

Trend Micro Security 2022 for Windows Product Guide

Trend Micro™ Antivirus+ Security Trend Micro™ Internet Security Trend Micro™ Maximum Security

V0.1

Trend Micro Incorporated 225 E. John Carpenter Freeway, Suite 1500 Irving, Texas 75062 U.S.A. Phone: +1 (817) 569-8900 Toll-free: (888) 762-8763 www.trendmicro.com Trend Micro Incorporated reserves the right to make changes to this document and to the product described herein without notice. Before implementing the product, please review the readme file and the latest version of the applicable user documentation.

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Trend Micro[™] Security 2022 Product Guide provides help for analysts, reviewers, potential customers, and users who are evaluating, reviewing, or using the 2022 (v17) version of Trend Micro[™] Antivirus+ Security, Trend Micro[™] Internet Security, or Trend Micro[™] Maximum Security. The products are understood to be the most recent editions (2022), even when "v17" or "2022" are not designated. Trend Micro Antivirus for Mac is also considered part of the current 2022 Trend Micro Security Family release.

This Product Guide can be read in conjunction with the following companion Product Guides, which can be accessed from the <u>Home and Home Office Support Page</u>

- Trend Micro[™] Antivirus for Mac Product Guide
- Trend Micro[™] Mobile Security for Android Product Guide
- Trend Micro[™] Mobile Security for iOS Product Guide
- Trend Micro[™] Password Manager for PC and Android Product Guide
- Trend Micro[™] Password Manager for Mac and iOS Product Guide

DOCUMENT PROFILE:

Product: Trend Micro[™] Security 2022 for Windows Document Title: Trend Micro[™] Security 2022 for Windows Product Guide Document Filename: PG - TM Security Windows 2022 - Product Guide GL v0.1 Document Release Date: November 19, 2022 Team: Consumer Technical Product Marketing



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Chapter 1: Introduction to Trend Micro[™] Security

Trend Micro[™] Security secures your connected world, providing protection against malware, ransomware, and online banking threats. Using advanced artificial intelligence, it also helps protect you from identity theft, coin-mining and file-less malware, viruses, online tech support and phishing scams, and other emerging threats.

Trend Micro Security offers multi-device protection and includes robust Parent Controls to help keep your kids safe online, a Password Manager to protect and manage passwords, and a Privacy Scanner to secure your privacy on social media. Its enhanced Folder Shield feature keeps your valuable files safe from ransomware by allowing only authorized applications to have access to protected folders, whether stored locally or synced online. It also provides Pay Guard, a protected web browser, that adds an extra layer of protection when banking or shopping online. And its Advanced Artificial Intelligence capability, which can stop unknown threats in their tracks, works with other key, layered technologies to provide the best and deepest security in the industry.



With 30+ years of internet security leadership, Trend Micro keeps millions of users safe from harm. As attested by AV-TEST, one of the world's premium security software testing labs, the product is one of the best on the market. At the beginning of 2019, Trend Micro Internet Security Received a **Best Protection Award** *for the whole of 2018*. (See <u>AV-TEST Awards 2018 Go To</u> <u>Trend Micro</u>.) Indeed, working hard to protect its users from harm, Trend Micro's Smart Protection technology blocks more than 250 million threats every day.

The Trend Micro[™] Security Family

The family of **Trend Micro™ Security** products includes the following:

- Trend Micro[™] Antivirus+ Security. Our entry-level product keeps you safe online while you work and play. Antivirus+ Security alerts you to dangerous ransomware threats in web searches and emails. Also, it gives you simple screens and clear, easy-to-understand security status reports. You can protect 1 Windows[®] PC.
- Trend Micro[™] Internet Security. Our mid-range product provides advanced online protection for up to 3 Windows[®] PCs. It keeps you safe online while you socialize, browse, work, and play. It also helps safeguard your privacy on social networks. Internet Security alerts you to dangerous ransomware and other threats in web searches and emails. Parental controls are included to help keep children safe online.
- Trend Micro[™] Maximum Security. Our high-end product provides comprehensive, multiple device protection so you can enjoy your digital life safely. It keeps you safe while you socialize, browse, work, and play online. It safeguards against viruses and ransomware, dangerous websites, and identity theft. It also helps you secure your privacy on social networks. You can use Maximum Security to keep kids safe online and



protect your passwords. Additionally, you have the flexibility to protect 5 to 10 devices, depending on your subscription – for any combination of PC, Mac, or mobile.

 Trend Micro[™] Antivirus for Mac. Industry experts know that Macs are no longer immune to viruses and other Internet threats. As a Mac user, you need privacy protection when shopping, banking and socializing online. Antivirus for Mac[®] provides online privacy and protection so you can enjoy your digital life safely. It shields you from Internet threats, dangerous websites, and phishing that can lead to identity theft. It also helps you guard your privacy on Facebook, Twitter, and LinkedIn.

Trend Micro Security: Comprehensive Protection

Trend Micro Security is equipped with special protection features and is bundled with companion products to address specific needs:

New or Updated Features

- Email Defender. Scam webmail that contains no malicious URLs or attachments, but which is nonetheless dangerous, is undetected by traditional email security technology. Trend Micro's Email Defender for Gmail and Outlook Webmail is developed to deal with this type of scam. It utilizes AI to identity the topic and to understand the intention of the scam emails and warns you against it upon discovery. You can then delete it with confidence.
- Trend Micro Security for Microsoft Edge. Trend Micro's Toolbar, which provides Web Threat Protection on websites and in search results, is now available for the Microsoft Edge browser. With additional protection against annoying or malicious advertising, as well as password protection with Password Manager, Microsoft Edge is now included in the browser family of protection of Google Chrome, Mozilla Firefox, and Internet Explorer.
- PC Health Checkup Now with enhanced Potentially Incompatible Program (PIP) detection, Trend Micro Security provides additional performance optimization for your PC. Powered by Trend Micro's Platinum technology, you can check for PIPs, security vulnerabilities, and clean up unneeded files to boost your performance.
- Pay Guard. Trend Micro Security's protected web browser adds an extra layer of protection when you're banking or shopping online with Chrome, Firefox, or Internet Explorer. You can now launch Pay Guard directly from the Trend Micro Toolbar, so its powerful protection features are more easily applied to your default browser automatically, protecting all the data in your financial transactions, including credit card information and personal data.
- Gamer-Friendly Mute Mode. Mute Mote lets you temporarily stop non-critical notifications while you're gaming or doing an important task, so you're not distracted. Game compatibility has been enhanced, as well as auto-enablement, and you can now set a specific time-limited for Mute Mode, which will automatically turn off when the time interval has expired.



Highlights

- Coin-mining Malware Protection. Trend Micro Security can protect you against the latest coin-mining malware, which can hijack your computer's resources to secretly mine cryptocurrencies.
- Fileless Malware Protection. Trend Micro Security provides improved protection against fileless malware infections from spam campaigns or malicious websites, which can alter the Windows Registry and execute in Windows PowerShell, delivering malicious payloads that execute within memory.
- **Tech Support and Phishing Scams.** Protects against automated online scams that alert you with phony warnings in emails or when browsing to fake infections, or prompt you to call fraudulent tech support hotlines for purposes of hijacking your computer, to steal your identity data or your money.
- Enhanced Folder Shield. Enhances Trend Micro Security's ransomware protection by extending it to every user account on your computer. Protects your key documents from modification by malware or encryption by ransomware. You can customize which folders and files are protected and can include folders synced to Microsoft OneDrive, Google Drive, or Dropbox.
- Network Scan. You can now scan your network to detect unprotected devices, to alert you where you should install the unused seats in your multi-device license, to protect other members of your family.
- Artificial Intelligence. It's all about making the unknown known. With its evolutionary, hybrid blend of the latest threat protection techniques and infused machine learning, Trend Micro's artificial intelligence capability, active in Trend Micro Security, is always adapting to identify and defeat new ransomware and other unknown threats.
- **Trend Micro Troubleshooting Tool.** Our enhanced **Troubleshooting Tool** makes it quick and easy for Trend Micro Support Professionals to make repairs and fix problems.

Privacy Protection and Social Networking Security

- **Privacy Protection for Facebook, Twitter, and LinkedIn.** Trend Micro Security features an easy-to-use Privacy Scanner for social media, which identifies privacy settings that may leave your personal information publicly available and vulnerable to identity theft. Facebook applications are also scanned and the user warned if the app is posting with too wide of an audience.
- **Privacy Protection for Browsers.** Privacy Protection is provided for leading PC browsers. A simple scan of Google Chrome, Internet Explorer, or Mozilla Firefox helps increase your privacy when browsing the web.
- Facebook Application Privacy Scanner. Scans Facebook applications used and warns if the app is posting to your wall with too wide of an audience (Public).
- **Social Networking Security (SNS) Protection.** Trend Micro Security provides protection from threats you may encounter from malicious links in Facebook, Twitter, MySpace,



LinkedIn, Pinterest, Mixi, and Sina Weibo—the broadest and most effective SNS protection available on the market for consumers today.

