



1.1

TREND MICRO™ Safe Lock

Installation Guide

A powerful lockdown solution for fixed-function computers



Endpoint Security

Trend Micro reserves the right to make changes to this document and to the products described herein without notice. Before installing and using the software, please review the readme files, release notes, and the latest version of the applicable user documentation, which are available from the Trend Micro website:

<http://docs.trendmicro.com>

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The documentation for Trend Micro Safe Lock describes the main features of the software and installation instructions for your production environment. Read through it before installing or using the software.

Detailed information about how to use specific features are available in the online Knowledge Base at the Trend Micro website.

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Preface

Preface

This Installation Guide introduces Trend Micro Safe Lock and guides administrators through installation and deployment.

Topics in this chapter include:

- *Safe Lock Documentation on page vi*
- *Audience on page vi*
- *Document Conventions on page vi*
- *Terminology on page vii*

Safe Lock Documentation

Trend Micro Safe Lock documentation includes the following:

TABLE 1. Trend Micro Safe Lock Documentation

DOCUMENTATION	DESCRIPTION
Installation Guide	A PDF document that discusses requirements and procedures for installing Safe Lock.
Administrator's Guide	A PDF document that discusses getting started information and Safe Lock usage and management.
Readme file	Contains a list of known issues and basic installation steps. It may also contain late-breaking product information not found in the printed documentation.
Knowledge Base	An online database of problem-solving and troubleshooting information. It provides the latest information about known product issues. To access the Knowledge Base, go to the following website: http://esupport.trendmicro.com

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

<http://docs.trendmicro.com>

Audience

Trend Micro Safe Lock documentation is intended for administrators responsible for Safe Lock management, including installation. These administrators are expected to have advanced computer management knowledge.

Document Conventions

The following table provides the official terminology used throughout the Trend Micro Safe Lock documentation:

TABLE 2. Document Conventions

CONVENTION	DESCRIPTION
UPPER CASE	Acronyms, abbreviations, and names of certain commands and keys on the keyboard
Bold	Menus and menu commands, command buttons, tabs, and options
<i>Italics</i>	References to other documents
Monospace	Sample command lines, program code, web URLs, file names, and program output
Navigation > Path	The navigation path to reach a particular screen For example, File > Save means, click File and then click Save on the interface
 Note	Configuration notes
 Tip	Recommendations or suggestions
 Important	Information regarding required or default configuration settings and product limitations
 WARNING!	Critical actions and configuration options

Terminology

The following table provides the official terminology used throughout the Trend Micro Safe Lock documentation:

TABLE 3. Safe Lock Terminology

TERMINOLOGY	DESCRIPTION
ASLR	Address Space Layout Randomization/memory randomization
Administrator	The person responsible for installing and/or managing Safe Lock.
CLI	Command line interpreter.
Console	The user interface for configuring and managing Safe Lock.

Chapter 1

Preparing for Installation

This chapter introduces Trend Micro Safe Lock, deployment recommendations, and system requirements.

Topics in this chapter include:

- *About Trend Micro Safe Lock on page 1-2*
- *Hardware Requirements on page 1-2*
- *Supported Operating Systems on page 1-2*

About Trend Micro Safe Lock

Trend Micro Safe Lock protects fixed-function computers like Industrial Control Systems (ICS), Point of Sale (POS) terminals, and kiosk terminals from malicious software and unauthorized use. By using fewer resources and without the need for regular software or system updates, Safe Lock can reliably secure computers in industrial and commercial environments with little performance impact or downtime.

System Requirements

Trend Micro Safe Lock does not have specific hardware requirements beyond those specified by the operating system, with the following exceptions:

TABLE 1-1. Safe Lock Hardware Requirements

HARDWARE/SOFTWARE	DESCRIPTION
Disk space	300MB
Monitor resolution	640x480



Important

Safe Lock cannot be installed on a system that already has Trend Micro OfficeScan, Trend Micro Titanium, or another Trend Micro endpoint solution.

