



5.8 ServerProtect™

Getting Started Guide (Patch 3)

Centrally managed virus protection for enterprise-class servers and storage systems

for Microsoft Windows Server/Novell NetWare



Award-Winning Antivirus Security



Anti-Spyware Defense



Endpoint Security

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Chapter 1

Getting Started with Trend Micro™ ServerProtect™

The topics included in this chapter are:

- *Introduction to Trend Micro™ ServerProtect™ on page 1-2*
- *Operating System Support on page 1-2*
- *What's New in ServerProtect 5.8 Patch 3 on page 1-4*
- *What's New in ServerProtect 5.8 on page 1-5*
- *How Does ServerProtect Work on page 1-5*
- *ServerProtect Architecture on page 1-6*
- *Real-time Scan Versus On-demand Scan (Scan Now) on page 1-10*
- *Working with Tasks on page 1-11*
- *When ServerProtect Finds a Virus (Virus Actions) on page 1-12*
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- *Deploying Updates on page 1-14*
- *ServerProtect Virus Detection Technology on page 1-16*
- *Additional Features on page 1-21*

Introduction to Trend Micro™ ServerProtect™

Trend Micro™ ServerProtect™ is the latest generation of award-winning software for protecting file servers on corporate networks. It is designed specifically to protect the entire network from viruses of any kind by adopting advanced virus-catching technology to ensure that your network stays virus-free. ServerProtect detects new file infections, identifies viruses in existing files, and detects activity indicating an “unknown” virus may have entered the network environment on either the server or workstation.

ServerProtect enables network administrators to manage multiple Microsoft Windows and Novell NetWare network servers from a single portable management console. The console enables administrators to configure servers in the same domain simultaneously and to generate integrated virus incident reports from all of them.

By giving administrators a means to configure, monitor, and maintain antivirus efforts through the ServerProtect Management Console, ServerProtect improves and simplifies the implementation of corporate virus policy. This results in lower virus protection costs.

Operating System Support

The following specification is provided to specify the operating system support of Trend Micro ServerProtect 5.8 for Microsoft Windows and Novell NetWare.

The following table specifies ServerProtect 5.8 support of Windows system

TABLE 1-1. ServerProtect Support for Microsoft Windows Server System

VERSION	SUPPORT
Windows 2008	Standard Edition x86 and x64 or SP2
	Enterprise Edition x86 and x64 or SP2
	Storage Server x86 and x64 or SP2
	Datacenter Edition x86 and x64 or SP2

VERSION	SUPPORT
	Standard Edition with Hyper-V, x64 or SP2
	Enterprise Edition with Hyper-V, x64 or SP2
	Storage Server with Hyper-V, x64 or SP2
	Datacenter with Hyper-V, x64 or SP2
	Server 2008 R2 Standard Edition
	Server 2008 R2 Enterprise Edition
	Server 2008 R2 Datacenter Edition
Windows 2012	Foundation Edition
	Essentials Edition
	Standard Edition
	Datacenter Edition
	Storage Server Standard Edition
	Storage Server Workgroup Edition
	Server 2012 R2 Standard Edition
	Server 2012 R2 Foundation Edition
	Server 2012 R2 Datacenter Edition
	Server 2012 R2 Essentials Edition
	Storage Server 2012 R2 Standard
	Storage Server 2012 R2 Workgroup
Windows 2016	Standard Edition
	Essentials Edition
	Datacenter Edition
	Storage Server Standard Edition

VERSION	SUPPORT
	Storage Server Workgroup Edition
Windows 2019	Standard Edition
	Essentials Edition
	Datacenter Edition
	Windows Server IoT 2019
Windows 2022	Standard Edition
	Essentials Edition
	Datacenter Edition
	Windows Server IoT 2022

The table is provided for the convenience of accurately specifying the support for the Windows Server platforms that a certain ServerProtect component offers. For example, one can use the "32-bit Windows Server 2008 family platforms" to collectively specify the x86 edition of the Windows 2008 Standard Server, Enterprise Server, DataCenter Server and Web Server. Note that unless otherwise specified, Windows 2008 Standard Server, Enterprise Server and DataCenter Server are without Hyper-V.

For Novell NetWare platforms, NetWare 6.5 is supported by the ServerProtect 5.8 NetWare Normal Server component.

What's New in ServerProtect 5.8 Patch 3

- Adding support for Microsoft Windows 2012 and Windows 2012 R2 servers (See [Recommended System Requirements on page 2-2](#)).
- Supports Trend Micro Management Communication Protocol (MCP).

What's New in ServerProtect 5.8

- Support for Microsoft Windows server platforms including Windows 2008, Windows 2008 R2, Windows 2012, Windows 2012 R2, Windows 2016, Windows 2019, and Windows 2022 servers.
- VMWare ESX/ESXi server support
- New spyware pattern support to detect virus infections, which also includes new features to perform quarantine, delete, and renaming actions for handling infected files
- Ability to run the Normal Server under Novell Open Enterprise Server 2
- Upgrade from ServerProtect 5.58 and 5.7 by running either the installation program or deployment program
- Enhanced security when communicating between the Information Server and Windows Normal Server
- Latest Damage Cleanup Engine and Anti-Rootkit module as a generic cleaning feature
- TMI component upgrade to the latest version v1.12

How Does ServerProtect Work

ServerProtect monitors all activity in a file server network. Whenever ServerProtect detects that a file in its domain is being accessed, it checks the file for infection.

If it finds that the file is infected, it sends notification messages to pre-defined recipients and takes action on the virus according to the ServerProtect configuration. The ServerProtect activity log records all the activities of the system.

ServerProtect allows you to design personal scanning profiles—saving you from having to re-configure frequently needed settings. You can even assign multiple scanning options to a profile and use the profile for special circumstances, for example: scanning incoming files only.

How Does ServerProtect Manage Servers

ServerProtect secures your client/server network using a three-tier architecture: the Management Console, the Information Server (middleware), and the Normal Server.

Together, these components create a powerful, centrally managed, cost-effective antivirus security system.

The Management Console provides a user-friendly, Windows-based interface for configuring system components. Management Console instructions are sent to the Information Server, which then passes them on to the Normal Servers.

Communication Methods

The Management Console uses Transmission Control Protocol/Internet Protocol (TCP/IP) with a password-protected login to communicate with the Information Server. The Information Server uses a remote Procedure Call (RPC) to connect to Windows or the NetWare Normal Servers.

ServerProtect Architecture

ServerProtect protects networks through a three-tier architecture: the Management Console, the Information Server, and the Normal Server. The following illustrates the relationship between these three components:

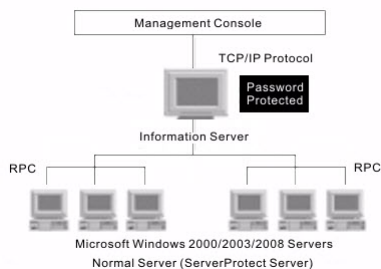


FIGURE 1-1. ServerProtect Three-tier Architecture

The Management Console

The ServerProtect Management Console is a portable console which gives network administrators centralized control of multiple network servers and domains. The console enables you to simultaneously configure Normal Servers in a specified domain and generate integrated virus incident reports for them. The Management Console has the following parts:

- Main menu
- Side bar (Shortcut bar)
- ServerProtect domain browser tree
- Configuration area

The ServerProtect domain browser tree shows all the ServerProtect Normal Servers in the domain, the status information of each server including the version of the virus pattern, the version of the scan engine file, type and that of the operating system, data flow direction of real-time scanning and others. Note that the administrator can configure how all this data is displayed.



Tip

You can use the Management Console to remotely install one or more Normal Servers. See [Installing a Normal Server on page 2-30](#).

The Information Server

An Information Server is the main communication hub (middleware) between the Management Console and the Normal Servers it manages. It simplifies control of Normal Servers by allowing administrators to send instructions and receive information from remote sites.



WARNING!

An Information Server by itself is defenseless unless a Normal Server is installed on the same computer.

Information Server Tips

- If you are performing the very first ServerProtect installation on your network, you need to set the destination server as an Information Server, and then configure the other Normal Servers to this Information Server.
- An Information Server must have at least one member domain for supporting Normal Servers.
- Because an Information Server is simply a delivery system for information, the number of Normal Servers it can manage is, theoretically, only limited by the available bandwidth. You might, however, choose to moderate the number of Normal Servers you assign to an Information Server for ease of management.
- If you have many servers in different locations, set up an Information Server (IS) in each location.



Note

Benchmark testing results have verified that an Information Server can manage up to 250 Normal Servers. This number serves as a reference only. The Information Server can manage more Normal Servers depending on the available bandwidth.



Note

The Information Server and the Management Console are native 32-bit components of ServerProtect. However, on the 64-bit platform, these components of ServerProtect will run on **Windows On Windows (WOW)** 64 mode.

The Normal Server

A Normal Server can be any server on a network where ServerProtect is installed. This is the first line of defense in the ServerProtect architecture and where all the action takes place. These servers perform the actual

antivirus functions of the system, and are managed by an Information Server.

ServerProtect offers several ways for installing Normal Servers:

- Using the setup program. See [Installing a Normal Server from the Setup Program on page 2-30](#).
- Using the Management Console. See [Installing a Normal Server from the Management Console on page 2-39](#).
- Using Microsoft Server Management Server (SMS). See [Deploying through Microsoft SMS on page 2-41](#).
- Using silent mode. See [Installing ServerProtect in Silent Mode on page 2-51](#).

Each of the listed installation methods can be tailored to your specific company needs. See [Installing a Normal Server on page 2-30](#).

**Note**

If the operating system is 32-bit, then 32-bit binaries of the Normal Server component of ServerProtect will be installed. If the operating system is 64-bit, then 64-bit binaries of Normal Server component of ServerProtect will be installed.

**WARNING!**

Because it is time-consuming to install servers individually from the setup program, Trend Micro recommends that you install your servers from the ServerProtect Management Console.

ServerProtect Domains

ServerProtect domains are virtual groupings of Normal Servers used to simplify their identification and management. You can create, rename, or delete domains according to the needs of your network.

Normal Servers in a domain can only be assigned to one Information Server. Information Servers, on the other hand, can manage several domains.

The most efficient way to manage network protection is to group all servers in relevant ServerProtect domains. For example, you can create a ServerProtect domain called "NS" to manage Normal Servers more efficiently. See [Managing ServerProtect Domains on page 3-10](#).

**WARNING!**

The concept of ServerProtect domains are not that of a Microsoft Windows domain; it is simply a logical grouping of Normal Servers running ServerProtect.

ServerProtect domains have the following features:

- **Domain filter:** Network administrators can set up a filter on an Information Server to control what can be viewed from the domain browser tree on the Management Console.
- **Flexible domain management:** After logging on to the console, IT professionals can add, rename, move or delete domains according to their preference.

**Note**

The main feature of the Management Console is to centralize the control multiple Normal Servers via a number of Information Server. However a Management console can only connect to and control one Information Server at any given time.

Real-time Scan Versus On-demand Scan (Scan Now)

ServerProtect features two powerful scan functions, Real-time Scan and Scan Now.

Real-time Scan runs continuously on a server and provides the maximum level of virus protection. All file I/O events on the server are monitored and infected files are prevented from being copied to or from the server. See [Using Real-Time Scan on page 3-65](#).

Scan Now is a manual virus scan (that is, it occurs immediately after being invoked). Use Scan Now to check a server that you suspect may have been exposed to a computer virus or about which you want immediate information. See [Using Scan Now \(Manual Scan\) on page 3-70](#).

**Tip**

To ensure maximum protection, Trend Micro recommends using both Real-time Scan and Scan Now.

Real-time Scan and Scan Now benefits include:

- **Redundant File Scan:** If a file containing a virus is accidentally downloaded or copied, Real-time Scan will stop it. Even if for any reason Real-time Scan is disabled, Scan Now will still detect it.
- **Efficient File Scan:** By default, Real-time Scan is configured to scan files. It has the advantage of minimizing the impact to system resources. See [Scanning Viruses on page 3-59](#).
- **Effective and Flexible File Scan:** ServerProtect gives IT professionals effective and numerous scan configuration options to protect their networks based on their individual needs. See [Scanning Viruses on page 3-59](#).

Working with Tasks

ServerProtect allows IT professionals to create multiple tasks which can be deployed on demand or on a scheduled basis.

Use ServerProtect tasks to:

- Deploy updates
- Run Real-time Scan
- Run Scan Now
- Purge, delete, export, or print logs
- Generate virus scan statistics

ServerProtect tasks benefits include:

- Simultaneous multiple function deployment
- Unattended routine antivirus maintenance procedures on your network
- Improved antivirus management efficiency and control over antivirus policy

Tasks are assigned to a "task owner" who is responsible for maintaining the task. See [Managing Tasks on page 3-36](#).

After you install ServerProtect on a server, three default tasks already exist: Scan, Statistics, and Deploy. These tasks are essential for managing and monitoring antivirus activities on your network. You can modify the target servers of these three default tasks, as well as their definitions.

When ServerProtect Finds a Virus (Virus Actions)

ServerProtect allows you to configure the type of action that the software takes on infected files. In addition to the antivirus protection offered by previous versions, a Spyware pattern is now available in ServerProtect 5.8, forming a virus category of its own. You can choose a specific course of actions to handle certain types of viruses at will. The Damage Cleanup Engine is made more powerful by including the feature of Generic Clean.

There are five possible actions that ServerProtect can take on an infected file:

- **Bypass/Ignore:** For a manual scan, ServerProtect skips the file without taking any corrective action. However, detection of the virus is still recorded in the program's log entries. For Real-time Scan, ServerProtect treats the file as "deny-write," protecting it from duplication or modification. See [Defining Actions Against Viruses on page 3-61](#) for more information.
- **Delete:** The infected file is deleted.
- **Rename:** The infected file extension is renamed to .vir. This prevents the file from being executed or opened. If a file of that name with the .vir extension already exists, the file will be renamed to .v01, .v02, and so on, until .v99.

- **Quarantine:** The infected file is moved to a folder of your choice. You can also change the file extension of the moved file to prevent it from being inadvertently opened or executed.
- **Clean:** Attempt to clean the virus code from the file. Because the cleaning process sometimes corrupts the file and makes it unusable, you can back up the file before cleaning.

All virus events and associated courses of action are recorded in the log file. For more information, refer to the “Viewing the infection logs” topic in the online help and [Defining Actions Against Viruses on page 3-61](#).

**Note**

If you select **Clean** as the virus action, you can specify a secondary action if the cleaning process is unsuccessful.

**Note**

On a 64-bit operating system, ServerProtect detects both 32-bit viruses and 64-bit viruses.

**Note**

ServerProtect 5.8 does not support clean action against spyware infected files. When using ActiveAction, the actual effect of an action applied to a spyware infected file will be equivalent to that of the **Bypass** action.

Virus Logs

The real power of a centralized antivirus system is its ability to record and present information regarding the network's antivirus policy from a single console. IT professionals can easily access information while they are monitoring their network servers.

ServerProtect provides comprehensive information about scanning, file updating, and deploying results. Furthermore, ServerProtect saves the information in a log file which can be either retrieved or exported. For example, you can analyze the scanning statistics for virus scanning on

your network. These statistics include information such as what the most common viruses are or which users introduced viruses to the network. In addition, you can export the log information to a database or spreadsheet application for further analysis.

The default size for the log file is 8000 entries, or up to 10-MB. After the log file exceeds 8000 entries or 10-MB, whichever is smaller in size, ServerProtect automatically renames the log file and creates a new log file.

You can also take action on the infected files directly from the Scan Result window, providing you a convenient way to take appropriate actions on a virus infection event. For more information about log files, refer to the ServerProtect online help from the ServerProtect Management Console. For more information on Virus logs, refer to the “Viewing log information and Viewing Information Server logs” topics in the Online Help.

Deploying Updates

Trend Micro update is an upgrade and update deployment module for Trend Micro antivirus software. It simplifies the maintenance of Trend Micro software and reduces the total cost of your network’s antivirus security. Because of the number of viruses that are developed monthly, a successful virus policy depends on the use of virus pattern files and scan engine files, that can deal with the latest threats. See [Configuring Updates on page 3-17](#).



Note

Trend Micro releases new versions of these downloadable update files on a regular basis.

ServerProtect update features include:

- **Update component selection:** Trend Micro provides a rich set of anti virus utilities in ServerProtect 5.8 for updating, including newly-added Spyware pattern and other virus patterns, Damage Cleanup Engine and a Damage Cleanup Template, as well as Anti-rootkit driver.
- **Unattended scheduled update:** You can create scheduled update tasks to update all Normal Servers while you are asleep.

- **Flexible file download:** You can designate an Information Server to download updates from the Trend Micro update site, then have other servers obtain the updated files from it.
- **Centralized update deployment:** You can deploy updates to servers on your network from the Management Console.
- **Firewall and proxy server compatibility:** ServerProtect works with the majority of existing firewalls and proxy servers.
- **Update activity logging:** ServerProtect records all update activity in a log file for future reference.
- **Update Roll-back option:** If you encounter a problem while deploying an update, you can only roll-back the component which is most recently updated. Note that the rollback operation can only be carried out on virus patterns and Virus Scan Engine.

**Note**

The version 5.8 ServerProtect now supports the update of program files.

Updating ServerProtect is a two-step process:

1. Download updates from the Trend Micro update server. See [Downloading Updates on page 3-21](#).
2. Deploy the downloaded updates to other Normal Servers on the network. See [Deploying Updates on page 3-30](#).

This highly efficient approach saves download time and minimizes network bandwidth usage.

**Tip**

You can automate the deployment of updates for Normal Servers by creating a scheduled update task. See [Creating Tasks on page 3-38](#).

ServerProtect Virus Detection Technology

ServerProtect uses advanced virus detection technology. In this section, we feature the tools which support this state of the art technology and how IT professionals can benefit from it.

Pattern Matching

Using a process called "pattern matching," ServerProtect draws on an extensive database of virus patterns to identify known virus signatures. Key areas of suspect files are examined for tell-tale strings of virus code and compared against thousands of virus signatures that Trend Micro has on record.

For polymorphic or mutation viruses, the ServerProtect scan engine permits suspicious files to execute in a protected area within which it is decrypted. ServerProtect then scans the entire file, including the freshly decrypted code, and looks for strings of mutation-virus code.

If such a virus is found, ServerProtect performs the action you previously specified to handle it. ServerProtect virus actions include **clean** (autoclean), **delete**, **bypass** (ignore), **quarantine** (move), or **rename**. Virus actions can be customized for both boot viruses and file viruses. See [Scanning Viruses on page 3-59](#).



Note

It is important to keep the Spyware pattern and virus pattern files up to date. More than a thousand new viruses are created each year. Trend Micro makes it easy to update the pattern file by supporting scheduled updates. See [Configuring a Scheduled Deployment on page 3-32](#) for more information.

MacroTrap™

ServerProtect includes patented MacroTrap™ technology to guard against macro viruses in Microsoft™ Office files and templates. Macro viruses are the fastest spreading computer viruses. Because they are harbored in files that are commonly passed around by email, these kinds of viruses are

easily spread. See [Configuring Real-Time Scan on page 3-66](#) for MacroTrap configuration information.

**Note**

Trend Micro MacroTrap protects network users from receiving and sending macro viruses.

How MacroTrap Works

The MacroTrap performs a rule-based examination of all Macro code that is saved in association with a document. Macro virus code is typically contained as a part of the invisible template (for example, *.dot in Microsoft Word) that travels with the document. Trend Micro MacroTrap checks the document for signs of a macro virus by seeking out instructions that perform virus-like activity. Examples of virus-like activity are copying parts of the template to other templates (replication), or code to execute harmful commands (destruction).

Compressed Files

Compressed file archives (that is, a single file composed of many separate compressed files) are the preferred form to distribute files by email and the Internet. Because some antivirus software is not able to scan these kinds of files, compressed file archives are sometimes used as a way to "smuggle" a virus into a protected network or computer.

The Trend Micro scan engine can scan files inside compressed archives. It can even scan compressed files that are composed of other compressed files -- up to a maximum of five compression layers.

The Trend Micro scan engine used in ServerProtect can detect viruses in files compressed using the following formats:

- PKZIP (.zip) & PKZIP_SFX (.exe)
- LHA (.lzh) & LHA_SFX (.exe)
- ARJ (.arj) & ARJ_SFX (.exe)

- CABINET (.cab)
- TAR
- GNU ZIP (.gz)
- RAR (.rar)
- PKLITE (.exe or .com)
- LZEXE (.exe)
- DIET (.com)
- UNIX PACKED (.z)
- UNIX COMPACKED (.z)
- UNIX LZW (.z)
- UUENCODE
- BINHEX
- BASE64

**Note**

The Trend Micro scan engine can currently only clean compressed files using the PKZIP algorithm. If a virus is found in an archive using other algorithms, they must first be decompressed in a temporary directory, then cleaned.

For compressed file configuration information, see [Configuring Real-Time Scan on page 3-66](#) and [Configuring Scan Now on page 3-71](#).

Damage Cleanup Services

Damage Cleanup Services (DCS) detects Trojans, based on their behavior, and restores modified system files. DCS also terminates Trojan-related processes, and deletes files that the Trojan "drops" in the system.

**Note**

If a spyware infected file is detected, only bypass can be applied. The file will be bypassed without any other treatment. Clean function does not apply to spyware infection.

OLE Layer Scan

Microsoft™ Object Linking and Embedding (OLE) allows embedding Microsoft Office™ files within themselves. This means that you could have a Microsoft Word document inside an Excel spread sheet, and in turn this Excel spread sheet could be embedded in a Microsoft™ PowerPoint presentation.

OLE offers a large number of benefits to developers, at the same time it can lead to potential infection. To address this issue, Trend Micro has added a new scan feature "OLE layer scan" that complements state-of-the-art ServerProtect virus protection. See [Scanning Viruses on page 3-59](#).

**Tip**

OLE layer scan offers five layers of protection. Trend Micro recommends a setting of two OLE layers for Scan Now and a setting of one for a Real-time Scan. A lower setting will improve server performance.

IntelliScan

IntelliScan is a new method of identifying which files to scan that is both more secure, and more efficient, than the standard "Scan All files" option.

For executable files (that is, .zip, .exe), the true file type is determined from the file content. In the event that a file is not executable (such as .txt), IntelliScan will use the file header to verify the true file type. See [Scanning Viruses on page 3-59](#).

The following are just a couple of the benefits IntelliScan offers to administrators:

- **Performance optimization:** Server system resources allotted to scan will be minimal, thus using IntelliScan will not interfere with other crucial applications running on the server.
- **Time saving:** Because IntelliScan uses true file type identification, IntelliScan scan time is significantly less than that of all files scan (this means that only files with a greater risk of being infected are scanned). This time difference is noticeable when you use IntelliScan with Scan Now. See [Configuring Scan Now on page 3-71](#).

ActiveAction

ActiveAction is a set of pre-configured scan actions that can be performed on viruses and other types of malware. ActiveAction can be configured for both Scan Now and Real-time Scan.

When to Select ActiveAction

Trend Micro recommends that you select ActiveAction if you are not familiar with virus actions or if you are unsure of which scan action is the most suitable for a certain virus.

Viruses vary significantly from one another; this requires appropriate virus actions for each virus type. Customizing scan actions for file viruses requires knowledge of viruses and can be a tedious task. For this reason, Trend Micro recommends the use of ActiveAction.

Some advantages of using ActiveAction versus customized scan actions are:

- **Time saving:** You spend no time customizing virus actions.
- **Worry-free maintenance:** ActiveAction uses Trend Micro recommended scan actions so you can concentrate on other tasks and not worry about making mistakes.
- **Updateable scan actions:** Trend Micro includes new ActiveAction scan actions with every new pattern. Viruses constantly change how they attack, thus scan actions should be frequently modified to prevent possible infection.

For ActiveAction configuration information, see [Defining Actions Against Viruses on page 3-61](#).

**Note**

When using ActiveAction, the action for spyware virus is bypass/bypass.

Mapped Network Drive Scan

ServerProtect can scan one or several network drive(s); the shared network folders have to be mapped first before selecting this feature. This is helpful because Real-time Scan scans and protects mapped drives as it does with local drives, therefore reducing the risk of infection. See [Configuring Real-Time Scan on page 3-66](#).

Additional Features

To help IT professionals protect their networks with more flexibility, ServerProtect includes additional features.

Centralized Management

ServerProtect provides a Windows-based console (the Management Console) to help you manage virus protection for multiple servers on your network. The console is portable and can be run on any 32-bit or 64-bit Windows server.

Enhanced Network Security on Installation

During Normal or Information Server installation, you must enter the administrator user name and password of the selected target servers.

Swift Response to Virus Outbreaks

If a virus tries to infect a file in a shared folder on a server under the protection of ServerProtect, a message box appears, identifying the computer in the network on which the virus originated from. This message box also displays the following information: the type of scan, the name of the virus, the name of the infected file, the name or ID of the computer involved and the user name. In addition, it also displays the action taken on the virus and the source of infection. See [Configuring Notification Messages on page 3-52](#).

Flexible Control over Infected Files

When ServerProtect detects an infected file, you can choose to restore the file after cleaning, send suspect or uncleanable files to Trend Micro, delete the backup file made before cleaning, or return cleaned files to the user by email.

NetworkTrap Tool

Certain viruses actively seek out shared folders (an example of this type of virus is PE . FunLove . 4099) to infect as many connected users as possible. The NetworkTrap tool lets you share a folder and automatically copies the contents of the Bait folder to the newly created shared folder (the Bait' folder contains files that viruses are likely to infect). This shared folder works with the new virus notification to create an effective virus trap. For more information on this topic, refer to the "NetworkTrap Tool" section in the online help.

State-of-the-Art Virus Detection Technology

New configurable scanning tools like ActiveAction, IntelliScan, and OLE layer scan offer faster and more efficient scanning.

Viewable Scanning Statistics

ServerProtect enables you to efficiently monitor your network antivirus security. It displays scanning statistics on your network, including the following, for a given interval: total number of viruses found, top ten viruses found, top ten infected users, total number of non-cleanable viruses, and more.

Compatibility

ServerProtect is fully compatible with versions of Microsoft Windows Server 2008, 2008 R2, 2012 and 2012 R2 operating systems. The Normal Server component is also compatible with Novell NetWare 6.5. It also supports Network File System (NFS) drivers, and SOCKS 4 for the Trend Micro update server.

ServerProtect is compatible with 32-bit and 64-bit operating systems. ServerProtect automatically detects 32-bit and 64-bit Windows Servers. If the operating system is 32-bit, then 32-bit binaries of the Normal Server component of ServerProtect will be installed or uninstalled. If the operating system is 64-bit, then 64-bit binaries of the Normal Server component of ServerProtect will be installed or uninstalled.

Chapter 2

Installing ServerProtect

This chapter includes the following information to successfully install ServerProtect on your network(s):

- *[Recommended System Requirements on page 2-2](#)*
- *[Installation Scenarios on page 2-10](#)*
- *[Installing ServerProtect on page 2-17](#)*
- *[Removing ServerProtect on page 2-53](#)*

**Note**

You must log on with administrator privileges in order to install an Information Server.

**Note**

You cannot install old normal server and register it into ServerProtect 5.8 Information Server.

Recommended System Requirements

Normal Server

- CPU: 2.5 GHz Intel™ Pentium™ IV processor or 3.0 GHz EM64T Intel™ processor or 2.0 GHz AMD Athlon™ 64-bit processor (or equivalent)
- DRAM:
 - Minimum 1-GB, recommended 2-GB
 - Windows 2008 Standard Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 Enterprise Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 Storage Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 DataCenter Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 Standard Server with Hyper-V, x64 or SP2
 - Windows 2008 Enterprise Server with Hyper-V, x64 or SP2
 - Windows 2008 Storage Server with Hyper-V, x64 or SP2
 - Windows 2008 DataCenter Server with Hyper-V, x64 or SP2
 - Windows 2008 Standard Server, x86 and x64 or SP2 (server core mode)
 - Windows 2008 Enterprise Server, x86 and x64 or SP2 (server core mode)
 - Windows 2008 Storage Server, x86 and x64 or SP2 (server core mode)
 - Windows 2008 DataCenter Server, x86 and x64 or SP2 (server core mode)
 - Windows Server 2008 R2 Standard Edition

- Windows Server 2008 R2 Enterprise Edition
- Windows Server 2008 R2 Datacenter Edition
- Windows Server 2012 Foundation Edition
- Windows Server 2012 Essentials Edition
- Windows Server 2012 Standard Edition
- Windows Server 2012 Datacenter Edition
- Windows Storage Server 2012 Standard Edition
- Windows Storage Server 2012 Workgroup Edition
- Windows Server 2012 R2 Standard
- Windows Server 2012 R2 Foundation
- Windows Server 2012 R2 Datacenter
- Windows Server 2012 R2 Essentials
- Windows Storage Server 2012 R2 Standard
- Windows Storage Server 2012 R2 Workgroup
- Windows Server 2016 Standard
- Windows Server 2016 Datacenter
- Windows Server 2016 Essentials
- Windows Storage Server 2016 Standard
- Windows Storage Server 2016 Workgroup
- Windows Server 2019 Essentials
- Windows Server 2019 Standard
- Windows Server 2019 Datacenter
- Windows Server IoT 2019
- Windows Server 2022 Essentials

- Windows Server 2022 Standard
- Windows Server 2022 Datacenter
- Windows Server IoT 2022

**Note**

See [Operating System Support on page 1-2](#) for the full name for a specific Windows Server operating system.

- Disk Space: 500 MB, 1 GB recommended.
- 120-MB disk space is required, extra 20-MB if installation of Trend Micro Control Manager Agent is needed.
- A CD-ROM drive if the installation is performed locally.
- Network protocols and services: TCP/IP, Microsoft Network and RPC services must be running on Windows Server family operating system.

