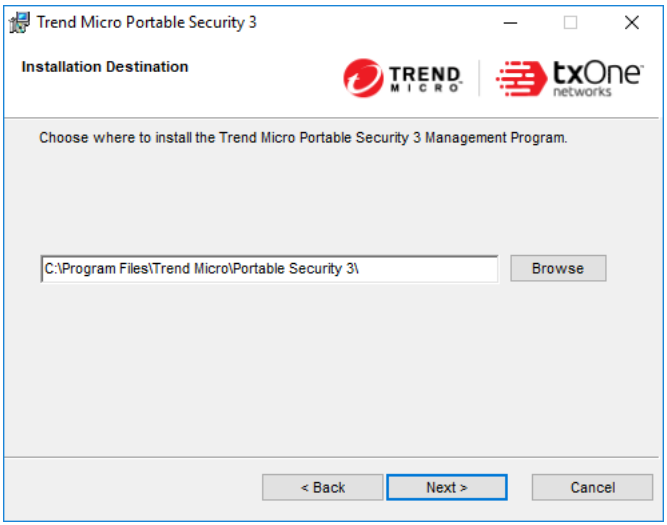
ITEM	REQUIREMENT
Disk space	Trend Micro recommends dedicating a minimum of 2 GB of disk space on the Management Program endpoint • 700 MB for the Management Program • 1.3 GB for log files
Privileges	You must have Administrator privilege on the endpoint

Procedure

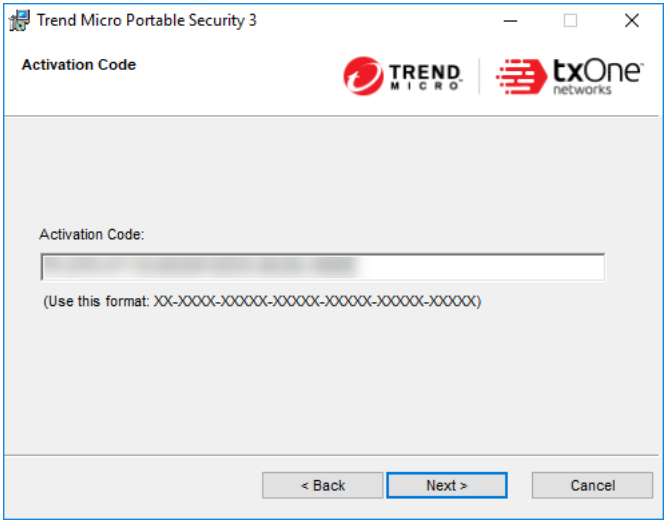
1. Plug-in the Scanning Tool to the target computer.
2. Open Windows Explorer and double-click `MP_Install.exe` from the `TMPS3 SYS\MP` directory to start the program.
3. When the **End User License Agreement** screen appears, read the agreement and click **Agree and Next**.



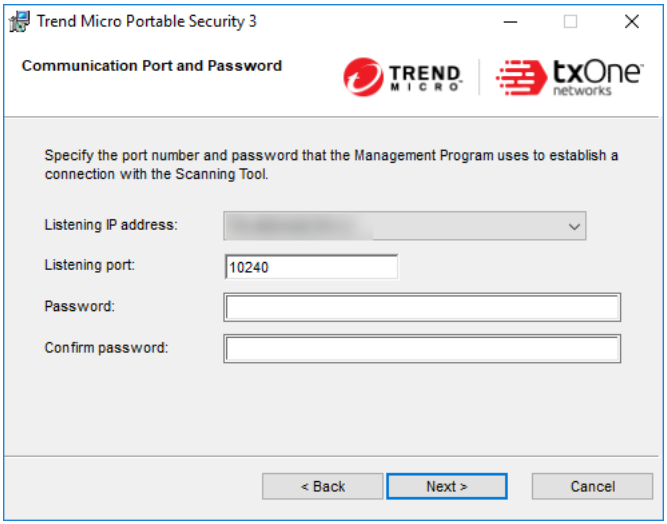
4. When the **Installation Destination** screen appears, type or browse for a folder and click**Next**.



5. When the **Activation Code** screen appears, specify your Activation Code and click **Next**.



6. When the **Communication Port and Password** screen appears, specify the IP address, port number on the endpoint, and create a password.

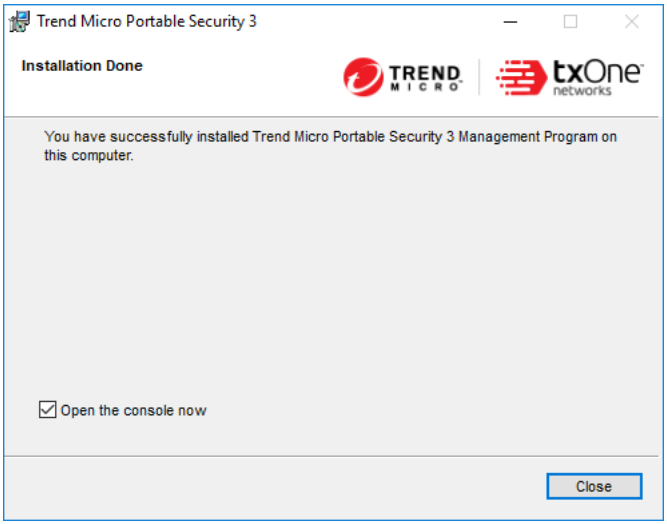


Note

If there is a firewall between the Management Program and the Scanning Tool, accept and give permission to the `C:\Program Files\Trend Micro\Portable Security 3\SfSrvCom.exe` process to continue.