Supported Operating Systems

See the README file for the most up-to-date list of supported operating systems.

TABLE 1-2. List of Supported Operating Systems

TYPE	VERSIONS
Windows Clients	<ul style="list-style-type: none"> • Windows 2000 SP4* (32-bit) • Windows XP SP1*/SP2/SP3 (32-bit) (except Starter and Home editions) • Windows Vista (32-bit) (except Starter and Home editions) • Windows 7 (32 and 64-bit) (except Starter and Home editions)
Windows Server	<ul style="list-style-type: none"> • Windows 2000 Server SP4* (32-bit) • Windows 2003 SP1/SP2 (32-bit) • Windows 2003 R2 No-SP/SP2 • Windows Server 2008 (32 and 64-bit) • Windows Server 2008 R2 (64-bit)
Windows Embedded Standard	<ul style="list-style-type: none"> • Windows (Standard) XP Embedded SP1*/SP2 (32-bit) • Windows Embedded Standard 2009 (32-bit) • Windows Embedded Standard 7 (32 and 64-bit)
Windows Embedded Enterprise	<ul style="list-style-type: none"> • Windows Embedded Enterprise XP SP1*/SP2/SP3 (32-bit) • Windows Embedded Enterprise Vista (32-bit) • Windows Embedded Enterprise 7 (32 and 64-bit)
Windows Embedded Server	<ul style="list-style-type: none"> • Windows Embedded Server 2003 SP1/SP2 (32-bit) • Windows Embedded Server 2003 R2 (32-bit) • Windows Embedded Server 2008 (32 and 64-bit) • Windows Embedded Server 2008 R2 (64-bit)



Note

* Windows 2000 SP4, Windows 2000 Server SP4, and Windows XP SP1 do not support DLL/Driver Lockdown or the Predefined Trusted Updater.

Chapter 2

Installation and Setup

This chapter describes Trend Micro Safe Lock installation and setup procedures.

Topics in this chapter include:

- *Installation Overview on page 2-2*
- *Installing from Windows on page 2-2*
- *Setting Up the Approved List on page 2-7*
- *Installation Using the Command Line on page 2-12*

Installation Overview

Trend Micro Safe Lock can be installed using either the Windows Installer or the command line interpreter (CLI).

TABLE 2-1. Safe Lock Installation Methods

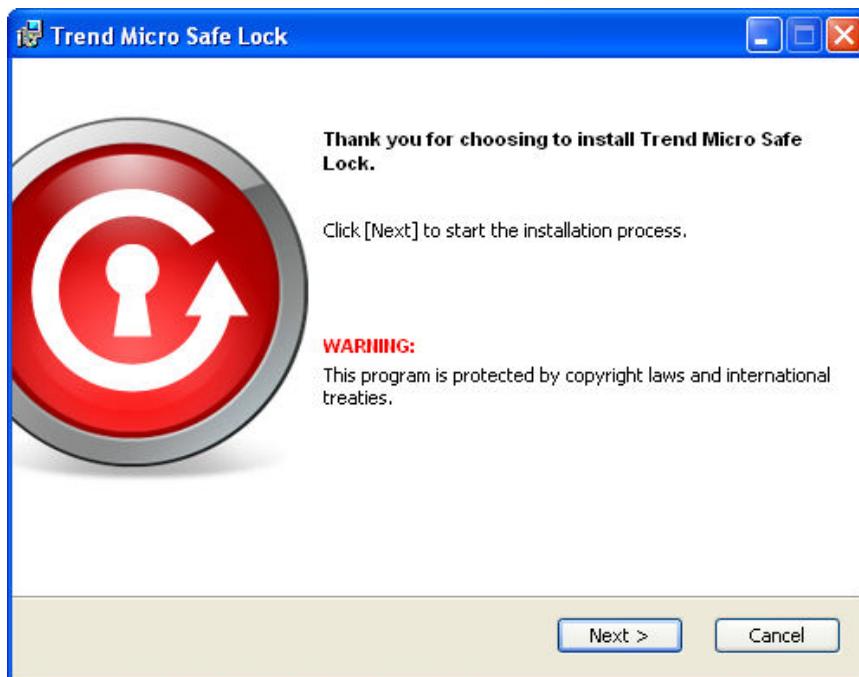
INSTALLATION METHOD	BENEFITS
Windows Installer	The Windows Installer provides simplified step-by-step installation wizard for first-time or single installation. Also suitable for preparing for mass deployment for cloned computer systems.
Command line installer	The command line installer provides silent installation and can be integrated into a batch file for mass deployment.