Information Server

- CPU: 3.0 GHz Intel™ Pentium™ IV processor or 3.0 GHz EM64T Intel™ processor or 2.0 GHz AMD Athlon™ 64-bit processor (or equivalent)
- DRAM:
 - Minimum 1-GB, recommended 2-GB.
 - Windows 2008 Standard Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 Enterprise Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 Storage Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 DataCenter Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 Standard Server with Hyper-V, x64 or SP2

- Windows 2008 Enterprise Server with Hyper V, x64 or SP2
- Windows 2008 Storage Server with Hyper-V, x64 or SP2
- Windows 2008 DataCenter Server with Hyper-V, x64 or SP2
- Windows Server 2008 R2 Standard Edition
- Windows Server 2008 R2 Enterprise Edition
- Windows Server 2008 R2 Datacenter Edition
- Windows Server 2012 Foundation Edition
- Windows Server 2012 Essentials Edition
- Windows Server 2012 Standard Edition
- Windows Server 2012 Datacenter Edition
- Windows Storage Server 2012 Standard Edition
- Windows Storage Server 2012 Workgroup Edition
- Windows Server 2012 R2 Standard
- Windows Server 2012 R2 Foundation
- Windows Server 2012 R2 Datacenter
- Windows Server 2012 R2 Essentials
- Windows Storage Server 2012 R2 Standard
- Windows Storage Server 2012 R2 Workgroup
- Windows Server 2016 Standard
- Windows Server 2016 Datacenter
- Windows Server 2016 Essentials
- Windows Storage Server 2016 Standard
- Windows Storage Server 2016 Workgroup
- Windows Server 2019 Essentials

- Windows Server 2019 Standard
- Windows Server 2019 Datacenter
- Windows Server IoT 2019
- Windows Server 2022 Essentials
- Windows Server 2022 Standard
- Windows Server 2022 Datacenter
- Windows Server IoT 2022

**Note**

See [Operating System Support on page 1-2](#) for the full name for a specific Windows Server operating system.

- Disk Space: 500-MB.
- A CD-ROM drive if the installation is performed locally.
- Network protocols and services: TCP/IP, Microsoft Network and RPC services must be running on Windows Server family operating system.

The services listed above must be running on the installed machine. Trend Micro recommends an allocated bandwidth usage of at minimum 128 Kilobytes per second to optimize deployment of component updates between ServerProtect Information Server and Normal Server. If RPC communication is non-functional, ServerProtect 5.8 will automatically switch to another protocol, either named pipe or TCP. To manage Windows Server, an Information Server must be installed.

**Note**

For ActiveUpdate 2.8, additional 500-MB disk space is required if Smart Duplicate is needed to be turned on, in which case the cached pattern number must be set to value of 147.

Management Console

- CPU: 2.5 GHz Intel™ Pentium™ IV processor or 3.0 GHz EM64T Intel™ processor or 2.0 GHz AMD Athlon™ 64-bit processor (or equivalent)
- DRAM and disk space: See the links below:
 - [For Server Environment on page 2-7](#)
 - [For Client Environment on page 2-9](#)
 - [For NetWare Environment on page 2-10](#)
- A monitor with resolution of 1024 x 768 or higher.
- A CD-ROM drive.
- Network protocols and services: TCP/IP, Microsoft Network and RPC services must be running on Windows Server family operating system.

For Server Environment

- DRAM:
 - Minimum 1-GB, recommended 2-GB.
 - Windows 2008 Standard Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 Enterprise Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 Storage Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 DataCenter Server, x86 and x64 or SP2 (Without Hyper-V)
 - Windows 2008 Standard Server with Hyper-V, x64 or SP2
 - Windows 2008 Enterprise Server with Hyper V, x64 or SP2
 - Windows 2008 Storage Server with Hyper-V, x64 or SP2
 - Windows 2008 DataCenter Server with Hyper-V, x64 or SP2

- Windows Server 2008 R2 Standard Edition
- Windows Server 2008 R2 Enterprise Edition
- Windows Server 2008 R2 Datacenter Edition
- Windows Server 2012 Foundation Edition
- Windows Server 2012 Essentials Edition
- Windows Server 2012 Standard Edition
- Windows Server 2012 Datacenter Edition
- Windows Storage Server 2012 Standard Edition
- Windows Storage Server 2012 Workgroup Edition
- Windows Server 2012 R2 Standard
- Windows Server 2012 R2 Foundation
- Windows Server 2012 R2 Datacenter
- Windows Server 2012 R2 Essentials
- Windows Storage Server 2012 R2 Standard
- Windows Storage Server 2012 R2 Workgroup
- Windows Server 2016 Standard
- Windows Server 2016 Datacenter
- Windows Server 2016 Essentials
- Windows Storage Server 2016 Standard
- Windows Storage Server 2016 Workgroup
- Windows Server 2019 Essentials
- Windows Server 2019 Standard
- Windows Server 2019 Datacenter
- Windows Server IoT 2019

- Windows Server 2022 Essentials
- Windows Server 2022 Standard
- Windows Server 2022 Datacenter
- Windows Server IoT 2022

**Note**

See [Operating System Support on page 1-2](#) for a specific Windows Server operating system.

- Disk Space: 500-MB.

For Client Environment

- DRAM:
 - Minimum 512-MB, recommended 1-GB.
 - Windows XP Professional 32-bit and 64-bit with SP2 or SP3
 - Windows XP Home with SP2 or SP3
 - Minimum 1-GB, recommended 2-GB.
 - Windows Vista Home/Business/Ultimate 32-bit and 64-bit with SP1 or SP2
 - Windows 7 Professional/Enterprise/Ultimate 32-bit and 64-bit with SP1
 - Windows 8/Windows 8 Pro/Windows 8 Enterprise 32-bit
 - Windows 8/Windows 8 Pro/Windows 8 Enterprise 64-bit
 - Windows 10/Windows 10 Pro/Windows 10 Enterprise 32-bit
 - Windows 10/Windows 10 Pro/Windows 10 Enterprise 64-bit
 - Windows 11/Windows 11 Pro/Windows 11 Enterprise

**Note**

See [Operating System Support on page 1-2](#) for a specific Windows Server operating system.

- Disk Space: 500-MB.

For NetWare Environment

- Minimum 512-MB, recommended 1-GB.
- Novell NetWare 6.5 SP6, SP7 and SP8

Installation Scenarios

This section will help you select the most appropriate scenario to install ServerProtect on your network(s). The following scenarios focus on Local Area Networks (LANs), although it is also possible to manage ServerProtect across Wide Area Networks (WANs) such as, corporate Intranets, using TCP/IP. See [Managing ServerProtect Across a Wide Area Network on page 2-16](#).

Specifying Your Installation Environment

Trend Micro ServerProtect supports Microsoft Windows and Novell NetWare platforms. If you are installing ServerProtect on your network for the first time, you must set the destination server as an Information Server, then configure the Normal Servers to join it. An Information Server must have at least one ServerProtect domain to manage its Normal Servers. See [ServerProtect Domains on page 1-9](#).

**Note**

If you have many servers concentrated in different geographical locations, set up an Information Server (IS) in each location. See [Information Server Tips on page 1-8](#).

The following table shows the different installation environments for each ServerProtect setup component on Microsoft Windows platforms.

TABLE 2-1. Installation Scenarios on MS Windows

MS WINDOWS VERSION	INFORMATION SERVER	NORMAL SERVER	MANAGEMENT CONSOLE
Windows Server 2008 family 32-bit without Hyper-V	Yes	Yes	Yes
Windows Server 2008 family 64-bit with Hyper-V	Yes (WOW64)	Yes	Yes (WOW64)
Windows Server 2008 family 64-bit without Hyper-V	Yes (WOW64)	Yes	Yes (WOW64)
Windows Server 2008 family 32-bits server core mode	No	Yes	No
Windows Server 2008 family 64-bits server core mode	No	Yes	No
Windows Server 2008 R2 family	Yes (WOW64)	Yes	Yes (WOW64)
Windows Server 2012 family	Yes (WOW64)	Yes	Yes (WOW64)
Windows Server 2012 R2 family	Yes (WOW64)	Yes	Yes (WOW64)
Windows Server 2016 family	Yes (WOW64)	Yes	Yes (WOW64)
Windows Server 2019 family	Yes (WOW64)	Yes	Yes (WOW64)
Windows Server 2022 family	Yes (WOW64)	Yes	Yes (WOW64)
Windows XP Desktop family	No	No	Yes
Windows Vista Desktop family	No	No	Yes

MS WINDOWS VERSION	INFORMATION SERVER	NORMAL SERVER	MANAGEMENT CONSOLE
Windows 7 family	No	No	Yes
Windows 8 family	No	No	Yes
Windows 10 family	No	No	Yes
Windows 11 family	No	No	Yes

**Note**

Windows Server 2008 family means Standard version, Enterprise version, Storage Server and Datacenter Server.

Windows Server 2008 R2 family means Standard version, Enterprise version and Datacenter Server.

Windows Server 2012 family and Windows 2012 Server R2 family means Standard version, Essentials version, Foundation version, Storage and Datacenter server.

Windows Server 2016 family means Standard version, Essentials version, Storage Server and Datacenter Server.

Windows Server 2019 family means Standard version, Essentials version, IoT and datacenter server.

Windows Server 2022 family means Standard version, Essentials version, IoT and datacenter server.

Firewall Setting for ServerProtect Components

This section describes firewall settings. Please make sure to configure your firewall correctly to make the communication open.

- **Firewall Setting for Machine with Management Console**
 - Open 1000-1009 port for TCP protocol

1000-1009 is used by Management console to receive the event back message from information server.

Management console will listen at the port 1000 when startup. If the port is occupied by other program, management console will find one available port from 1000 – 1009.

- **Firewall setting for Information Server**

- Open 5005 – 5014 ports in TCP protocol.

Port 5005 is used to receive the commands from Management Console. Normally, 5005 must be opened. If it is used by other program, please find one available port from 5006-5014 and open firewall setting.

- Open 3000-3009 (UDP)

Port 3000 is used to receive broadcast message. If port 3000 is occupied by certain program, please find one available port from 3000-3009 one by one and open the firewall.

- Open 137-139 and 445 for RPC Over named pipe.

- 137 (UDP)
- 138 (UDP)
- 139 (TCP)
- 445 (TCP)

These ports are opened to enable SPNT to use RPC Over named pipe to communicate.

- Open 3628(TCP)

Port 3628 is used to receive event back.

- Open 1921 for SPX/TCP with Netware

Port 1921 is used to communicate with Netware through the SPX/TCP protocol.

- **Firewall setting in the Windows machine with Normal Server**

- Open 5168 for listening RPC over TCP/IP from Information Server
Port 5168 is used to receive commands from Information Server.
- Open 137-139 and 445 for named pipe.
 - 137 Protocol is UDP.
 - 138 Protocol is UDP.
 - 139 Protocol is TCP.
 - 445 Protocol is TCP.

These ports are opened to enable SPNT to use RPC over named pipe to communicate.

Firewall setting in the netware machine with normal server.

- Open port 9921 (SPX/TCP).

This port is used to receive commands from Information Server.

Installation under Microsoft Windows Environment

If you are installing ServerProtect for the first time, and all the servers on your network are running a Windows Server, the installation is quite straight forward.

Steps 1, 2 and 3 can be executed simultaneously during the initial Setup.

Procedure

1. Install the Information Server. See [Installing an Information Server on page 2-26](#).
2. Install the Normal Server on the Information Server computer. See [Installing a Normal Server from the Setup Program on page 2-30](#).
3. Install the Management Console on the Information Server computer. See [Installing the Management Console on page 2-22](#). You can install additional Management Consoles on any Windows server or desktop system computer in the network.

**Tip**

Only one Management Console can manage an Information Server at any given time.

4. Update ServerProtect pattern and scan engine files. See [Configuring Updates on page 3-17](#).
 5. Create additional ServerProtect domains to manage your Normal Servers. See [Creating ServerProtect Domains on page 3-11](#).
 6. Install the remaining Normal Servers using the Management Console. See [Installing a Normal Server from the Management Console on page 2-39](#).
-

Installation under NetWare Environment

Even in NetWare environment, the portion of the network in which the Management Console and the Information Server play their roles still has to be installed and executing on Microsoft Windows platform(s). Only the ServerProtect Normal Server component for NetWare (NW) is installed on the NetWare server platforms.

Installation In An Environment Combined of Microsoft Windows and Novell NetWare

ServerProtect can be used to protect a file server network composed of server platforms of both Microsoft Windows and Novell NetWare.

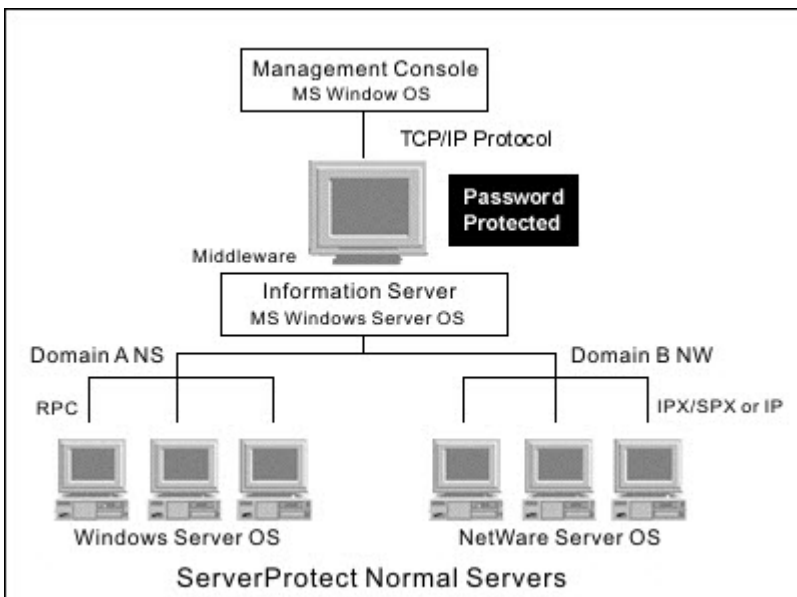


FIGURE 2-1. Microsoft Windows - Novell NetWare Mixed Environment

Managing ServerProtect Across a Wide Area Network

ServerProtect can be managed from multiple locations across a WAN. However, to ensure proper network performance, Trend Micro suggests that you install Information Servers in the same network domain of a workgroup of the network as the Normal Servers they manage.

Because the Management Console uses TCP/IP to communicate with Information Servers, it's easy to manage ServerProtect from any point inside most company Intranets.

Installing ServerProtect

For a server network system on which ServerProtect has never been installed or already has been uninstalled, it is recommended that the user choose the complete ServerProtect package installation, which includes installing the Management Console, Information Server and the Normal Server. The program installed in this way will guarantee that the ServerProtect be readily operational, and that the installation operation itself be straight forward and smoothly carried out.

This section guides you through the ServerProtect installation process.

Before Installing ServerProtect

As with any server software installation or upgrade, Trend Micro recommends that this activity be performed when the impact to users is minimal; that is, outside business hours and after a full system backup has been completed. Before carrying out a network installation, make sure that the network connections among the related server computers are established.

It is also good practice to install the program on a test server first so that installation issues, if any, can be identified and handled properly before the installation. Before installing ServerProtect, make sure you carefully read the Installation Scenarios section. See [Installation Scenarios on page 2-10](#).

**Note**

You must be logged on with administrator privileges in order to install ServerProtect.

Installing the Complete ServerProtect Package

To install the complete ServerProtect package, including the Management Console, Information Server and the Normal Server, execute the setup program on one or more Windows platform computers.

Procedure

1. Insert the Enterprise CD-ROM and run **SETUP.EXE**. The ServerProtect **Welcome** screen appears.

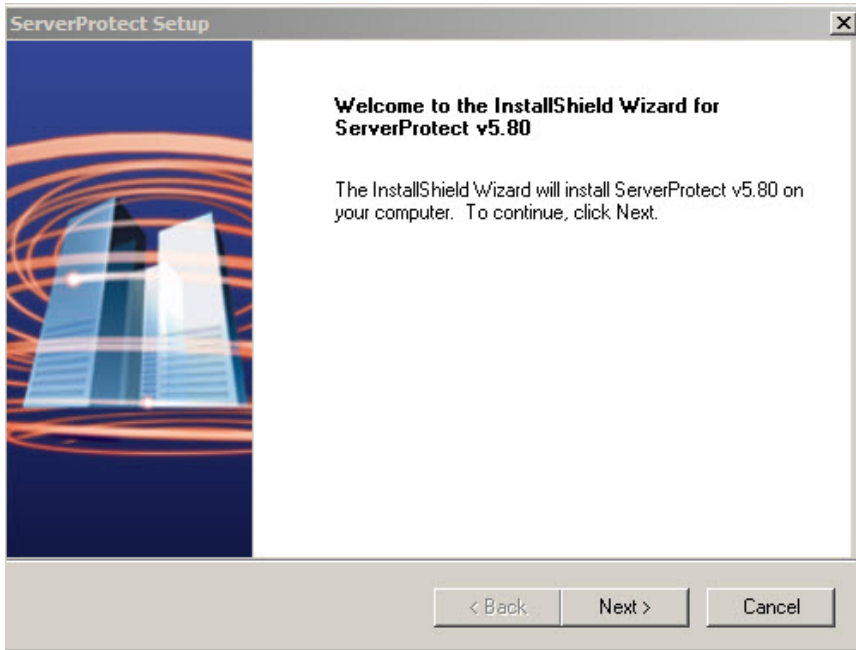


FIGURE 2-2. ServerProtect Welcome screen

2. Click **Next**. The **Software License Agreement** screen appears. You must agree to the license conditions to proceed with Setup.

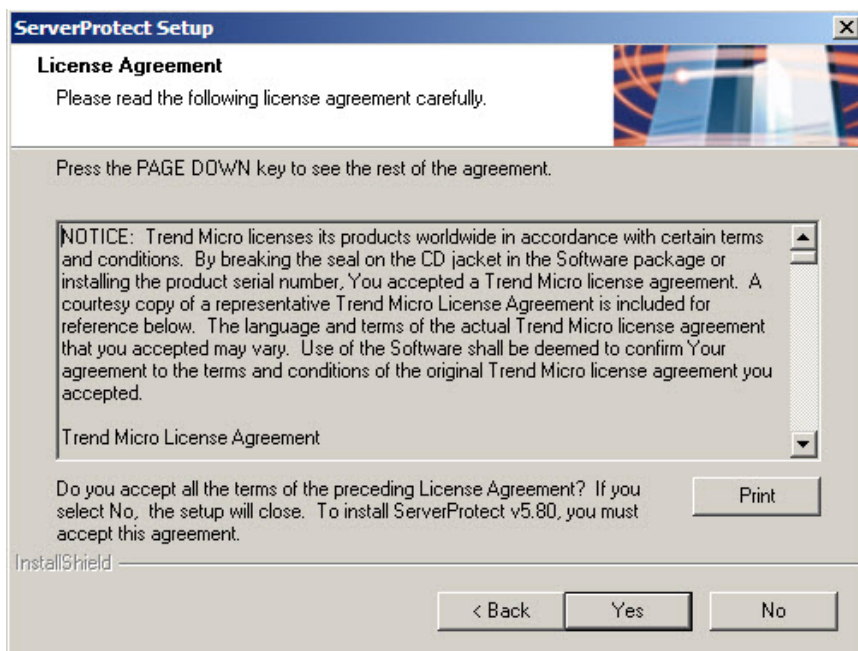


FIGURE 2-3. Software License Agreement screen

3. Click **Yes**. ServerProtect checks the boot sector of the storage hardware for viruses.

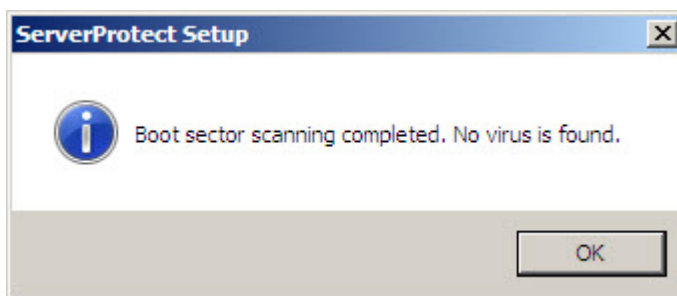
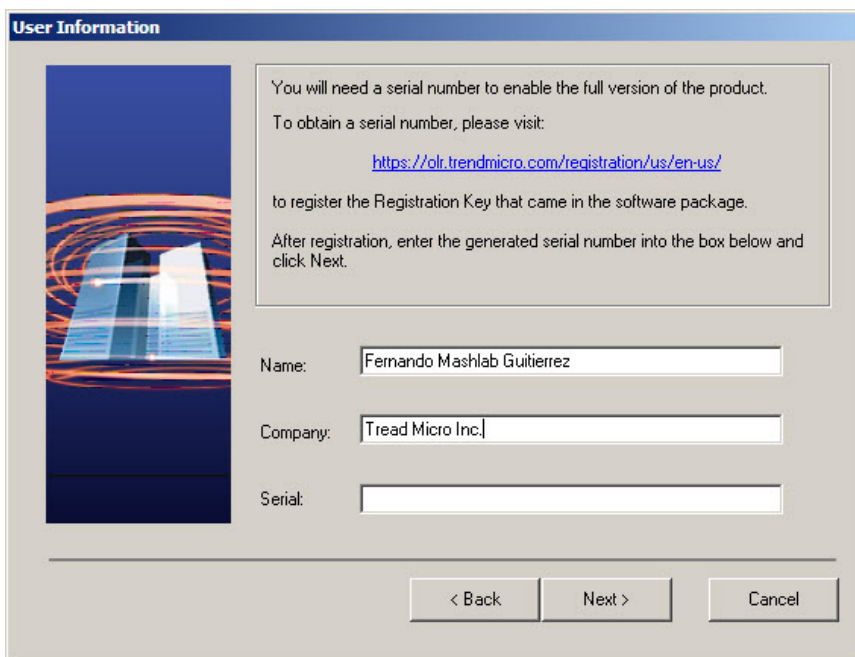


FIGURE 2-4. Scan Result Information window

4. Click **OK** to continue. The **User Information** screen appears.



User Information

You will need a serial number to enable the full version of the product.
To obtain a serial number, please visit:
<https://olr.trendmicro.com/registration/us/en-us/>
to register the Registration Key that came in the software package.
After registration, enter the generated serial number into the box below and click Next.

Name:

Company:

Serial:

< Back Next > Cancel

FIGURE 2-5. ServerProtect User Information screen

5. Provide your user information including the product's serial number.

Even with the serial number field left empty, the ServerProtect will still be installed to allow the user enjoy a trial version of the program valid for a 30-day period. If the serial number entered is invalid, the installation program appears a message box, showing "The serial number is incorrect, please try again".

6. Click **Next** to continue. The **Select Components** screen appears.

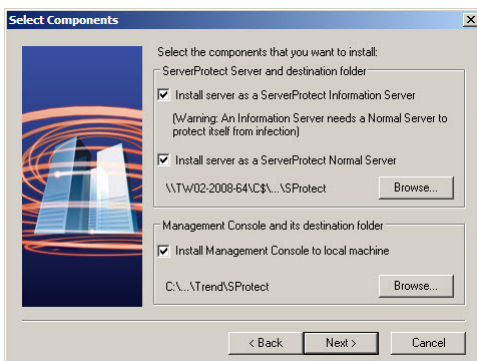


FIGURE 2-6. ServerProtect Select Components screen

7. Select the check boxes for the components you want to install. Make sure the selection of the components is adequate for the desired setup. You can choose hidden shared storage devices, such as C\$ or D\$, as destination folders.

The default installation path is:

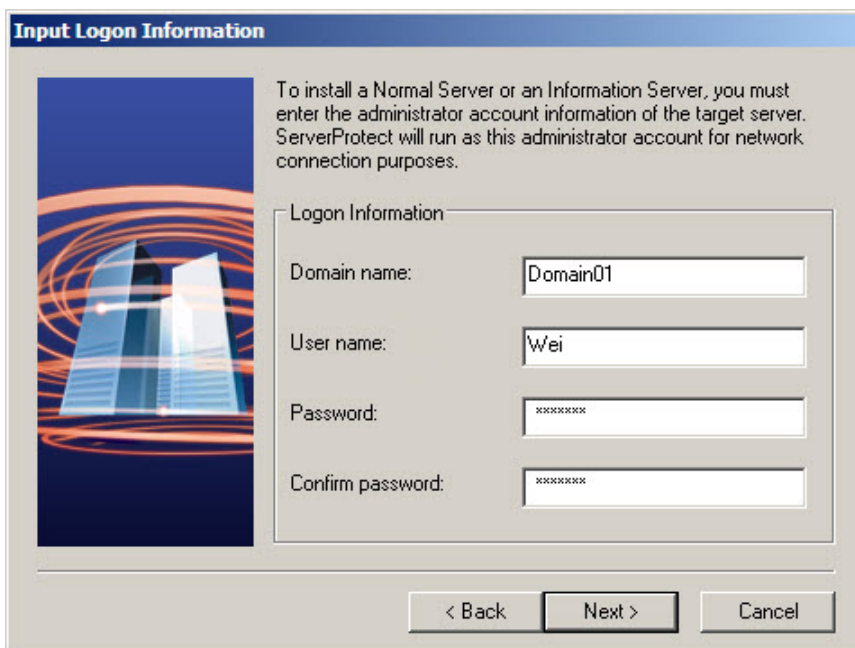
<drive>:\Program Files\Trend\SPProtect



Note

To protect the Information Server, Trend Micro recommends that you install a Normal Server on the computer where the Information Server managing is installed.

8. Click **Next**. If you chose to install either a Normal Server or an Information Server, the **Input Logon Information** screen will appear. Under **Logon Information**, type the appropriate data in the **Domain name**, **User name**, **Password**, and **Confirm Password** fields. Click **Next** to continue.

The screenshot shows a Windows-style dialog box titled "Input Logon Information". On the left is a graphic of a server tower with orange orbital lines. On the right, a text box explains: "To install a Normal Server or an Information Server, you must enter the administrator account information of the target server. ServerProtect will run as this administrator account for network connection purposes." Below this is a section titled "Logon Information" containing four input fields: "Domain name:" with "Domain01", "User name:" with "Wei", "Password:" with "xxxxxxx", and "Confirm password:" with "xxxxxxx". At the bottom are three buttons: "< Back", "Next >", and "Cancel".

Input Logon Information

To install a Normal Server or an Information Server, you must enter the administrator account information of the target server. ServerProtect will run as this administrator account for network connection purposes.

Logon Information

Domain name: Domain01

User name: Wei

Password: xxxxxxx

Confirm password: xxxxxxx

< Back Next > Cancel

FIGURE 2-7. Input Logon Information screen

9. Follow the instructions given in the following sections to complete the Installation.

Installing the Management Console

Administrators can remotely manage ServerProtect Normal Servers using the Management Console. The Management Console is the ServerProtect component users interact with; it can be installed on the same computer along with the Information Server and the Normal Server, or on a different computer.

Procedure

1. Execute the setup program and complete the necessary steps to provide product information.

2. At the **Select Components** screen, select the **Install Management Console to local machine** check box. You can change the local installation path by clicking **Browse**. The Management Console must be installed in a Windows Storage Server environment.

**Note**

Trend Micro does not currently support remote installation of the Management Console.

3. If you want to be the only one to view the ServerProtect program from the Windows Start menu, click **Personal program folder**. Otherwise, click **Common program folder**.
4. Click **OK**. The **Start Copying Files** window appears.
5. Click **Next** to continue with the setup program. Setup starts copying all program components and starts all services. After all program components have been copied, the **ServerProtect Setup** screen appears.

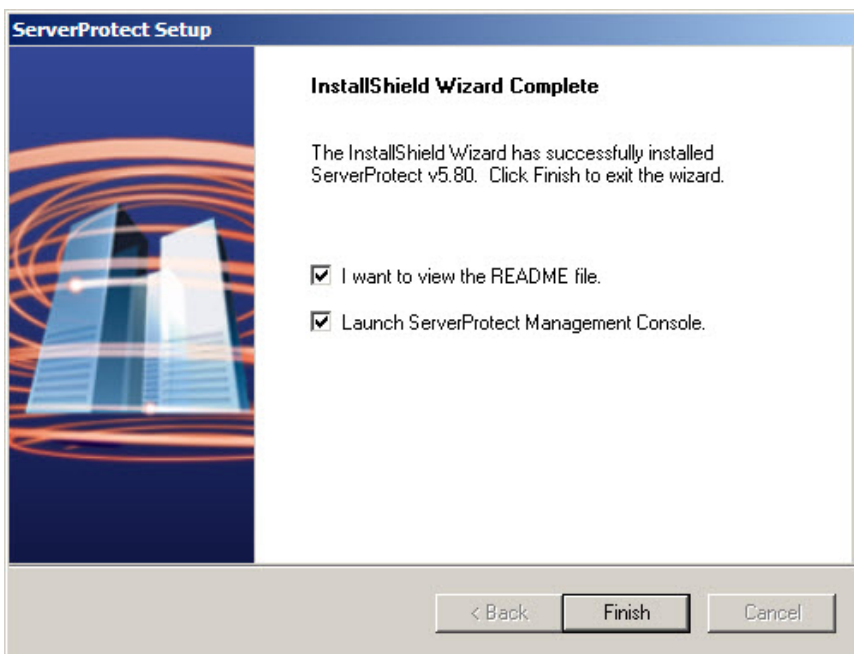


FIGURE 2-8. ServerProtect Setup Complete screen

6. Click **Finish**. The **Select an Information Server** window appears.

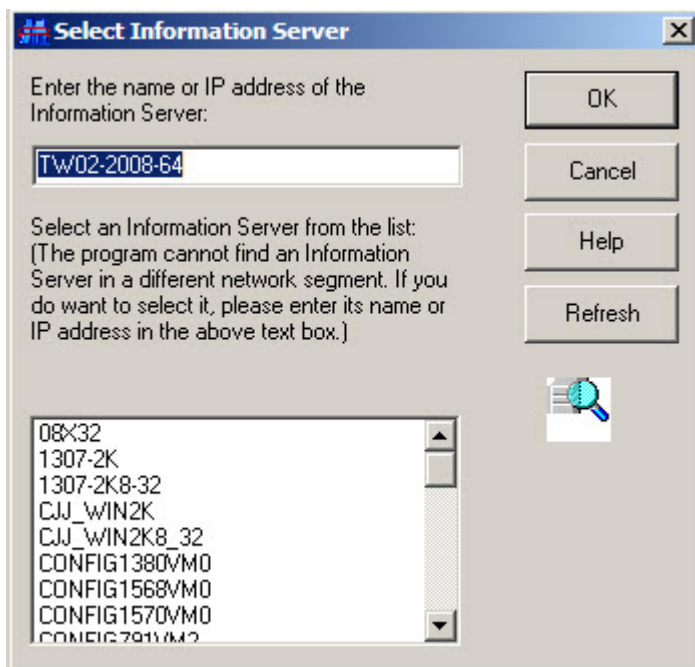


FIGURE 2-9. Select an Information Server screen

7. Select the Information Server that the Management Console will control. Do one of the following:
 - Select a server from the list.
 - Provide the name of the server.
 - Provide the IP address of the server.