7. Click **Next**.

8. When the **Installation Done** screen appears, click **Close**.



Activation

After plugging in the Scanning Tool, you must select the operating mode and Activate the device before you can begin scanning endpoints. If you later decide to change operating modes (for example, from **Standalone Scanning Tool** to **Management Program Tool**), you must reset the device to factory default settings.

For more information, see *Resetting the Device on page 4-5*.

Important

This function is only available on Windows endpoints.

You can view the current activation status of your Scanning Tool by opening the console and going to the **Status and Update** tab.

You can view the current activation status of your Management Program by opening the console and going to the **Overview** tab.

TABLE 2-2. Icons and messages regarding Activation Codes

ICON	MESSAGE
	This Activation Code is already active and no action is needed.
	• This Activation Code is going to expire soon and you need to renew your subscription.
	• This Activation Code has not yet been activated and you need to activate to be able to use the product. • This Activation Code has already expired and you need to get a new Activation Code or renew your subscription to continue using the product.

Tip

Trend Micro recommends getting a new Activation Code before your current license expires to ensure that the Scanning Tool always has the most recent updates.

Activating a Managed Scanning Tool

Managed Scanning Tool devices are registered to the Management Program. Each Scanning Tool can synchronize device settings and download the latest updates from the Management Program. Each Scanning Tool device can also upload files to the Management Program.

Procedure

- Option 1: Simple Activation
  1. Install the Management Program.
  2. Plug-in the new Scanning Tool or any Scanning Tool that has not yet been activated to the same computer. The Scanning Tool should automatically activate and register to the Management Program.
- Option 2: Alternative Activation Procedure

1. Plug-in the new Scanning Tool or any Scanning Tool that has not yet been activated on a Management Program computer.

   Note

   If there is a firewall between the Management Program and the Scanning Tool, accept and give permission to the `C:\Program Files\Trend Micro \Portable Security 3\SfSrvCom.exe` process to continue.

   The **Scanning Tool Mode** screen opens.

   Note

   If the window does not open, your security software or computer may have blocked the autorun process. Open Windows Explorer and double-click `Launcher.exe` from the `TMPS3 SYS` partition to start the program.

2. Select **Management Program Control** and click **Next**.

   The **Management Program and Proxy Settings** screen opens.

3. Specify the following:

   - Scanning Tool name
   - Management Program address, port, and password
   - (Optional) Proxy settings

4. Click **Activate**.

5. (Optional) Go to the **Status & Update** tab and click **Update Now** to get the latest components.

Changing the Activation Code

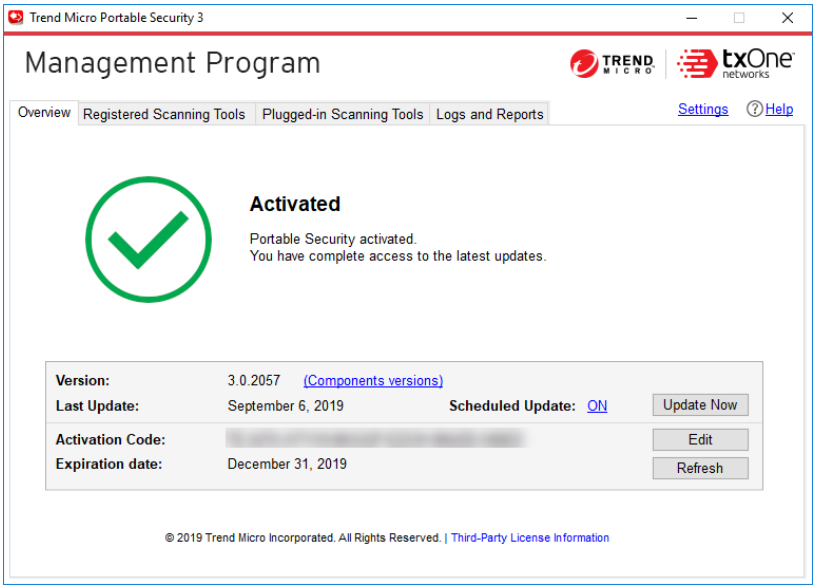
The date next to Expires shows when you need to get another Activation Code. If you recently provided a new Activation Code, click **Refresh** to get the latest expiration date or click **Edit** to change the Activation Code.

For more information, refer to *Activation on page 2-6*.