Installing from Windows

To install Trend Micro Safe Lock, you must log on using an account with administrator privileges.

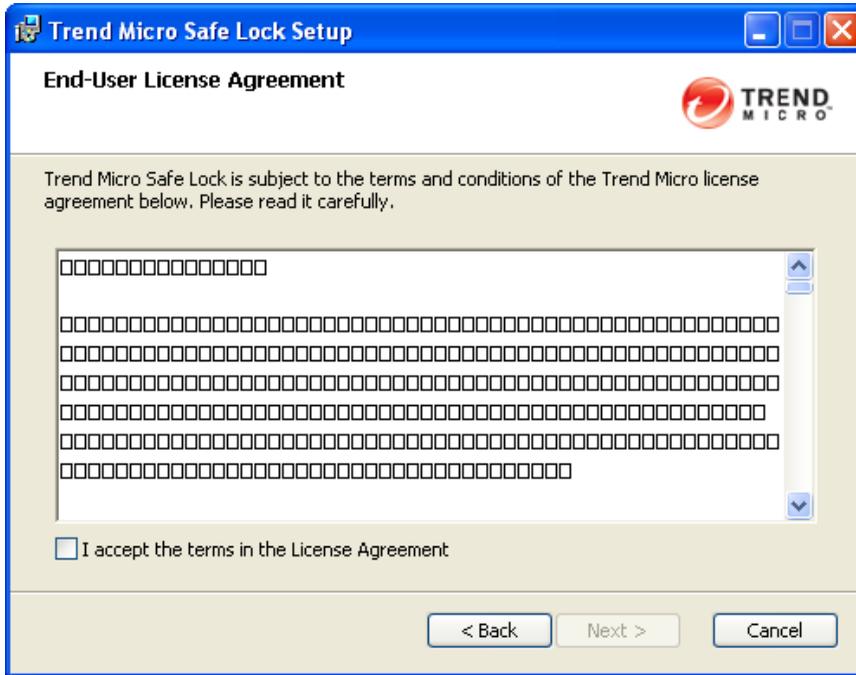
Procedure

1. Double-click `Setup.exe`.
2. When the installation wizard opens, click **Next**.

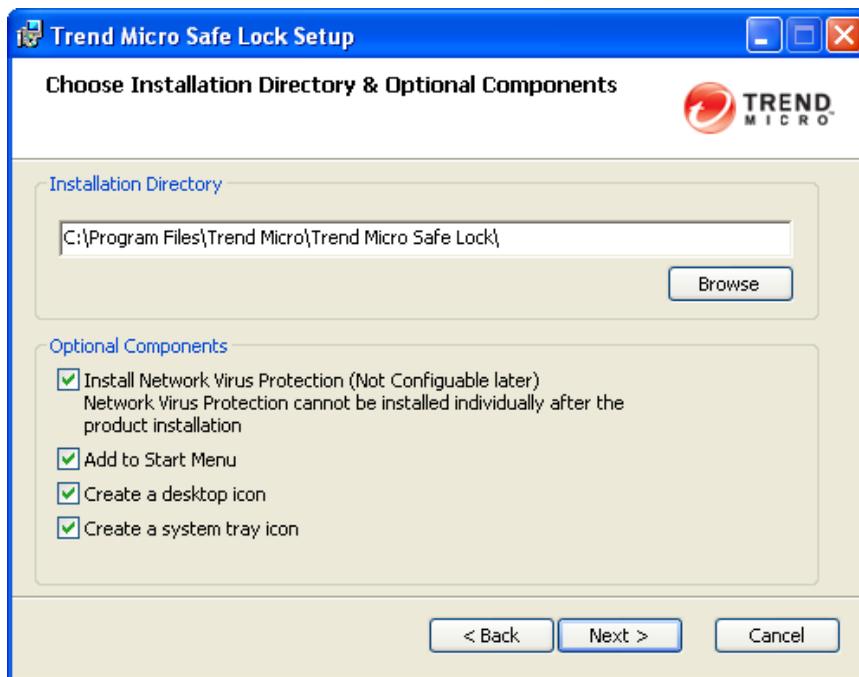
**Note**

If there is another version of Safe Lock on the computer, the installer will remove it before installing the latest version.

3. Read the license agreement, select **I accept the terms in the License Agreement**, and click **Next**.



4. Make any necessary changes to the installation options, and click **Next**.



Important

Network Virus Protection can only be installed during the initial program installation and can be disabled after installation if necessary. See *Exploit Protection Settings* in the Administrator's Guide for more information.