Note

If an Information Server resides on a different network segment from the one where the Management Console is installed, the server will not appear in the list.

8. Click **OK** to save your changes or click **Cancel** to close the window without saving.
-

Installing an Information Server

The Information Server carries out the commands issued by the Management Console and manages Normal Servers hosted by its Information Server domain(s).

Procedure

1. Execute the setup program and complete the necessary steps to provide product information.
2. Select the **Install server as a ServerProtect Information Server** check box on the **ServerProtect Select Components** screen. See [*ServerProtect Select Components screen on page 2-21*](#).
3. Click **Browse** to specify the path where you want to install the Information Server. The **ServerProtect Install Path Selection** screen appears.

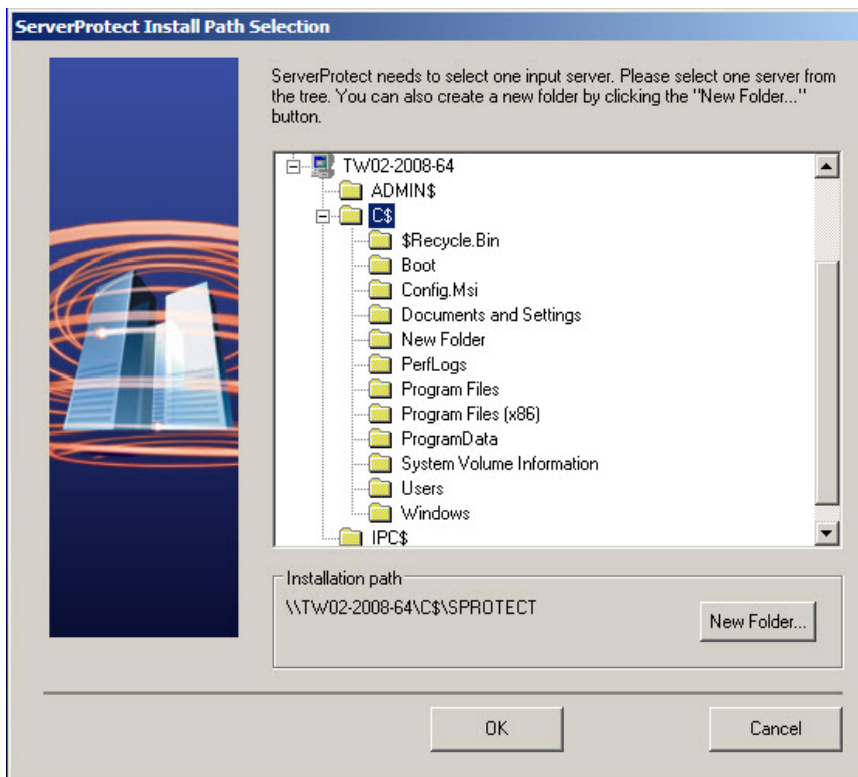


FIGURE 2-10. ServerProtect Install Path Selection screen

4. Double-click the target server and choose the installation path for ServerProtect Information Server files. Click **New Folder** if installation needs to be installed in a new folder. Click **OK** to bring back the **ServerProtect Select Components** screen. See [ServerProtect Select Components screen on page 2-21](#).
5. Click **Next**. The **Input Logon Information** screen appears. Under **Logon Information**, type the valid data in the fields of **Domain name**, **User name**, **Password**, and **Confirm Password** and click **Next**. The **ServerProtect Setup Information Server** screen appears.

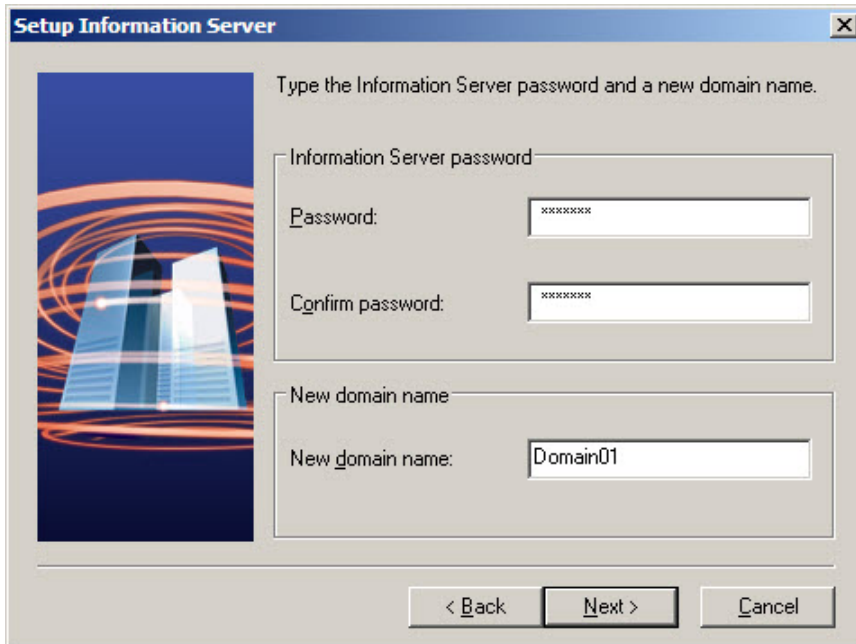


FIGURE 2-11. ServerProtect Setup Information Server screen

6. Provide a password and make the confirmation as requested. This prevents unauthorized access to this Information Server from either the Management Console or the setup program.
7. Click **Next**. The **Start Copying Files** window appears. Verify the information listed on the screen.
8. Click **Next** to continue with the setup program. ServerProtect now starts copying all program components and starts all services. After all program components have been copied and all services have started successfully, the **ServerProtect Setup** screen appears.

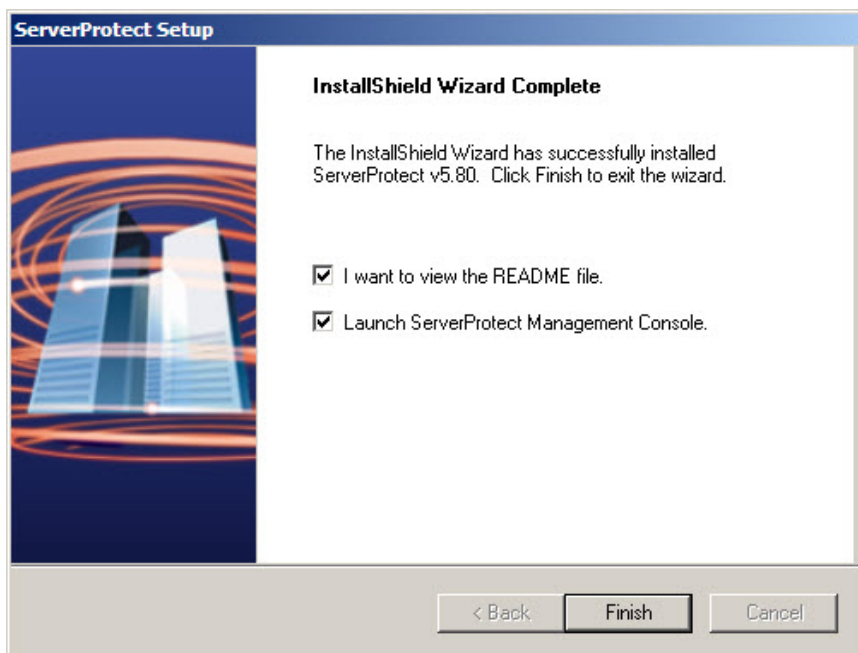


FIGURE 2-12. ServerProtect Setup Complete screen

9. Click **Finish**. The **Install Control Management Agent now** screen appears.

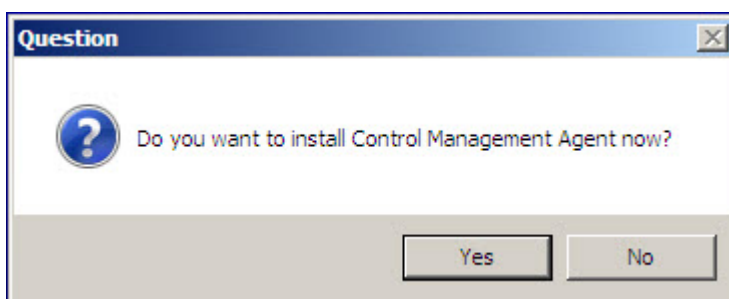


FIGURE 2-13. Control Manager Agent Installation window

10. Click **Yes** to the installation of the Control Manager Agent program is needed; otherwise, click **No** to conclude the installation program.
-

Installing a Normal Server

Use the setup program the first time you install a Normal Server. After that, use the Management Console to install additional Normal Servers.

Installing a Normal Server from the Setup Program

The setup program allows you to install a Normal Server both locally and remotely to the server network. The installation procedures for separately Normal Server of Microsoft Windows and Novell NetWare will be presented separately.



Note

Before setting up a NetWare server as a Normal Server, a functioning Information Server must be readily available. An Information Server can only be installed onto a Windows Server computer, even the Normal Servers it manages are under the NetWare environment.

Installing a Windows Normal Server from the Setup Program

Procedure

1. Execute the setup program and provide the necessary product information.
2. Select the **Install server as a ServerProtect Normal Server** check box on the **Select Components** screen. See [ServerProtect Select Components screen on page 2-21](#). Click **Browse** to locate the target server and folder where you want to install a Normal Server. The **ServerProtect Install Path Selection** screen appears.

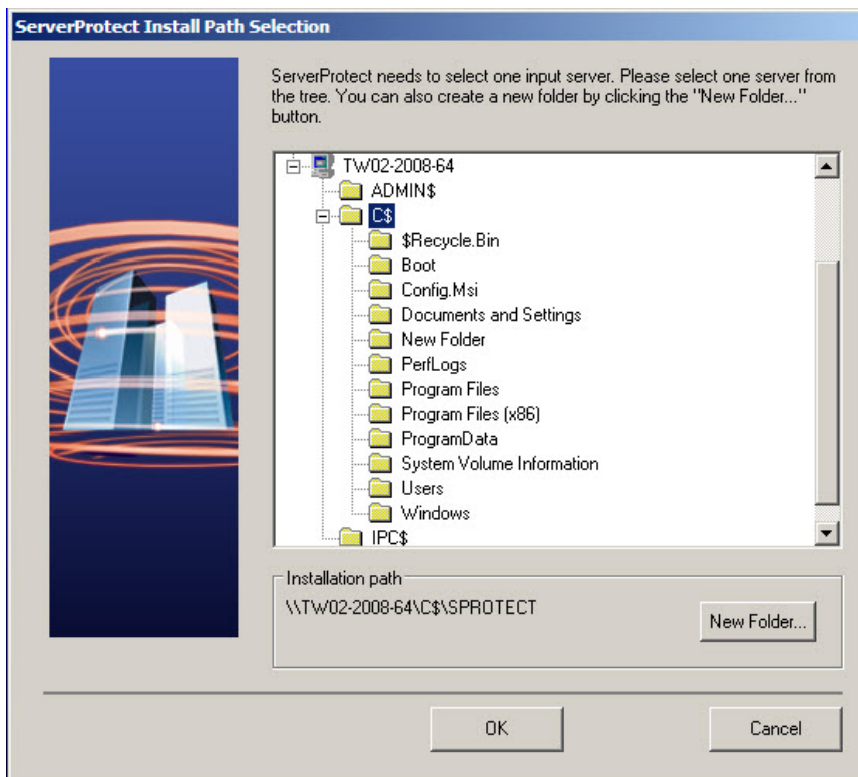


FIGURE 2-14. ServerProtect Install Path Selection screen with Windows Server

3. Click the appropriate network to expand the directory tree and select a target server.
4. Click on **OK**. In the **Enter Password** screen subsequently appears, type an administrator user name and password and click **OK**. The target server's local drives appear on the tree.

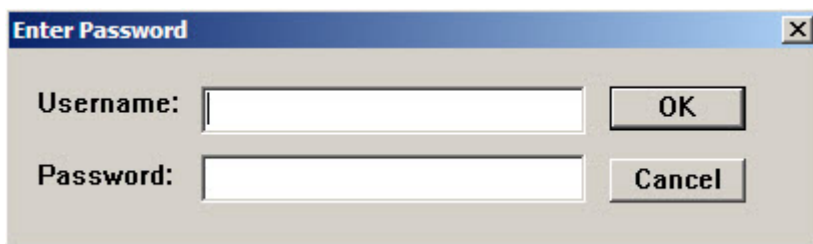


FIGURE 2-15. ServerProtect Target Server Logon screen

5. Select the installation path for the Normal Server. Click **New Folder** if installation needs to be installed in a new folder. Click **OK** to continue.
6. Click **Next** in the **ServerProtect Select Components** screen. The **Input Logon Information** screen appears.
7. Under **Logon Information**, type the appropriate data next to the **Domain name**, **User name**, **Password**, and **Confirm Password** fields.
8. Click **Next**. The **ServerProtect Installation Path Selection** screen appears.

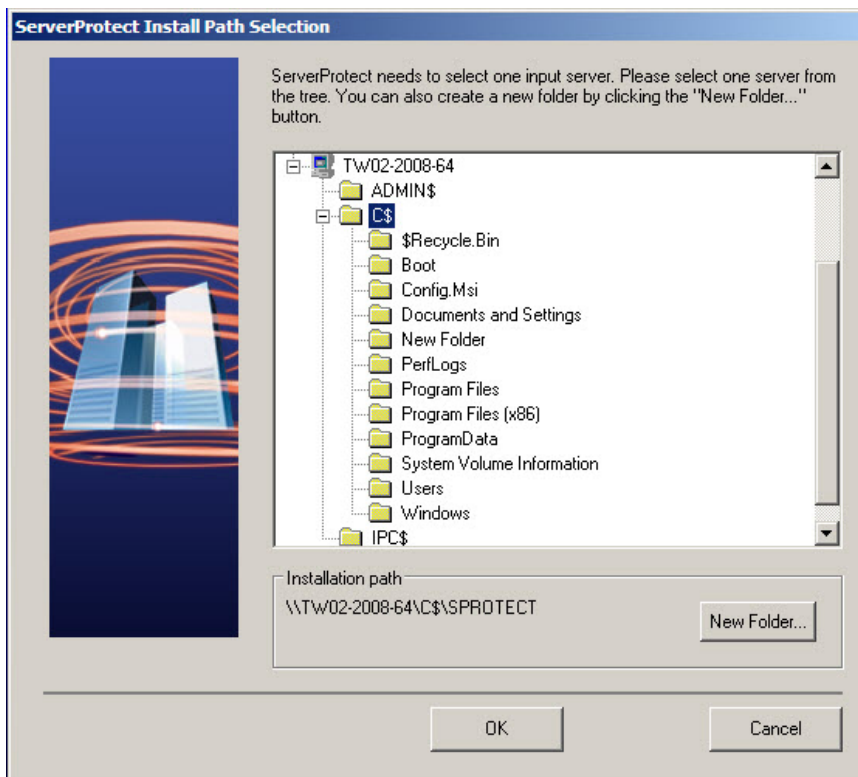


FIGURE 2-16. The ServerProtect Installation Path Selection screen

9. To locate the Information Server, do one of the following:
 - Type the name or IP address of the Information Server in the text box below the tree. Click **Find Server**.
 - Double-click the target server for the Information Server in the browser tree.
10. Click **New Domain** if a new ServerProtect domain is needed to host the Normal Server.
11. Click **Next**. The **Input ServerProtect Information Server password** screen appears.

**Note**

If an Information Server resides on a network different from the one the Normal Server does, the server does not show up in the list. To locate the Information Server in this case, type the server name or the IP address in the **Information Server** fields.

12. Type the Information Server password and click OK. This password was assigned during Information Server installation.

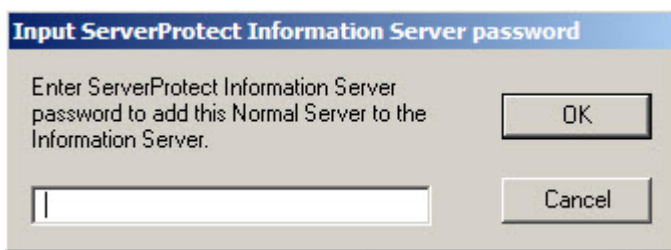


FIGURE 2-17. Input ServerProtect Information Password window

The **Start Copying Files** window appears. Verify the information listed on the screen.

13. Click **Next** to continue with the setup program. ServerProtect now starts copying all program components and starts all services. After all program components have been copied and all services have started successfully, the **Setup Complete** screen appears.
 14. Click **Finish**. An icon (🛡️) will be added to your Windows taskbar, notifying you that the scanner is on.
-

Installing a NetWare Normal Server from the Setup Program

Procedure

1. Execute the setup program and provide the necessary product information.

2. Select the **Install server as a ServerProtect Normal Server** check box on the **Select Components** screen. See [ServerProtect Select Components screen on page 2-21](#). Click **Browse** to specify the target server and folder where you want to install the Normal Server. The **ServerProtect Install Path Selection** window appears. In this case the target server has to be a NetWare server.

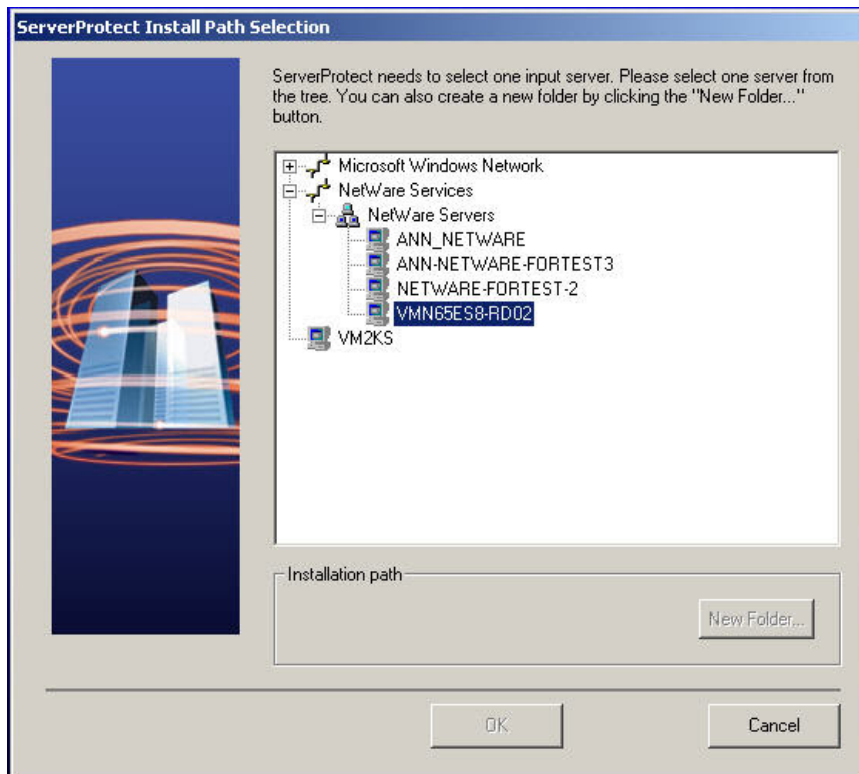


FIGURE 2-18. ServerProtect Install Path Selection screen with NetWare Server

3. Click the appropriate network to expand the directory tree and select a target server. Select the installation path for the NetWare Normal Server. Click **New Folder** if installation needs to be installed in a new folder. Click **OK** to continue.

4. Click **Next** in the **Select Components** screen. The **ServerProtect Setup Type** dialog box appears, presenting the communication protocol options for the Information Server.

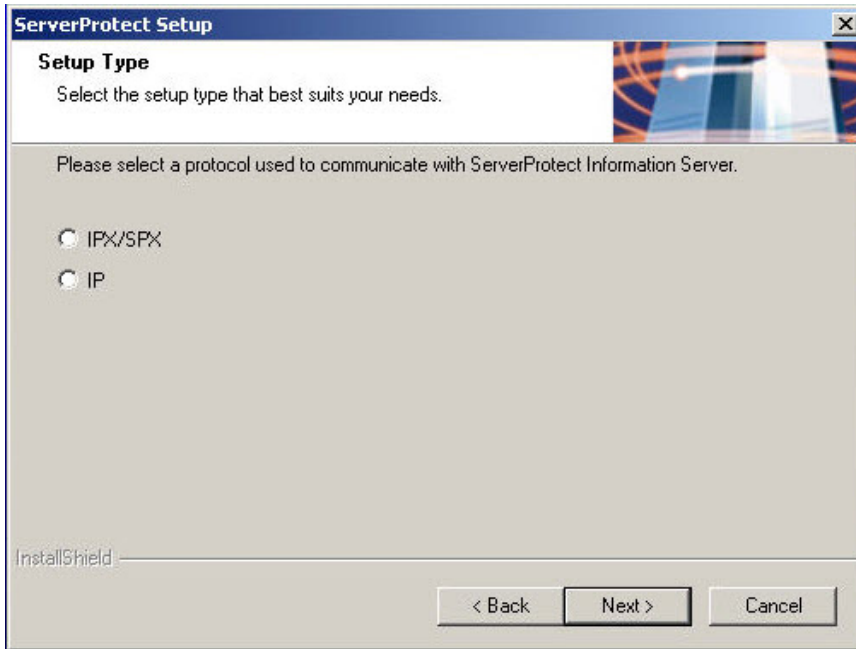


FIGURE 2-19. The NetWare Setup Type screen

5. Set the radio button to select the desired communication protocol and click **Next** to proceed. The **SeverProtect - Enter Text** dialog box appears.

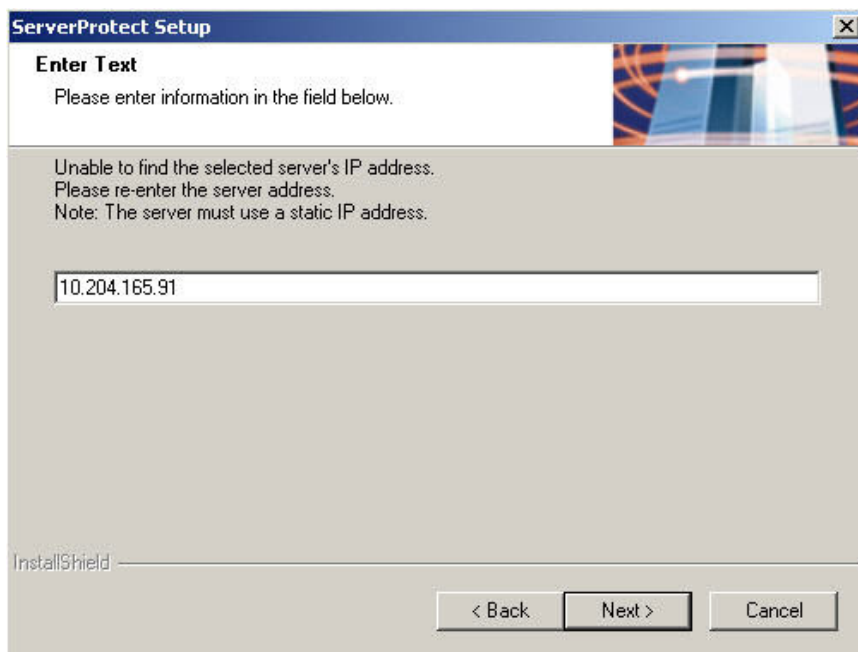
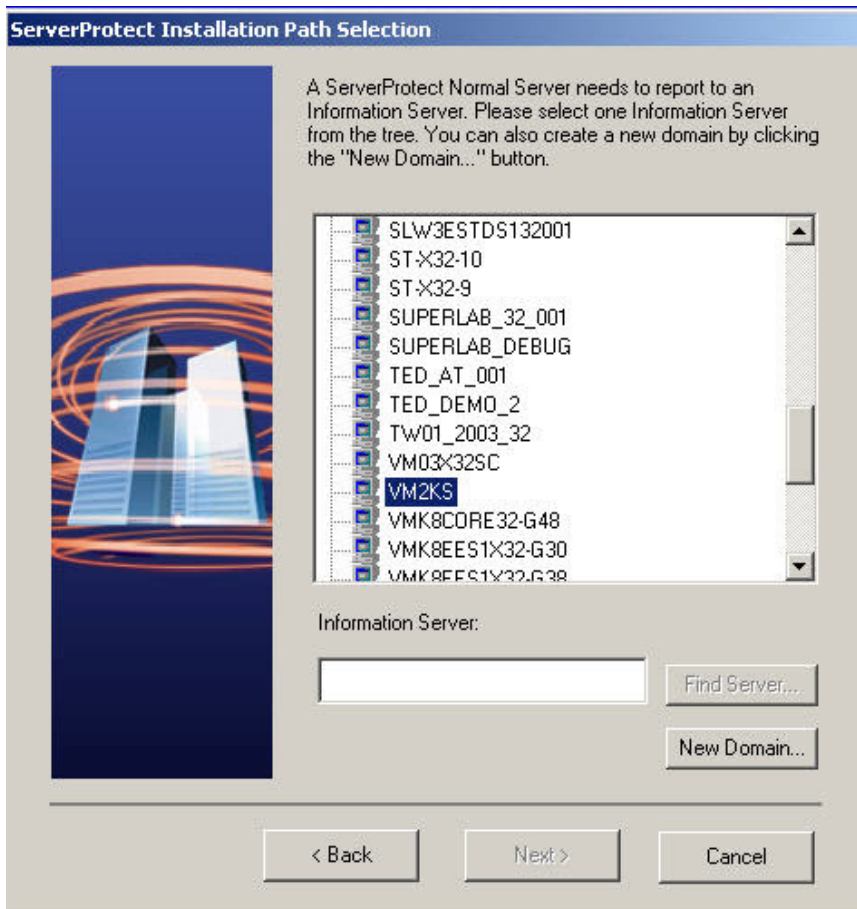


FIGURE 2-20. The NetWare Enter Text screen

6. Provide valid information in the text box field and click **Next** to proceed. The **ServerProtect Installation Path Selection** dialog box appears again.

FIGURE 2-21. The ServerProtect Installation Path Selection screen



7. Click on **Next** to proceed. A dialog box appears requesting password input for the Information Server.
8. Type in the valid password. This action dismiss the installation path selection dialog box and the NetWare Server is successfully added to the server network.

Installing a Normal Server from the Management Console

It can be assumed at this point that the Information Server on which the Management Console is logged on to is already managing at least one Normal Server. This server will be used as a source for installing the new Normal Server, so it must be of the same type as the one needs to be installed. For example, a Windows Storage server need a server of Windows Storage type as its source. The system will select a Normal Server of the same type as the default source server if it is the one existing in the domain.

Installing a Microsoft Windows Normal Server from the Management Console



Note

While installing a Windows Normal Server from the Management Console, ensure that the operating system of the source and the target servers are of the same platform. For example, if the operating system of the source server is 32-bit, then the operating system of the target server should also be 32-bit.

Procedure

1. From the domain browser tree, select the domain to which you want to add a server. Do one of the following:
 - Select **Domain > Install New SPNT(s)** from the main menu.
 - Right-click the domain that you selected in the previous step and click **Install New SPNT(s)**.

The **Select a Source Server** window opens.

2. Select an existing Windows Normal Server from the list box, and then click **OK**. A confirmation window appears. Click **OK** to bring up the **Add Server(s) to Domain** window.
3. Do one of the following to add a server to the domain:
 - Select the server name in the left list box

- Type the server name in **Server name**.

Click **Add** to enter the server name into the right list box.

4. Repeat step 3 until the right list box displays all the servers that you want to add into the new domain. To remove a server previously added, highlight the name in the right list box and click **Remove**. Click **Remove All** to remove all those servers listed in the right list box.
 5. Click **OK** to save the changes or click **Cancel** to close the window without adding a server.
-

Installing a Novell Netware Normal Server from the Management Console

Procedure

1. From the domain browser tree, select the domain to which you want to add a server. Do one of the following:
 - Select **Domain > Install New SPNT(s)** from the main menu.
 - Right-click the domain that you selected in the previous step and click **Install New SPNT(s)**.

The **Select a Source Server** window opens.

2. Select an existing NetWare Normal Server from the list box, and then click **OK**. A confirmation window appears. Click **OK** to bring up the **Add Server(s) to Domain** window.
3. Do one of the following to add a server to the domain:
 - Select the server name in the left list box
 - Type the server name in **Server name**.

Click **Add** to enter the server name into the right list box.

4. Repeat step 3 until the right list box displays all the servers that you want to add into the new domain. To remove a server previously added, highlight the name in the right list box and click **Remove**. Click **Remove All** to remove all those servers listed in the right list box.

5. Click **OK** to save the changes or click **Cancel** to close the window without adding a server.

**Note**

If the operating system of the source and the target servers are of different platforms, then a "Failed to complete this operation" message will appear when you click **OK**. In the event log, the message "you cannot install a new ServerProtect from 32-bit source server to a 64-bit target server and vice versa" will appear.

**Note**

Adding and installing a Normal Server are two different types of operation. In the former, you are merely transferring an existing Normal Server from one Information Server to another. In the latter, you are registering a new Normal Server by remotely installing the software.

Deploying through Microsoft SMS

You can install ServerProtect using Microsoft Systems Management Server (SMS) onto a Windows Server platform.

**Note**

You must install the Microsoft SMS software on your Windows Server computer before using it to deploy any client software.

The deployment procedures listed as follows illustrate how to deploy ServerProtect through Microsoft SMS.

Procedure

1. Open the Microsoft SMS Administrator.
2. Click **Packages** on the SMS Administrator's icon bar.

3. Click **Action > New > Package From Definition** on the main menu. The **Welcome to the Create Package from Definition Wizard** window appears.