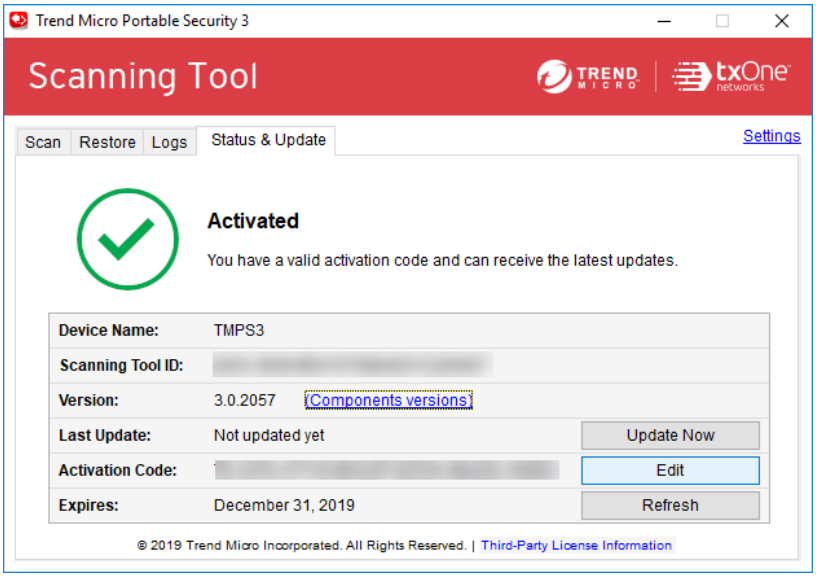
Procedure

1. Access the correct screen for the Scanning Tool type.

   a. For a managed Scanning Tool device, open the Management Program.



   b. For a standalone Scanning Tool, open the Scanning Tool console and click the **Status & Update** tab.



2. Click **Edit**.
3. Type the new Activation Code.
4. Click **OK**.

Upgrading the Management Program

Trend Micro releases updates to Trend Micro Portable Security occasionally to provide more features and improve performance.

Note

- Portable Security does not support upgrades from older versions of Trend Micro Portable Security.

  For more information, see *Older Versions of Trend Micro Portable Security on page 1-10*.

- Make sure you have at least 2.3 GB of free space on the Management Program endpoint for temporary usage during the upgrade.

Procedure

1. Download and double-click the setup package. The **End User License Agreement** page appears.
2. Read the Trend Micro License Agreement and select **Agree and Install**.
3. Click **Close** when the upgrade is complete.

Chapter 3

Using the Management Program

This chapter describes how to use and configure the Trend Micro Portable Security Management Program.

Understanding the Management Program Console

The Management Program console consists of tabbed screens and links to configure Scanning Tools, collect and view logs, and administer the console.

TABLE 3-1. Console Controls

CONTROL	DESCRIPTION
Overview	Check the status of the components and perform an update, if needed For more information, see *Overview Tab on page 3-2*.
Registered Scanning Tools	Configure the scan settings of all registered Scanning Tools managed by this Management Program For more information, see *Registered Scanning Tools on page 3-6*.
Plugged-in Scanning Tools	Check the status of the Scanning Tool devices currently plugged into the Management Program computer For more information, see *Plugged-in Scanning Tools on page 3-12*.
Logs and Reports	Check the results of earlier scans performed by the Scanning Tool For more information, see *Logs and Reports Tab on page 3-14*.
Settings	Check or change the Management Program settings For more information, see *Management Program Settings on page 3-15*.
Help	Open the help and find more information about how to use the console

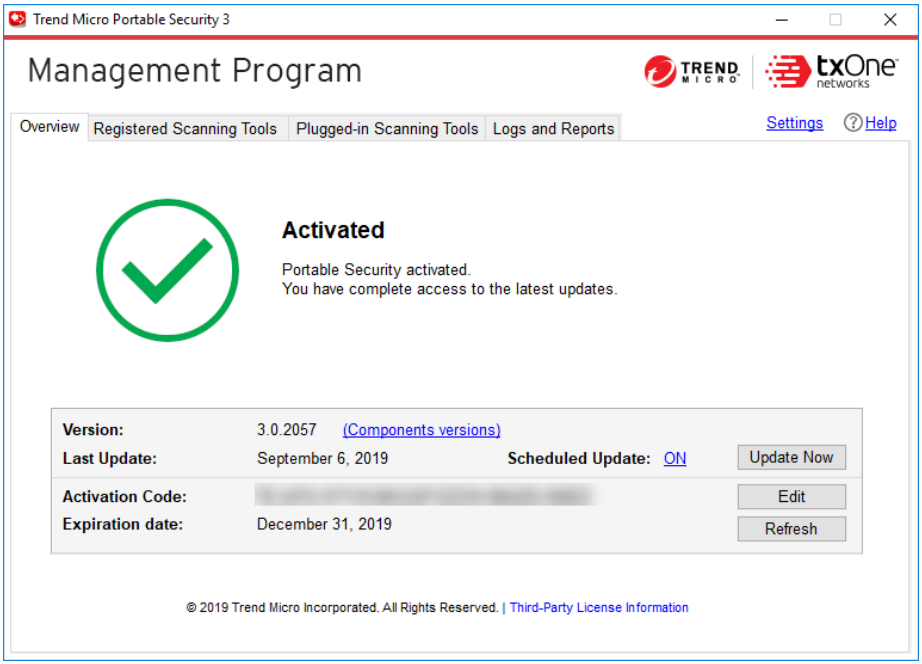
Overview Tab

The **Overview** tab shows the Management Program status and enables changes to program settings.