5. Provide the Activation Code and specify an Administrator password for Trend Micro Safe Lock, and click **Next**. The password must be between 8 and 64 ASCII characters and not contain the following characters: |><\"spaces.

Trend Micro Safe Lock Setup

Product Activation Code & Create Administrator Password

Product Activation Code

(Format: XX-XXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX)

Administrator Password

The password must be at least 8 (maximum 64) printable ASCII characters and it must not contain the following characters: | > < \ "spaces.

Password:

Confirm Password:

< Back Next > Cancel

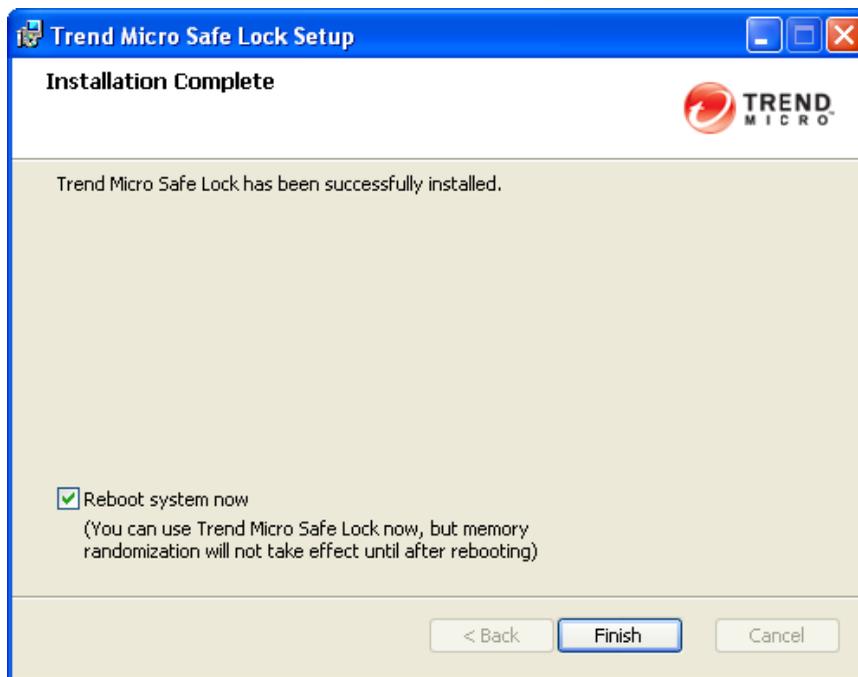
**Note**

The Safe Lock password is unrelated to the Windows administrator password.

**WARNING!**

Do not forget the Administrator Password. The only way to recover a lost password is by reinstalling the operating system.

- When the **Installation Complete** window displays, click **Close**.