- **Clear Warning.** Our SNS proactively warns you when a link is bad by highlighting it in red. When it's a safe link, it's highlighted in green. You can also mouse over a link to get real-time details about its safety from our Web Threat Protection servers.
- Warn a Friend. Trend Micro Security even allows you to easily and quickly inform your Facebook friends when it identifies a malicious link, so they can delete it from their Facebook page.

Family Protection

Parental Controls let you restrict your kids' usage of the Internet and prevent them
from visiting inappropriate websites, now including blogs/web communications and
protection from illegal drugs. Enhanced functions include program restrictions, which
can be set by schedule; safe search filtering, which helps prevent adult content from
appearing in search results; and blocking of untested websites, to increase security
when browsing.

Data Theft Prevention

- Data Theft Prevention (DTP). DTP lets you stop specific data, such as email accounts or credit card numbers, from being shared in Outlook outward-bound email or online forms.
- Secure Erase lets you overwrite and delete data from your disk, so it can't be recovered.
- **Vault** lets you encrypt data on your hard drive and remotely lock it up if your laptop is lost or stolen; when the device is found you can then unlock that data.
- Trend Micro[™] Password Manager helps you securely store all your passwords and sensitive information, so you can access them when needed on PCs, Macs, and Android and iOS mobile phones and tablets. It's automatically installed with Trend Micro Maximum Security, so you can get started easily, or you can purchase it separately.

Other Highlights

- Smart Scheduled Scan Trend Micro Security provides a Smart Scheduled Scan. Based on recent computer usage, the most suitable scan will start automatically at an appropriate time.
- Screen Reader Screen Reader support is now available for visually-impaired users.
- Intensive Scan Switch Automatically increases the protection level only when you need it for intensive scans when your computer is infected.
- Search Results Rating When you conduct a search on the internet the search results give you a list of URLs, proactively highlighted.
- Manual URL/Link Scanner As with SNS, when you hover your mouse over a link in search results, the manual link scanner rates the safety and reputation of any links on the web page.



- **Mobile Security for Android and iOS** Trend Micro Maximum Security includes Trend Micro Mobile Security for Android and iOS, for protection of your mobile devices.
- Windows 11 compatibility Trend Micro Security is fully compatible with Microsoft's Windows 11 operating system, with backwards compatibility with Windows 10, 8.1 and 7. See System Requirements for details.

Clean User Interface

• **Easy to Use.** Trend Micro Security provides a clean interface design. Both easy-to-use and powerful, the Trend Micro Security Console provides all the tools you need at the touch of mouse or a tap of a finger to easily configure your solution to meet your security needs. Conduct scans and obtain reports that let you know just how Trend Micro Security is protecting you.



Key Features of Trend Micro Security

Table 1. Trend Micro Security 2022 - Key Features

TREND MICRO SECURITY 2022 – Key Features	Trend Micro Antivirus for Mac	Trend Micro Antivirus+ Security	Trend Micro Internet Security	Trend Micro Maximum Security
Licensing	1 user Mac only	1 user PC only	3 users PC & Mac	5 / 10 users PC, Mac & Mobile
Pricing	\$29.95/yr	\$29.95/yr	\$39.95/yr	5 - \$89.95/yr 10 - \$99.95/yr
Virus and Spyware Protection	1	1	~	✓
Rootkit Detection and Removal		√	~	√
Web Threat Protection	√	√	✓	√
Anti-Spam	✓	~	~	✓
Anti-Phishing	1	~	1	✓
Ransomware Protection	√	✓	✓	✓
AI / Machine Learning	1	~	1	✓
Auto Intensive-level Protection Scan Switch		~	~	*
Authenticate Wi-Fi Networks and Hotspots		√	~	4
Windows Firewall Booster		✓	~	✓
Block Malicious Links in Email	√	✓	✓	✓
Search Results Ratings	1	~	1	✓
Gamer-Friendly Mute Mode		✓	✓	✓
Social Networking Protection	✓	✓	~	✓
Smart Schedule Scan			~	✓
Privacy Scanner: Facebook, Twitter, LinkedIn; Facebook Applications Internet Explorer, Google Chrome, Mozilla Firefox	4		4	✓
Folder Shield	✓	✓	✓	✓
Email Defender		√	✓	√
Pay Guard		✓	✓	✓
Data Theft Prevention			✓	✓



TREND MICRO SECURITY 2020 – Key Features	Trend Micro Antivirus for Mac	Trend Micro Antivirus+ Security	Trend Micro Internet Security	Trend Micro Maximum Security
Secure Erase			✓	√
PC Health Checkup			1	✓
Vault with Remote File Lock				√
Password Manager with Integrated Installer / Activation				~
Parental Controls	√		√	√
Android				√
iOS				√
MacOS	~			✓

Table 2. Trend Micro Security 2022 – Key Features (Continued)

*Trend Micro Maximum Security provides seats for Windows, MacOS, Android, and iOS

System Requirements

Table 3. Trend Micro Antivirus+, Internet, and Maximum Security 2022

Operating System	CPU	Memory	Disk Space		
Windows [®] 10, (32 or 64-bit)	1 GHz	2 GB (32-bit)	1.3 GB		
		2 GB (64-bit)	1.5 GB recommended		
Windows [®] 8.1 (32 or 64-bit)	1 GHz	1 GB (32-bit)			
		2 GB (64-bit)			
Windows [®] 7 Service Pack 1	800MHz (1GHz	1 GB (32-bit)			
(32 or 64-bit)	recommended)	2 GB (64-bit)			
Other Requirements					
Web browser Google Chrome™ - 74/75					
	Mozilla Firefox® - 67/68				
	Microsoft [®] Internet Explorer [®] 11.0				
	Microsoft Edge - Latest Version				
Display	High-color display with a resolution of 800x600 pixels or above				



Table 4. Trend Micro Antivirus 2022 (v10) for Mac

Operating System	CPU	Memory	Disk Space			
Mac OS [®] X version 10.14 or higher (Mojave)	Apple Macintosh computer with an Intel [®] Core™ Processor	2 GB	1.5 GB			
Mac OS [®] X version 10.13 or higher (High Sierra)	Processor					
Other Requirements						
Web Browser	Apple [®] Safari [®] 11.0 or higher					
	Mozilla® Firefox® latest and most recent previous versions					
	Google Chrome [™] latest and most recent previous versions					

Table 5. Password Manager 5.	0 (WIN, M	/IAC) / 5.1	(Android,	iOS)
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Operating System (Windows)	CPU	Memory	Disk Space			
Windows 10 (32bit and 64bit)	1 GHz or faster	2 GB or more	300+ MB			
Windows 8.0, 8.1 (32bit and 64bit)	processor					
Windows 7 Service Pack 1 or above (32bit and 64bit)						
Web Browser	Microsoft Internet Explorer 11.0					
	Microsoft Edge (via Trend Micro Security for Edge) the latest 2 versions					
	Mozilla Firefox – the latest 2 versions					
	Google Chrome – the latest 2 versions					
Operating System (Mac OS)	CPU	Memory	Disk Space			
Mac OS X 10.14 (Mojave)	Intel Core 2 Duo	2 GB or more	300+ MB			
Mac OS X 10.13 (High Sierra)	2.0 GHz or faster processor					
Web Browser	Safari 12.0 or high	er				
	Mozilla Firefox – t	he latest 2 versions	;			
	Google Chrome – the latest 2 versions					
Mobile Operating System	Devices					
Android 5.1-9.0	Android Smartpho	Android Smartphones App, Tablets App				
iOS 11-12.3	iOS iPhones, iPads	s, iPods				



Requirements	Description
Operating Systems	Android OS 4.1 or later
Device Space	50MB minimum
Memory	40MB-100MB Android (varies by device)
Other	3G/4G (LTE) Wi-Fi Internet Connection

Table 7. Mobile Security 8.0 for iOS

Requirements	Description
Operating Systems	iOS 10.0 or later. 64-bit device required for latest version.
Device Space	Global / EMEA / APAC: 50MB minimum
Supported iOS Devices	iPad® Air 1, Air 2, Mini 2, Mini 3, Mini 4, iPad® Pro, iPod® Touch 6
Other	3G/4G (LTE) Wi-Fi Internet Connection

Internet Connection, USB Installation

Trend Micro Security needs an Internet connection for you to register online, download installs and updates, obtain virus information, send email to support, and browse the Trend Micro web site. While online, Trend Micro Security also takes advantage of the Smart Protection Network's reputation systems in combination with Smart Scan to help obtain the reputation of files. See <u>Section 6: Trend Micro Security and the Smart Protection Network</u> for more details on the SPN and how users are still protected offline.