ITEM	DESCRIPTION
Version	The build number of the Trend Micro Portable Security Management Program Click the **Component versions** link to see the component details and the date of the last update. For more information, see *Checking the Latest Components on page 3-4*.
Last Update	The date of the last component update • **Scheduled Update**: Enable to automatically update the Management Program components on the configured schedule For more information, see *Scheduled Update on page 3-6*. • **Update Now**: Click to manually update the Management Program components
Activation Code	The Activation Code currently used by the Management Program and Scanning Tools • **Edit**: Click to change or update the Activation Code • **Refresh**: Click this button when you have changed the Activation Code and it still says expired
Expiration date	The last day that the current Activation Code permits you to receive support or component updates

Checking the Latest Components

To check the component version currently used and the date of the last update, click the **Component versions** link on the **Overview** tab.



Trend Micro Portable Security uses the following components.

To select the components to download, see *Scan Settings (Others) on page 3-12*.

TABLE 3-2. Trend Micro Portable Security Components

COMPONENT	DESCRIPTION
Virus Scan Engine (32-bit/64-bit)	At the heart of all Trend Micro products lies the scan engine, which was originally developed in response to early file-based computer viruses. The scan engine today is exceptionally sophisticated and capable of detecting different types of viruses and malware. The scan engine also detects controlled viruses that are developed and used for research. Rather than scanning every byte of every file, the engine and pattern file work together to identify the following: • Tell-tale characteristics of the virus code • the precise location within a file where the virus resides
Behavior Monitoring Core Driver (32-bit/64-bit)	Prevents Trend Micro Portable Security 2 from being affected by rootkits which hide drivers, processes, and registry entries from tools that use common system application programming interfaces (APIs).
Scanner (32-bit/64-bit)	This engine scans, cleans, and restores tasks.
Damage Cleanup Engine (32-bit/64-bit)	Scans for and removes Trojans and Trojan processes.
Virus Pattern	Contains information that helps Security Agents identify the latest virus/malware and mixed threat attacks. Trend Micro creates and releases new versions of the Virus Pattern several times a week, and any time after the discovery of a particularly damaging virus/malware.
Damage Cleanup Template	Used by the Virus Cleanup Engine to identify Trojan files and processes so the engine can eliminate them.
Spyware/Grayware Pattern	Identifies spyware/grayware in files and programs, modules in memory, Windows registry, and URL shortcuts.
Digital Signature Pattern	A list of approved programs that are regarded safe and will be excluded for scans.

COMPONENT	DESCRIPTION
Program Inspection Pattern	The pattern was designed to have the rule set for program inspection. The rule types include CLSID, file path, product name, company name, shortcut, and related registry. It also contains the fake AV detection rules. Currently it is used for fake AV detection for most of cases, so it would also be the fake AV pattern.

Scheduled Update

Enable Scheduled Update to automatically download the most recent components at the scheduled times.

Procedure

1. From the **Overview** tab, click the link beside **Scheduled Update**.

   Note

   The link may show ON or OFF, depending on the current status of the update setting. If the link shows as **ON**, you have enabled scheduled updates. If the link shows as **OFF**, you have not enabled scheduled updates and will only get updates if you manually click the **Update Now** button.

2. Enable the **Use Scheduled Update** option.
3. Select the update frequency and the start time.
4. Click **Save**.

   After making changes, the link in the **Overview** tab should change, depending on whether the scheduled update option has been enabled or disabled.

Registered Scanning Tools

The **Registered Scanning Tools** tab displays a list of all registered Scanning Tools managed by this Management Program and provides the ability to change scan settings.

SECTION	DESCRIPTION
Standard Scanning Tool Setting	Displays a limited selection of settings currently applied to “Standard” Scanning Tools **Open**: Click to view or modify the scan settings for “Standard” Scanning Tool devices registered to the Management Program
Scanning Tools List	Displays information about all the Scanning Tools registered to the Management Program • **Scanning Tool**: Click the Scanning Tool name to view logs on the scans, synchronizations, and updates that the Scanning Tool has performed • **Scanning Tool ID**: The unique ID of the Scanning Tool device • **Last Sync**: The last time that the Scanning Tool synchronized data and settings with the Management Program • **Last Update**: The last time that the Scanning Tool updated components • **Device Settings**: Click to change between **Standard** (if the Scanning Tool uses the **Standard Scanning Tool Setting**) or **Custom** (to modify existing settings) • **Lock**: Click to lock or unlock the Scanning Tool user's ability to change settings directly from the Scanning Tool console

Scan Settings (Basic)

Change the scan type, scan option, and scan action settings of the Scanning Tool device. You can change the following:

- **Scan Type**: Specify the folder locations to scan, whether to scan only file types vulnerable to malware, or only **Safe Lock Application Lockdown Scan** violations
  - **All local folders**: Scan all folders on the target endpoint
  - **Default folders (Quick Scan)**: Scan only the folders most vulnerable to system threats (such as the Windows System folder)