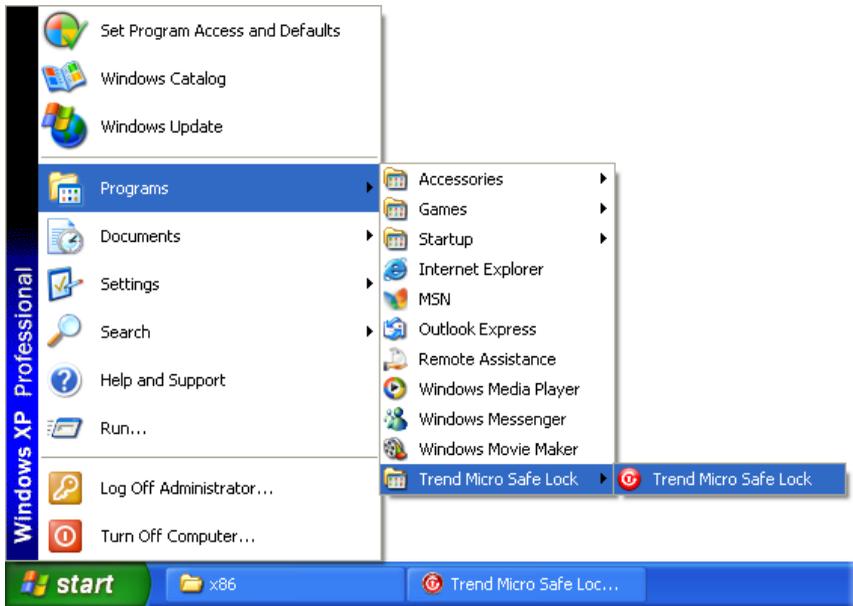
While restarting the computer after installation is not necessary, memory randomization will not be enabled until the computer is restarted. See *Exploit Protection Settings* in the Administrator Guide for more information.

Setting Up the Approved List

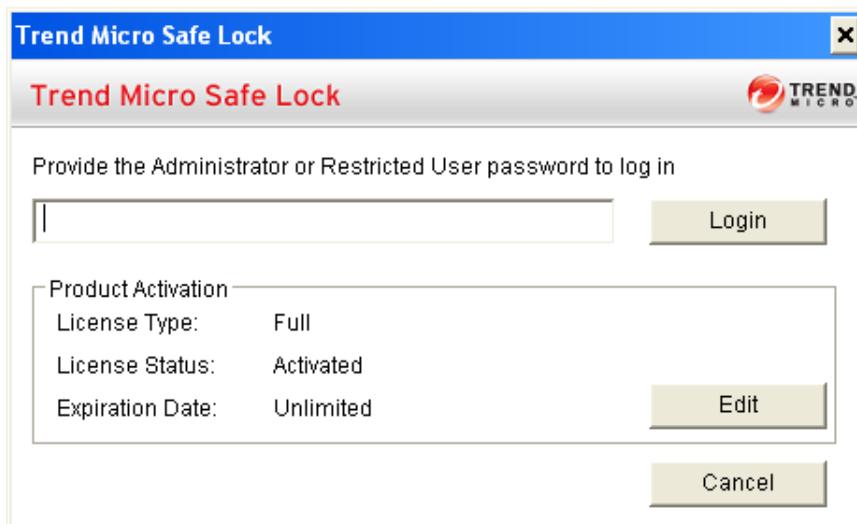
Before Trend Micro Safe Lock can protect the computer, it must check the computer for existing applications and installers necessary for the system to run correctly.