Note: Tend Micro may be transferred to another computer and installed from a USB thumb drive without any issues.

Target Audience

The target audiences for the Trend Micro Security products are mainstream consumers and home/small offices with 10 users or less who need effective protection against viruses, spyware, and other malware that doesn't impact their system's memory consumption and other resources.

Global Availability

October 14, 2021



Contacting Trend Micro

Trend Micro Incorporated 225 E. John Carpenter Freeway, Suite 1500 Irving, Texas 75062 U.S.A. Phone: +1 (817) 569-8900 Toll-free: (888) 762-8763 www.trendmicro.com

Consumer Support Line

(800) 864-6027 Monday - Friday, 5:00AM - 8:00PM Pacific

Free Phone, Email and Chat support

Trend Micro offers free phone, email, and chat support. For more info, contact eSupport at: <a href="http://esupport.trendmicro.com/support/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consumer/consume

You can also contact the Trend Community at: http://community.trendmicro.com/

Premium Support Services

Trend Micro provides users with Premium Support Services for a wide variety of technical issues including installation, virus and spyware removal, PC Tune-ups, etc. These services are offered as a bundle with a purchase of Trend Micro Security or as stand-alone and ad-hoc services. For more information, select **Premium Services** in the **Trend Micro Security Console > ID** drop-down menu, or go to:

http://www.trendmicro.com/us/home/products/support-services/index.html



Chapter 2: Installing and Activating Trend Micro Security

Trend Micro[™] Security has separate installs for each version of the product:

- Trend Micro[™] Antivirus+ Security
- Trend Micro[™] Internet Security
- Trend Micro[™] Maximum Security
- Trend Micro[™] Antivirus for Mac[™]

(See our separate Product Guide for instructions to install and use Trend Micro[™] Antivirus for Mac[™].)

In the following example we install Trend Micro Maximum Security on Microsoft Windows 10, but each version of Trend Micro Security has a nearly identical installation and activation process on the various versions of Windows.

Install Trend Micro Security

To install Trend Micro Security on Windows 11 using a Download:

 Go to <u>https://www.trendmicro.com/en_us/forHome.html</u> to download Trend Micro Security 2022. The main page For Home appears.



Figure 1. Trend Micro for Home



Paid Version:

1. If you want to buy Trend Micro Security, scroll down to **Top Rated Antivirus Protection For You** and click **Learn More** on the version you want.

💋 IRENR For Home	Products	Online Scan	Blog	Free Tools	Store	Support	۲	8	Q	
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Top Rated Antivirus Protection For You

Antivirus+ Security	Antivirus for Mac	Maximum Security	Premium Security Suite
1 Device 1 Year	1 Device 1 Year	5 Devices 1 Year	10 Devices 1 Year
Windows	Mac	Windows, Mac, Android, iOS, Chromebook	Windows, Mac, Android, iO Chromebook
		+ Password Manager	+ Password Manager + VPN Proxy One Pro + ID Security
\$29.95	\$29.95	\$39.95	\$69.95
\$39.95 (Save \$10)	\$39.95 (Save \$10)	\$89.95 (Save \$50)	\$129.95 (Save \$60)
Learn More	Learn More	Learn More	Learn More

Figure 2. Top Rated Antivirus Protection For You

2. Select an edition that works for you and click **Buy Now,** then follow the directions to complete your purchase.



Smart protection for all the ways you connect.

Figure 3. Buy Now

Trial Version:

1. If you want to install a **Trial** version, click **Free Tools** in the upper right-hand corner of the **For Home** webpage. The **Free Tools** page appears.





Most popular download tools



Figure 4. Free Tools

2. Scroll to the edition of Trend Micro Security you wish to download and click **Download Now**.

💋 IRENR For Home	Products	Online Scan	Blog	Free Tools	Store	Support	۲	8	Q
Security Privacy Protection Performance and Utility Try our award-winni		Detection	ts fo	or fre	e				
Trend Micro™ Maximum Security Comprehensive, multiple device protection and p digital life	privacy fo	r your	✓ P	Blocks dangero Protects your p (witter, and Lir Manages and e Protects kids or Suards against Funes up syster Secures Androi	nivacy on nkedin ncrypts p nline identity t m	Facebook, G asswords heft			
Windows= Download New Learn more									

Figure 5. Try our award-winning products for free

3. A **"Why try when you can buy"** window will open. Click **Continue to free trial** to continue.



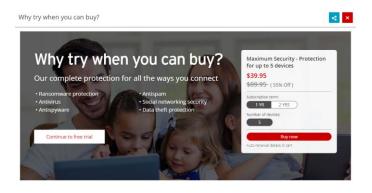


Figure 6. Why try when you can buy

4. You are taken to the eSupport webpage, where you can download the Trial. Click **FREE Download**.

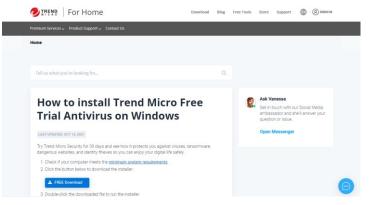


Figure 7. Install Trial Version

5. In this example, click Save As. A **Save As** dialog window appears. Navigate to the Downloads folder where you will put the downloader and click **Save**.

- > · · 🛧 🖊 🤋	This	PC > Downloads			νõ	,O Search	Downloads	
rganize 👻 New	folder						188 •	?
This PC	^	Name	Date modified	Туре	Size			
3D Objects			No items mat	ch your search.				
E Desktop								
Documents								
🕹 Downloads								
Music								
Pictures								
Videos								
🏪 Local Disk (C:)								
Network	~							
File name:	rendh	licro_17.7_HE_Full						~
Save as type: A	pplica	tion						~

Figure 8. Save As

6. The **Downloader** execution file downloads and displays at the top of your browser (Edge browser sample below).



C. TREND	Faciliana		-		Downloa	ads	D Q ;	\$2
TREND	For Home		Download	Blog Fri		Micro_17.7_HE_Full		-
1. Check if y	our computer meets the minimum	system requirements.			See mon		5. TV DECEMENT	
2. Click the	outton below to download the instal	ller:			-		with our Social Media	_
A FRE	Download						and she'll answer your	
	ick the downloaded file to run the in					question or i	ssue.	
	r Account Control window appears					Open Mess	enger	
4. Choose T	rial Version							
	Tend Mos Weithum Search							
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	Trial version							
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5 Follow th	e instructions, and enjoy your protec	ction for 30 days!						
🥏 Max	mumSecurity @reetain @-	· ≡• = ×						
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		(H)						

Figure 9. Downloader Exe (Edge)

7. Once the installer finish downloading, double-click the **Installer exe** file. A Windows **User Account Control** pop-up dialog appears, asking if you want to allow the app to make changes to your computer. Click **Yes**.

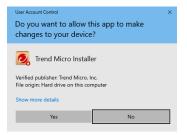


Figure 10. User Account Control

8. The installation begins, extracts the installer files, and gives you a progress screen.

Trend Micro Maxi	Please wait a few moments for the installation program to extract the files needed for installing Trend Micro Maximum Security on this computer. Unpacking the compressed files (19% complete)
	Cancel

Figure 11. Unpacking Files

9. Trend Micro Security will then do a **System Check**, to see if your computer meets the minimum system requirements and will conduct a quick malware scan.



	Trend Micro Maximum Security	
System Check	Checking the Computer	
Data Disclosure Notice		
D License Agreement		
> Installation		
() Confirmation	\bigcirc	
O TREND		

Figure 12. Checking the Computer

10. When the process completes, a **Serial Number** screen appears asking you to **Choose Your Version.**

	Trend Micro Maximum Security - X
System Check Serial Number Solution Data Disclosure Notice License Agreement Solution Continuation	Choose Your Version Type your serial number. If you do not have a serial number, you can buy a new one or setect the trial version. Paid version Serial number:
(3) Confirmation	Not sure where to find your serial number?
	Next

Figure 13. Choose Your Version > Paid

11. If you're installing a **Paid** version, enter the **serial number** provided by Trend Micro in your retail box or confirmation email. If you're installing a Trial version, click the **Trial version** button. Click **Next**.