FIGURE 2-22. Create Package from Definition Wizard window

4. Click **Next**. The **Package Definition** window appears.

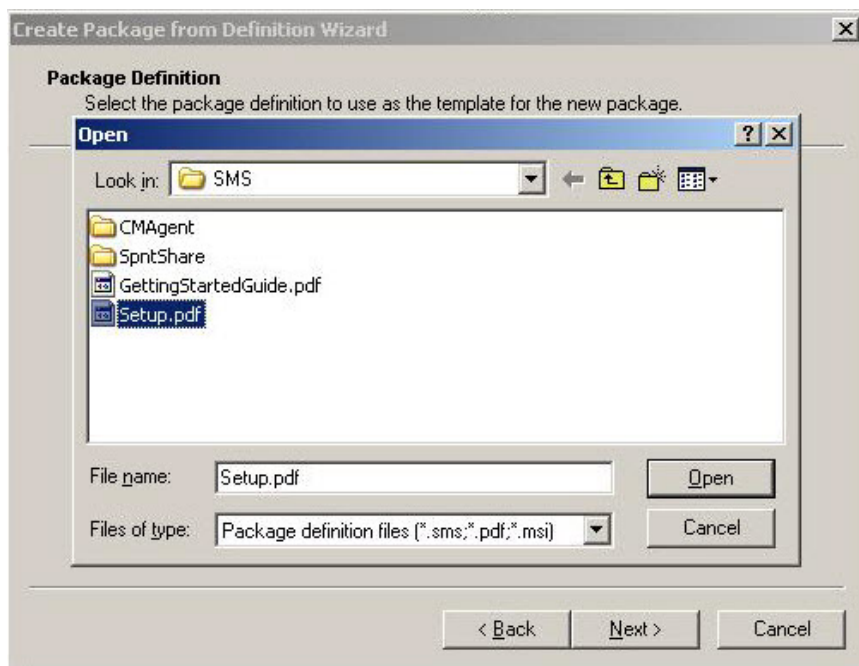


FIGURE 2-23. File Browser window

5. Click **Browse** to locate the package description file (PDF) for installing ServerProtect. Select the PDF file and click **Open**.

The default directory for ServerProtect software:

```
<drive>:\program files\Trend\SProtect\SMS\
```

The description of the PDF file will be displayed as 'ServerProtect' in the **Package Definition** window.

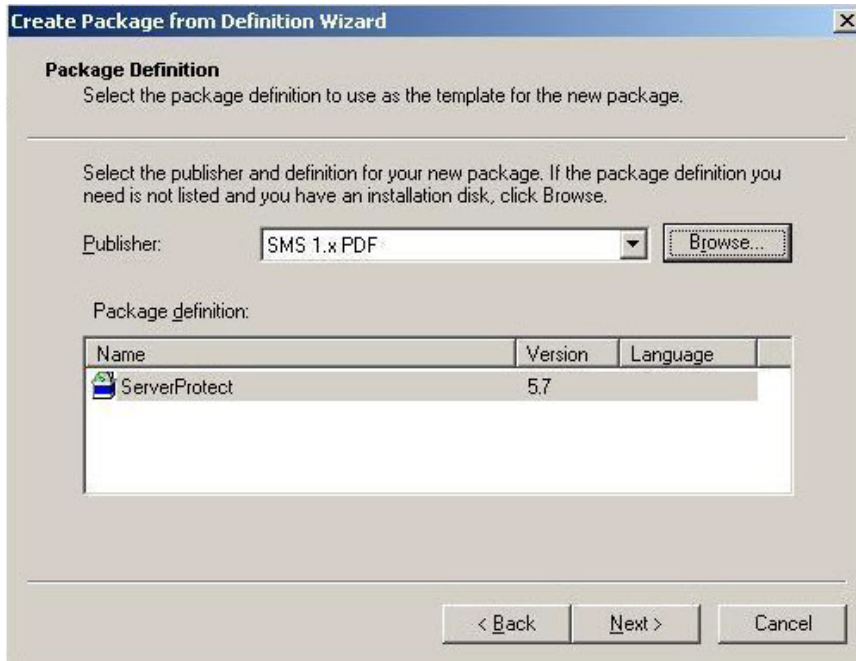


FIGURE 2-24. Package Definition window

6. Click **Next**. The **Source Files** window appears.

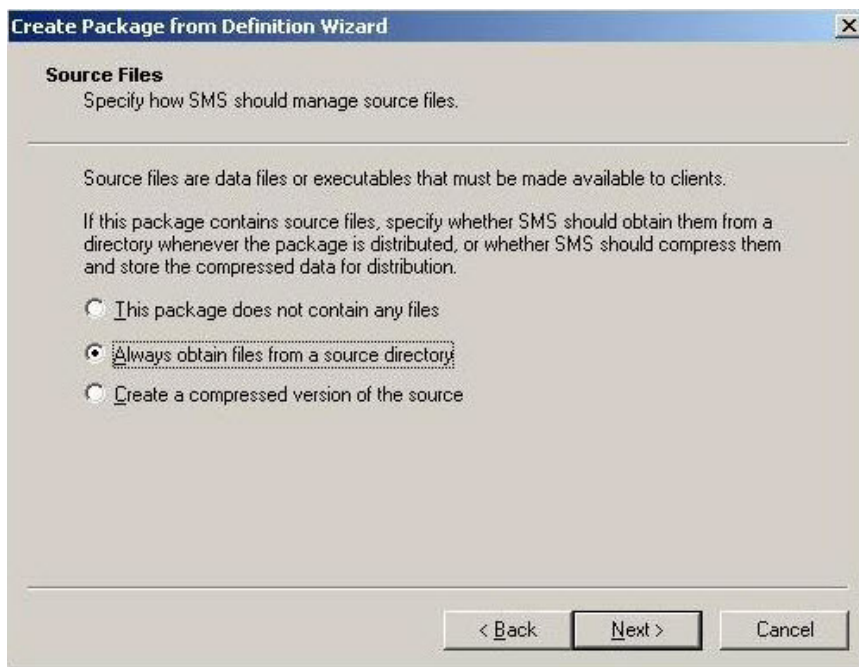


FIGURE 2-25. Source Files window

7. Select the **Always obtain files from a source directory** option and click **Next**. The **Source Directory** window appears.

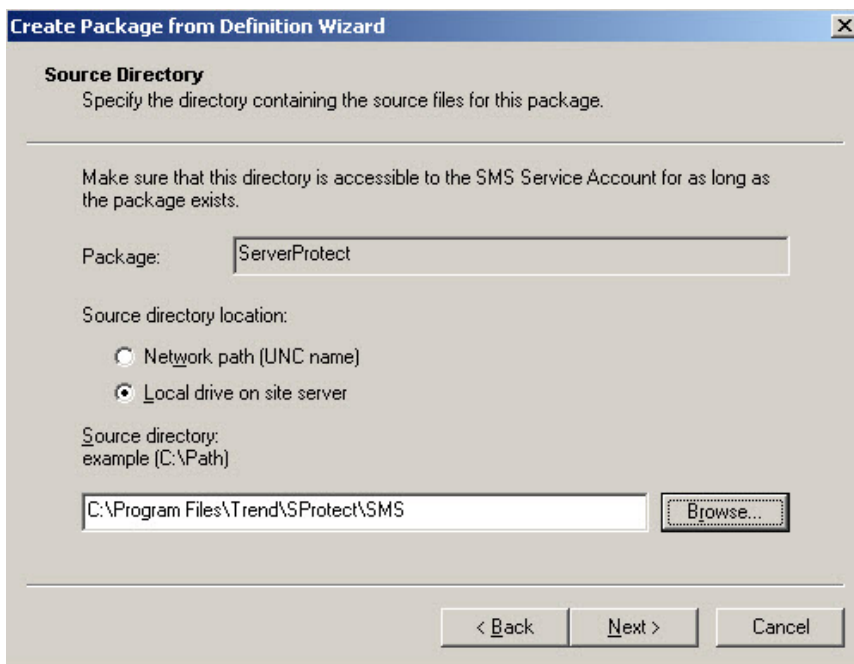


FIGURE 2-26. Source Directory window

8. Select the **Local drive on site server** option.
9. Click **Browse** to locate the directory where the package description file (PDF) for installing ServerProtect is. Select the directory and click **Next**. The **Completing the Create Package from Definition Wizard** window appears.

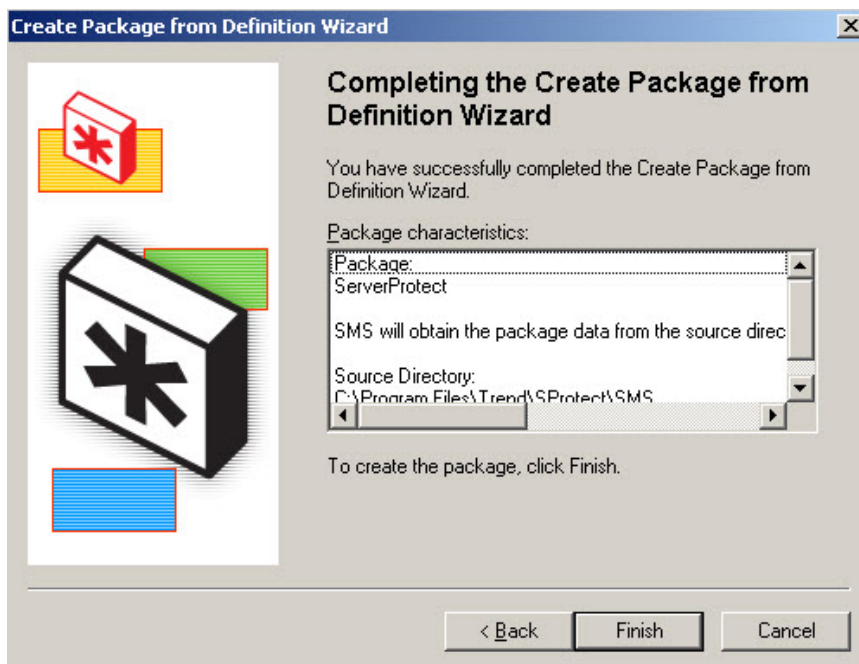


FIGURE 2-27. Completing the Create Package from Definition Wizard window

10. Click **Finish** to create the package.
11. To select the servers/workstations, from where you want to install the software, browse to **Packages > ServerProtect > Distribution Points** in the SMS Administrator's explorer tree.

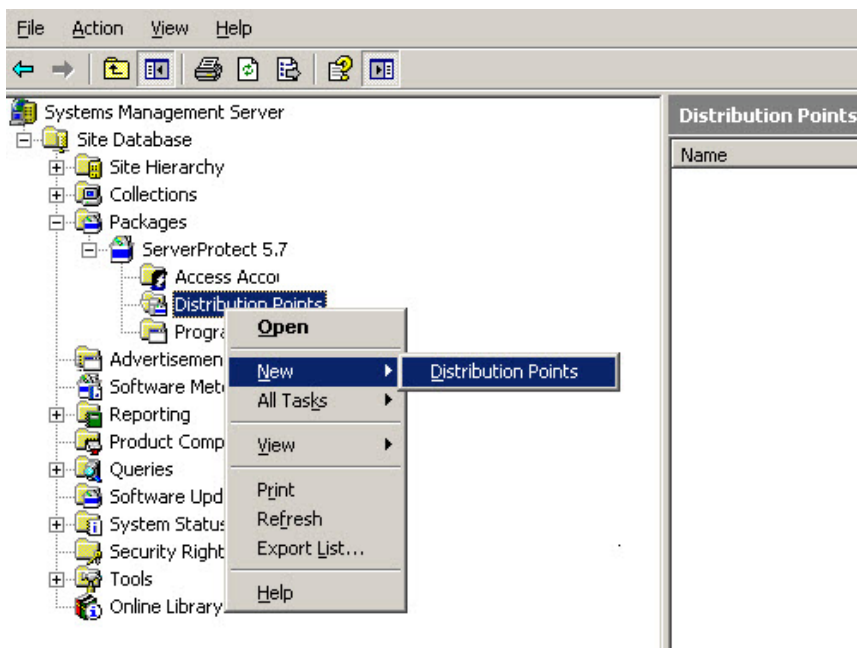


FIGURE 2-28. SMS Administrator window

12. Right-click **Distribution Points** and select **New > Distribution Points**. The **Copy Package** window appears.

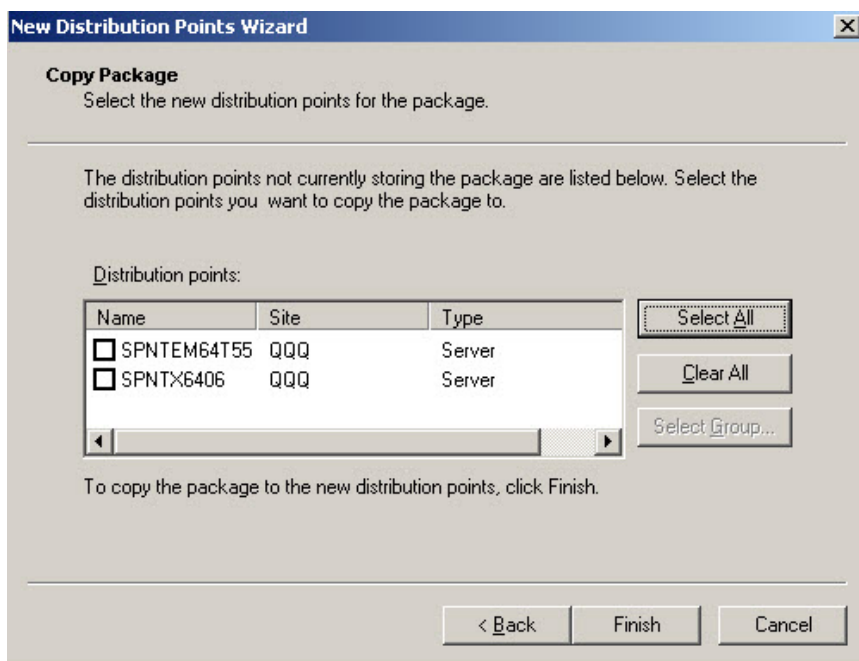


FIGURE 2-29. Copy Package window

- 13.** Select the distribution point and click Finish to copy the package to the distribution point.
- 14.** To install ServerProtect in multiple servers/workstations, right-click **Advertisements** in the SMS Administrator's explorer tree.
- 15.** Select **New > Advertisement**. The **Advertisement Properties** window appears.

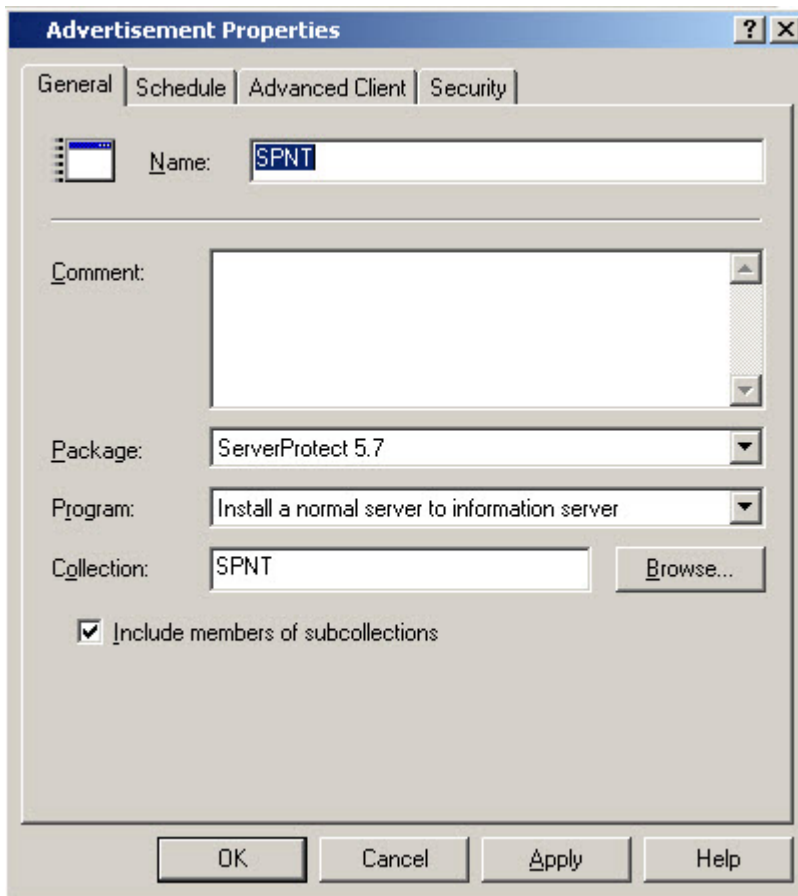


FIGURE 2-30. Advertisement Properties window

- 16.** Under **General** do the following:
- In the **Name** text box, type an appropriate advertisement name.
 - In the **Package** list, select the package you want to deploy.
 - In the **Program** list, select the program you want to deploy.
 - Click **Browse** to locate and select the **Collection** of servers/workstations, where you want to deploy the program.

17. Click **OK** to deploy the program in the servers and workstations collection.

Installing ServerProtect in Silent Mode

Installing ServerProtect in silent mode can be quite useful to remotely install Normal Servers under Microsoft Windows environment.

Procedure

1. Install an Information Server. See [Installing an Information Server on page 2-26](#).
2. Locate the SMS folder in the default installation path, and share it.



Note

Share the SMS folder with read and write permissions.

Make sure the target servers you want to install as Normal Servers can access the folder. If you want to perform more than one silent installation, map the SMS folder on the target servers.

3. At the target server, open a command prompt, go to the SMS folder or drive that is mapped to the folder, and then enter the following command: `<drive>:\setup -SMS -s -m"SPNT5"`

Example:

- a. At the target server, map the SMS folder to drive "M".
- b. Open a command prompt.
- c. Go to drive M: by typing **M:**.
- d. Type the following: `M:\setup -SMS -s -m"SPNT5"`
- e. Press **Enter**.

Silent install will proceed and the target server will be registered with the Information Server.

For a silent installation, Normal Servers are installed in the "SMS" domain. There is no way to change the domain name during the silent installation. You can, however, rename the SMS domain after all the Normal Servers have been installed.

You can also specify a path to which ServerProtect is installed. For example, to install ServerProtect to the path "D:\Utility\AntiVirus\SProtect", do the following:

- a. Locate the Setup.ini file in the source folder.
- b. Add the following lines:

```
[CommonSection]
```

```
ServerTargetUNCPath=D$\Utility\AntiVirus\SProtect
```

Where:

ServerTargetUNCPath: Sets the location where the Normal Server is installed.

To license the installed Normal Server, add the following lines to the Setup.ini file in the source folder.

```
[CommonSection]
```

```
ServerTargetSN=XXXX-XXXX-XXXX-XXXX-XXXX
```

Where:

XXXX-XXXX-XXXX-XXXX-XXXX: Represents the legal serial number.

You may not be able to register a Normal Server under the "SMS" domain due to the use of a domain controller on the Information Server. To resolve this issue, configure an IP address before using silent install. To configure an IP address, do the following:

- a. Go to the Setup.ini file in the SMS folder.

- b. Replace the host name with its IP address next to AgentName then save the file.

Removing ServerProtect

ServerProtect's three components can be removed either together or separately. Individual removal is discussed in the following sections. Note that the uninstallation under Microsoft Window environment differs from that of Novell NetWare.

Removing a Normal Server Under the Windows Environment

Under the Microsoft Windows environment, there are two ways to remove a Normal Server:

To remove a Normal Server remotely under Windows:

1. Select the Normal Servers intended for removal from the Management Console.
2. From the main menu, navigate from **Domain > Uninstall ServerProtect**.

To remove a Normal Server locally under Windows:

1. Navigate from Windows Desktop's **Start > Settings > Control Panel > Add/Remove Programs**.
2. Select the Normal Servers intended for removal and click the **Remove** button.

Removing a Normal Server Under NetWare Environment

Under the Novell NetWare environment, there are two ways to remove a Normal Server:

To remove a Normal Server remotely under NetWare:

- Select the Normal Servers intended for removal from the Management Console.
- From the main menu, navigate from **Domain > Uninstall ServerProtect**.

To remove a Normal Server locally under NetWare:

There are two ways to locally uninstall a ServerProtect Normal Server Service from Novell™ NetWare™ environment:

- To uninstall ServerProtect NetWare server(s) from the Management Console:
 1. Select the servers from the console.
 2. Select **Domain > Uninstall ServerProtect** from the main menu. All selected servers will be remotely uninstalled.
- To manually uninstall NetWare Normal Server(s):
 1. Press the ESC key on the keyboard then click Yes to unload the ServerProtect modules on the ServerProtect monitor screen.
 2. Delete the following using the NetWare client for Windows:

```
SYS:SYSTEM\SPNW.NCF
```

```
SYS:LOGIN\SPROTECT
```

```
<Volume>: Sprotect directory
```

3. Delete the following registry contents from the ServerProtect Information Server:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Trend Micro\ServerProtect\CurrentVersion\Inf
```