Procedure

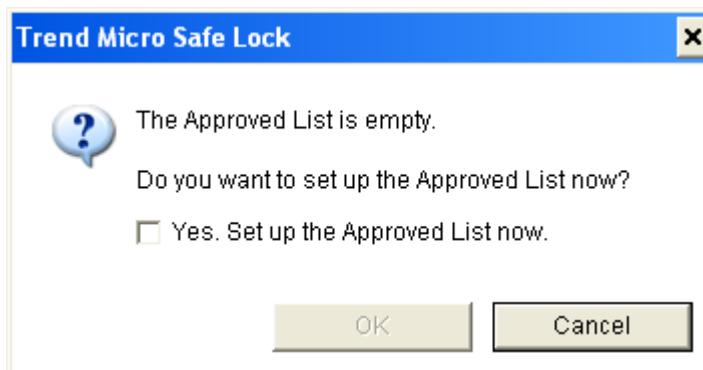
1. Open the Safe Lock console using the desktop icon (if available) or the **Start** menu by clicking **All Programs > Trend Micro Safe Lock**.



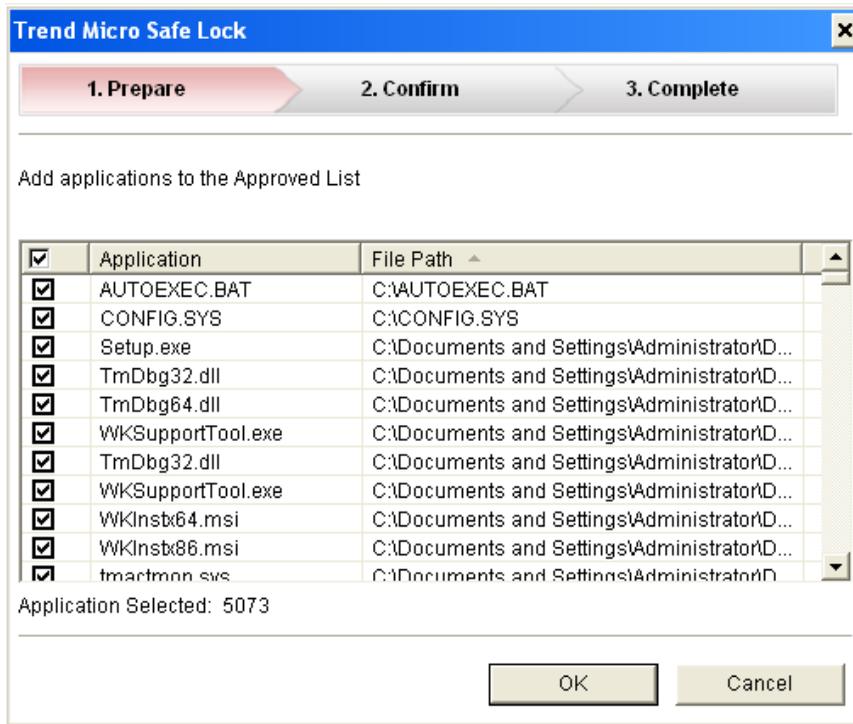
2. Provide the password and click **Login**.