	Trend Micro Maximum Security	$- \times$
System Check Serial Number	Choose Your Version Type your serial number. If you do not have a serial number, you can buy or select the trial version.	a new one
Dicense Agreement	Paid version	
> Installation	Serial number:	
O Confirmation	Not sure where to find your serial number?	
	Trial version	
OTREND		
		Next

Figure 14. Choose Your Version > Trial

12. In each case, the **Data Disclosure Notice** appears.



	Trend Micro Maximum Security — 🗙
System Check Serial Number	Privacy and Personal Data Collection Disclosure You personal data privacy is important for Tered Micro. To know what data will be collected in Trend Micro Maximum Security, please check below content.
License Agreement Jinstallation Confirmation	Certain features available in Trend Micro Maximum Security collect and send feedback data regarding product usage to Tiered Micro. Some of the data may be installing There Micro. Baren Development and the second
	Please refer to Trend Micro Maximum Security's Data Collection Notice for details on other data that may be collected and how to disable the collection of the
	Language: English Please review our Privacy Notice and Data Collection Notice.
	Next

Figure 15. Data Disclosure Notice

13. Read the **Data Disclosure Notice** to know what kind of feedback and detection data will be collected by Trend Micro, then click **Next**. The **License Agreement** appears.

	Trend Micro Maximum Security - X
 System Check Serial Number Data Disclosure Notice 	License Agreement Tired Micro Maximum Security is subject to the terms and conditions of the Tirend Micro license agreement below. Please read it carefully.
D License Agreement	Trend Micro End User License Agreement
Installation	Software: Trend Micro Consumer Products and Premium Support Services Version: English/Multi-country
O Confirmation	Purpose: Trial and Paid Use Subscription License
	Date: January 2019
	IMPORTANT: THE FOLLOWING AGREEMENT (ADREEMENT) SITS FORTH THE TERMS AND CONTIDINGS UNDER WHICH TERMS MICKO INCORPORATED OR AN AFFILIATE LICENSOR (TERND MICRO') IS WILLING TO (A) LICENSE THE "SOFTWARE" AND ACCOMPANYING "DOCUMENTATION" OR (B) TO PROVIDE THE "PREMIUM SUPPORT SERVICES" TO "YOU" AS AN INDIVIDUAL USER OR AN AUTHORIZED REPRESENTATION OF AN ENTITY. BY ACCENTING THIS AGREEMENT,
	Location: SAProgram Files/Trend Misro.
	Also install Password Manager for free
	Agree and Install Disagree

Figure 16. License Agreement

- 14. Trend Micro Security chooses a default location for the installation. You can change this by clicking the **Location** link and browsing to another location. (Trend Micro recommends you use the default.)
- 15. If you wish, click the **Language** link to stop the software from automatically adjusting to the language of your operating system, then pick the language you want the software to display.
- 16. Note too that **Password Manager** is installed automatically with Trend Micro Maximum Security. Uncheck the checkbox if you don't wish to also install **Password Manager**.
- 17. Read the License Agreement using the scrollbar. If you agree with the License Agreement, click Agree and Install. (Click Print this page to print it out.)
- 18. Trend Micro Security begins the installation. This takes a few minutes. A progress indicator indicates the stages and progress of the install.



	Trend Micro Maximum Security	-
System Check	Installing 27% Copying files and preparing framework	
 Data Disclosure Notice License Agreement Installation Confirmation 	Mathematica	
	What is your reason to get this trial? (select all that apply)	
	Prevent computer issues such as strange pop-ups, freezes, and crashes	
	Avoid opening unsafe websites or emails Protect my online privacy	
	Secure online transactions	
	Give it a try	
	Speed up my computer	
	Other Please specify	
TREND		

Figure 17. Progress Indicator

Trial Version

1. If you've installed a **Trial** version, when the installation is complete a screen appears, saying **Installation Completed.**

	Trend Micro Maximum Security
System Check	
Serial Number	(\checkmark)
🕗 Data Disclosure Notice	
C License Agreement	Installation Completed
Installation	Your security software now protects you.
O Confirmation	To receive the latest news and offers from Trend Micro, please provide your email address.
	Email address:
	(Optional)
	Finish

Figure 18. Installation Completed

2. To receive the latest news and offers from Trend Micro, enter your email address and click **Finish**. This completes your installation. Trend Micro Security automatically updates its components.





Figure 19. Welcome to Trend Micro Security

3. The Trend Micro Security **Welcome** screen appears, and your PC is now protected against security threats. Click **OK**.

Welcome to Trend N	licro Maximum Security	×
Pro	otect Your Folders from Ransomware	
holding then folders listed	I helps prevent ransomware from maliciously encrypting your files and n hostage until you pay the attacker. By default, Folder Shield protects the l below, If you have important files saved in other folders, Trend Micro setting up Folder Shield protection for them.	2
	Protected Folders:	
	C:\Users\marcpa\Documents C:\Users\marcpa\Pictures	
	C:\Users\marcpa\OneDrive	
	Why do I need to protect my folders?	
Do not show	this again	
	Protect More Folders Use Default P	rotection

Figure 20. Protect Your Folders from Ransomware

4. The **Protect Your Folders From Ransomware** appears. Toggle the **checkbox Do not show this again** to hide the folder shield setup every time you open the Trend Micro Security. Click **Protect More Folders** to customize the list of folders to protect or click **Use Default Protection** to use the default folder list.





Figure 21. Folder Shield Setup Complete

- 5. The Folder Shield Setup Complete appears. Click Done.
- 6. The installation is complete.

Paid Version

1. If you've installed a **Paid** version, a screen appears, asking if you wish to **Receive Monthly Email Reports.**



Figure 22. Receive Monthly Email Reports

2. Click Yes if you wish. The wizard then asks you to Activate Your Protection.



ctivate Your Protectio	n			
Activating your software will take jus	t a few moments	. Enter your ema	il address below to	get started.
If you have activated Trend Micro so	ftware before, ple	ease provide the	email address you u	ised last time.
Email address		ſ		
		J		
hy do you need to activate?				

Figure 23. Activate Your Protection

- 3. You now have two options for the email address:
 - Use an existing Trend Micro Account. Provide the email address for this account.
 - Create a new Trend Micro Account. Provide a preferred email address.

Use an Existing Trend Micro account:

1. If you have activated Trend Micro software before, open or go to the **Trend Micro Security console**.



Figure 24. Trend Micro Maximum Security Console

2. Click Already have a serial link.



nd Micro Maximum Securi	ý	
ter the Serial Numbe		
ter providing the serial numbe	in the fields below, please click Next to procee	ed to the next step.
arning: Every Trend Micro seria maining days in your previous	number supports a completely independent s ubscription when you switch to the new serial	ubscription. You will forfeit any number.
New Serial Number:		

Figure 25. Enter the Serial Number

3. Enter the Serial Number of your Trend Micro Product and click Next.

ceive Monthly Email Reports		
Trend Micro can send you a monthly email report t	o help you stay on top of your secur	ity status.
Do you want to receive monthly security reports?		

Figure 26. Receive Monthly Email Reports

4. The **Receive Monthly Email Reports** appears, click **Yes** to receive monthly security reports.

end Micro Maximum Security		×
Activate Your Protection		
Naming the computer can help you keep track of wh	here you have installed the software.	
Computer name		
DESCRIPTION (possible)		
Wondering why this computer needs a name?		
Entering a unique name every time you install the softy protection from one computer to another, or deactivat Laptop for work, Computer in the living room, etc.		like
Why do you need to activate?		



5. The Activation Protection appears. Enter a computer name and click Next.



end Micro Maximum Security	
rotection Activated	
Thanks for activating your Trend Micro software.	
Software	
Trend Micro Maximum Security	
Serial number	
X048-0016-0075-0028-1627	
Expiration date	
10/26/2022	
Computer name	
DESKTOP-GHHNFVI	
	🚔 Print this page
	Finish

Figure 28. Protection Activated

6. Click **Finish** to complete the activation.

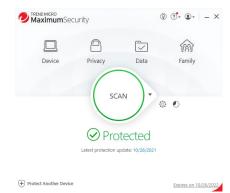


Figure 29. Trend Micro Maximum Security Console

Create a New Trend Micro account:

1. If you have **not** activated Trend Micro software before, enter your preferred email address and click **Next**. A screen appears, asking you to **Enter Account Information**.



er Account Information		
u need to set up an account to activate this pri Email address	ogram by providing all of the informat Location	ion requested below.
Include an Approximation 1	United States	•
Password	Salutation	
	Mr.	
Strong (i)	First name	
Confirm password		
	Last name	
Computer name	(here the	
DESKTOP-TI303PO	Phone number	
	(00.117 (00.117))	
Receive the latest news and offers from Trend Micr	10	

Figure 30. Enter Account Information

- 2. Enter your account information. For the password, use only simple letters and numbers, but not less than 8 characters. For the computer name, use the name of your computer that's automatically entered, or enter a new name to identify it.
- 3. Read the Trend Micro Privacy Statement. If you agree, check I have read and agree to the Trend Micro Privacy Statement.
- 4. You may retain or remove the check to **Receive the latest news and offers from Trend Micro** and click **Next**. A screen appears for you to **Check What You Entered**.