```
HKEY_LOCAL_MACHINE\SOFTWARE\Trend Micro\ServerProtect\CurrentVersion\NW\
```

Removing an Information Server

The Information Server Service can only be removed locally.

Procedure

1. Click **Start > Control Panel > Add/Remove Programs**.
 2. Click **ServerProtect Information Server**, and then click **Remove**.
-

Removing the Management Console

The Management Console can only be removed locally.

Procedure

1. Click **Start > Control Panel > Add/Remove Programs**.
 2. Click **ServerProtect Management Console**, and then click **Remove**.
-

Chapter 3

Managing ServerProtect

This chapter covers the essential tools for managing ServerProtect. Additional management tools are explained in the online help of the Management Console.

The topics included in this chapter are:

- *Using the Management Console on page 3-3*
- *Managing ServerProtect Domains on page 3-10*
- *Managing Information Servers on page 3-14*
- *Managing Normal Servers on page 3-16*
- *Configuring Updates on page 3-17*
- *Deploying Updates on page 3-30*
- *Managing Tasks on page 3-36*
- *Configuring Notification Messages on page 3-52*
- *Scanning Viruses on page 3-59*
- *Using Real-Time Scan on page 3-65*
- *Using Scan Now (Manual Scan) on page 3-70*
- *Scheduled Scanning on page 3-77*

- *Selecting File Types to Scan on page 3-78*

Using the Management Console

ServerProtect allows you to manage virus protection over multiple Microsoft Windows and/or Novell NetWare network servers from a single, portable Management Console. It is password protected to ensure that only authorized users can change the settings of ServerProtect.

Opening the Management Console

The Management Console can run on any 32-bit or 64-bit Windows server or desktop computer on the network.

Procedure

1. Click **Start > Trend Micro ServerProtect Management Console**. The system prompts for the administration password to log on to the selected Information Server.

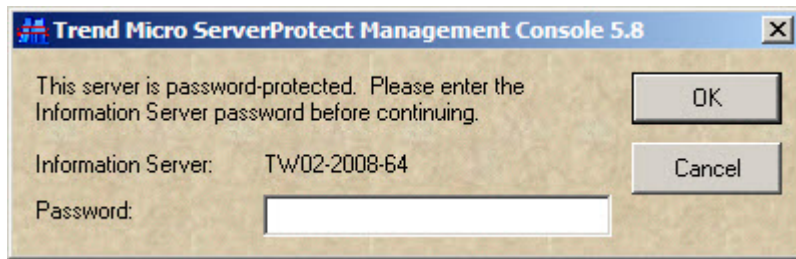


FIGURE 3-1. Trend Micro ServerProtect Management Console Logon window



Note

If you are managing more than one Information Server, you will be prompted to choose one from a list before proceeding.

2. Provide the valid password which is designated during the course of the Information Server installation. Click **OK** to continue. Note that the password is case-sensitive and that only one Information Server can be logged on at any given time.

3. If it is the first time for the ServerProtect to run on the system, a message box appears, indicating that new updates may be available on the Trend Micro ActiveUpdate Server to download and deploy. It is highly recommend that an update be performed before using ServerProtect virus scan utilities on the network.

The Main Window View of the Management Console

The ServerProtect Management Console has an intuitive user interface that provides easy access to all the functions you need to configure and manage ServerProtect.

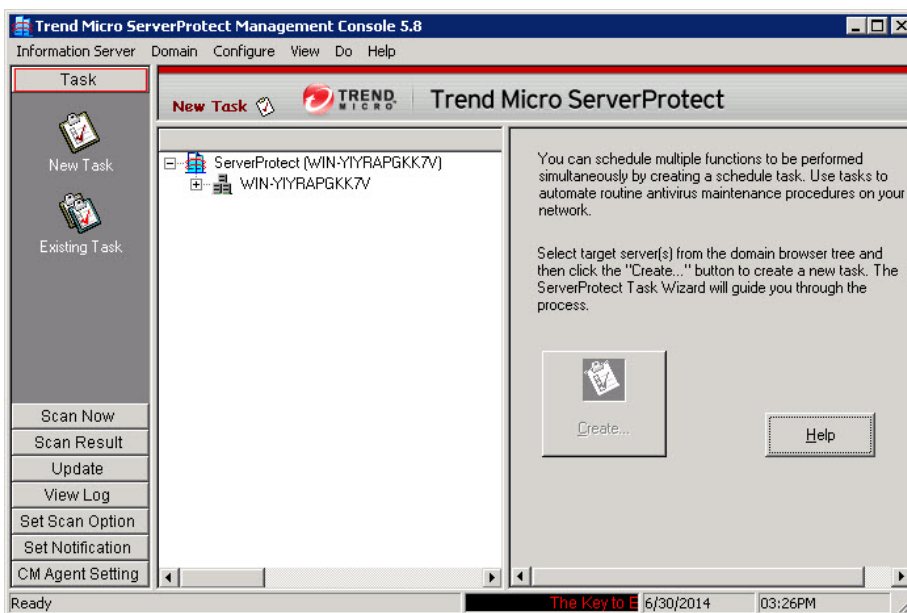


FIGURE 3-2. Management Console Elements

The Management Console has the following components:

- The **Main Menu** is below the program's title bar. It has six submenus, each provides a number of menu items for users to choose.

- The **Side Bar** is on the left most side of the application window, below the **Main Menu**. The pane contains seven items, each presenting to the user a group of options to use.
- The **Domain Browser Tree** is on the left of the **Side Bar** and below the **Main Menu**. The tree view presents the way all those ServerProtect are organized, including the **Information Server** and the **Domain** elements created, together with all **Normal Servers** each domain hosts.
- The **Configuration Area** is the pane with light gray background color on the right most side of the main Window. It is used to present data information and the control UI elements for configuration of the virus scan and log report systems.

Main Menu

The Main menu at the top of the screen includes six items:



- **Information Server:** To configure the information about the Information Server. For example, to back up or restore information for the Information Server and to select or move the Information Server on the network.
- **Domain:** To change the domain and server organization shown on the domain browser tree.
- **Configure:** To modify the scanning and log file configuration, and to set console refresh frequency.
- **View:** To view ServerProtect log files, scan results, and the Trend Micro Virus Encyclopedia.
- **Do:**
 - To create or modify tasks
 - To perform on-demand scans
 - To update or roll back various ServerProtect antivirus elements
 - To change the IS password
 - To find domains or servers

- **Help:** To access the online help system and the ServerProtect product information.


Side Bar

The side bar is on the left side of the ServerProtect screen and includes seven groups of items. It provides shortcuts to different functional areas of the program.




- **Task Group**

-  **New Task:** To create a new task
-  **Existing Task List:** To view, run, modify, or delete an existing task



- **Scan Group**

-  **Scan Now:** To configure a manual virus scan


- **Scan Result Group**

-  **Real-time Scan:** To view the result of a real-time scan
-  **Scan Now:** To view the result of a manual scan
-  **Task Scan:** To view the scanning result performed by a task







- **Update Group**

-  **Update:** To download and deploy updates to the Normal Servers located on the network
-  **Rollback:** To roll back to a previous deployment action performed on your network

- **View Log Group**

-  **View Log:** To view historical information about antivirus events that have occurred on the network

- **Set Scan Option Group**

-  **Real-time Scan:** To configure a real-time virus scan on the network
-  **Exclusion List:** To define files, directories, or viruses to be ignored by the ServerProtect virus scanning engine
-  **Deny Write List:** To prevent certain files or directories from modification
- **Notification Group**
 -  **Standard Notification:** To configure a standard alert when the default condition is detected on the server
 -  **Outbreak Notification:** To configure an outbreak alert when many virus events occur over a relatively short period of time
 -  **CM Agent Settings:** To register, unregister and configure Trend Micro Control Manager settings

Domain Browser Tree

The browser tree displays the network components that your software is protecting and includes a root (the ServerProtect product icon), branches (domains), and nodes (the ServerProtect Normal Servers). There are four main visible items in the domain browser tree:

- Header
- Information Server
- Domain
- Normal Server

Header

The column fields above the domain browser tree display useful information, such as the computer's operating system, virus pattern, scan engine, program versions, real-time scan direction, and so on.



Right-click tree icons in the ServerProtect console to make configuration changes to the selected components. The frame that contains the domain browser tree can be resized.

Information Server



An Information Server is the server that handles key information and communication for domains. In addition, the Information Server links domains together.



An Information Server



Domain










Domains are groupings of servers on your ServerProtect network. Normal Servers that belong to a domain are managed together. ServerProtect domains are different from Windows domains.

-  A ServerProtect domain
-  A ServerProtect domain that includes an infected Normal Server

Normal Server

The Normal Server can be any server in which ServerProtect is installed on a network. In the ServerProtect architecture, a Normal Server is managed by the Information Server.

-  A Normal Server of 32-bit Microsoft Windows Server type
-  A Normal Server of 64-bit Microsoft Windows Server type

-  A Novell NetWare Normal Server
-  An infected Normal Server of 32-bit Microsoft Windows Server type
-  An infected Normal Server of 64-bit Microsoft Windows Server type
-  An infected Novell NetWare Normal Server
-  A Normal Server that has been disconnected or its service has been disabled
-  A Normal Server of 32-bit Microsoft Windows Server type in Outbreak Prevention Policy mode
-  A Normal Server of 64-bit Microsoft Windows Server type in Outbreak Prevention Policy mode
-  An infected Normal Server of 32-bit Microsoft Windows in Outbreak Prevention Policy mode
-  An infected Normal Server of 64-bit Microsoft Windows in Outbreak Prevention Policy mode

Configuration Area

On the right side of the ServerProtect screen is the configuration area, where you can type configuration data and view information about your corporate network.



FIGURE 3-3. Configuration Area

Managing ServerProtect Domains

ServerProtect domains are virtual groupings of Normal Servers used to simplify their identification and management. You can create, rename, or delete domains according to the needs of your network.

**Note**

If one of the servers in a domain is infected, the domain icon will change and the infected server's icon will appear with a flame. This is to remind you to scan the infected server and prevent the virus from spreading throughout your network. To eliminate the infection icon(s), you need to purge all log entries under Scan Result in the Management Console, or simply open all these log entries.

Creating ServerProtect Domains

After creating a default domain through the ServerProtect installation program you can create a domain from the Management Console.

The maximum length of a domain name is 50 single-byte characters or 25 double-byte characters (for Chinese, Japanese, or Korean characters).

Procedure

1. Do one of the following:
 - Select the Information Server you want to add a domain. Navigate from the main menu **Domain > Add New Domain**.
 - Right-click the Information Server icon on the domain browser tree and then click **Add New Domain**.

The **Create New Domain** window appears.

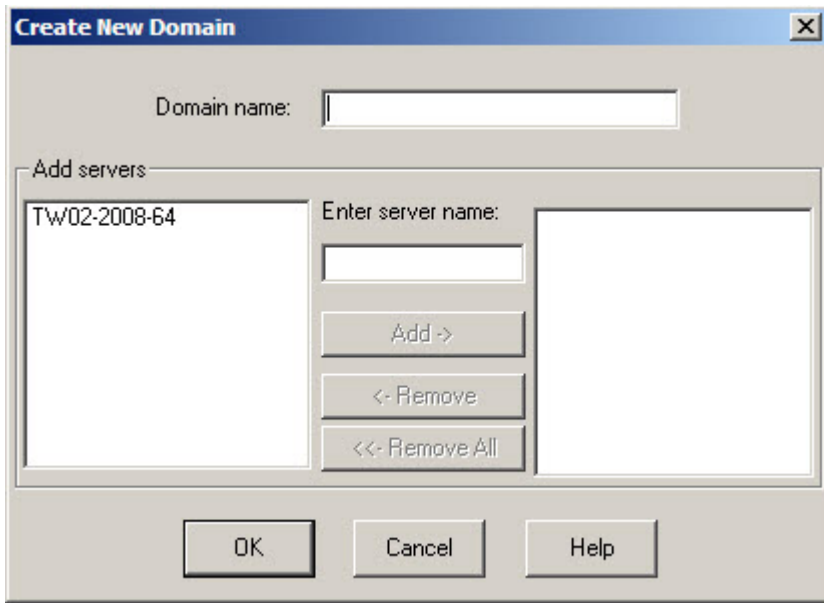


FIGURE 3-4. Create New Domain(s) window

2. Type a name in the **Domain name** field.
3. Identify the servers that you want to add to the domain. Do one of the following:
 - Select a server from the list on the left of the screen.
 - Type the server name in the **Enter server name** field.
4. Click **Add**.
5. Repeat steps 3 and 4 until the list on the right displays all the servers that you want to add in the new domain. To remove a server, select it in the list on the right and click **Remove**. Click **Remove All** to delete all the servers from the list on the right.

6. Click **OK** to save your changes or click **Cancel** to close the window without creating a new domain.

Renaming ServerProtect Domains

A domain with your server's name is created as the default domain during ServerProtect installation. You can change the name of any existing domain from the Management Console.

Procedure

1. Select the domain you want to rename in the domain browser tree.
2. Do one of the following:
 - Right-click the selected domain, and then click **Rename Domain**.
 - Select **Domain > Rename Domain** on the main menu.
 - Press the **F2** key on the keyboard.

The **Rename a Domain** window appears.

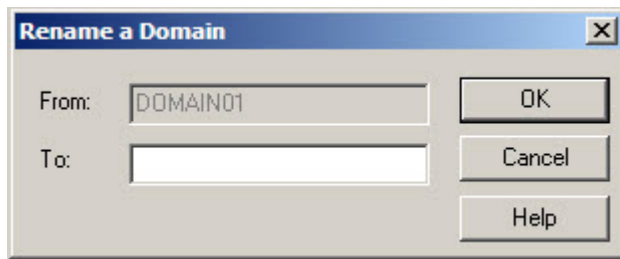


FIGURE 3-5. Rename a Domain window

3. Type the new domain name in the **To** text box and then click **OK**. Click **Cancel** to close the window without saving.
-

Deleting ServerProtect Domains

You can delete empty domains (domains that do not include any Normal Servers) you no longer need. You cannot delete a domain if it contains any Normal Servers.

Procedure

1. Select the domain that you want to delete on the domain browser tree.
2. Do one of the following:
 - Right-click the domain and then click **Delete Domain**.
 - Click **Domain > Delete Domain** on the main menu.
 - Press the **Delete** key of the keyboard.



Note

You cannot delete a domain if it contains any Normal Servers.

Moving Normal Servers between Domains

To improve management, sometimes you need to move (remove and add) Normal Servers from one domain to another. Select Normal Server(s) under one domain from the domain browser tree, then drag and drop between domains.

Alternatively, you can move a Normal Server when you create a ServerProtect domain. See [Creating ServerProtect Domains on page 3-11](#).

Managing Information Servers

The Information Server stores and delivers data to and from the Normal Servers. In a Windows Server network, the Normal Servers deliver their alert notifications to the Windows server.

If an Information Server has NetWare Servers under its management, it also delivers alert notifications using Microsoft Windows mechanism.

Because an Information Server is simply a delivery system for information, the number of servers it can manage is, theoretically, only limited by the available bandwidth.

**Tip**

For large networks such as WANs, Trend Micro recommends that you install an Information Server in each network segment. This will reduce the impact on traffic.

Selecting Information Servers

Management Consoles can switch between Information Servers. However, only one Management Console can log on to an Information Server at any time. If you are not able to log on to an Information Server, verify whether another Management Console is connected to it.

Procedure

1. Click **Information Server** > **Select Information Server** on the main menu.

The **Select Information Server** window appears.

2. Do one of the following:
 - Type the name or IP address of the Information Server.
 - Select the Information Server from the list.

Note that if more than one network interface cards (NIC) are installed on the computer, only those Information Servers that connect to the primary NIC are visible in the list box window. To refresh the view of servers in the list, click **Refresh** button.

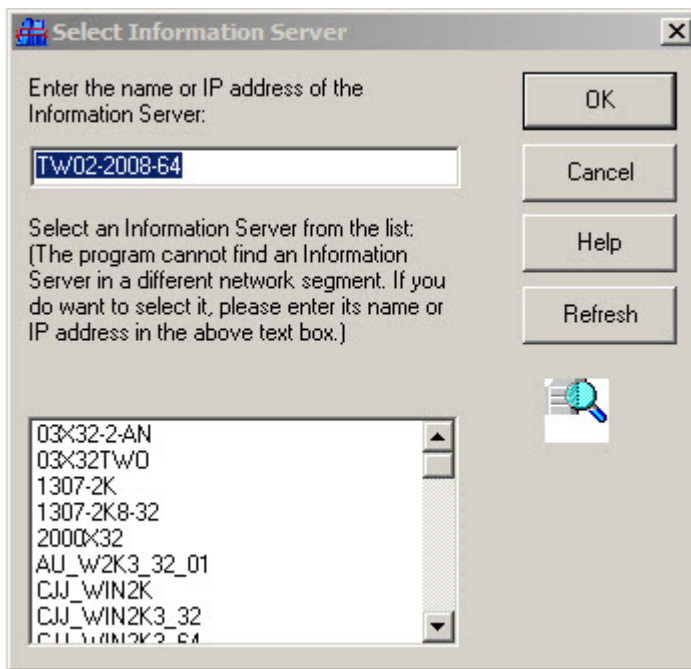


FIGURE 3-6. Trend Micro ServerProtect Management Console window

3. Click **OK** to save your changes or click **Cancel** to close the window without saving.
-

Managing Normal Servers

In the ServerProtect architecture, the Normal Server is the first line of defense against viruses, and is managed by an Information Server. It is at the bottom of the three-tier ServerProtect structure. This section explains how to manage Normal Servers.

Moving a Normal Server between Domains

To move a Normal Server from one ServerProtect domain to another, select a Normal Server in the domain browser tree, then drag and drop it between domains.

Moving a Normal Server between Information Servers

ServerProtect allows you to move a Normal Server from one Information Server to another. This feature is particularly useful to reduce the load on the Information Server.



Note

You can not use **Move NS(s) to Another IS** function to move one old normal server into ServerProtect 5.8 Information Server.

Procedure

1. Do one of the following:
 - Right-click the Normal Server that you want to move and then click **Move NS(s) to Another IS**.
 - Select the Normal Server that you want to move and then click **Domain > Move NS(s) to Another IS** in the main menu. The **Select Destination Information Server** window appears.
 2. Select the destination Information Server and submit it by clicking on the **OK** button. A dialog box **Move NS(s) to Another IS** dialog box appears.
 3. Fill either the **User Name/Password** fields or that of **GUID** with proper values. Submit the dialog box by clicking on the **OK** button.
-

Configuring Updates

Trend Micro update server allows you to update ServerProtect components. The update process comprises downloading and deploying the updates.

Update Components

The following are the ServerProtect components that you can update:

- **ServerProtect Program:** The application program of the ServerProtect can be downloaded and deployed. The users now have a new option to upgrade the ServerProtect application.
- **Virus pattern file:** Trend Micro antivirus scan software uses a detection method called pattern matching. Files on a computer are examined and compared to the virus pattern file that contains the "electronic fingerprint" of thousands of known computer viruses. If a file on your computer matches one in the pattern file, the antivirus scan software detects it as being infected.
- **Spyware pattern file:** The spyware pattern identifies spyware/grayware in files, programs and modules in memory, Windows registry and URL shortcuts.
- **Scan engine (for 32-bit and 64-bit Windows and NetWare platform):** The scan engine is the software component that performs the actual virus detect operations.
- **Virus Cleanup Engine (for 32-bit and 64-bit Windows):** the Engine scans for and removes Trojans and Trojan processes. It supports 32-bit and 64-bit platforms.
- **Virus Cleanup Template:** The Virus Cleanup Template is used by the Virus Cleanup Engine to identify Trojan files and processes so the VCE can eliminate them.
- **Anti-Rootkit Driver (for 32-bit Windows only):** Anti-rootkit Driver is a kernel mode driver used by the Damage Cleanup Engine that provides functionality to bypass any potential redirection by rootkits.

How Updates Work

The following figure shows how ServerProtect deals with a typical request to download and deploy updates in a ServerProtect network.

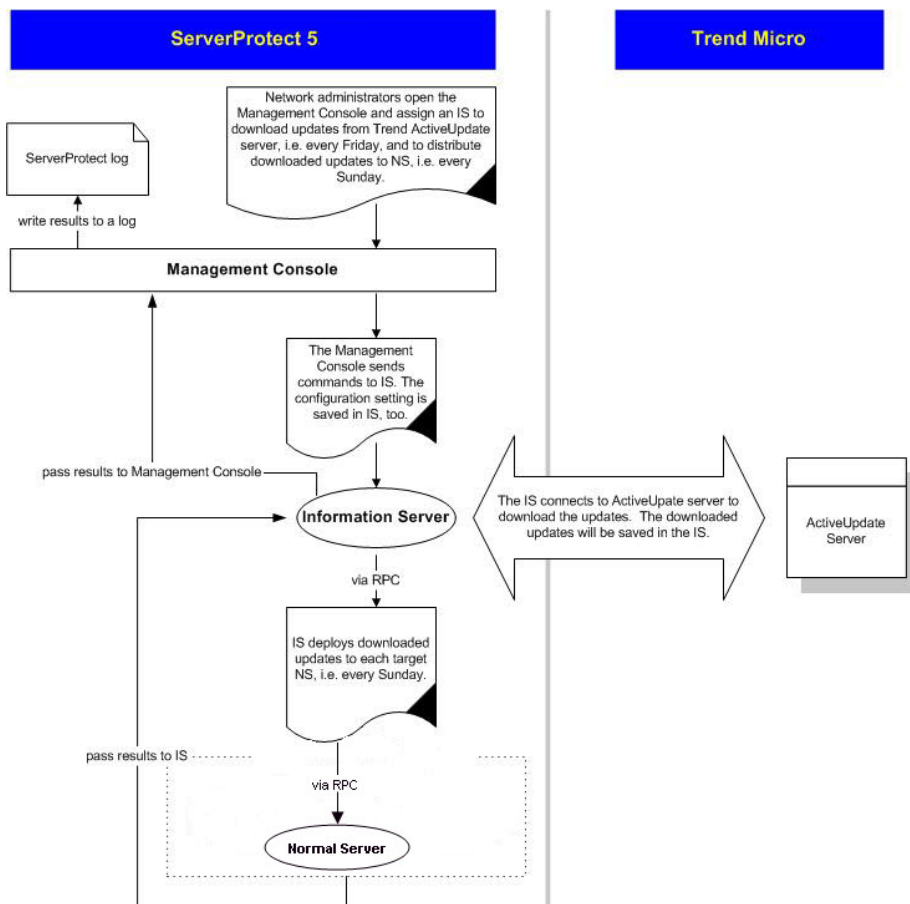


FIGURE 3-7. How Updates Work

Verifying the Current Version of Files

ServerProtect allows you to check the version of the virus pattern file and scan engine currently used by an Information Server.

To verify the current version do one of the following:

- Click **Update** > **Update** on the side bar.
- Click **Do** > **Update** on the main menu.

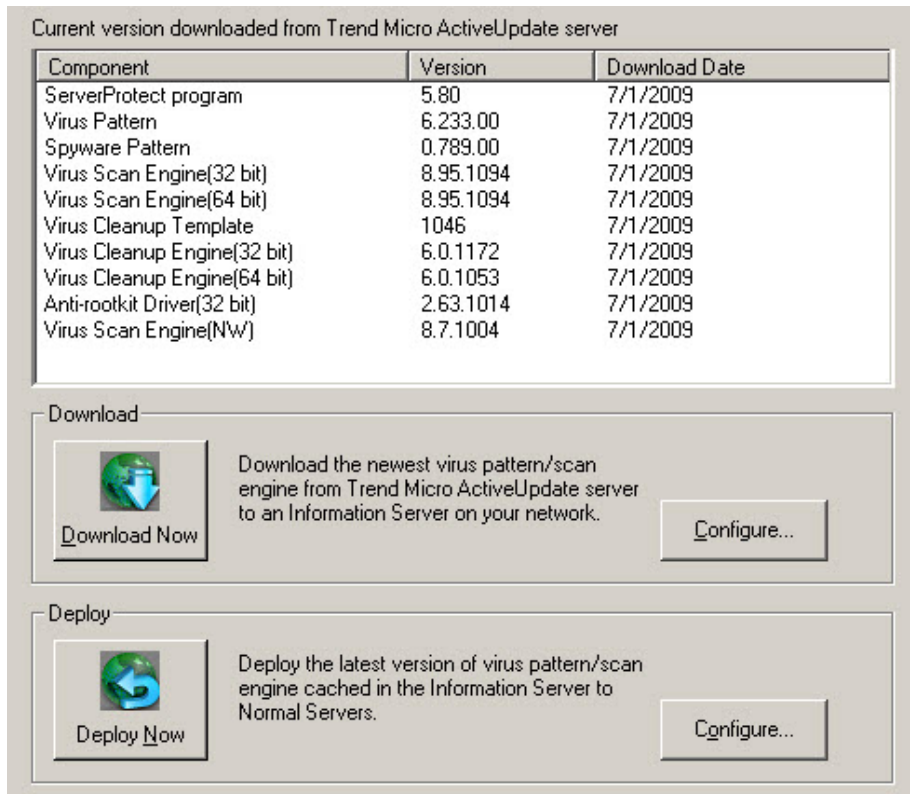


FIGURE 3-8. Trend Micro ServerProtect Update Main Screen

The following version information used by the system are shown at the top of the **Update** screen.

- ServerProtect version
- Virus Pattern version
- Spyware Pattern version
- Virus Scan Engine version (32-bit /64-bit)
- Virus Cleanup Template version
- Virus Cleanup Engine version (32-bit /64-bit)
- Anti-rootkit Driver version (32-bit only)
- NetWare Virus Scan Engine version, if in use

After installing ServerProtect for the first time, the version fields are displayed. Updated information will be displayed after you perform a successful update by clicking **Download Now** to download the latest updates from the Trend Micro update server.

Downloading Updates

We recommend that you regularly download updates from the Trend Micro update server to ensure continued protection. Trend Micro releases new virus pattern files several times each week. The scan engine files, on the other hand, are updated less frequently.

After downloading updates from the Trend Micro update server, you can designate a network drive to act as a download source (mirror) for other Information Servers on your network. This will avoid redundant downloads.

Downloading updates from a network drive is ideal for large networks (such as Intranets) with multiple Information Servers. Before attempting to download update files from another server, you must make sure the source server has the updated files.

Configuring a Download Source

You can download updated files from Trend Micro update server or copy the files from a location on your network. If you want to copy files from a location on your network, you must create a download source folder.

Setting Trend Micro Update Server as the Download Source

Procedure

1. Do one of the following:
 - Click **Update** > **Update** on the side bar.
 - Click **Do** > **Update** from the main menu.
2. Click **Configure** in the **Download** group to open the **Download Option** window.
3. Click **Internet** and then type the following URL to download the update files from the Trend Micro update server:

`http://spnt58-p.activeupdate.trendmicro.com/activeupdate`

4. Click **OK**. The downloaded files will be saved in the following directory of the Information Server:

`\ProgramFiles\Trend\SProtect\SpntShare`

Setting a Local or Network Drive as the Download Source



WARNING!

In order to download updates from a local or network drive, you must first create a download source folder. For details, see [Creating a Download Source Folder on page 3-23](#).

Procedure

1. Do one of the following:

- Click **Update** > **Update** on the side bar.
 - Click **Do** > **Update** from the main menu.
2. Under **Download**, click **Configure**.
The **Download Option** window appears.
 3. Click **From a local or network drive**.
 4. Type the UNC path where the files are being kept to download the update files from another server on you network. Use UNC format, rather than mapped drive format to identify the source server.

For example:

`\\servername\foldername`
 5. Type the **User name** and **Password** to access the source server. The server you are updating from must have previously downloaded a copy of the update files.
 6. Click **OK**.
-

Creating a Download Source Folder

Procedure

1. Execute an update from the Internet by clicking **Download Now**.
2. Do one of the following:
 - Make the SpntShare folder, located under
`<drive>:\ProgramFiles\Trend\SProtect\` in the designated Information Server, a shared folder.
 - Create a shared folder on a network server and then copy all the files in the SpntShare folder to the mentioned shared folder.

**Note**

If you do not select the SpntShare folder as your download source, you need to copy all the files in the SpntShare folder of the designated Information Server to the mentioned shared folder every time you execute an update from the Internet.

Using Download Now

If updated components are available, you can initiate an immediate download of the latest virus pattern files and scan engine files from either the Trend Micro update server or another Information Server on your network.

Procedure

1. Do one of the following:
 - Click **Update** > **Update** on the side bar.
 - Click **Do** > **Update** from the main menu.
2. Click **Download Now** on the **Update** main screen.

A progress bar appears to show the time remaining until the completion of the update.

**Note****Note**

Before you use **Download Now** for the first time, you need to configure the download settings. Failure to do so, could prompt an "HTTP generic failure" or "HTTP authentication failure" message when you click **Download Now**. For details, see [Configuring Download Settings on page 3-27](#).

ServerProtect logs the event in the Information Server logs.

Configuring a Scheduled Download

You can schedule ServerProtect to download the latest update files from Trend Micro or another server on your network.

Procedure

1. Do one of the following:
 - Click **Update** > **Update** on the side bar.
 - Click **Do** > **Update** from the main menu.
2. Under **Download**, click **Configure**.

The Download Option window appears.
3. Click the **Schedule Setting** tab.

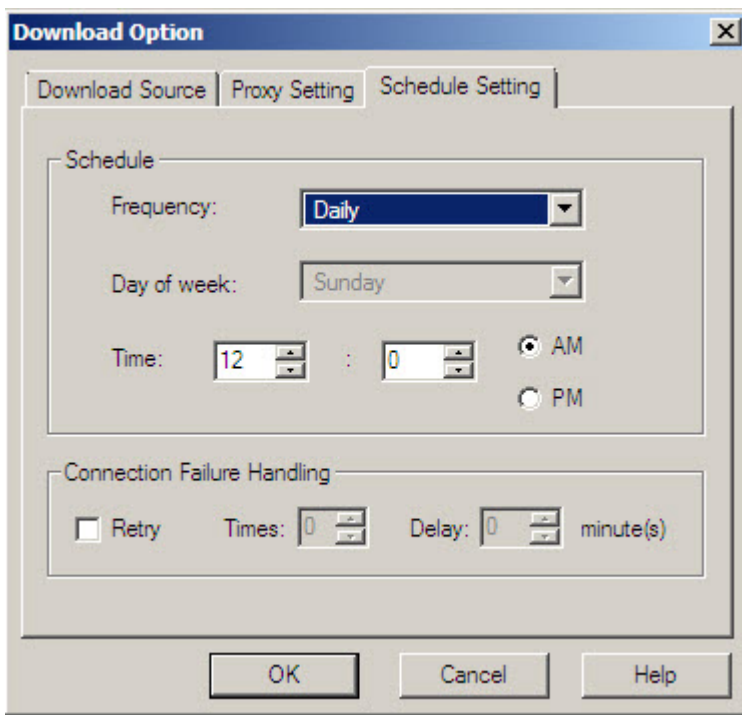


FIGURE 3-9. Download Option - Schedule Setting window

4. Under **Schedule** in the **Frequency** list, click a download frequency. You can select **None**, **Hourly**, **Daily** or **Weekly**. If you do not want to schedule a download, click **None**. If you click **Weekly**, in the **Day of Week** list, click a day.
5. In the **Time** box, type or select the time when you want to update the components, and then click **AM** or **PM**.
6. Select the **Retry** check box to instruct ServerProtect to attempt to reconnect to the download server if the initial download operation is unsuccessful. In the **Times** and **Delay** boxes, type or select the number of times and the delay you want between each retry.
7. Click **OK**.

The downloaded files will be saved under the following directory:

\Trend\SProtect\SptShare

Configuring Download Settings

The following steps describe how to download the update files.

Configuring the Download Settings

Procedure

1. Do one of the following:
 - Click **Update** > **Update** on the side bar.
 - Click **Do** > **Update** from the main menu.
2. Click **Configure** on the **Update** screen to change your download configuration.

The **Download Option** window appears.

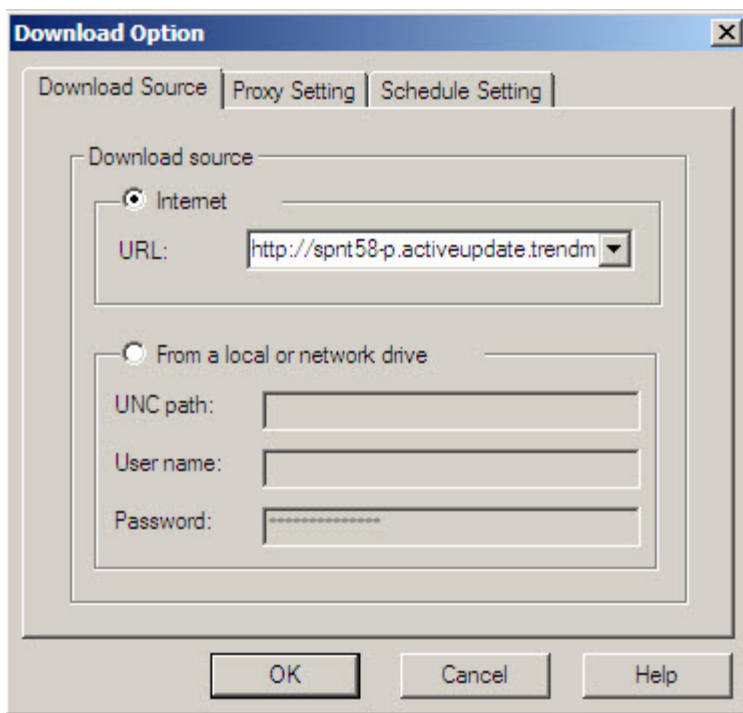


FIGURE 3-10. Download Option window

Configuring the Proxy Server Settings

You can configure ServerProtect to use your proxy server settings while connected to the Internet.

Procedure

1. Do one of the following:
 - Click **Update** > **Update** on the side bar.

- Click **Do > Update** from the main menu.
2. Under **Download**, click **Configure**.
The **Download Option** window appears.
 3. Click the **Proxy Setting** tab.

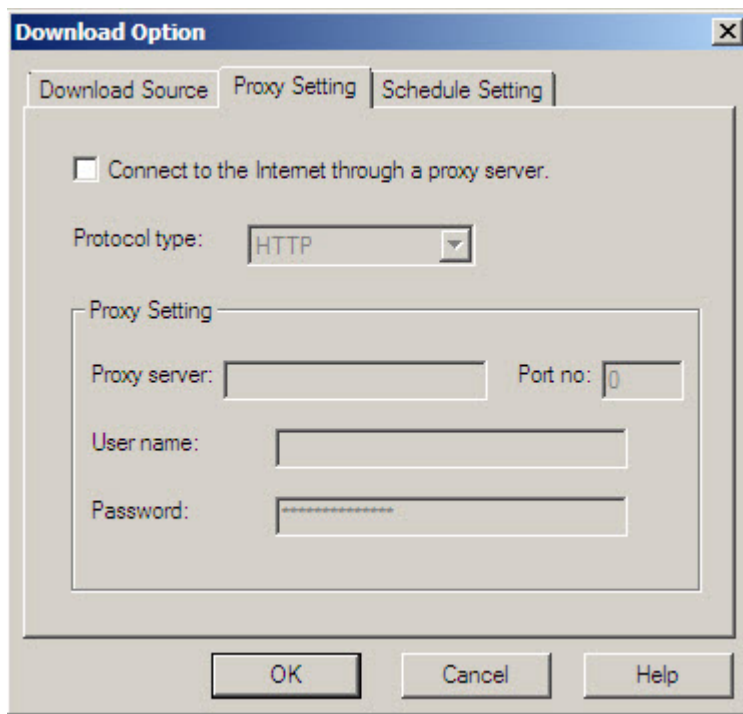


FIGURE 3-11. Download Option - Proxy Setting window

4. Select the **Connect to the Internet through a proxy server** check box.
5. In the **Protocol type** list, click the protocol used for downloading. The protocols supported are: HTTP and SOCK4.
6. Under **Proxy Setting** do the following:

- In the **Proxy Server** and **Port no** text boxes, type the name of the proxy server and the port number used.
- In the **User name** and **Password** text boxes, type the appropriate information for the proxy server.

7. Click **OK**.

Deploying Updates

When an Information Server deploys updates to Normal Servers, it sends commands to each Normal Server, requesting them to obtain a copy of the updates. ServerProtect records both the connection and deployment process in a log file.

Configuring Deploy Now

The **Deploy Now** function is used to deploy the updates saved in an Information Server to other Normal Servers.

Procedure

1. Do one of the following:
 - Click **Update > Update** on the side bar.
 - Click **Do > Update** from the main menu.
2. Click **Deploy Now**. A confirmation window appears. Click **Yes** to proceed with the manual update deployment.

The **Deploy** window appears.

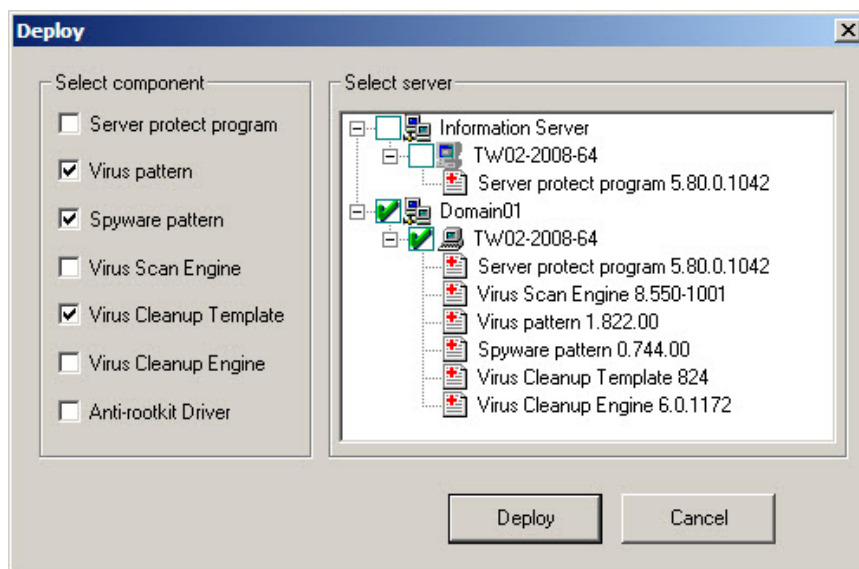


FIGURE 3-12. Deploy window

A number of check boxes in the **Select Component** group present those components readily to be deployed to the Normal Servers. The check boxes of **Virus pattern**, **Spyware** and **Virus cleanup Template** are selected at the application initiation stage as part of default configuration settings. In **Select server** pane, the version information of each downloaded ServerProtect antivirus elements is shown in the tree view UI element. For a 64-bit Window server, the available check boxes presented in the **Select Component** group are the **Server protect program**, the **Virus pattern**, the **Spyware pattern**, the **Virus Scan Engine**, the **Virus Cleanup Template** and the **Virus Cleanup Engine**. For a 32-bit Windows Server, an **Anti-rootkit Driver** check box, together with the six elements for 64-bit Windows described, is also presented.

3. To apply intended antivirus protections, set the check boxes corresponding to these components in **Select Component** Group, then

set the check boxes corresponding to those Normal Servers need to be deployed in the **Select server** tree view UI element.

4. Click **Deploy** to deploy the downloaded elements.
-

Configuring a Scheduled Deployment

After downloading updates on a scheduled basis, configure a scheduled deployment task to distribute the most recent updates to the Normal Servers.

ServerProtect creates a deploy task by default. See [Default Tasks on page 3-38](#).

For more information on how to configure a scheduled task, refer to [Creating Tasks on page 3-38](#).



Tip

When setting the time for downloading and deploying updates, be sure to set the download time before the deployment.

Procedure

1. Do one of the following:
 - Click **Update** > **Update** on the side bar.
 - Click **Do** > **Update** from the main menu.
2. Click **Configure** in the **Deploy** section.

The **Deploy Option** window appears.

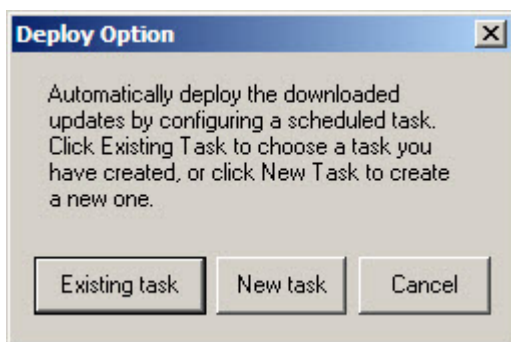


FIGURE 3-13. Deploy Options window

3. Do one of the following:
 - Click **New task**, to create a task.
 - Click **Existing task**, to edit a task.

See [Creating Tasks on page 3-38](#) and [Modifying an Existing Task on page 3-46](#) for information on how to create or edit a task.

Rolling Back the Previous Deployment Action

ServerProtect can roll back a deployed update action; reverting the system to the previous version of the updated file. Only the virus pattern and the virus scan engine can be rolled back. This is necessary when there is a software compatibility issue or when the update files were corrupted during the original download.



Note

If both the virus pattern and the scan engine files were originally deployed, you must roll both of them back.

Procedure

1. Do one of the following:

- Click **Update** > **Rollback** on the side bar.
- Click **Do** > **Rollback** from the main menu.

The **Rollback** screen appears.

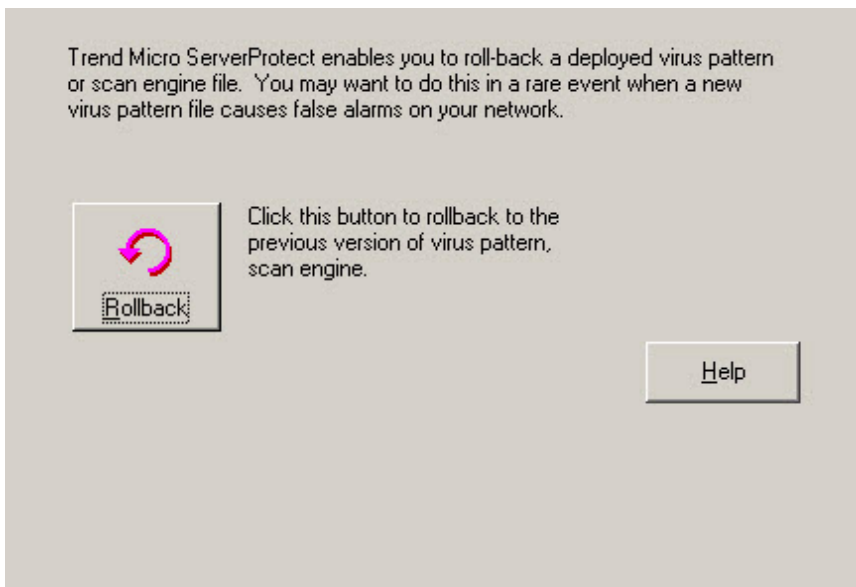


FIGURE 3-14. Roll Back Configuration window

2. Click **Rollback**.

The ServerProtect **Rollback** window appears.

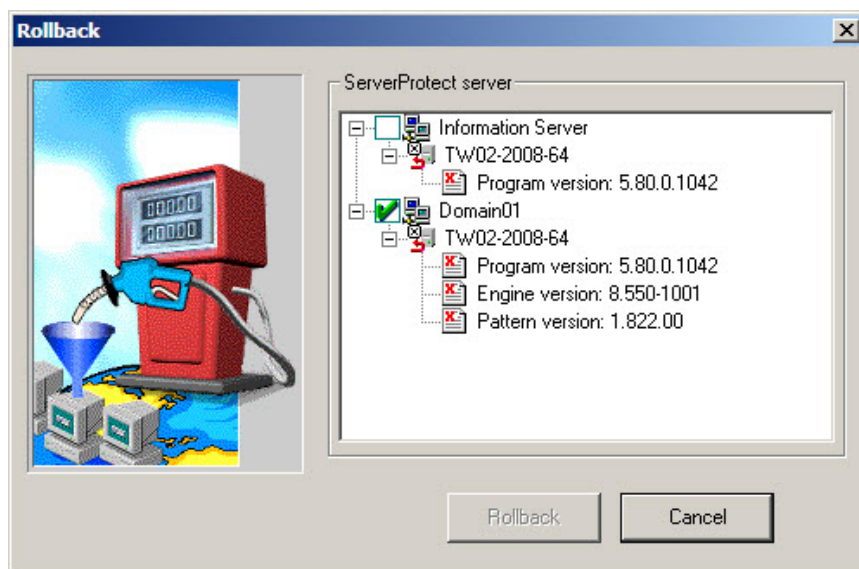


FIGURE 3-15. Rollback window

The screen displays information about the virus pattern file and scan engine that is currently being used by ServerProtect. The respective version and build numbers are also shown.

3. Select the check boxes of the items you want to roll back, and then click **Rollback**.



Note

You can only roll back the components which is most recently updated, The components can either be a virus pattern or a scan engine.

Managing Tasks

Tasks allow you to schedule Normal Servers to perform multiple functions simultaneously. Using tasks automates routine antivirus maintenance procedures on your network and improves the management of your antivirus policy.

You can define a task to run several procedures at one time in the same manner as macros automate word processing programs, or scripts automate routine network administration tasks.

Tasks are assigned to a "task owner" who is responsible for maintaining the task.

ServerProtect Task Wizard

The ServerProtect Task Wizard provides an intuitive interface for you to easily define a task. You can include the following functions in a task:

- **Real-time Scan setting:** Enables different Real-time Scan options for different tasks, for example, scanning incoming files only when the network performance is normal
- **Scan Now:** Checks whether your server is virus-free
- **Purge logs:** Defines which types of logs to purge from the database. You can enable the automatic purging of virus logs that are older than a preset age.