- **Safe Lock Application Lockdown Scan**: Scan only the files that were quarantined or blocked after the Trend Micro Safe Lock™ Application Lockdown function was turned on and files that were executed (but not listed on the Approved List)
- **Specific folders**: Limit the scan to the drives and folders you select

- **Scan Option**
  - **Scan removable drives**: Select to scan any removable drives connected to the endpoint
  - **Set to the lowest priority**: Select to reduce any performance impact on the endpoint but extend scanning times
  - **Enable Suspend scan**: Select to display the **Suspend** button during scanning
- **Scan Action**: Specify what action the Scanning Tool takes after detecting a threat.
  - **Confirm**: Prompts user to confirm the action to perform
  - **Log only**: Logs but takes no further action on detected threats
  - **Take the recommend action**: Automatically takes the Trend Micro recommended action per threat type

Note

Restart the Scanning Tool program for the changes to take effect.

Scan Type

Use the followings setting to identify which drives and folders you want to scan:

Tip

Synchronize the settings to your device after making the changes in the Management Program.

- **All local folders**: Scan all folders on the target endpoint

- **IntelliScan**: Identifies the true file type and determines whether the file is a type that Trend Micro Portable Security should scan
- **Default folders (Quick Scan)**: Scan only the folders most vulnerable to system threats (such as the Windows System folder)
- **Safe Lock Application Lockdown Scan**: Scan only the files that were quarantined or blocked after the Trend Micro Safe Lock™ Application Lockdown function was turned on and files that were executed (but not listed on the Approved List)
- **Specific folders**: Limit the scan to the drives and folders you select
  - Click **Add** to put a drive or folder on the list.
  - Click **Delete** to take selected drives or folders off the list.
  - Click **Edit** to make changes to the selected item.

Scan Option

You can select additional options regarding scan priority and whether to scan removable drives.

- **Scan removable drives**: The Scanning Tool scans any removable storage connected to the endpoint
- **Set to lowest priority**: The scanning process is set to the lowest priority to reduce system resource usage

Note

This may increase the scanning time.

- **Enable Suspend scan**: Displays the **Suspend** button during a scan, which allows users to pause the endpoint scan and resume the scan at a later time

Note

This affects the scanning time and stores temporary files on the endpoint.

Scan Action

The scan action setting determines what the scan will do.

- **Confirm**: The scan will identify security threats and then ask what action to perform.
- **Log only**: The scan will only identify security threats, without taking any action against them.
- **Take the recommended action**: The scan will automatically respond to security threats according to the recommendations of Trend Micro experts.

Tip

Whether the scan will remove the security threat, place the file in quarantine, or skip over it depends on the type of threat. Trend Micro reviews and revises the automatic responses periodically, so they may change after an update.

Scan Settings (Advanced)

To access advanced scan settings of the Scanning Tool device, go to the **Advanced** tab:

- **Exclusion List**: Add files, folders, or file extensions to exclude from scans

  Refer to *Changing the Exclusion List Settings on page 3-11*.

- **Scan without saving temporary files**: Scans without saving files to the target computer

  Important

  This function is not applicable for scanning a Management Program computer.

- **Scan as Administrator**: Allows you to specify an administrator user name and password for users without administrative privileges

  Note

  You can use a backslash (\) or the at sign (@) to separate the user name from the domain.

- **Compressed Layer**: Choose the number of compression layers and skip scanning any excess layers

Changing the Exclusion List Settings

Use this setting to exclude files, folders, or extensions from being scanned.

Note

You can exclude up to 100 files and folders and use commas to exclude different extensions.

Additionally, you can do the following:

- Add a drive or folder on the list.
- Delete selected drives or folders from the list.
- Edit list items.

Tip

Synchronize the settings to your device after saving the changes you made to the configuration.

Scan Settings (Rescue Disk)

Changes the Rescue Disk settings for scan actions. You can change the following:

- **Scan and quarantine objects**: Select this option to quarantine detected files to the local hard drive while scanning using the Rescue Disk. To be prompt before quarantine starts, select **Confirm before quarantine starts**.
- **Scan only**: Select this option to only scan without quarantining any detected threats.

For more information, see *Trend Micro Rescue Disk on page 4-7*.

Scan Settings (Others)

Change other settings for the Scanning Tool device. You can change the following:

- **Scanning Tool Name**: Change the name of the Scanning Tool device.

  Note

  Only available when modifying **Custom** Scanning Tool settings.

- **Use Proxy Server**: Enable this option if your computer is required to use a proxy server to connect to the Management Program. Then choose one of the following options:

  - **Import the Internet Explorer proxy settings**: Choose this option if you wish to use the same settings as those set for Microsoft™ Internet Explorer™ on the Management Program computer.

  - **Enter the necessary proxy server settings in the following fields**: Choose this option to enter the proxy server settings yourself.

- **Program Components**: Click the **Settings** button to specify which components to download.

  For more information, see *Checking the Latest Components on page 3-4*.

- **Allow Scanning Tools to collect endpoint information**: Select to automatically begin collecting data about the current state of the endpoint after plugging in the Scanning Tool

- **Collect logs from Trend Micro Safe Lock**: Enable this option to collect logs from computers with Trend Micro Safe Lock™.