Trend Micro Maximum Security	×	
Check What You Entered		
If you want to edit the information below, click	the Back button	
Software	Salutation	
Trend Micro Maximum Security	Mr.	
Email address	First Name	
Brongels and Barrisson al. com	Marci .	
Password	Last Name	
***	Page 14	
Computer name	Phone	
Location		
Receive the latest news and offers from Trend Mi	cro	
TREND		Back Next
Juleau		

Figure 31. Check What You Entered

5. If your entries are accurate, click **Next**. A dialog indicates **Protection Activated**. You may print this page.



rend Micro Maximum Security	
Protection Activated	
Thanks for activating your Trend Micro softwa download the latest software from Trend Micro	re and setting up your Trend Micro Account . Please use it to o and manage your subscription.
Software Trend Micro Maximum Security	Location
Expiration date 10/26/2022	Email address
Name	
Computer name	
	🚔 Print this page
TREND	Finish

Figure 32. Protection Activated

6. Click **Finish** and the Trend Micro Security Welcome screen appears, and your PC is now protected against security threats. Click **OK**.



Figure 33. Welcome to Trend Micro Security

7. Click **OK** and the **Secure and Enhance Your Mobile Life** window appears. You can scan the QR Code from your mobile device, then follow the instructions to install and activate Trend Micro Mobile Security on the device.



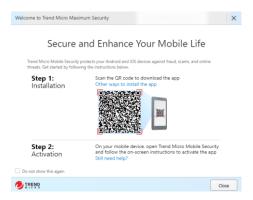


Figure 34. Secure and Enhance Your Mobile Life

8. Click Close and the Trend Micro Security Console appears.



Figure 35. Trend Micro Maximum Security Console

9. Close the **Trend Micro Security Console** by clicking the **X** in the upper-righthand corner of the screen.

Set Up Folder Shield

1. Trend Micro strongly urges you to set up **Folder Shield** right after you've installed Trend Micro Security, to protect yourself from ransomware. The default setting is quick and easy to enable.





Figure 36. Open the Main Console

 Click Open the Main Console in the Trend Micro Security menu in the System Tray, or double-click the Trend Micro Security shortcut on the desktop. The Trend Micro Security Console appears, with the Welcome screen in front of it.



Figure 37. Trend Micro Maximum Security Console

3. The Trend Micro Security console appears, click Data.



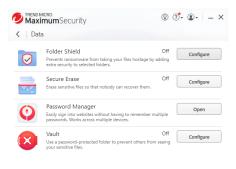


Figure 38. Data

4. Click **Configure** to setup **Folder Shield**.

Folder Shield	? – ×
	Introduction
	Your Trend Micro security software can prevent ransomware from maliciously encrypting your files and holding them hostage until you pay the attacker. Folder Shield adds an extra layer of defense that limits access to files within the protected folder.
	What is ransomware?
	Ransomware can lock you out of your computer or prevent you from opening important personal files until you pay a ransom to the attacker.
	How does Folder Shield work?
	Simply select folders you want to protect and Folder Shield will keep the files inside safe from ransomare attacks. Your Trend Micro security software will notify you if suspected ransomware tries to access files protected by Folder Shield.
	 Do not show this introduction again
	ОК
MICRO	OK

Figure 39. Folder Shield Introduction

5. The **Folder Shield** window appears providing you information about ransomwares and how **Folder Shield** will protect your files. You can toggle the **Do not show this introduction again** to hide the window when you reopen the Folder Shield configuration. Click **OK**.



Folder Shield		?	- ×
	You will be notified if any unknown programs try to open or make ur to files protected by Folder Shield. You can block these programs fro files if you do not recognize them. You can also add a program to the Trusted Program List.	authorized ch m accessing y	anges our
	Protected Folders		
	C:\Users\marcpa\Documents	2	8
	C:\Users\marcpa\Pictures	1	\otimes
	C:\Users\marcpa\OneDrive	2	8
	Protect all connected US8 drives		
	0	K G	ancel

Figure 40. Folder Shield Configuration

6. Toggle the **Folder Shield slider** on the left to enable it. A default folder list is already available.

Folder Shield		⑦ − ×
	You will be notified if any unknown programs try to open or ma to files protected by Folder Shield. You can block these program files if you do not recognize them. You can also add a program to the Trusted Program List.	
	Manage Folders	
	Protected Folders	
	C:\Users\marcpa\Documents	[2] ⊗
	C:\Users\marcpa\Pictures	C 😣
	C:\Users\marcpa\OneDrive	[2]⊗
	Protect all connected USB drives	
TREND		OK Cancel

Figure 41. Folder Shield Configuration

7. Toggle **Protect all connected USB drives checkbox** to protect inserted USB hard drives and thumb drives. To customize the folder list, click **Managed Folders**.

Contacts	
Desktop	
Documents	
🗌 📒 Downloads	
🗄 📄 🦰 Favorites	
🗌 🚞 Links	
Music	
OneDrive OneDrive Pictures	

Figure 42. Choose Folders to Protect

8. Select the folders that contains files you want to protect. Click **OK**.



\bigtriangledown	You will be notified if any unknown programs try to open to files protected by Folder Shield. You can block these pr files if you do not recognize them. You can also add a program to the Trusted Program List.	ograms from accessing your
	Manage Folders Protected Folders	
	C:\Users\marcpa\Desktop	[7] 🛞
	C:\Users\marcpa\Documents	Ľ 8
	C:\Users\marcpa\OneDrive	⊠ ⊗
	C:\Users\marcpa\Pictures	⊠ ⊗
	C:\Users\marcpa\Videos	⊠ ⊗
	C:\Users\marcpa\\/ideos Protect all connected USB drives	L1 (v)

Figure 43. Folder Shield Configuration with Custom List

9. Click **OK** to finish the setup.

Enable Trend Micro Security Toolbar

Once you've installed Trend Micro Security, you should enable the **Trend Micro Security Toolbar** in your browser of choice to protect yourself against web threats.

There are two versions of the Toolbar:

- Trend Micro Security for Microsoft Edge
- Trend Micro Toolbar for Chrome, Firefox, and Internet Explorer

See the sections following to install and enable one or both of the two options.

Enable Trend Micro Security for Microsoft Edge

The default browser in Microsoft Windows 11 and 10 is Microsoft Edge. Once you've installed Trend Micro Security, you should enable **Trend Micro Security for Microsoft Edge** to improve your browsing protection. It provides web threat protection, ad blocking, and in Trend Micro Maximum Security, Password Manager is also included.

1. If Microsoft Edge is active as your default browser, Trend Micro Security will prompt you to install **Trend Micro Security for Microsoft Edge**, to **Safeguard Your Browser**.

Maximu	nSecurity	?	×
()	Protect Microsoft Edge Powerful Trend Micro Se Browser Extension		5
protect y	Trend Micro Security browser exten rour browser against online threats s improving your online browsing e	and scams	2
Not now			
Do not s	how this again		
🕖 TREND		Instal	

Figure 44. Protect Microsoft Edge

2. Click **Install** in the popup. Trend Micro Security will launch the Microsoft Edge and take you to directly to the extension **Trend Micro Security for Microsoft Edge**.



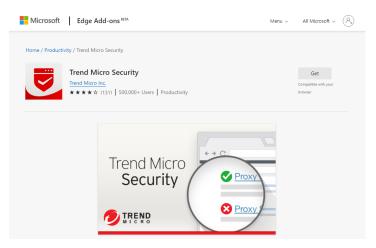


Figure 45. Edge Add-ons

3. Click the **Get** button and the **Add "Trend Micro Security" to Microsoft Edge?** popup appears. Click **Add extension** and wait for the add-on to download and install.