3. At the notification window, select **Yes. Set up the Approved List now** and click **OK**.

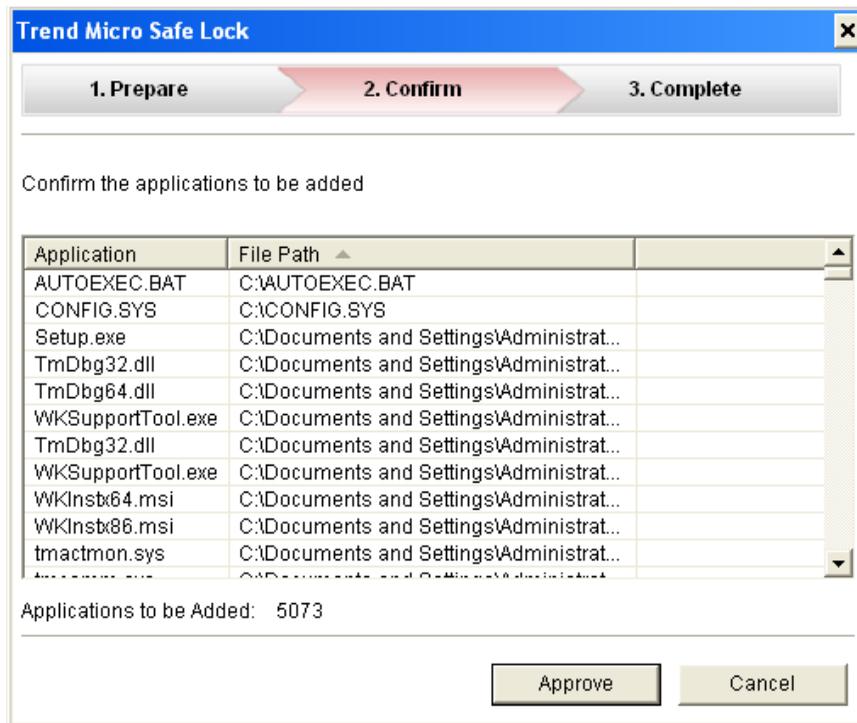


4. When the check is complete, Safe Lock provides a list of applications currently on the computer. Deselect any applications that should not be added to the Approved List, and click **OK**.

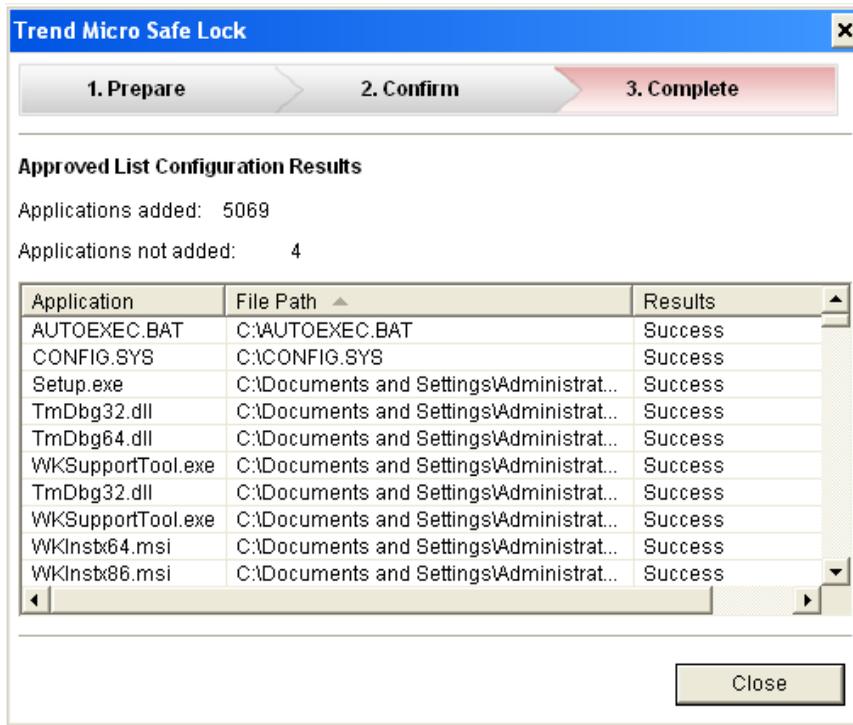


Note
When Trend Micro Safe Lock is locked, any applications that are not added to the Approved List will no longer be able to run.

5. Confirm the listed applications to be added to the Approved List, and click **Approve**.



- Once the applications have been added, click **Close**.



Installation Using the Command Line

Administrators can install Safe Lock from the command line or using a batch file, allowing for silent installation and mass deployment. For mass deployment, Trend Micro recommends first installing Safe Lock on a test computer since a customized installation may require a valid configuration file and Approved List. See the Trend Micro Safe Lock Administrator's Guide for more information about the Approved List and configuration file.

Installer Commands

The following table lists the commands available for `setup.exe`.