Plugged-in Scanning Tools

The **Plugged-in Scanning Tools** tab allows you to view and manage any Scanning Tools currently plugged into the Management Program endpoint.

ITEM	DESCRIPTION
Change Name	Changes the name of the Scanning Tool
Transfer Logs	Transfers logs from the Scanning Tool device to the Management Program Trend Micro recommends selecting the confirmation dialog option, **After transferring, delete the log file from the Scanning Tool**, to keep the Scanning Tool disk space available.
Sync Components and Settings	Downloads components and settings from the Management Program to the Scanning Tool
Scanning Tool list	Select a Scanning Tool to view synchronization and component update information

Updating Components through a Scanning Tool

You can update the Management Program by importing components from a Scanning Tool which contains the latest components. This update method is suitable for scenarios that satisfy the following conditions:

- The Management Program is established in a closed network and does not have connectivity to the Trend Micro ActiveUpdate Server.
- The Scanning Tool has access to and contains the latest components.

Procedure

1. Plug in the Scanning Tool device to the Management Program computer. The Management Program console opens automatically.
2. Click the **Plugged-in Scanning Tools** tab.
3. Select a Scanning Tool. When there are newer components on this device, these components will be indicated as 'newer', and the **Update Now** button will be accessible.
4. Click the **Update Now** button to start the update.

Logs and Reports Tab

The **Logs and Reports** tab allows you import, export, and manage log data.

ITEM	DESCRIPTION
Import Logs	Imports database format logs that you exported from another Management Program
Export Logs	Export all scan logs to a database or CSV format **Important** You must select **Back up all scan data and logs (DB)** if you want to import scan logs to another Management Program.
Delete Logs	Deletes specified scan logs **Note** Trend Micro recommends exporting logs before performing the delete action.
Export Asset Info	Exports any asset information collected by the Scanning Tools in CSV format • System and hardware information • Update information (Microsoft applications only) • Installed application list
Filter list results	• **Computers**: Lists scan logs based on computer name • **Scanning Tools**: Lists scan logs based on Scanning Tool name • **Calendar**: Filters scan log entries based on specified time frame

ITEM	DESCRIPTION
View scan logs by **Computer** name	• Click the **Computer** name to view a list of all scan logs performed on that endpoint • Click **Last Scan** time to view the scan results for the last available scan data on the endpoint

View scan logs by **Scanning Tools** name	• Click the **Scanning Tool** name to pop up a summary screen about the Scanning Tool device
	  • **Overview**: Display general information about Scan, Sync, and Update actions performed by the Scanning Tool
	  • **Scan**: Lists all scan logs performed by the Scanning Tool
	  • **Sync**: Lists information about log transfers and component updates on the Scanning Tool
	  • **Update**: Lists information about the components updated on the Scanning Tool
	  • **Device Info**: Displays the current component versions on the Scanning Tool
	• Click **Last Scan** time to view the scan results for the last available scan data transferred by the Scanning Tool

Management Program Settings

- Click **Settings** > **Management Program Settings...** to make changes to how the Management Console connects to the Internet and Scanning Tools, and the source of component updates.
- Click **Settings** > **Import / Export Settings** to back up or restore the Management Program settings.

General Settings

The **General** tab allows you to control Management Program settings including proxy, external communication authentication, and console language.

Important

You must **Save** all changes before navigating to another screen or tab.

- **Use Proxy Server**: Enable this option if your computer is required to use a proxy server to connect to the Management Program. Then choose one of the following options:
  - **Import the Internet Explorer proxy settings**: Choose this option if you wish to use the same settings as those set for Microsoft™ Internet Explorer™ on the Management Program computer.
  - **Enter the necessary proxy server settings in the following fields**: Choose this option to enter the proxy server settings yourself.
- **Listening Settings**: Specify the Password and Port that the Management Program uses for communication with Scanning Tools attempting to connect remotely.
- **Language**: Changes the display language on the Management Program

Update Settings

The **Update** tab allows you to change the source from which the Management Program receives component updates.

Important

You must **Save** all changes before navigating to another screen or tab.

- **Trend Micro ActiveUpdate Server**: Obtain updates from the Trend Micro ActiveUpdate Server. Internet access is required.
- **Other update source**: Obtain updates from a specified source which can be located in a closed network.

Backing Up and Restoring Management Program Settings

Trend Micro recommends backing up your Management Program settings in case when you need to migrate or restore the Management Program environment.

An export will include the following Management Program settings:

- Basic configurations
- A list of registered Scanning Tools
- Scanning Tool settings

Note

The following settings are not included for export:

- Activation Code
- Security patterns and components
- Diagnostic Toolkit settings
- Management Program password and connection port

Exporting and Importing Management Program Settings

To access the settings, click **Settings** from the Management Program console, and click **Export Settings** or **Import Settings**.

Chapter 4

Additional Tools

This chapter discusses how to use the additional tools provided with Trend Micro Portable Security.

Trend Micro Portable Security Diagnostic Toolkit

Use the Trend Micro Portable Security Diagnostic Toolkit to diagnose and troubleshoot problems. Trend Micro Portable Security automatically includes the toolkit during installation and you can access the toolkit from the Windows Start Menu.