Add "Trend Micro Security" to Microsoft Edge?
The extension can:
 Read and change all your data on all websites
 View and eject storage devices
 Manage your apps. extensions, and themes
 Communicate with cooperating native applications

Add extension Cancel

Figure 46. Add "Trend Micro Security" to Microsoft Edge?

nd-m	icro-security/plenena	τô	€≦	Ē	Ť
Do	ownloads	ť	20	ξ	\checkmark
	plenenahmcbmckcigmnfohj 44.0 KB/s - 352 KB of 10.0 MB, 4 r		d_2874	3.crx	
Se	e more				

Figure 47. Microsoft Edge Downloads

4. Once installed, the page redirects to a welcome page of **Trend Micro Security Edge Add-on**.



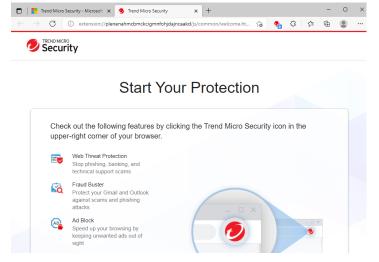


Figure 48. Trend Micro Security Extension Welcome Page

5. Click Trend Micro Security in the Edge Extensions screen.

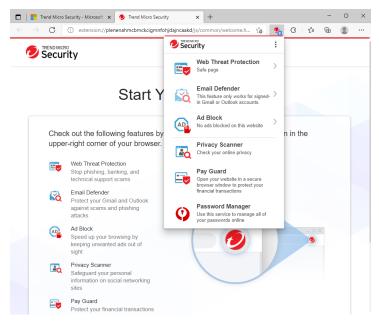


Figure 49. Trend Micro Security Extension for Microsoft Edge

6. Trend Micro Security Extension automatically rate links on web pages and blocks ads. To enable Password Manager, click **Password Manager**. Password Manager is only available in the Premium (Paid) version of Trend Micro Security for Edge, or as part of your Trend Micro Maximum Security subscription.



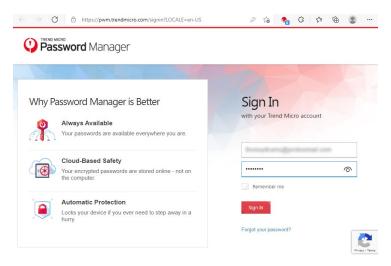


Figure 50. Password Manager

7. Enter your Trend Micro account and password and click Sign In.

https://pwm.trendmicro.com/masterpassword?LOCALE=en-US	సం	-	G	₹ţ≡	Ē	۲	
Create Your Master Password							
Choose a unique and unforgettable Master Password to encry information. This is the only password you are going to need f		٦.					
Good							
Password Tips							
Use a unique mixture of at least 8 letters, numbers, and symbols.							
 Do not use your Trend Micro Account password as your Master Paster 	ssword.						
100							
Create							

Figure 51. Create Your Master Password

8. The **Create Your Password page** appears. Input a password with at least 8 letters, numbers, and symbols. Enter a password hint and click **Create**.





Follow these steps to automatically save passwords

P + ≙ C 🕐 My Account ×	- • <mark>- ×</mark> e ★ 0
	Password Manager ×
	Save the password and automatically sign into this website next time?
r NOTIFICATIONS SUPPORT	Save Now
3) SAVE	* 2
Download the client	and get started

or click the 🕂 icon to add new passwords manually.

Figure 52. Password Manager Dashboard

- 9. The **Password Manager dashboard** page appears. You can know **save passwords**, form information and secure notes.
- Note: Trend Micro Antivirus + and Internet Security users need to purchase the Premium edition of Trend Micro Security for Edge separately to use Password Manager in Edge. However, if you install Trend Micro Maximum Security, Trend Micro Security for Microsoft Edge with Password Manager is automatically included as part of your subscription. Once you've created your Password Manager account via your Trend Micro Maximum Security activation, Password Manager will also be active in Trend Micro Security for Microsoft Edge, once you sign into your account. See the Password Manager section in this guide for instructions on using Password Manager.
- 10. Now, if you attempt to go to a dangerous page, with **Web Threat Protection** active you'll be blocked.



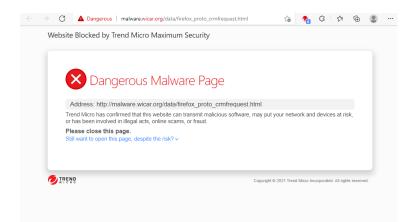


Figure 53. Web Threat Protection Block

11. Additionally, with **Ad Block** active, if you go to a page with advertising, the ads will be blocked.

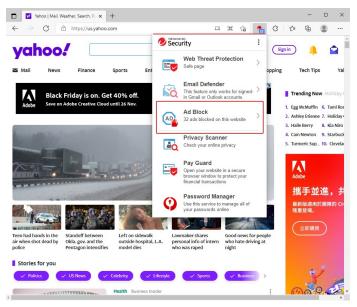


Figure 54. Ads Blocked

12. Click the **Web Threat Protection** banner in the drop-down menu to review the **Trend Micro Security 30-day report** of pages scanned and blocked.



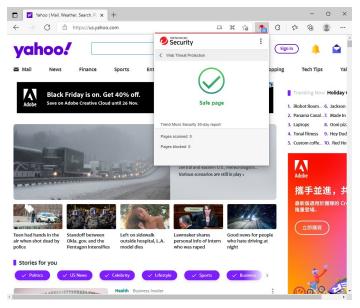


Figure 55. Trend Micro Security 30day Report

 Click Ad Block in the drop-down menu. The drop-down menu pages allow you Stop or Resume Ad Block by clicking the Stop/Resume Add Block button. You can also use the slider to turn off the feature.

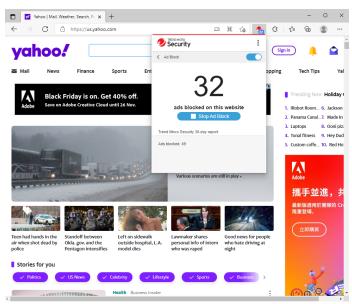


Figure 56. Stop Ad Block | Turn Off Trend Micro Security Slider

14. To turn **Trend Micro Security for Edge** on or off, click the **Menu** icon, then **Extensions** in the Edge drop-down menu to show the extensions installed in Edge.



	New tab	Ctrl+T	
	New window	Ctrl+N	1
G	New InPrivate window	Ctrl+Shift+N	I.
	Zoom —	100% +	Z
£≡	Favorites	Ctrl+Shift+C)
Ē	Collections	Ctrl+Shift+)	(
5	History	Ctrl+H	
$\underline{\downarrow}$	Downloads	Ctrl+.	
₿	Apps		>
3	Extensions		
Ś	Performance		
0	Print	Ctrl+F	,
Ø	Web capture	Ctrl+Shift+S	
Ø	Share		
බ	Find on page	Ctrl+F	
A	Read aloud	Ctrl+Shift+L	
	More tools		>
ŝ	Settings		
0	Help and feedback		>
	Close Microsoft Edge		

Figure 57. Edge Menu > Extensions

15. Slide the slider to **Off** to turn off **Trend Micro Security for Microsoft Edge**, or to **On** to turn it on.

■ Extensions		Q Search installed extension
Extensio	alize your browser with extensions ns are simple tools that customize your browser experience a ntrol. <u>Learn more</u>	and offer you
Installed extensions		
From Microsoft Store		
Protects against web threa Details Remove	ts like malicious websites, phishing attempts, and online email fraud. Re	eveals social media privacy risks.
Find new extensions	ge	
Can't find what you're looking	for? You can also get extensions from the Chrome Web Store.	4

Figure 58. Trend Micro Security Extension

Enable Trend Micro Security Toolbar for Google Chrome, Mozilla Firefox, Internet Explorer, or Pay Guard

Though Microsoft Edge is the default browser in Windows 11 and 10, you can change your default to Google Chrome or Mozilla Firefox (you need to install these browsers first).

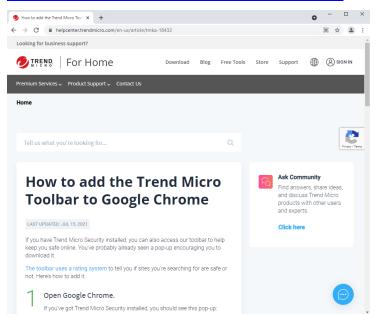


Once you've installed Chrome or Firefox, you can then activate or install **Trend Micro Security Toolbar** in the browser to increase your security when browsing.

The example below uses Google Chrome, but a similar activation process occurs for Mozilla Firefox or Microsoft Internet Explorer.