TABLE 2-2. Safe Lock Installer Command Line Options

OPTION	DESCRIPTION
-q	Launch the installer in silent (quiet) mode
-p <password>	Specify the Administrator password
-d <path>	The installation path
-ac <xxxx>	Specify an Activation Code
-nd	Do not create a desktop shortcut
-ns	Do not create a Start menu shortcut
-ni	Do not show the Windows notification area icon
-nfw	Do not install Network Virus Protection
-cp <path>	Specify the full path of the configuration file
-lp <path>	Specify the full path of the Approved List file

An example command line install would look like this:

```
setup.exe -q -ac xx-xxxx-xxxxx-xxxxx-xxxxx-xxxxx-xxxxx -p
testpassword -nd
```



Important

An Administrator password and Activation Code must be specified for the installation to continue.

Installation Customization

To change the default installation parameters, create a text file called `setup.ini` in the same folder as `setup.exe`. The following table lists the commands available for `setup.ini`. If no value is specified in the `setup` file, the default value will be used.

**Note**

Arguments specified at the command line take higher priority than the setup file, which takes higher priority over the default values. For example, if the switch `-nd` is added to `setup.exe`, and `setup.ini` contains `NO_DESKTOP=0`, the switch will take precedence, and a Safe Lock desktop shortcut will not be created.

TABLE 2-3. Setup.ini File Arguments

NAME	VALUES	DEFAULT VALUE	DESCRIPTION
ACTIVATION_CODE	XXXXX	none	Specify an Activation Code for the product
NO_DESKTOP	0, 1	0	0=Create a Safe Lock desktop shortcut 1=Do not create a Safe Lock desktop shortcut
NO_STARTMENU	0, 1	0	0=Create a Start menu shortcut 1=Do not create a Start menu shortcut
NO_SYSTRAY	0, 1	0	0=Create a Windows notification area icon 1=Do not show the Windows notification area icon
NO_NSC	0, 1	0	0=Install Network Virus Protection 1=Do not install Network Virus Protection
CONFIG_PATH	<PATH>	none	The full path of the configuration file
LIST_PATH	<PATH>	none	The full path of the Approved List file

NAME	VALUES	DEFAULT VALUE	DESCRIPTION
APPLICATIONFOLDER	<PATH>	...Program Files/ Trend Micro/ Trend Micro Safe Lock	The installation path

Example Setup File

The following is an example of setup.ini syntax:

```
[Property]
ACTIVATION_CODE=XX-XXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
NO_SYSTRAY=1
LIST_PATH=C:\temp\list.db
```


Chapter 3

Uninstallation

This chapter describes Trend Micro Safe Lock uninstallation procedures.

Topics in this chapter include:

- *Uninstalling from Windows on page 3-2*

Uninstalling from Windows

The Administrator password is required to uninstall the software from the computer.

Procedure

1. From the Windows Start Menu, select the Control Panel, and click **Uninstall a program** (Windows 7 or Vista) or **Add or Remove Programs** (Windows 7 or Vista) or (Windows XP).
 2. Locate and double-click Trend Micro Safe Lock (Windows 7 or Vista) or click and select **Remove**.
 3. When the uninstaller opens, click **Next**.
 4. Provide the Administrator password, and click **Next**.
 5. After the software is finished uninstalling, click **Finish**.
-

Chapter 4

Getting Help

This chapter describes how to contact support.

Topics in this chapter include:

- *Technical Support on page 4-2*

Technical Support

Activating and registering Trend Micro Safe Lock qualifies you to receive a variety of support services.

The Trend Micro support website provides the latest information on security threats. Please visit it if you have found a security threat, or if you would like to learn more about the support services available.

<http://esupport.trendmicro.com>

The content of support services is subject to change without notice. Please contact Trend Micro if you have any questions. You can reach the support center by telephone, FAX, or email. The Trend Micro website lists contact numbers for different regions worldwide.

Support is available for a period of one year once you have completely finished activating your software, although this policy may differ for some licenses.

Multi-Year Contracts

Even if you pay for multi-year contracts (by paying more than one year of support fees in advance), Trend Micro sets the period during which support for a product shall be provided without regard to your contract term.

Please note that multi-year contracts do not guarantee product support during the applicable contract period, nor do they guarantee upgrades if the product support period has concluded.

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