Debug

Use the **Debug** tab to generate debug logs for troubleshooting issues with the product.

Generating Debug Logs for Installation Issues

Procedure

1. From the Start menu of the Trend Micro Portable Security endpoint, click **Trend Micro Portable Security 3** > **Trend Micro Portable Security 3 Diagnostic Toolkit**.

   If you are using a different endpoint, you can do the following:

   a. Plug-in the Trend Micro Portable Security Scanning Tool to the endpoint.

   b. Copy the `SupportTool` folder from the USB device into your local drive.

   c. Double-click the `TMPSSuprt.exe` file ().

2. In the **[A] Debug** tab, select **Diagnose installation issues**, and click **Start**.
3. Attempt to install the Management Program.
4. Click **Collect Data**.
5. Click **Finish**.
6. Click **Open Folder** to navigate to the path.

Locate and open the zip file to verify that the debug logs have been successfully generated.

Generating Debug Logs for Usage Issues

Procedure

1. From the Start menu of the Trend Micro Portable Security endpoint, click **Trend Micro Portable Security 3** > **Trend Micro Portable Security 3 Diagnostic Toolkit**.

   If you are using a different endpoint, you can do the following:

   a. Plug-in the Trend Micro Portable Security Scanning Tool to the endpoint.

   b. Copy the `SupportTool` folder from the USB device into your local drive.

   c. Double-click the `TMPSSuprt.exe` file ().

2. In the **[A] Debug** tab, select **Diagnose synchronization and usage issues**, and click **Start**.

3. Reproduce the problem encountered by Trend Micro Portable Security.

4. Click **Collect Data**.

5. Click **Finish**.

6. Click **Open Folder** to navigate to the path.

   Locate and open the zip file to verify that the debug logs have been successfully generated.

Reset Device

You can use the Trend Micro Portable Security Diagnostic Toolkit to reset the device to either program or factory settings.

You also need to reset the device if you want to change the current Scanning Tool mode. For example, if the Scanning Tool is currently a Standalone tool, you need to reset the device to be able to change the mode and register to the Management Program.

There are two reset modes:

- **Program Reset**: Select this option if the Scanning Tool is not working because some component might be damaged. This mode keeps the activation code and status.
- **Factory Reset**: Select this option to reset to factory status.

Note

- You can only reset one device at a time.
- The Trend Micro Portable Security Diagnostic Toolkit does not support resetting any previous versions of Trend Micro Portable Security Scanning Tools.

Resetting the Program

Procedure

1. Plug-in the Trend Micro Portable Security 3 Scanning Tool to the endpoint.
2. Copy the `SupportTool` folder from the USB device into your local drive.
3. Double-click the `TMPSSuprt.exe` file ().
4. Go to the **More Tools** tab.
5. Click the **1. Reset Device** button.
6. Select **Default Program Settings** and click **Next**.
7. Confirm the reset.

Note

Do not unplug the Scanning Tool until the reset process has completed and a popup appears stating "You have successfully reset the device".

8. Unplug and then plug-in the device again to verify that the Scanning Tool has been reset.

Resetting the Device

Procedure

1. Plug the Trend Micro Portable Security 3 Scanning Tool into the endpoint.
2. From the `TMPS3 SYS` drive, copy the `SupportTool` folder from the USB device onto your local drive.
3. In the appropriate `Win32` or `x64` folder, double-click the `TMPSSuprt.exe` file  .
4. Go to the **More Tools** tab.
5. Click **Reset Device**.
6. Select **Default Factory Settings** and click **Next**.
7. Copy the Activation Code, and select the **Finished saving the Activation Code** option.
8. Click **Yes**.

Note

Do not unplug the Scanning Tool until the reset process has completed and a screen appears stating that the reset was successful.

9. Remove and reinsert the device, then execute `Launcher.exe` to verify that the Scanning Tool has been reset.

   The **Scanning Tool Mode** screen appears after successfully resetting the Scanning Tool.

Support Updates

Use the **Trend Micro Portable Security Diagnostic Toolkit** to apply hotfixes or bandage patterns to the Scanning Tool, if needed.

Note

These updates can only be applied to one device at a time.

WARNING!

Bandage patterns are a pre-release version of a Trend Micro virus pattern, for emergency antivirus protection. These patterns are not publicly available because these have not been fully tested. Apply ONLY those provided by Trend Micro Premium Support and only to the specified devices.

Applying Hot Fixes

Hot fixes are a workaround or solution to customer-reported issues. Trend Micro provides hotfixes to individual customers. Hotfix file names use the `xxx.bin` format.

WARNING!

Hot fixes are not publicly available because these not have been fully tested. Apply ONLY those provided by Trend Micro and only to the specified devices.

Procedure

1. Copy the `SupportTool` folder from the USB device into your local drive.
2. Open the Trend Micro Portable Security 3 Diagnostic Toolkit console.
3. Go to the **More Tools** tab.

   The **More Tools** tab opens.
4. Click **Use for Updates**.

   The **Updates** window opens.