To install Trend Micro Toolbar in Chrome

1. Launch your browser of choice (e.g., Internet Explorer, Google Chrome, or Mozilla Firefox) and go to:



https://helpcenter.trendmicro.com/en-us/article/tmka-18432

Figure 59. How To Add the Trend Micro Toolbar

2. The Trend Miro Support page appears. Scroll down to Click 'Install Trend Micro Toolbar' and click install it here.



💋 How to add the Trend Micro Tool 🗴 🚡 Trend Micro Toolbar - Chrome Wi 🗴 🕇	• - • ×
C home.google.com/webstore/detail/trend-micro-toolbar/ohhcpmplhhiiaoiddkfboafbhiknefdf	x 🛓 E
属 chrome web store	🔅 Sign in
Home > Extensions > Trend Micro Toolbar	
Offered by: Trend Micro	Add to Chrome
★★★★ 492 Productivity	
Overview Privacy practices Reviews Related	
C C C C C C C C C C C C C C C C C C C	•

Figure 60. Google Chrome Web Store

3. The Google Chrome Web Store appears. Click Add to Chrome.



Figure 61. Add Trend Micro Toolbar

4. The Add "Trend Micro Toolbar" popup appears. Click Add extension.



7

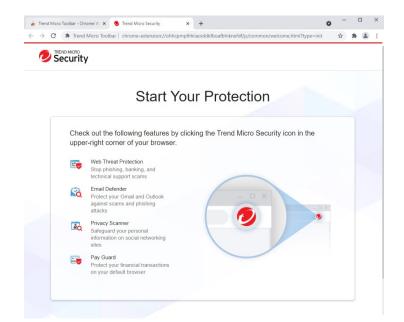


Figure 62. Trend Micro Toolbar Start Your Protection

5. The **Start Your Protection page** appears. To pin the toolbar, click the **Extension** Icon.



Figure 63. Google Chrome Extension



✔ Customize Chrome

			Extensions No access needed		×	3
			These extensions don't need to see and ch information on this site.	nange		
			🤣 Trend Micro Toolbar		:	
			Manage extensions			
		gle				
Q Search Google or typ	e a URL		Ų			
		+				
	Web Store	+				
	Web Store					
,	Web Store					
	Web Store					

Figure 64. Trend Micro Toolbar

7. The Trend Micro Toolbar is pinned in the extension toolbar. To enable or disable the toolbar go to **Menu > More tools > Extensions**.

✓ Customize Chrome

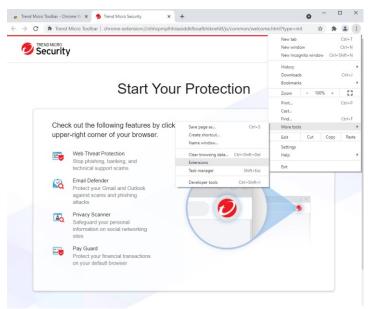


Figure 65. Chrome > Menu > More tools > Extensions

8. The **Google Chrome Extension page** appears. Slide the slider to **Off** to turn off Trend Micro Security for Microsoft Edge, or to **On** to turn it on.



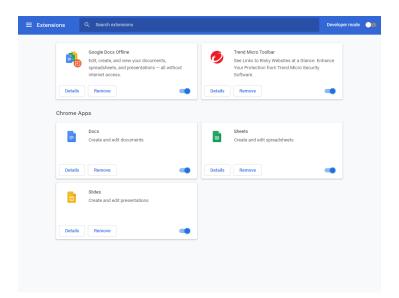


Figure 66. Google Chrome Extensions

To enable Trend Micro Toolbar in Pay Guard:

- 1. Similarly, you may enable **Trend Micro Toolbar** in the **Trend Micro Pay Guard** browser, which is a hardened version of your default browser, tailored to keep you safer when banking or shopping online. (Our example here again shows Chrome.)
- 2. Double-click the Pay Guard icon on your desktop to launch it.



Figure 67. Pay Guard Desktop Icon

3. The **Pay Guard** window and the **Trend Micro Toolbar** popup appears. Click **Install** to install the Trend Micro Toolbar.



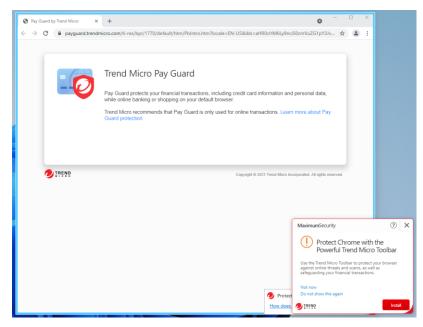


Figure 68. Trend Micro Pay Guard

4. The Google Chrome Web Store page appears. Click Add to Chrome.

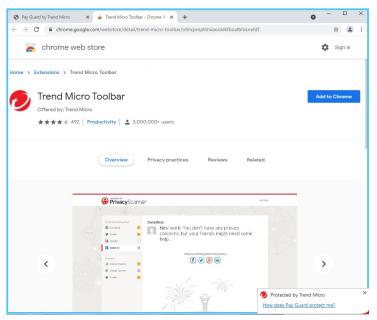


Figure 69. Google Chrome Web Store

5. Select it as shown to activate the **Trend Micro Toolbar**. A popup appears, letting you enable it.





Figure 70. Add Trend Micro Toolbar

6. The Add "Trend Micro Toolbar" popup appears. Click Add extension.

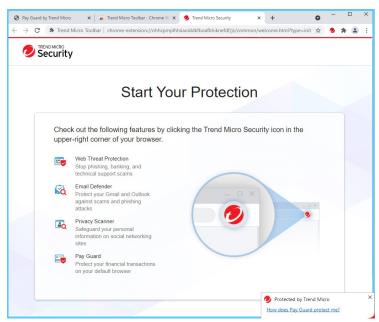


Figure 71. Pay Guard with Trend Micro Toolbar

- Now, either in the full version of your default browser, or in Pay Guard, the Trend Micro Toolbar supplements your Rate links on web pages protection, adding detailed ondemand ratings to automatic Search results, indicated by green checkmarks (good), question marks (untested), or red Xs (bad).
- 8. In the example below, we return to Microsoft Edge.
- Note: Pay Guard is best used for online transactions. Trend Micro Maximum Security users may also enable Trend Micro Password Manager in Pay Guard, to use strong passwords for your transactional accounts. See the chapter on Trend Micro Maximum Security for more details.



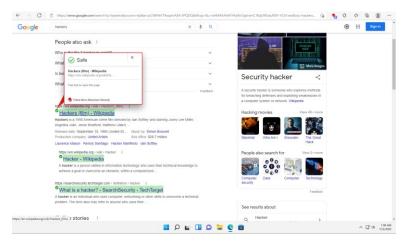


Figure 72. Google Chrome > Search Results Showing Safe Pages

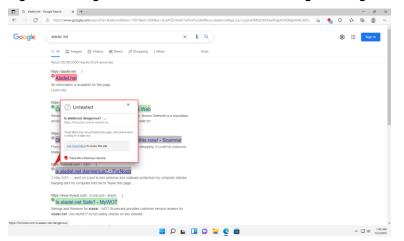


Figure 73. Google Chrome > Search Results Showing Untested Page

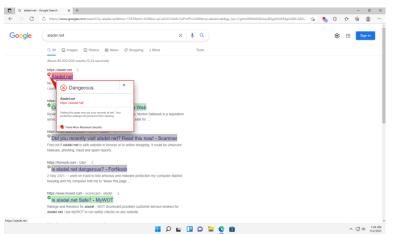


Figure 74. Google Chrome > Search Results Showing Dangerous Pages



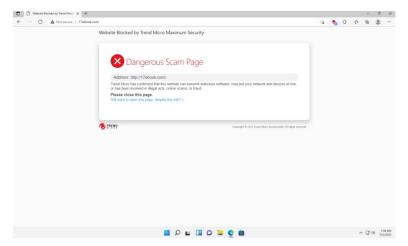


Figure 75. Dangerous Page

Enable Email Defender for Gmail and Outlook Webmail

More and more scam emails these days may contain no obvious malicious URLs or attachments but can nonetheless be a threat, using social engineering to snare the unsuspecting user. However, such emails can't be detected by traditional email security technology. **Email Defender** is designed to deal with this type of scam email, using artificial intelligence (AI) technology to identify the topic and to understand the intention of the scam. As part of **Trend Micro Toolbar**, **Email Defender** protects Gmail and Outlook webmail in Microsoft Edge, Internet Explorer, Chrome, and Firefox. The example below uses Gmail in Microsoft Edge to show the setup.

To enable Email Defender:

1. Email Defender requires first that you log into your Gmail or Outlook webmail account.



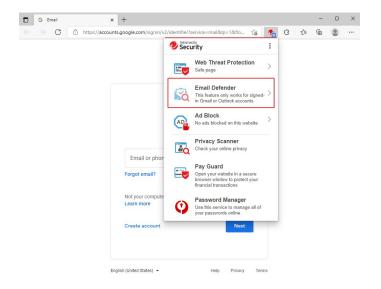


Figure 76. Log Into Gmail or Outlook to Enable Email Defender

2. For example, log into your Gmail account in Edge.

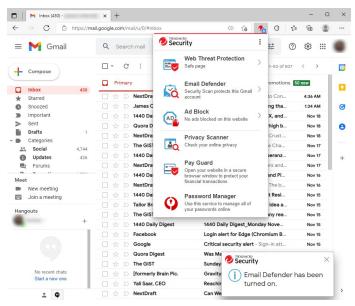


Figure 77. Gmail Account Page

- 3. Email Defender is now enabled and you can now see it active in the Trend Micro Toolbar.
- 4. Your Gmail (or Outlook.com) webmail will now be scanned for potential scams and you'll be alerted with a warning popup when you open a scam email, telling you to not follow any instructions contained in the email.