- **Export logs:** Exports logs as CSV files for use in other applications
- **Print logs:** Chooses a network printer to print logs that meet a certain criteria
- **Run statistics:** Compiles and displays statistics about virus scanning on your server
- **Deploy:** Defines when to distribute the updates of virus pattern and scan engine components to other ServerProtect servers

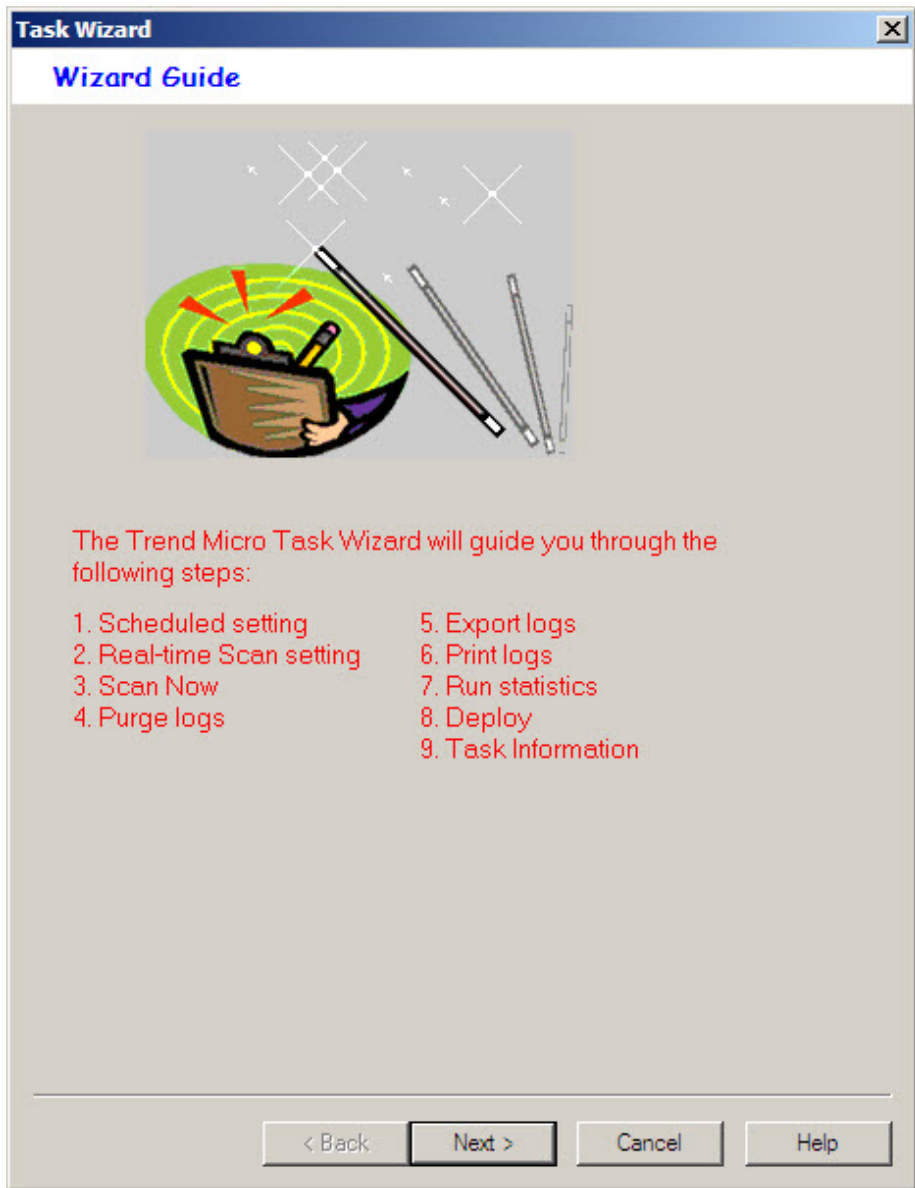


FIGURE 3-16. Task Wizard window

Default Tasks

Default tasks are created by ServerProtect with every Normal Server installation. When you install ServerProtect for the first time, you immediately have three default tasks: Scan, Statistics, and Deploy. You can edit default tasks, however, you cannot modify the task name or the task owner.

Creating Tasks

New tasks let you set up routine maintenance and configuration procedures.

Creating a Task

Procedure

1. Select the Information Server, domain, or Normal Server on the domain browser tree.
2. Do one of the following:
 - Click **Do** > **Create Task** on the main menu.
 - Click **Task** > **New Task** on the side bar.
3. Click **Create**.

The **Create New Task** window appears.

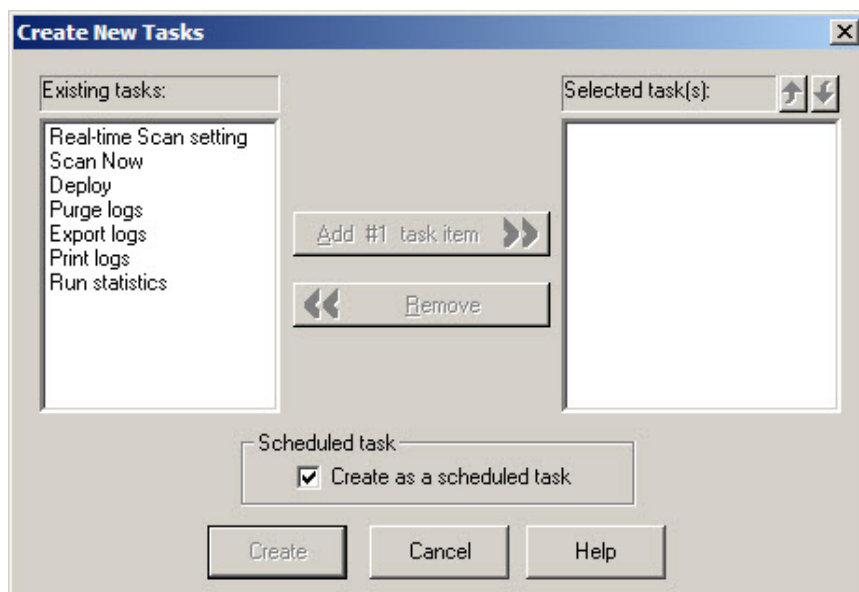


FIGURE 3-17. Create New Tasks window

4. Select the functions you want to include in this task in the **Existing tasks** list.
5. Click **Add #n Task Item** to add the selected function to the **Selected task** list. You can continue adding more functions. Alternatively, you can remove a previously selected function.



Tip

You can click the up or down arrow icons next to **Selected task(s)** to change the order in which the functions are performed. The Deploy function should always be the last one on the list.

6. Select the **Create as a scheduled task** check box if you want this task to be run according to a specified schedule. You can schedule tasks to run on an hourly basis.

7. Click **Create** to start the wizard and create a task with the selected functions. Click **Cancel** to close the **Create New** window without saving your changes.
-

Creating a Scheduled Task

Creating a scheduled task is easy to configure and save you time.

Procedure

1. Follow steps 1 through 6 in [Creating a Task on page 3-38](#). Make sure you select the **Create as a scheduled task** check box under **Scheduled task**.

The **Task Wizard** window appears.

2. Click **Next**.

The **Schedule Settings** window appears.

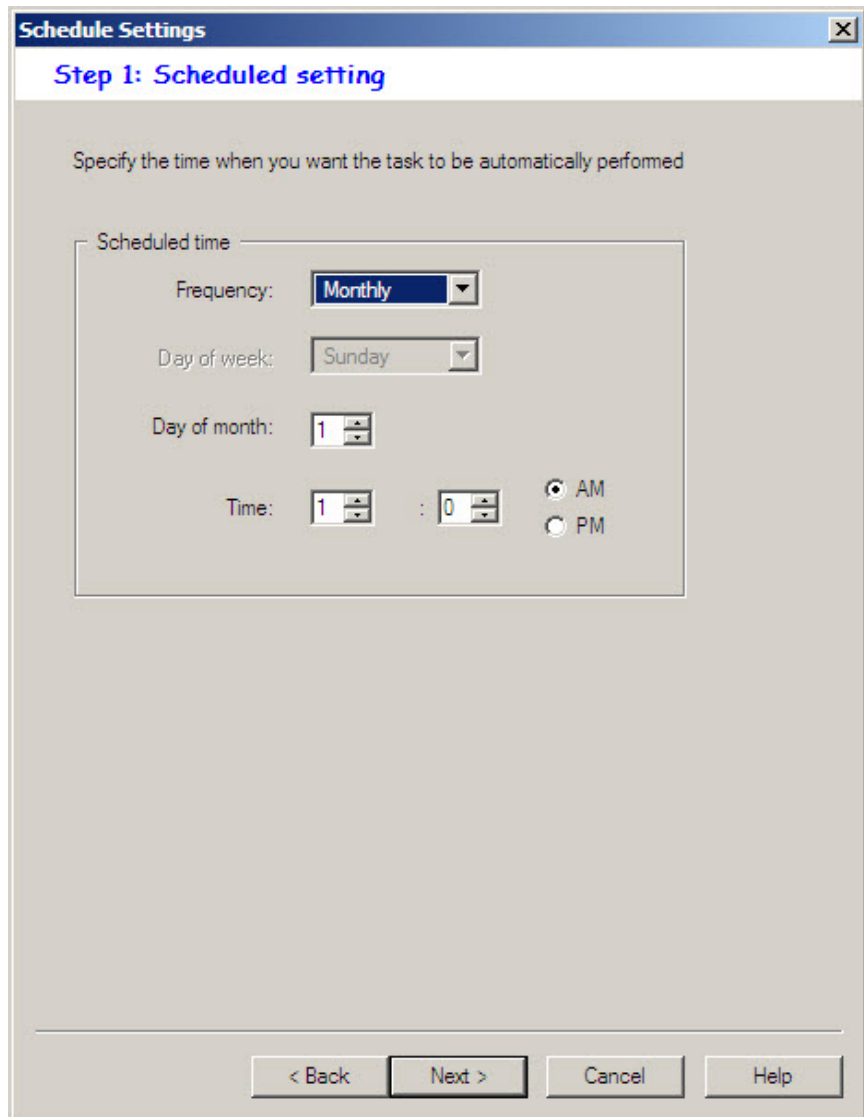


FIGURE 3-18. Schedule Settings window

3. Under **Scheduled time** in the **Frequency** list, click a download frequency. You can select **Monthly**, **Weekly**, **Daily**, or **Hourly**. If you selected **Weekly**, click a day in the **Day of Week** list. Alternatively, if you selected **Monthly**, click a day in the **Day of month** list.
 4. In the **Time** box, type or select the time when you want to update the components, and then click **AM** or **PM**.
 5. Click **Next** to proceed with the task wizard configuration.
-

Specifying a Target for Scan Now

Scan tasks must be run on specific drives. When defining the target drive, you are initially given the option to scan all local drives or specific drives

and/or directories. The latter option also allows you to scan another drive on the network.

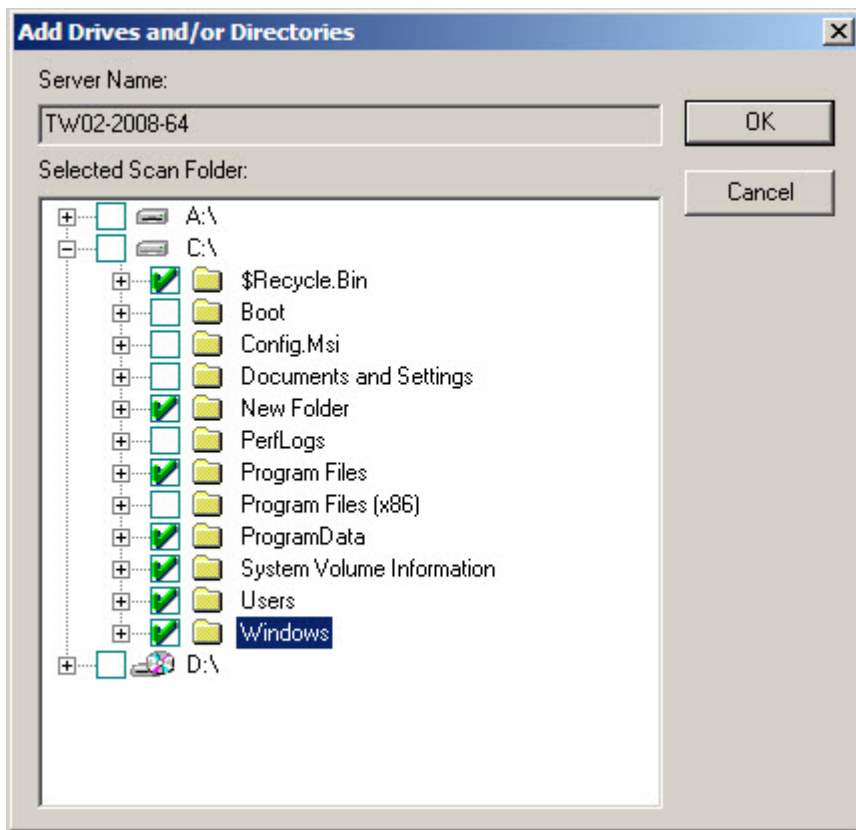


FIGURE 3-19. Add Drives and/or Directories window

Creating a Default Task

You can define a default task in the last screen of the task wizard, the **Task Information** window, where you define the name and owner of the task.

Default tasks affect all Normal Servers managed by an Information Server which means if you add a Normal Server, it will inherit existing default tasks.

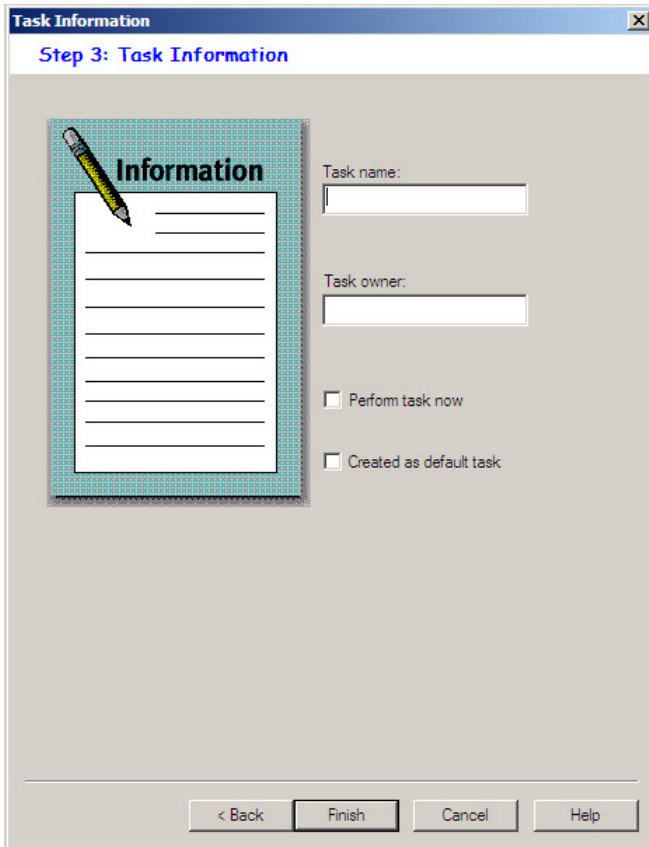
The image shows a Windows-style dialog box titled "Task Information" with a close button (X) in the top right corner. Below the title bar, it says "Step 3: Task Information". On the left side, there is a graphic of a notepad with a pencil and the word "Information" written on it. To the right of this graphic are two text input fields: "Task name:" and "Task owner:". Below these fields are two checkboxes: "Perform task now" and "Created as default task". At the bottom of the window, there are four buttons: "< Back", "Finish", "Cancel", and "Help".

FIGURE 3-20. Task Information window

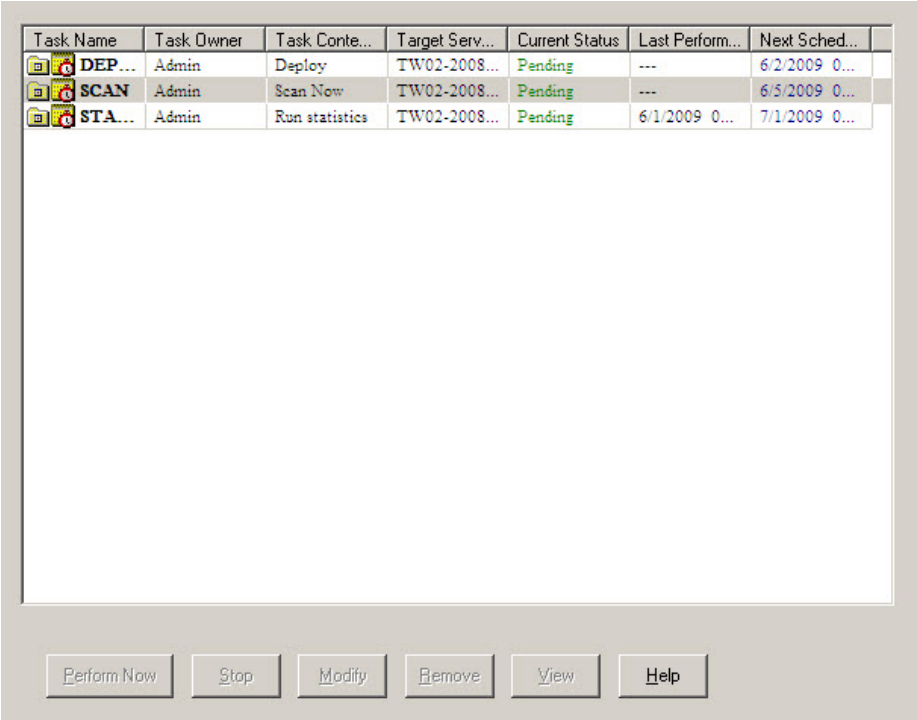
Opening the Existing Task List




The **Existing Task** list displays information about the tasks that have been created. You can use the **Existing Task** list to perform, modify, delete, or view the task definition.

To open the existing task list, do one of the following:

- Click **Task > Existing Task** on the side bar.
- Click **Do > Existing Task** on the main menu.

The **Existing Task** list is displayed in a table format. The following figure displays the different fields. Note that you can sort the list by clicking on the heading of each field.



Task Name	Task Owner	Task Conte...	Target Serv...	Current Status	Last Perform...	Next Sched...
 DEP...	Admin	Deploy	TW02-2008...	Pending	---	6/2/2009 0...
 SCAN	Admin	Scan Now	TW02-2008...	Pending	---	6/5/2009 0...
 STA...	Admin	Run statistics	TW02-2008...	Pending	6/1/2009 0...	7/1/2009 0...

Perform Now Stop Modify Remove View Help

FIGURE 3-21. Viewing Existing Tasks table

**Note**

If the servers to which a task is applied are located in different time zones, the time/date displayed in the **Last Perform Time** and **Next Schedule** fields will reflect the local time for each server.

Running an Existing Task

The **Existing Task** list displays information about all the tasks that have been defined. You can use the **Existing Task** list to perform a task.

Procedure

1. Do one of the following:
 - Click **Task > Existing Task** on the side bar.
 - Click **Do > Existing Task** on the main menu.

The **Existing Task** list displays all of the tasks that are currently defined within ServerProtect.

2. Select the task that you want to run, and click **Perform Now**.
-

Modifying Existing Tasks

Modifying existing tasks saves you valuable configuration time. This way, you do not need to spend time configuring new tasks.

Modifying an Existing Task

Procedure

1. Do one of the following:
 - Click **Task > Existing Task** on the side bar.
 - Click **Do > Existing Task** on the main menu.

The **Existing Task** list appears.

2. Click the task in the **Existing Task** list that you want to modify.
3. Click **Modify**.

The **Modify Task** window appears.

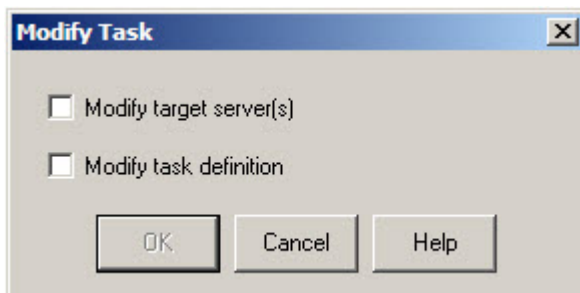


FIGURE 3-22. Modify Task window

4. Do one of the following:
 - Select the **Modify target server(s)** check box to change the servers, on which the task is configured to run.
 - Select the **Modify task definition** check box to change the procedures that were used to define the task.
5. Click **OK**.

Modifying a Target Server for an Existing Task

Procedure

1. In the **Select Servers to Apply Tasks** window, select and add the server on which you want to run the task.
2. Click **Add**.

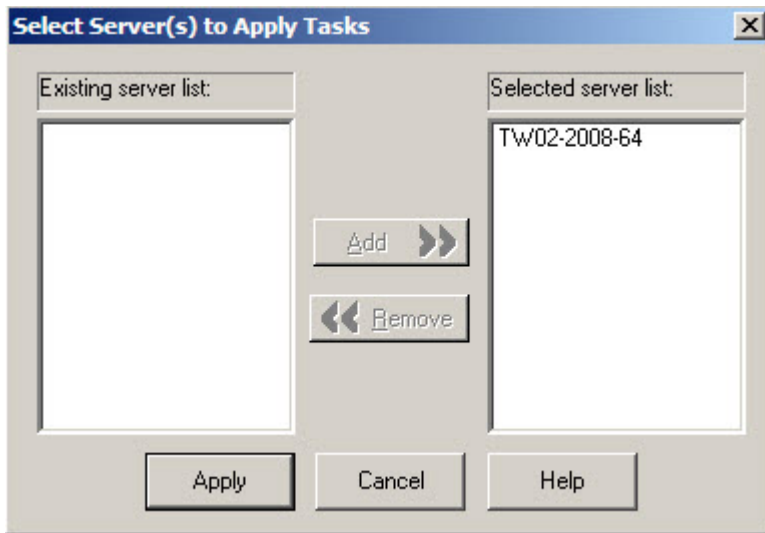


FIGURE 3-23. Select Servers to Apply Tasks window

3. Click **Apply**. To close the window without saving your changes, click **Cancel**.
-

Modifying a Task Definition for an Existing Task

Procedure

1. Select each function you want to include in this task in the **Existing Tasks** list.

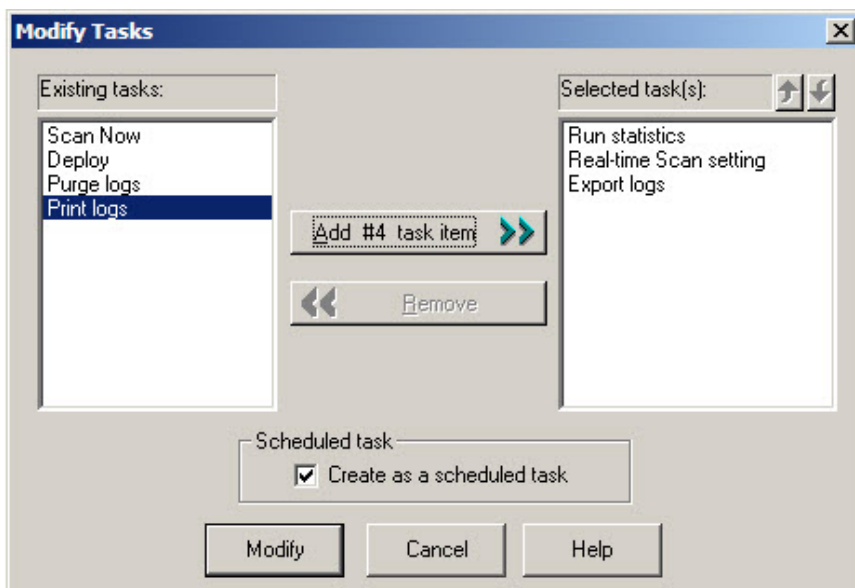


FIGURE 3-24. Modify Tasks window

2. Click **Add #n Task Item** to add the function you selected to the **Selected task** list.

If you want this task to be scheduled to run, make sure that you select the **Create as a scheduled task** check box.



Tip

You can click the up or down arrow icons next to **Selected task(s)** to change the order in which the functions are performed. The Deploy function should always be the last one on the list.

3. Click **Modify** to start the wizard that will help you create a task with the functions that you have chosen. Click **Cancel** to close the **Create New Task** window without saving your changes.

Viewing an Existing Task

The attributes of any existing task can be viewed from the **Existing Task** window. This enables you to know exactly what the task will do before executing it.

Procedure

1. Do one of the following:
 - Click **Do > Existing Task** on the main menu.
 - Click **Task > Existing Task** on the side bar.
2. Select the task in the **Existing Task** list that you want to view.
3. Click **View** at the bottom of the configuration area. Alternatively, you can double-click the task's record entry in the **Existing Task** table. The **View Task Information** window appears.

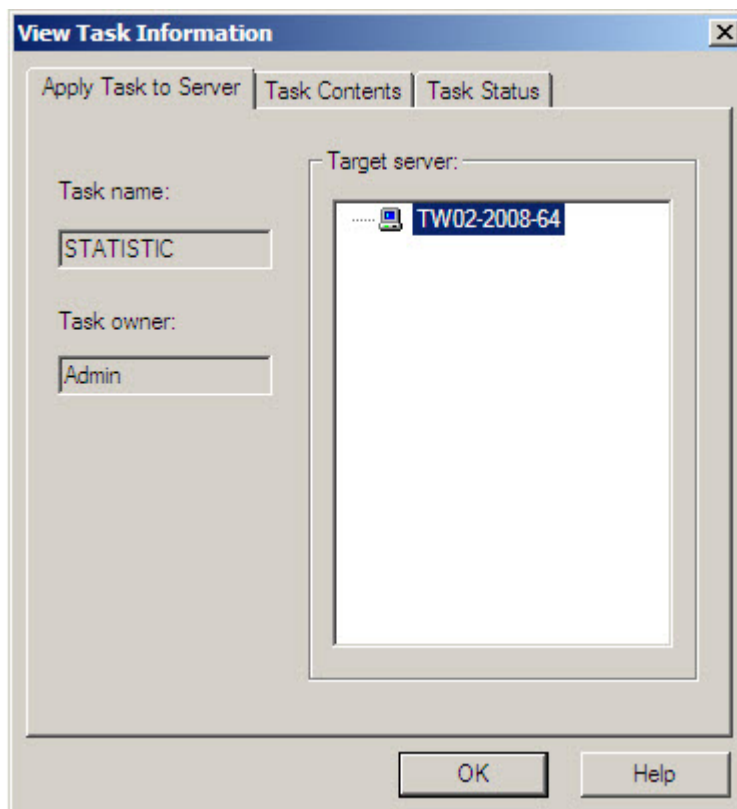


FIGURE 3-25. View Task window

This screen contains three tabbed sections labeled **Apply Task to Server**, **Task Contents**, and **Task Status**.

- **Apply Task to Server:** The **Task name** and **Task owner** are displayed on the left side of the tab. The **Target server** displays all the servers on your network that the task will run on.
- **Task Contents:** All of the functions that make up the task are displayed. Click a function in the **Task sequence** list and the function definition will appear in the task definition table on the right.

- **Task Status:** The **Target Server** displays all of the servers on your network on which the task will run. The **Current Status**, **Last Perform Time**, and **Next Schedule** fields display the status of the task and the last time it was run.

4. Click **OK** to close the **View Task Information** window.
-

Removing an Existing Task

The **Existing Task** list displays information about all tasks that have been defined. You can use the **Existing Task** list to delete a task definition.

Procedure

1. Do one of the following:
 - Click **Do > Existing Task** on the main menu.
 - Click **Task > Existing Task** on the side bar.
 2. In the **Existing Task** list, select the task you want to remove.
 3. Click **Remove**.
-

Configuring Notification Messages

Antivirus software is quite useful if it alerts a user or an administrator when a virus is detected. ServerProtect enables you to configure both notifications and to whom they will be sent.

ServerProtect notifications comprise of standard and outbreak alerts. Alerts can be delivered in various ways. See [Setting Alert Methods on page 3-57](#) for all available delivery options.

Standard Alerts

A standard alert is generated whenever a selected event is detected on the designated server. You can append additional text to a notification message.

Notification Events

You can configure ServerProtect to notify you when the following events occur.

- **Virus infection:** Detection of an infected file on the server
- **Spyware/Grayware Detected:** Detection of a Spyware-infected file on the server
- **Attempt to change write-protected file:** Any attempt to change the write-protected settings
- **Real-time configuration change:** Changes to the configuration settings of Real-time Scan
- **Service load/unload:** To stop/start the ServerProtect
- **Virus pattern out-of-date:** Expiration of the virus pattern file
- **Spyware pattern out-of-date:** Expiration of the Spyware pattern file

Configuring a Standard Alert

Procedure

1. Select the Information Server domain, or a Normal Server on the domain browser tree.
2. Do one of the following:
 - Click **Configure > Notifications > Standard Alert** on the main menu.
 - Click **Set Notification > Standard Alert** on the side bar.

The **Standard Alert** screen appears.

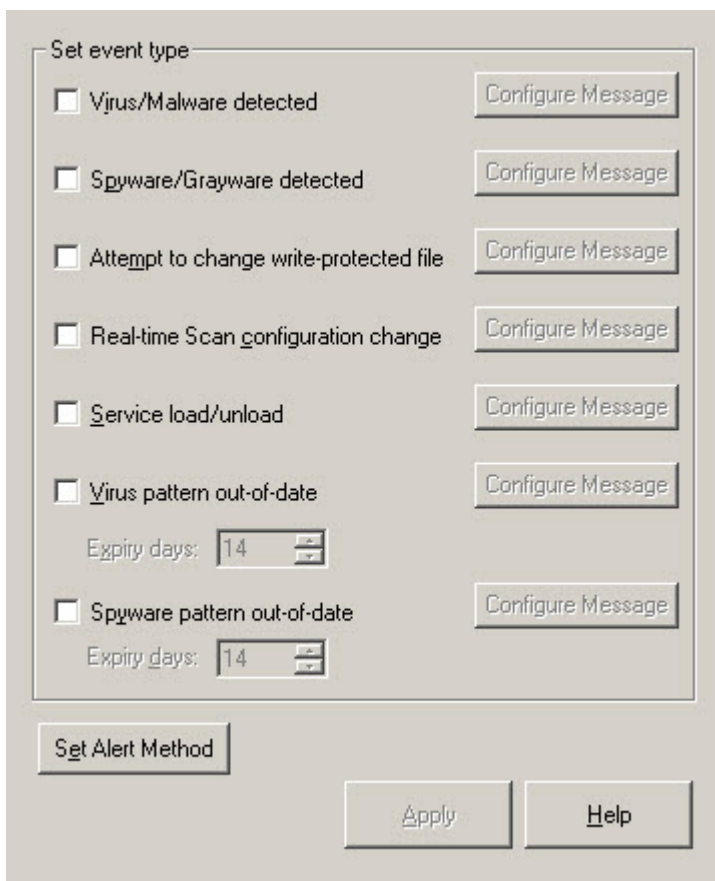


FIGURE 3-26. ServerProtect Standard Alert Configuration window

3. Select the event type check box(es).
4. Click **Configure Message** for each selected event.

The **Configure Alert Message** window appears.

5. Type your desired settings, and then click **OK** to close the window.

6. Click **Set Alert Method** to select the way that you want to be notified. Refer to [Setting Alert Methods on page 3-57](#) for additional information.

**Note**

Neither **Spyware/Grayware** detected nor **Spyware pattern out-of-date** is supported for NetWare systems.

To find out more on configuring alert messages, refer to the related topic in the online help.

Outbreak Alerts

Virus outbreaks have a high potential for damage on a corporate network. Whenever the number of virus events exceeds the threshold, an outbreak alert is triggered to notify the system administrator.

This ensures that system administrators or other individuals who need to know about the virus outbreak are notified and can then take action against them. A customized message will be used to alert of an outbreak.

Configuring an Outbreak Alert

Procedure

1. Select the Information Server domain, or a Normal Server on the domain browser tree.
2. Do one of the following:
 - Click **Set Notification** > **Outbreak Alert** on the side bar.
 - Click **Configure** > **Notifications** > **Outbreak Alert** on the main menu.

The **Outbreak Alert** screen appears.

Signal an outbreak alert when the number of viruses found exceeds within hours.

Set alert methods

<input type="checkbox"/> <u>M</u> essage box	<input type="button" value="Configure ..."/>
<input type="checkbox"/> <u>P</u> rinter	<input type="button" value="Configure..."/>
<input type="checkbox"/> <u>P</u> ager	<input type="button" value="Configure..."/>
<input type="checkbox"/> <u>I</u> nternet email	<input type="button" value="Configure..."/>
<input type="checkbox"/> <u>S</u> NMP trap	<input type="button" value="Configure..."/>
<input type="checkbox"/> <u>W</u> indows event log	

FIGURE 3-27. ServerProtect Outbreak Alert Events Configuration Window

3. Define the outbreak threshold. Specify the number of viruses to be exceeded, and the period of consideration, in hours, in the boxes provided.
4. Select the notification methods that the alert uses.

5. Click **Configure** to access the notification settings for the selected methods. For additional information about each modification method, refer to [Setting Alert Methods on page 3-57](#).
 6. Under **Alert Message**, click **Configure Message** to modify the message that will be displayed when there is a virus outbreak.
 7. Click **Apply** to save your settings.
-

Setting Alert Methods

When a virus outbreak occurs, ServerProtect can notify system administrators, and other people you designate using the following methods:

- **Message box:** A standard Windows pop-up message box is displayed on the administrator's computer.
- **Printer:** A document is sent to a local or network printer.
- **Pager:** A message is sent to a pager. This feature requires a modem to be connected to the server that is hosting Trend Micro ServerProtect.
- **Internet Mail:** An email message is sent on detection of viruses.
- **SNMP Trap:** An alert message is sent to network administrators by SNMP. This integrates with other SNMP-compatible management tools that may be deployed within your company.
- **Windows Event Log:** The detection of the virus is written to the Windows event log.

You can configure one or several notification methods. Instructions to configure email notifications are provided in this document. For other forms of notification, refer to the online help.

Configuring an Alert to be Sent by Internet Mail

Procedure

1. Click either the Information Server domain, or a Normal Server on the domain browser tree.

2. Do one of the following:
 - To configure an outbreak alert:
 - Click **Set Notification** > **Outbreak Alert** on the side bar.
 - Click **Configure** > **Notifications** and then **Outbreak Alert** on the main menu.
 - To configure a standard alert:
 - Click **Configure** > **Notifications** > **Standard Alert** on the main menu then click **Set Alert Method**.
 - Click **Set Notification** > **Standard Alert** on the side bar and then click **Set Alert Method**.
3. Select the **Internet mail** check box, and then click **Configure**.

The **Configure Internet Mail** window appears.

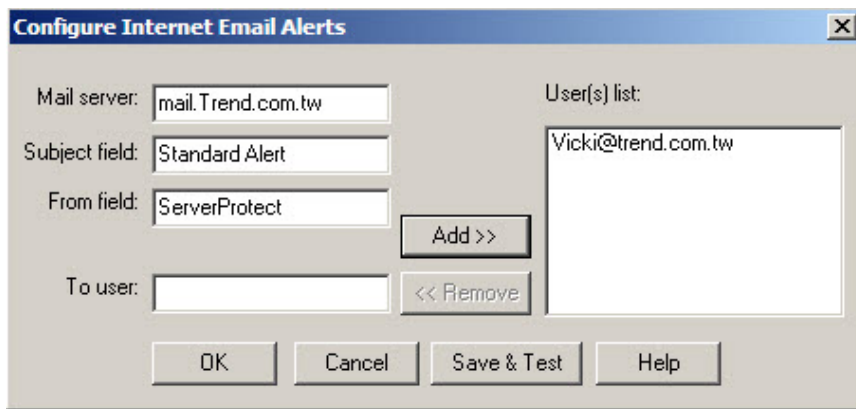


FIGURE 3-28. Configure Internet Email Alerts window

4. Do the following:
 - a. Type the name of the mail server in the **Mail Server** text box.
 - b. Type the subject of the message in the **Subject field** text box.
 - c. Type the name of the sender in the **From field** text box.

5. Type each recipient of this email message in the **To user(s)** text box and then click **Add**. You can remove a recipient by selecting the user, and then clicking **Remove**.
6. Click **Save & Test** to ensure that the configuration settings are working. If successful, the users that you specified receive a test email message.
7. Click **OK** to save your configuration changes and return to the **Set Alert Method** window.

**Note**

To find out more about configuring alert messages, refer to the related topic in the online help.

Scanning Viruses

ServerProtect provides three scan modes for detecting viruses: Real-time Scan, Scan Now (Manual scan), and Scheduled scan.

Real-time Scan checks all incoming and outgoing files on the server for signs of infection. Scan Now scans on-demand, allowing you to check a server for virus exposure immediately. Scheduled scan checks for infected files on selected ServerProtect servers at predetermined times.

There are five actions for dealing with infected files: Bypass (Ignore), Delete, Rename, Quarantine (Move), and Clean.

You can do the following:

- Choose the type of files to scan.
- Prevent users from modifying or deleting selected directories/files using the Deny Write list. For more information about configuring the Deny write list, see the related topic in the online help.



Note

The results of each scan are available in the Scan Result logs. You can take action on the infected files directly from the Scan Result window. This provides a convenient way to take appropriate actions during a virus infection event. For more information, refer to the **Viewing Scan Result Information** topic in the online help.

Defining Actions Against Viruses

ServerProtect lets you configure the kind of action(s) to take against infected files that are found on your network during a Real-time Scan or Scan Now.

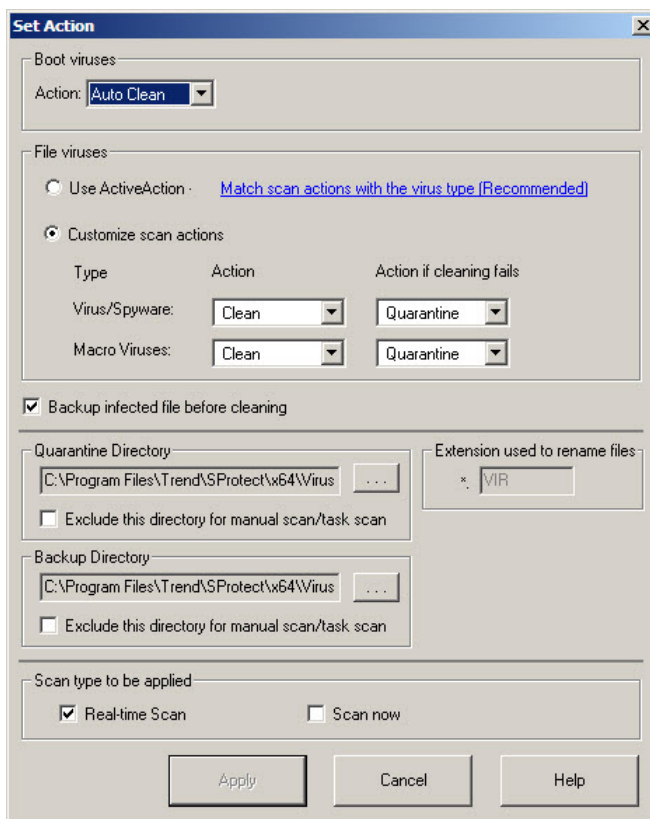


FIGURE 3-29. Set Virus Action window

Procedure

1. Click **Set Action** from the **Scan Now** or **Real-time Scan** configuration area. The Set Virus Action window appears.

**Note**

Spyware doesn't support clean action. If the action of virus is clean/delete, for spyware virus it will only do delete operation.

2. Under **Boot Viruses** in the **Action** list, click the virus action you want ServerProtect to take when it finds a boot virus. You can select **Auto Clean** or **Bypass**.
 3. Under **File Viruses**, do one of the following:
 - Click **Use ActiveAction** to set Trend Micro recommended virus actions. Beware that the action can be taken to handle spyware infection is limited to **Bypass**, and that the action **Clean** is not supported to handle spyware infection. Applying **Clean** action to a spyware infected file results the deletion of the file.
-

**Note**

When using ActiveAction, spyware action will be bypass/bypass.

- Click **Customize scan actions**, to select the appropriate action to take against the file and macro viruses in the **Action** and **Action if cleaning fails** lists. See [When ServerProtect Finds a Virus \(Virus Actions\) on page 1-12](#). For more information about ActiveAction, see [IntelliScan on page 1-19](#).
-

**Note**

If you selected a **Clean** action, we recommend that you select the **Backup infected file before cleaning** check box. The virus cleaning process can, on rare occasions, damage files and make them unusable.

You should exclude both the backup and quarantine directories from scanning. Refer to the **Directory Exclusion List** topic in the online help for more information. The selected scan type is displayed under **Scan type to be applied**.

4. Click **Apply** to start using these settings.
-

Scanning Profiles

Real-time Scan and Scan Now configurations can be saved as scanning profiles that can then be used to create or modify tasks. Alternatively, you can delete profiles if they are no longer needed. Scanning profiles can be applied when configuring Scan Now and Real-time Scan tasks. For more information, see **Choosing a scan profile** in the online help.

For scheduled scans, that is, scheduled scan tasks, you can either choose an existing scanning profile or create your own. See [Modifying an Existing Task on page 3-46](#).

Saving a Scanning Profile

Procedure

1. Configure a Real-time Scan or Scan Now.

See [Configuring Real-Time Scan on page 3-66](#) and [Configuring Scan Now on page 3-71](#).

2. Click **Save As/ Delete Profile**.

The **Save/Delete Profile** window appears.

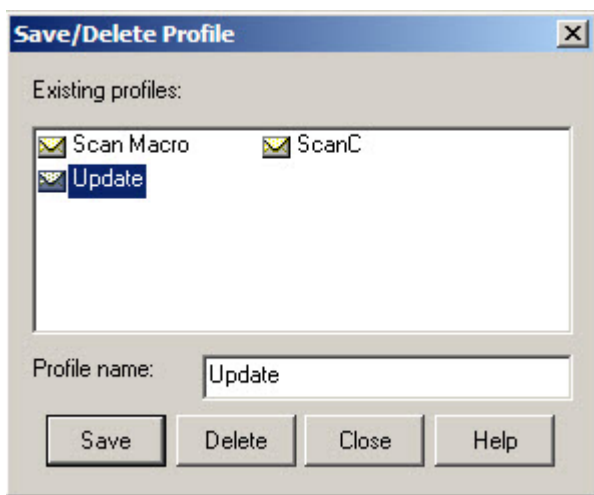


FIGURE 3-30. Save/Delete Profile window

3. Type a profile name in the **Profile name** text box.
 4. Click **Save** to save the new profile. Alternatively, click **Close** to close the window without saving it.
-

Deleting a Scanning Profile

Procedure

1. Do one of the following:
 - Click **Scan Now > Scan Now** on the side bar.
 - Click **Do > Scan Now** on the main menu.
 - Click **Set Scan option > Real-time Scan** on the side bar.
2. Click **Save As/ Delete Profile**.

The **Save/Delete Profile** window appears.

3. Click the profile you want to delete in the **Existing Profiles** list.
 4. Click **Delete** to delete the profile. Alternatively, click **Close** to close the window without deleting it.
-

Using Real-Time Scan

Real-time Scan constantly scans all files that are accessed and provides powerful virus protection that runs in the background. All incoming/outgoing files are monitored, thus infected files are prevented from being copied to or from a server.

The following scan options are specific to Real-time Scan:

- **Scan floppy at startup:** Your floppy disk drive is scanned for boot viruses when you turn your computer on. Any diskette inside your floppy disk drive is also scanned. This prevents you from booting your computer with an infected diskette.
- **Scan floppy at shutdown:** Your computer's floppy disk drive is checked for boot viruses when the computer is shut down and any diskette inside it is also scanned.
- **Scan floppy boot area:** This option scans the floppy boot area of your computer. This feature protects against Master Boot Record viruses.
- **MacroTrap:** ServerProtect includes patented MacroTrap™ technology to guard against macro viruses in Microsoft™ Office files and templates.
- **Scan OLE layers:** This option scans embedded files. OLE layer scan offers five layers of protection. See [OLE Layer Scan on page 1-19](#) for more information.
- **Scan mapped network drive:** This option scans any mapped network drive. You should have an existing network mapped drive for this option to work.

Configuring Real-Time Scan

Procedure

1. Select the Information Server, domain, or a Normal Server on the domain browser tree.
2. Do one of the following:
 - Click **Set Scan Option > Real-time Scan** on the side bar.
 - Click **Configure > Scan Options > Real time Scan** on the main menu.

☒ Enable Real-time Scan

☒ Enable Damage Cleanup Services


Scan direction

☒ Incoming ☐ Outgoing ☐ Incoming & outgoing

Scan file type


☒ All files
☐ Use IntelliScan - Use true file type identification (Recommended)
☐ Selected files [Extension List...](#)

Scan options

☐ Scan floppy at startup ☒ Scan floppy boot area
☒ Scan floppy at shutdown ☒ MacroTrap
☒ Scan OLE layers 1  ☒ Scan mapped network drive

Compressed files

☒ Scan compressed files

Scan level: 1  [Advanced settings](#)

[Set Action...](#)

[Apply](#) [Save As/Delete Profile](#) [Help](#)

3. Select the **Enable real-time scan** check box.
4. Set the **Enable Damage Cleanup Services** check box so that the Virus Cleanup engine scans for and removes Trojans and Trojan processes. It supports 32-bit and 64-bit platforms. Clear the check box to disable the service.
5. Under **Scan direction**, choose one of the following:
 - **Incoming:** Scans files copied to the server
 - **Outgoing:** Scans files being copied from the server
 - **Incoming and Outgoing:** Scans all incoming and outgoing files on the server
6. Under **Scan file type**, choose one of the following:
 - **All files:** Scans all file types
 - **IntelliScan:** Scans files using true file type identification
See [IntelliScan on page 1-19](#).
 - **Selected files:** Scans only specified files
If you choose **Selected files**, click **Extension List** to define the file types that you want to scan. Refer to [Selecting File Types to Scan on page 3-78](#).
7. Under **Scan options**, select one or more from the following check boxes:
 - Scan floppy at start up
 - Scan floppy at shutdown
 - Scan OLE layers
 - Scan floppy boot area
 - MacroTrap
 - Scan mapped network drive

See [Using Real-Time Scan on page 3-65](#) for additional information on each scan option.

8. Select the **Scan compressed files** check box to scan compressed files and then move the **Scan level** slider to set the number of compressed layers that you want to scan. For information on advanced settings, refer to the **Compressed file scan** topic in the online help.



Note

If you choose to scan selected file types in step 5, make sure you select the extensions of compressed files in the extension list.

9. Click **Set Action** to configure how ServerProtect acts on infected files. See [Defining Actions Against Viruses on page 3-61](#).
10. In case of NetWare Normal Server system, the **Real-time Scan configuration setting** pane has a push button UI element to provide an option for the NetWare system.

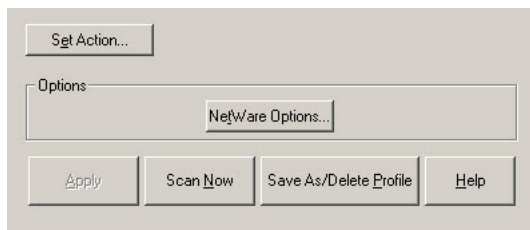


FIGURE 3-32. The Real Time Scan Configuration option for NetWare

- a. Click on **NetWare Options...** button.

The **Mac File Scanning Settings** dialog box appears.



FIGURE 3-33. The Mac File Scanning Settings Screen

- b.** Select the desired file scanning setting and click **OK** to continue.
 - 11.** Click **Apply** to save your changes or click **Save As Profile** to recall your configuration settings at a later time.
-

Using Scan Now (Manual Scan)

Scan Now performs a scan on demand. Use Scan Now if you suspect a server has been infected.

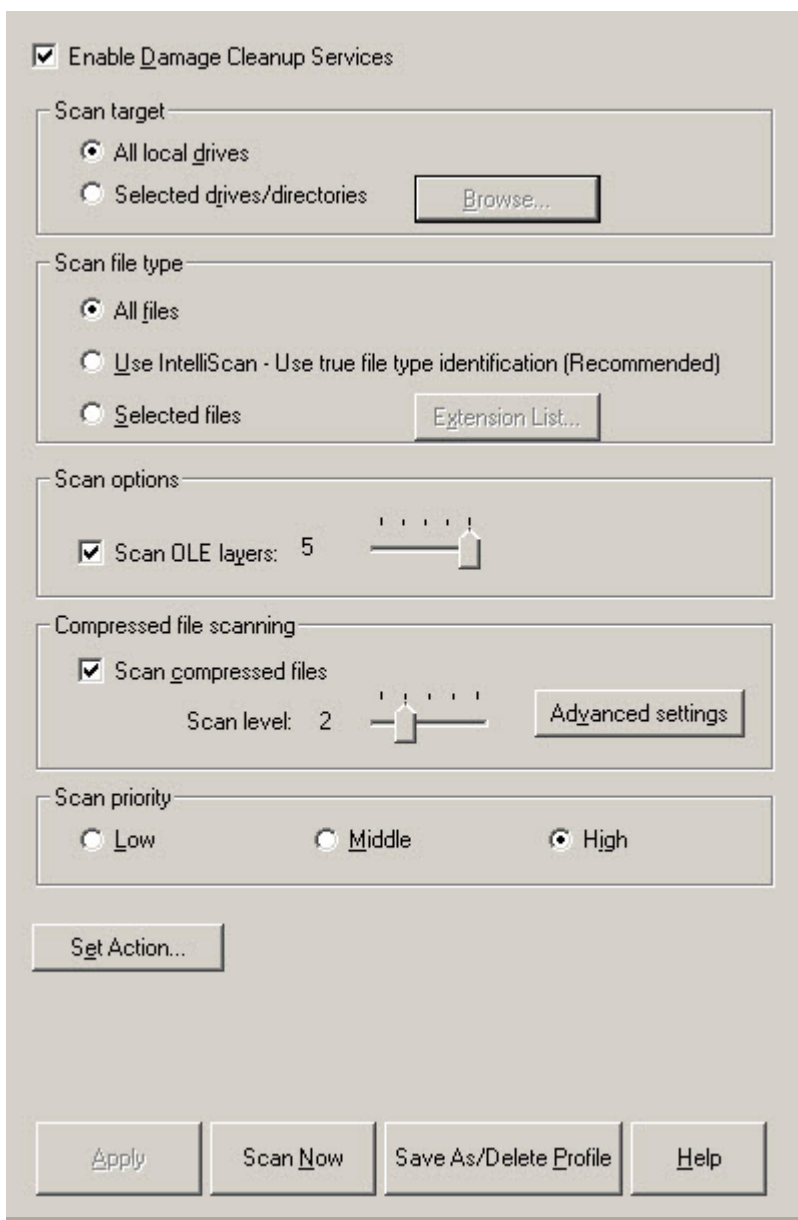
You can configure the following for Scan Now:

- Scan target
- Scan file type
- Scan options
- Compressed file scanning
- Scan priority
- Scan action

Configuring Scan Now

Procedure

1. Click the Information Server, domain, or a Normal Server on the domain browser tree.
2. Do one of the following to bring about the configuration pane for Scan Now operation:
 - Click **Scan Now** > **Scan Now** on the side bar.
 - Click **Do** > **Scan Now** from the main menu.

**FIGURE 3-34. Scan Now Configuration window**

3. Set **Enable Damage Cleanup Service** check box to enable the service. Clear it to disable the service.
4. Under **Scan target**, choose one of the following:
 - **All local drives:** Scans all drives in a server
 - **Selected drives/directories:** Scans specific drives or directories on a server

Click **Browse**. The **Add Drives and/or Directories** window appears. Select the check box(es) for the drives or directories you want to scan, then click **OK** to close the window.

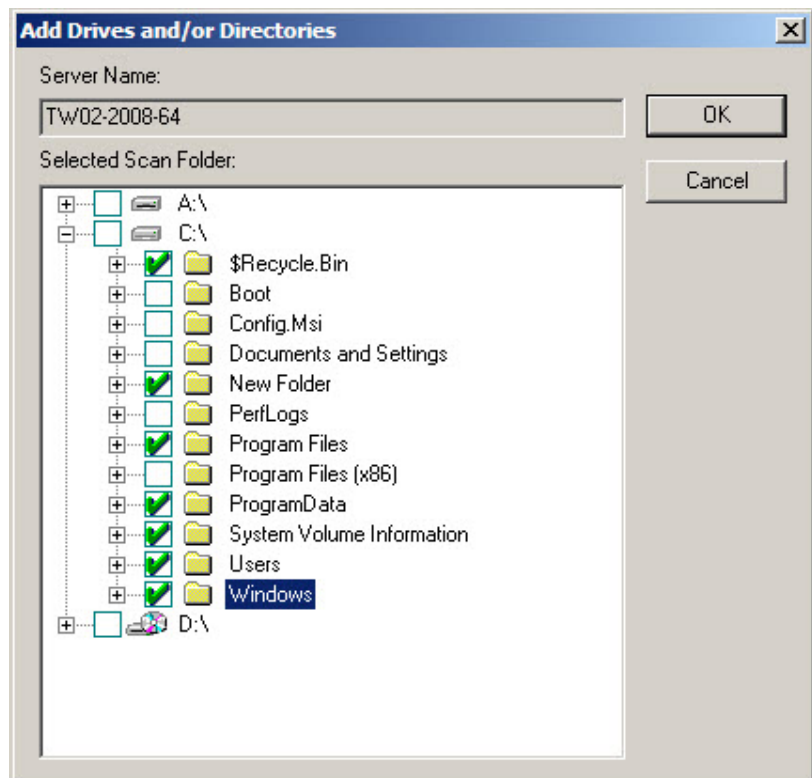


FIGURE 3-35. Add Drives and/or Directories window

5. Under **Scan file type**, choose one of the following:
 - **All files:** Scans all file types
 - **Use IntelliScan:** Scans files using true file type identification
See [IntelliScan on page 1-19](#).
 - **Selected files:** Scans only specified files
Click **Extension List** to define the file types that you want to scan.
Refer to [Selecting File Types to Scan on page 3-78](#).
6. Under **Scan options**, select **Scan OLE layers**. Move the **Scan OLE layers** slider to set the number of OLE layers. ServerProtect can scan up to five layers.
7. Under **Compressed file scanning**, select the **Scan compressed files** check box. Move the **Scan level** slider to set the number of compressed layers that you want to scan. For information on advanced settings, refer to the *Compressed file scan* topic in the online help.

**Note**

If you choose to scan selected file types in step 4, make sure you include the extensions of compressed files in the extension list.

8. Under **Scan priority**, click **Low**, **Middle**, or **High**. A high scan priority consumes more CPU resources, but can complete scan jobs faster.
9. Click **Set Action** to configure how ServerProtect acts on infected files.
See [Defining Actions Against Viruses on page 3-61](#).
10. In case of a NetWare Normal Server, the **Scan Now Configuration** pane has a push button UI element to provide an option for the NetWare system.

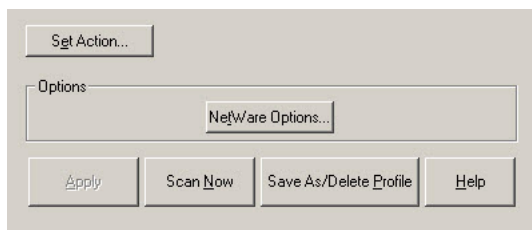


FIGURE 3-36. The Scan-Now Configuration option for NetWare

- a. Click on **NetWare Options...** button.

The **Mac File Scanning Settings** dialog box appears.

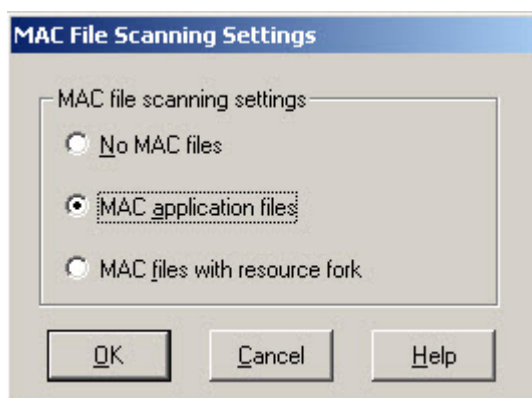


FIGURE 3-37. The Mac File Scanning Settings Screen

- b. Select the desired file scanning setting and click **OK** to continue.
11. Click **Apply** to save the changes or click **Save As Profile** to recall the configuration settings at a later time.

Running the Scan Now Tool on Windows Normal Servers

Use the Scan Now tool to scan servers of Microsoft Windows Server family without accessing the Management Console. Scan Now performs the scan

according to the Scan Now configurations you have set in the Management Console (for example, Scan target, Scan file type).

Running the Scan Now Tool

Procedure

1. Click **Start > Programs > Accessories > Windows Explorer** on the Normal Server.

The **Windows Explorer** window appears.

2. Click the folder where you installed ServerProtect.

The default location for a 32-bit operating system is:

C:\Program Files\Trend\SProtect

The default location for a 64-bit operating system is:

C:\Program Files\Trend\SProtect\x64

3. Double-click **ScanNow.EXE**.

A Scan Now is performed.

Stopping the Scan Now Tool

Procedure

1. Click **Start > Run** on the Normal Server. The Run window appears.
2. Click **Browse** and locate the ScanNow.EXE file.

The default location for a 32-bit operating system is:

C:\Program Files\Trend\SProtect

The default location for a 64-bit operating system is:

C:\Program Files\Trend\SProtect\x64

3. Run the tool with the "stop" switch as shown below:

For a 32-bit operating system:

```
C:\Program Files\Trend\SProtect\ScanNow.exe /STOP
```

For a 64-bit operating system:

```
C:\Program Files\Trend\SProtect\x64\ScanNow.exe /STOP
```

4. Click **OK**.

Scan Now stops.

**Note**

You must include a space between the file name and the Stop switch.

Scheduled Scanning

A scheduled scan scans files at the time and frequency configured. Use scheduled scans to automate routine scans on your Normal Servers. You can create a scheduled Scan Now or Real-time Scan by using a scheduled task.

Configuring a Scheduled Scan

You can configure a scheduled Scan Now or Real-time Scan by using a scheduled task. Refer to [Creating Tasks on page 3-38](#) for more information.

**Note**

When a ServerProtect server is installed, ServerProtect automatically applies a Scan task to the server. The default Scan task is set to scan all your local directories every Friday.

If the existing task does not suit your needs, you can either edit the default task, or create a new one. The **ServerProtect Task Wizard** guides you through the process of creating new tasks.

Selecting File Types to Scan

While configuring a Real-time Scan, Scan Now, or scheduled scan (task scan), ServerProtect lets you choose what kinds of files to scan by choosing the file extensions. Since only certain kinds of files can contain viruses, you can benefit from this function by only scanning those file types that are more likely to be infected.

Procedure

1. In the **Real-time Scan** or **Scan Now** configuration area, under **Scan file type**, click **Selected files**, and then click **Extension List** to define the file types you want to scan.

The **Select File for Scanning** window then appears.

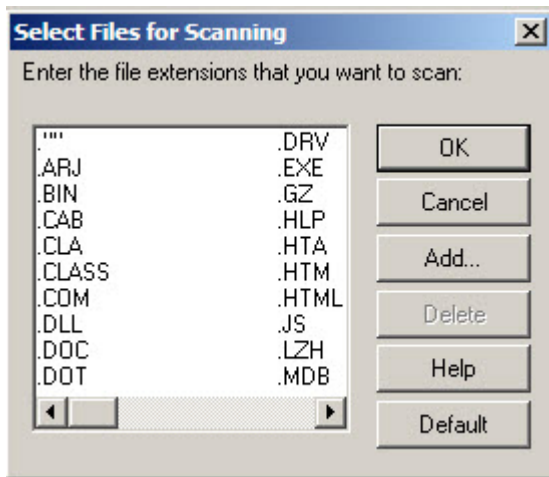


FIGURE 3-38. Select Files for Scanning window

2. Do one of the following:

- Click **Add**. The **Add Program File Extension** window appears.

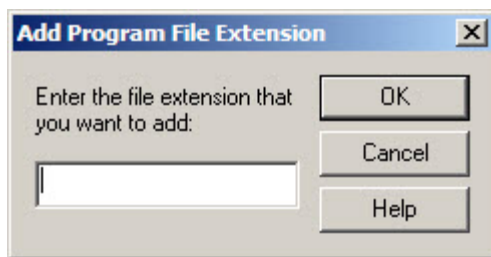


FIGURE 3-39. Add Program File Extension window

Type the file extension that you want to add in the text box, and then click **OK** to add the extension to your list. Alternatively, click **Cancel** to close the window without saving your changes. Finally, click **OK** to close the **Select files for Scanning** window.

- Click **Default** to add all the default file extensions and then click **OK** to close the **Select files for Scanning** window. Any customized extensions will be lost.

The default setting provides sufficient protection for most environments. For more information, see [Supported File Extensions for Scanning on page 3-79](#).

- Select the file extension you want to delete, and then click **Delete**.

Supported File Extensions for Scanning

ServerProtect supports the following default file extensions for scanning:

- .ARJ
- .CLASS
- .DOT
- .HLP
- .JS

- .MPT
- .OVL
- .PPT
- .SHS
- .VSD
- .XLT
- .BIN
- .COM
- .DRV
- .HTA
- .LZH
- .MSG
- .PIF
- .RAR
- .SYS
- .VST
- .Z
- .CAB
- .DLL
- .EXE
- .HTM
- .MDB
- .OCX
- .POT

- .RTF
- .TAR
- .XLA
- .ZIP
- .CLA
- .DOC
- .GZ
- .HTML
- .MPP
- .OFT
- .PPS
- .SCR
- .VBS
- .XLS

Chapter 4

Upgrading Existing ServerProtect

ServerProtect supports the product upgrading and migration from the previous versions of the product. The configuration settings of older versions can be migrated and stay effective in the new version of application.

The version 5.8 installation program can detect the existence of ServerProtect components, including the Normal Server, the Information Server and Management Console. The upgrading and migration feature is an integral part of the ServerProtect installation program. This chapter introduces the key concepts and presents to the user how to use the feature.

The topics included in this chapter are:

- *Overview of ServerProtect Upgrade Feature on page 4-2*
- *Use the Installation Package to Upgrade ServerProtect Locally on page 4-4*
- *Use the Installation Package to Upgrade ServerProtect Remotely on page 4-5*
- *Perform a Silent Mode Installation to Upgrade the Normal Servers on page 4-6*
- *Use the Deploy Program to Upgrade the Normal Servers on page 4-8*

Overview of ServerProtect Upgrade Feature

Many users of the ServerProtect have a previous version of product already installed on their network server system, such as ServerProtect 5.58 or 5.7. The upgrade feature integrated in ServerProtect 5.8 offers a number of upgrade options for the users to choose, whichever the most effective will be to serve the purpose. This overview explains each of the options and introduces the related key concepts.

1. Because ServerProtect 5.8 Information Server refuses adding and moving Normal Server request to old normal Servers (version of 5.58 and 5.7), make sure that you move all the old Normal Servers need upgrade into the Information Server to be upgraded.



WARNING!

Remote upgrades run from a 32-bit machine will be unsuccessful if the Normal Server is a 64-bit machine. To resolve, perform the upgrade by doing a local installation, silent installation, or deploy program to upgrade ServerProtect 5.7 normal server on a 64bit machine.



Note

If you want to use "deploy program" function to upgrade ServerProtect 5.7 Normal Servers, make sure the ServerProtect 5.7 Normal Server has been applied the hotfix or patch that is greater than build 1095 to enable the "program updating" function.



Note

You also can't add old normal server by "Adding a Normal Server" and "Moving Normal Server" function.

2. Launch the ServerProtect installation and make proper selection to install an Information Server of the latest version of ServerProtect . To upgrade an existing Information Server, simply select the same target server during the course of installation. See [Use the Installation Package to Upgrade ServerProtect Locally on page 4-4](#) for details.

3. The next move is to install the Management Console component if the latest version one is not yet in place. See [Use the Installation Package to Upgrade ServerProtect Locally on page 4-4](#) for detailed information.
4. At this point the Management Console and the Information Server are ready. The Normal Server can be upgraded by the following methods:
 - Use the installation package to perform the upgrade locally.
 - Use the installation package to perform the upgrade remotely across the network.
 - Use silent mode installation to perform the upgrade. The silent mode installation should be used to upgrade the machine only with Normal Server installed. If the silent installer detects that other components are installed, it will terminate and do nothing. We recommend that this method be the only one to upgrade the Normal Servers. It can prevent upgrading Information Server on the remote target machine by accident.
 - Use Deploy program feature of ServerProtect 5.8 to perform the upgrade

**Note**

For the server network system that has 5.7 version of ServerProtect Normal Servers installed, please upgrade patch for all SPNT 5.7 normal server to enable “deploying” program function. Please contact Trend Micro Technical supporter for detail information. SPNT 5.58 does not have this kind of issue because it already has this feature.

The rest of this chapter will focus on presenting comprehensive information. While the major attention is to describe how to perform Normal Server upgrading, the upgrade details for other components, together with related key concepts, will also be presented in aiding the users to achieve an effective and smooth program upgrade.

Use the Installation Package to Upgrade ServerProtect Locally

Because the Upgrade feature is an integral part of the ServerProtect installation program, no differences exist at all in term of user interface appearances and program behaviors. Upgrading the ServerProtect locally is by far the most straight-forward and reliable option. It is also the only way to install or upgrade a Management Console component.

To initiate a local upgrade session, use the installation package to launch the installation session in the local computer. See [Installing ServerProtect on page 2-17](#) for detailed information. The installation program will the user through the whole procedure. At the **ServerProtect Select Component** window as shown in the following:

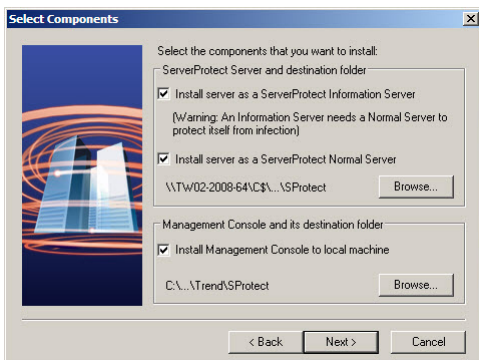


FIGURE 4-1. The ServerProtect Select Component Window



Note

Always keep in mind that all those components known to be existing in the system must be selected to achieve a successful upgrade.

Set the check box corresponding to those options need to be upgraded and click **Browse...** to bring up **ServerProtect Installation Path Selection** window. See step 3 in [Installing an Information Server on page 2-26](#). Navigate to the target folder which needs to be upgraded on the local computer. The

installation program will complete the upgrade after copying the program files and starting all related services.

**Note**

When make the selection to upgrade one ServerProtect component, keep in mind to select all the existing components, including those of the latest version already. Otherwise the installation program will pop up message box, stating that other components must be choose to continue, and bring the user back to the **ServerProtect Selection Component** window and request the user to redo the selection

**Note**

If Trend Micro Control Manager Agent is installed, it should be upgraded after the Information Server is installed.

Use the Installation Package to Upgrade ServerProtect Remotely

The way to remotely upgrade the ServerProtect is not very different to that of doing it locally. After launching the ServerProtect installation program, accepting the agreement terms and submitting the correct serial number, The ServerProtect Select Component window will be brought up. When choosing a Normal Servers as the upgrade candidate using **Browser...** button to locate the target server, instead of exploring in the local computer, the user can navigate to the connected server network system, locate the Normal Server or Information Server need to be upgraded and perform the upgrade operation just as doing it locally. See [Installing ServerProtect on page 2-17](#) for detailed information.

**Note**

Remote upgrades run from a 32-bit machine will be unsuccessful if the Normal Server is a 64-bit machine. To resolve, perform the upgrade by doing a local installation, silent installation, or deploy program to upgrade ServerProtect 5.7 normal server on a 64-bit machine.

**Note**

ServerProtect does not support installing or upgrading the Management Console component remotely.

Perform a Silent Mode Installation to Upgrade the Normal Servers

It is well known that, under Microsoft Windows environment, executing program by running it in DOS command line window has certain advantages. The Windows shell is capable of interpreting commands which compose a script file. One can compose such a file to automate certain tasks. In ServerProtect 5.8, capable of launching the installation program in silent mode let the users to enjoy such advantages.

**Note**

The silent install should be used to upgrade the server only with normal server exists. When silent installer detects the other components, it will quit and do nothing.

Installing ServerProtect in Silent Mode

Procedure

1. Install an Information Server.
2. Locate the SMS folder in the default installation path, and share it.

Make sure the target servers you want to install as Normal Servers can access the folder. If you want to perform more than one silent installation, map the SMS folder on the target servers.

3. At the target server, open a command prompt, go to the SMS folder or drive that is mapped to the folder, and then enter the following command:

```
<drive>:\setup -SMS -s -m"SPNT5"
```

Example:

- a. At the target server, map the SMS folder to drive "M".
- b. Open a command prompt.
- c. Go to drive M: by typing "M:".
- d. Type the following:

```
M:\setup -SMS -s -m"SPNT5"
```

- e. Press **Enter**.

Silent install will proceed and the target server will be registered with the Information Server.

For a silent installation, Normal Servers are installed in the "SMS" domain. There is no way to change the domain name during the silent installation. You can, however, rename the SMS domain after all the Normal Servers have been installed.

You can also specify a path to which ServerProtect is installed. For example, to install ServerProtect to the path D:\Utility\AntiVirus\SPProtect, do the following:

- a. Locate the Setup.ini file in the source folder.
- b. Add the following lines:

```
[CommonSection]
```

```
ServerTargetUNCPath=D$\Utility\AntiVirus\SPProtect
```

Where:

ServerTargetUNCPath: Sets the location where the Normal Server is installed.

To license the installed Normal Server, add the following lines to the Setup.ini file in the source folder.

```
[CommonSection]
```

```
ServerTargetSN=XXXX-XXXX-XXXX-XXXX-XXXX
```

Where:

XXXX-XXXX-XXXX-XXXX-XXXX: Represents the legal serial number.

You may not be able to register a Normal Server under the "SMS" domain due to the use of a domain controller on the Information Server. To resolve this issue, configure an IP address before using silent install. To configure an IP address, do the following:

- a. Go to the Setup.ini file in the SMS folder.
- b. Replace the host name with its IP address next to AgentName then save the file.

**Note**

During the course of perform upgrade in silent mode, caution should be excised when sharing with others the SMS folder so that all those target servers needs to be upgraded are included. See [Installing ServerProtect in Silent Mode on page 2-51](#) for detailed information to use this powerful tool.

Use the Deploy Program to Upgrade the Normal Servers

Performing upgrade using the Deploy feature is the most convenient way to upgrade the obsolete Normal Servers in a server network system. The

new Normal Server program code, with the rest of antivirus elements such as spyware and virus pattern files, scan engine and DCE services, will be downloaded to one of the Information Server and deployed into the system. The only action for a server network administrator to take is choosing in the program's UI element to do so.

**Note**

If you want to use "deploy program" function to upgrade ServerProtect 5.7 Normal Servers, make sure the ServerProtect 5.7 Normal Server has been applied the hotfix or patch that is greater than build 1095 to enable the "program updating" function. Visit Trend Micro's support Web site for more information.

**Note**

When deploy program, all Information Server's and Management Console's files are copied into the Normal Server. This operation will not create Information Server service and Management Console application.

Procedure

1. When upgrading ServerProtect 5.7, ensure the Normal Server version 5.7 binary build is 1095 or greater.
2. If the Information Server is connected to the Trend Micro Control Manager Server, download the following:
 - a. From the main console, click **Update** > **Update** or click **Do** > **Update** from the main menu.
 - b. Click **Configure** to open the **Download Option** screen.
 - c. Change the **Download source** to **Internet**, and change the download URL to:

```
http://spnt58-p.activeupdate.trendmicro.com/  
activeupdate/
```

- d. Click **OK** to apply the settings.
- e. Click **Download Now**.
- f. After the download completes, verify that `server.ini` located in: `{ServerProtect home directory}\SpntShare\` contains the following information:

**Note**

The ServerProtect Information Server default path is: `C:\program files\Trend\Sprprotect\SpntShare`.

```
[Info_186_50000_1_5121]
```

```
Version=5.8
```

```
Update_Path=serverprotect/spnt580/auspnt50.zip, 43914
```

```
Min=5.0
```

```
Max=6.0
```

```
Path=ServerProtect/SPNT58.zip, 36730864
```

```
[Info_2_50000_1_1]
```

```
Version=5.8
```

```
Update_Path=serverprotect/spnt580/auspnt50.zip, 43914
```

```
Min=5.0
```

```
Max=6.0
```

```
Path=ServerProtect/SPNT58.zip, 39824843
```

- 3. Do one of the following:
 - a. Click **Update** > **Update** on the side bar.
 - b. Click **Do** > **Update** from the main menu.

4. Click **Deploy Now**. A confirmation window appears. Click **Yes** to proceed with the manual update deployment. The **Deploy** window appears.

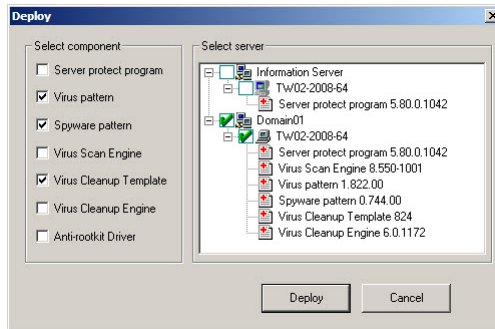


FIGURE 4-2. The Deploy Window

5. To enable upgrading Normal Server feature by download and deployment, simply set the check box corresponding to the item **ServerProtect Program**. Note that this option is not among the three antivirus components selected as default at application initialization. Click **Deploy** to dismiss the **Deploy** window and conclude the upgrade operation.

Chapter 5

Managing ServerProtect with Trend Micro Control Manager



Note

Trend Micro Control Manager are now renamed Trend Micro Apex Central. All the Control Manager features and settings mentioned in this document are applicable to Apex Central.

To benefit from the information the ServerProtect server can provide, register your ServerProtect server to Control Manager. ServerProtect communicates to Control Manager through the Trend Micro Management Communication Protocol (MCP) agent that is installed on the same computer along with the Information Server service.

The topics included in this chapter are:

- *[Control Manager Integration Summary on page 5-2](#)*
- *[Registering With Trend Micro Control Manager on page 5-3](#)*
- *[Verifying ServerProtect status in Control Manager on page 5-6](#)*
- *[Unregistering from Control Manager on page 5-6](#)*

Control Manager Integration Summary

This topic discusses the extent of integration between Control Manager 7.0 and this ServerProtect version.

See the Control Manager documentation for details about the features and functions described in the table below.

TABLE 5-1. Integration Summary

INTEGRATION FEATURE	FUNCTION DETAILS
Registration	From the ServerProtect management console (through the MCP agent)
Single sign-on	Not supported
License management	Not supported
Command tracking	Supported
Components deployed from Control Manager	All components
Policies managed and deployed from Control Manager	None
Information shown in User/Endpoint Directory	None
Ad-hoc query	Select any of the following data views while performing an ad-hoc query to view product information and logs: <ul style="list-style-type: none">• Product Status Information• Product Event Information• Virus/Malware Information• Spyware/Grayware Information
Dashboard widgets specific to product	None
Dashboard widgets shared with other managed products	None
Static report templates	None

INTEGRATION FEATURE	FUNCTION DETAILS
Custom report templates (predefined)	<ul style="list-style-type: none">• TM-Managed Product Connection/Component Status• TM-Overall Threat Summary• TM-Spam Detection Summary• TM-Spyware/Grayware Detection Summary• TM-Suspicious Threat Detection Summary• TM-Virus/Malware Detection Summary
Event notifications	None
Data Loss Prevention (DLP) incident management	Not applicable
Suspicious object and IOC file management	Not applicable

Registering With Trend Micro Control Manager

To enable ServerProtect integration with Control Manager, you must register the product with Control Manager.

Procedure

1. Click **Start > ServerProtect Management Console**.
2. Do one of the following:
 - Click **CM Agent Setting** on the side bar.
 - Click **Do > Control Manager (CM) Agent Setting** on the main menu.

The **CM Agent Setting** screen appears. The server **Registration Status** is **Not Registered with Control Manager**.

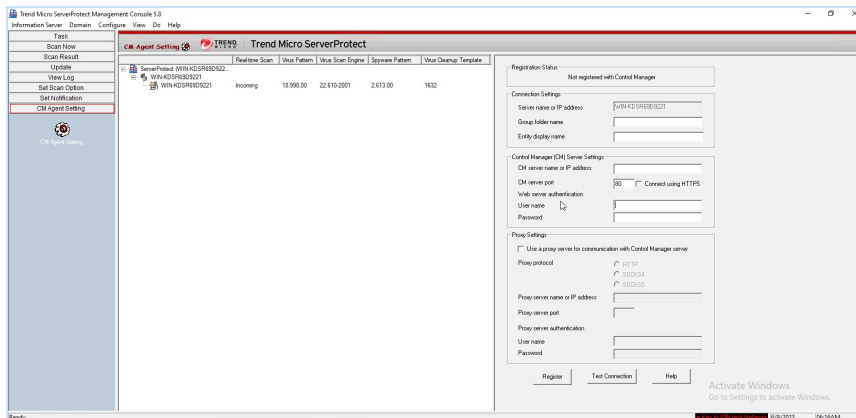


FIGURE 5-1. CM Agent Setting screen

3. Under **Connection Settings** section on the right pane, configure the following fields:
 - **Group folder name:** Type a descriptive name that identifies ServerProtect in the Control Manager product tree. The maximum length of Group folder name is 19.
 - **Entity display name:** Type the name of the ServerProtect Information Server. Choose this name carefully because this is the name that will display on the Control Manager server Product Directory to identify the ServerProtect Information server. A unique and meaningful name will help you to quickly identify the ServerProtect server in the Product Directory of Control Manager. The maximum length of Entity display name is 64 characters.



Note

The **Server name or IP address** field automatically fills the host name or the IP address of the computer on which you have installed ServerProtect.

4. Under **Control Manager (CM) Server Settings** section, specify the following:
 - **CM server name or IP address:** Type the Control Manager (CM) server name or IP address in this field.
 - **CM server port:** Type the Control Manager (CM) server port number that the MCP agent uses to communicate with Control Manager.
 - Select **Connect using HTTPS**, if you have Control Manager security set to medium (HTTPS and HTTP communication is allowed between Control Manager and the MCP agent of managed products) or high (Only HTTPS communication is allowed between Control Manager and the MCP agent of any managed products).
 - **User name** and **Password:** If your network requires authentication, type the authentication information for your Internet Information Services (IIS) server.

**Note**

If you use IIS server authentication, you cannot set ServerProtect to update components from Control Manager. You must specify the URL of an update server (either the Trend Micro ActiveUpdate server or the one you set up) as the download source in the **Scheduled Update** or **Manual Update** screen.

5. If you use a proxy server to access the Trend Micro Control Manager server, select **Use a proxy server for communication with Control Manager server** under **Proxy Settings** section, and then configure the following:
 - **Proxy Protocol:** Select a proxy protocol.
 - **Proxy server name or IP address:** Type the proxy server name or its IP address.
 - **Proxy server port:** Type the proxy server's port number.

- **User name** and **Password** fields: If the proxy server requires authentication, type the user name and password for the proxy server.
6. Click **Test Connection** to verify that ServerProtect can connect to the Control Manager server using the information you have provided. If ServerProtect is unable to connect to the Control Manager server, check the settings that you have provided. Also, check the connection between the ServerProtect computer and the Control Manager server.
 7. Click **Register** to save the settings and register ServerProtect.
-

Verifying ServerProtect status in Control Manager

Procedure

1. In a Web browser, navigate to the following URL:

`https://<Control Manager server name>/Webapp/login.aspx`

Where *<Control Manager server name>* is the IP address or host name of the Control Manager server.
 2. On the menu bar, click **Products**.
 3. From the tree, expand the group folder name that you provided while registering ServerProtect with Control Manager.
 4. Verify if the server you had registered, appears in the list.
-

Unregistering from Control Manager

If you want to switch to a different Control Manager server, first unregister ServerProtect from its current Control Manager server and then register it to the new server.

Procedure

1. Click **Start > ServerProtect Management Console**.

2. Do one of the following:

- Click **CM Agent Setting** on the side bar.
- Click **Do > Control Manager (CM) Agent Setting** on the main menu.

The **CM Agent Setting** screen appears.

3. Click **Unregister**.

Chapter 6

Technical support

Learn about the following topics:

- *[Troubleshooting resources on page 6-2](#)*
- *[Contacting Trend Micro on page 6-3](#)*
- *[Sending suspicious content to Trend Micro on page 6-4](#)*
- *[Other resources on page 6-5](#)*

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 <https://success.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:

<https://success.trendmicro.com/en-US/contactus/>

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 <https://www.trendmicro.com/vinfo/us/threat-encyclopedia/#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:

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	<ul style="list-style-type: none">• https://www.trendmicro.com• https://success.trendmicro.com/en-US/contactus/

- Worldwide support offices:
<https://www.trendmicro.com/us/about-us/contact/index.html>
- Trend Micro product documentation:
<https://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://servicecentral.trendmicro.com/en-us/ers/>

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

<https://success.trendmicro.com/en-US/solution/KA-0001177>

File Reputation Services

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

<https://success.trendmicro.com/en-US/solution/KA-0002449>

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):

<https://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:

<https://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.

Appendix A

Converting the ServerProtect Trial Version

A 30-day trial version of ServerProtect will be installed if no serial number is entered. This version will be fully functional but after 30-days virus scanning will be disabled. After this, you should either purchase the product or remove it.

After purchasing a license, refer to the following topics to update the serial number.

The topics included in this chapter are:

- *[The Software Evaluation Period Window on page A-2](#)*
- *[Viewing the Serial Number List on page A-2](#)*
- *[Updating a Serial Number on page A-4](#)*

The Software Evaluation Period Window

If you install the trial version of ServerProtect, the **Software Evaluation Period** window appears every time you open the Management Console. The **Software Evaluation Period** window shows which Normal Servers are using the trial version and the number of days remaining until they expire.

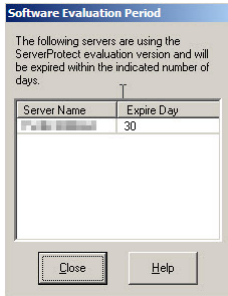


FIGURE A-1. Software Evaluation Period window

Viewing the Serial Number List

Using the Management Console, you can view the serial number of all the ServerProtect Normal Servers.

Procedure

1. Click **Help > About** on the main menu.

The **About ServerProtect Management Console** window appears.



FIGURE A-2. About ServerProtect Management Console window

2. Click **Serial Number**.

The **Serial Number List** window appears showing you all the ServerProtect Normal Servers on your network, along with their respective serial numbers.

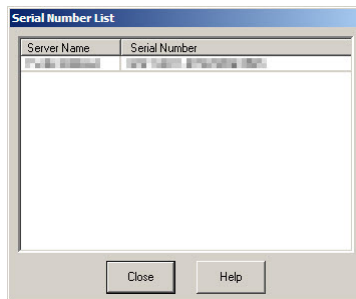


FIGURE A-3. ServerProtect Serial Number List Window

3. Click **Close** to close the **Serial Number List** window, and then click **OK** to close the **About ServerProtect Management Console** window.

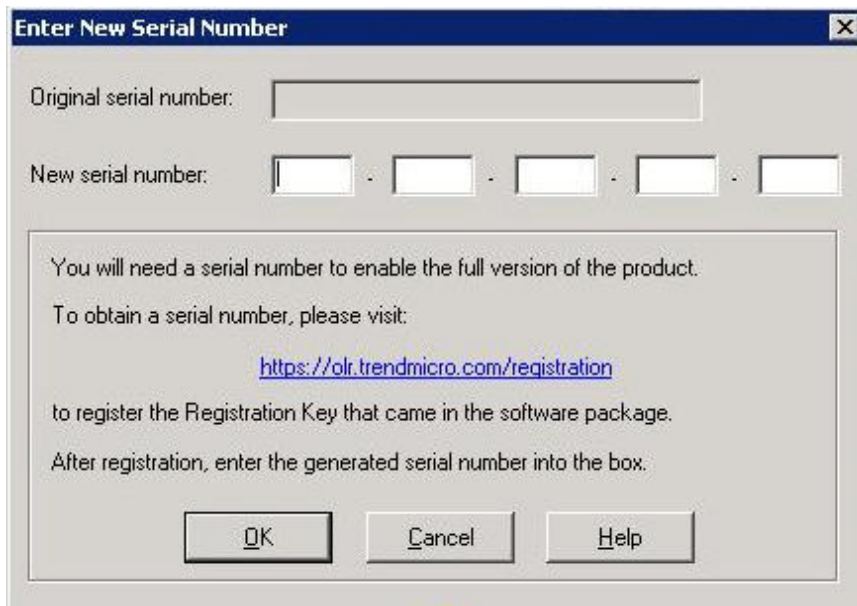
Updating a Serial Number

After you have purchased a ServerProtect license, you can update the serial number of installed ServerProtect software directly from the Management Console without reinstalling ServerProtect.

Procedure

1. Select the Normal Server you want to update the serial number for in the domain browser tree.
2. Click **Do > Update Serial Number** on the main menu.

The **Enter New Serial Number** window appears.



Enter New Serial Number

Original serial number:

New serial number:

You will need a serial number to enable the full version of the product.
To obtain a serial number, please visit:
<https://olr.trendmicro.com/registration>
to register the Registration Key that came in the software package.
After registration, enter the generated serial number into the box.

FIGURE A-4. Enter New Serial Number window

3. Type the new serial number in the **New serial number** text boxes.

4. Click **OK**. Otherwise, click **Cancel** to close the window.
-

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support

resolve issues faster, 6-3



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