5. Select **Apply Hot fix**, and click **Next**.

   The **Apply New Components** window opens.

6. Select the hotfix file provided by Trend Micro.

7. Click **Apply**.

   A confirmation window opens.

8. To update another Scanning Tool, click **Yes**.

   To finish the update, select **No** and replug the device for the update to take effect.

Trend Micro Rescue Disk

Use the Trend Micro Rescue Disk to examine your endpoint without launching your operating systems. It finds and removes persistent or difficult-to-clean security threats that can lurk deep within your operating system.

Rescue Disk can scan hidden files, system drivers, and the Master Boot Record (MBR) of your endpoint's hard drive without disturbing the operating system. Rescue Disk does not load potentially-infected system files into memory before trying to remove them.

Note

By default, Trend Micro Rescue Disk quarantines any detected threats to the local hard drive. If you wish to scan without writing any information to your local hard drive, change the scan action settings to **Scan only**.

For more information, see *Scan Settings (Rescue Disk) on page 3-11*.

Rescue Disk supports the following file systems:

OPERATING SYSTEM	FILE SYSTEM
Windows	NTFS and FAT

OPERATING SYSTEM	FILE SYSTEM
Linux	EXT, EXT2, EXT3, EXT4 and XFS **Note** Rescue Disk runs on any Linux distribution installed on a supported file system.

Step 1: Preparation

Procedure

1. Insert the USB device into the endpoint.
2. Restart the endpoint.
3. When the endpoint powers up again, open the BIOS or UEFI Setup Utility.
4. Look for Boot, Boot Order, or Boot Options in the menu and change the First Boot Device to the USB device.
5. Exit the menu.

   Trend Micro Rescue Disk automatically opens after restarting.

Step 2: Using the Rescue Disk

Procedure

1. After you have restarted the endpoint, the Trend Micro Rescue Disk console opens automatically.
2. Press ENTER, or wait for a while. The **Confirm Disk Log** window appears.
3. Select **Yes**.

The **Choose Action** window appears.

4. Select **[1] Scan for Security Threats** and then select the type of scan.

   - **[1] Quick Scan**: Scan only the folders most vulnerable to system threats (such as the Windows System folder)
   - **[2] Full Scan**: Scan all folders

   The Rescue Disk automatically starts scanning. Wait for the scan to finish.

5. If any threats are detected, the message "Are you sure you want to resolve these objects?" appears.

   Select **Yes** to remove threats.

   Note

   The confirmation message only appears if you have configured the Rescue Disk to:

   - Scan and quarantine objects
   - Inform users before the quarantine starts

6. After scan logs are saved to the Scanning Tool, confirm the removal of the Scanning Tool from the endpoint.

7. Press ENTER to restart the endpoint.

Chapter 5

Technical Support

Learn about the following topics:

Troubleshooting Resources

Before contacting technical support, consider visiting the following Trend Micro online resources.

Using the Support Portal

The Trend Micro Support Portal is a 24x7 online resource that contains the most up-to-date information about both common and unusual problems.

Procedure

1. Go to http://esupport.trendmicro.com.
2. Select from the available products or click the appropriate button to search for solutions.
3. Use the **Search Support** box to search for available solutions.
4. If no solution is found, click **Contact Support** and select the type of support needed.

Tip

To submit a support case online, visit the following URL:

http://esupport.trendmicro.com/srf/SRFMain.aspx

A Trend Micro support engineer investigates the case and responds in 24 hours or less.

Threat Encyclopedia

Most malware today consists of blended threats, which combine two or more technologies, to bypass computer security protocols. Trend Micro combats this complex malware with products that create a custom defense strategy. The Threat Encyclopedia

provides a comprehensive list of names and symptoms for various blended threats, including known malware, spam, malicious URLs, and known vulnerabilities.

Go to http://about-threats.trendmicro.com/us/threatencyclopedia#malware to learn more about:

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

Contacting Trend Micro

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

Address	Trend Micro, Incorporated 225 E. John Carpenter Freeway, Suite 1500 Irving, Texas 75062 U.S.A.
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

Speeding Up the Support Call

To improve problem resolution, have the following information available:

- Steps to reproduce the problem
- Appliance or network information
- Computer brand, model, and any additional connected hardware or devices
- Amount of memory and free hard disk space
- Operating system and service pack version
- Version of the installed agent
- Serial number or Activation Code
- Detailed description of install environment
- Exact text of any error message received

Sending Suspicious Content to Trend Micro

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

Email Reputation Services

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

https://ers.trendmicro.com/

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

http://esupport.trendmicro.com/solution/en-US/1112106.aspx

File Reputation Services

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

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

Record the case number for tracking purposes.

Web Reputation Services

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

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

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

Other Resources

In addition to solutions and support, there are many other helpful resources available online to stay up to date, learn about innovations, and be aware of the latest security trends.

Download Center

From time to time, Trend Micro may release a patch for a reported known issue or an upgrade that applies to a specific product or service. To find out whether any patches are available, go to:

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

If a patch has not been applied (patches are dated), open the Readme file to determine whether it is relevant to your environment. The Readme file also contains installation instructions.

Documentation Feedback

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

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

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