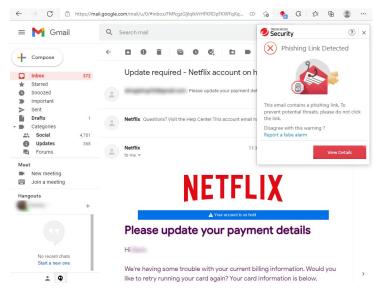


Figure 78. Phishing Link Detected

5. Click View Details in the popup warning to get more details about the scam.

⇒ C	3 (🗅 ht	tps://fra	udbuster	r.trendm	iicro.com	/#result						ែ	*	G	Ę	@	8
Trend	d Mic	сго	Secu	rity														
$(\mathbf{X}$) p	his	hin	g Li	nk I	Dete	ecte	d										
Follo	w th	e sı	igge	tions	s belo	ow to	prote	ect y	ourse	If:								
• Do r • Do r	not call not clic not sha	l any k any are ar	phone links t y perse	hat suppond	in this posedly	messag / take yo	ge. ou to a v nation in											
• Do r	ete the	origi			nd bloc	k the se	ender.		_								_	
• Do r • Dele	Res	origi			nd bloc	k the se	ender.											
• Do r • Dele Scan	e 0] e 1] e upda	sult	nal mes			k the se	ender.											
• Do r • Dele Scan [image Please Hi We're	e te the Res e 0] e 1] e upda	ate yo	ur payr	nent de	tails		ender. illing info	ormatic	on. Woul	d you lik	ke to ret	try runi	ning y	our ca	rd aga	ain? Yo	ur can	
• Do r • Dele Scan [image Please Hi We're	e te the Res e 0] e 1] e upda having nation i	ate yo	ur payr	nent de	tails			ormatic	on. Woul	d you lik	se to ret	ry runi	ning y	our ca	rd aga	ain? Yo	our can	Ŀ

Figure 79. Phishing Link Detected: Details

6. Follow Trend Micro's instructions to better protect yourself from scams; or contact Trend Micro to get more support. When done, you should close the **Details** window as well as the scam email, then delete the scam email from your inbox.



Protect Another Device: PCs, Macs, Android and iOS Mobile Devices

Subscriptions to Trend Micro[™] Antivirus+, Internet Security, and Maximum Security variously let you protect other PCs and Macs, as well as Android and iOS mobile devices.

- Trend Micro Antivirus+: 1 PC, though you may switch your protection to another PC
- Trend Micro Security Internet Security: up to 3 PCs and Macs
- Trend Micro Security Maximum Security: from 5 devices, including PC, Mac, Android and iOS Mobile devices
- Trend Micro Security Premium Security: from 10 devices, including PC, Mac, Android and iOS Mobile devices



Figure 80. Protect Another Device

- 1. To get started with your protection for another device, click **Protect Another device**. The **Protect Another Device** screen appears. The range of options depends on the edition of Trend Micro Security you have purchased.
- Note: A subscription to Trend Micro Antivirus+ allows you to protect only one device. To transfer this subscription to another device you need to log into your My Account page, download the installer on the second device, and install it. Once you register the application, you'll be given the option to disable Trend Micro Antivirus+ on the first device so you can activate it on the second.





Close

Figure 81. Maximum Security > Protect Another Device

2. With Trend Micro Internet or Maximum Security, you can click the link scan your network to find devices on your network. A popup appears asking "Do you want Trend Micro Internet/Maximum Security to scan your home network (LAN) to find connected devices?"

	Maximum Security	?	- ×
Scannir	Do you want Trend Micro Maximum Security to scan your home network (LAN) to find connected devices? Please note this feature will collect certain data from all connected devices. Learn more		
	Ves No Caution: This feature should only be used in your home network. If you are using this feature in a network other than your home network, you must obtain the		
	approval of the scanned network administrator.	d	
_			
			Stop

Figure 82. Scan Prompt

3. Click Yes to scan your network. The scan begins.

Trend Micro Maximum Security Scanning	⑦ – ×
Scanning your home network (LAN) to find your devices.	
Scanning	
DIREND	Stop

Figure 83. Scanning for Other Devices

4. When the scan is complete, a Scan Results screen appears.



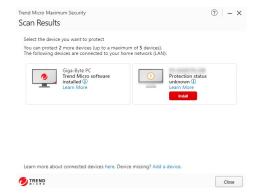


Figure 84. Devices Found > Install

- 5. If the **Scan Results** finds other devices to protect, it provides an **Install** button to install protection on that device.
- 6. Tap **Install** to install Trend Micro Security/Mobile Security on that device. A screen appears, with options for downloading and installing it.

elect how yo	u want to share Trend M	icro Antivirus for Mac		
	Send Email	Copy Link	Download	
	Email address		Send	

- Figure 85. Protect an iOS Device
- 7. If it finds no devices, the screen says No Devices Found.



Trend Micro Maximum Security Scan Results	? – ×
No Devices Found We will notify you if we detect new devices on your home network (LAN) in the futu	re.
+ + Add a Device to Protect	
TRENS	Close

Figure 86. No Devices Found > Add a Device to Protect

8. If you know that your family has other devices currently not on the network, you can still tap **Add a Device to Protect.** The **Protect Another Device screen** appears.



TREND		Close
-------	--	-------

Figure 87. Protect Another Device

9. For Trend Micro Internet and Maximum Security, click an icon to **Add a device.** A popup appears, letting you choose the platform you would like to share protection with.





Figure 88. Add a Device Popup

10. Click the icon for your chosen platform. A screen appears, providing email, copy link, and download options for getting the software.

	o Maximum Security otect a Windows PC			?
Select ho	ow you want to share Trend N	licro Maximum Security		
	Send Email	Copy Link	Download	
	Send a message containi Micro Maximum Security	ng a link for downloading on another device.	and installing Trend	
	Email address		Send	
	D		Back	Close
	ō			
	•	Email	buck	
igu	re 89. Send	Email		
Figur	re 89. Send	Email		(?)
Figur	re 89. Send			() ()
Figur	re 89. Send			(?)
Figur	re 89. Send			?
Figur	re 89. Send		Download	()
Figur	re 89. Send b Maximum Security btect a Windows PC w you want to share Trend M	licro Maximum Security	Download saging program to	•
Figur	re 89. Send Maximum Security bect a Windows PC wy you want to share Trend M Send Email Copy the link below and p	licro Maximum Security	Download saging program to	•
Figur	re 89. Send Maximum Security Utect a Windows PC wy you want to share Trend M Send Email Copy the link below and Micro Maximum Security.	licro Maximum Security	Download saging program to d installing freed	•
Figur	re 89. Send Maximum Security Utect a Windows PC wy you want to share Trend M Send Email Copy the link below and Micro Maximum Security.	licro Maximum Security	Download saging program to d installing freed	•

.....

Figure 90. Copy Link





Figure 93. Protect an Android Device



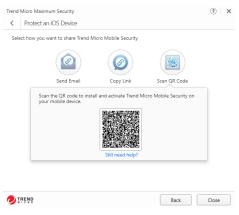


Figure 94. Protect an IOS Device

- 11. For PC or Mac protection, pick how you want to get the application: Email, Link, or Download. If you download the installer to your active computer, you may use a USB thumb drive to physically take the file to the other computer.
- For Android or iOS protection, pick how you want to get the app: Email, Link, or QR Code, (for Google Play[™], Trend Micro[™], Amazon Appstore[™], or Apple App Store[™]).
- 13. To install, follow the instructions on the page, store, or email.



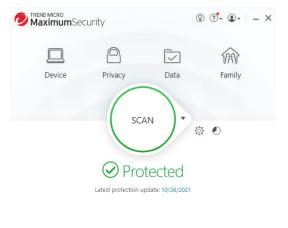
Chapter 3: Trend Micro Security Overview

In the following chapters, we'll walk through each edition of Trend Micro Security, explaining the key features provided in each. In this chapter, we'll give you a quick overview of some easy-to-use functions.

Note: Since each more advanced edition of Trend Micro Security includes the features of the simpler edition, but adds more features, you should read all chapters in this guide *front to back* to fully understand how to use the complete set of features in Trend Micro Internet and Maximum Security.

Quick Start: The Trend Micro Security Console

All editions of Trend Micro Security provide essentially the same **Console**, with additional features as you step up from **Trend Micro Antivirus+** to **Internet Security** and **Maximum Security**.



+ Protect Another Device

Expires on 10/26/2022

Figure 95. Trend Micro Maximum Security Console

All editions of Trend Micro Security allow you to scan on-demand using **Quick, Full,** or **Custom** scans, and each lets you view security reports. We'll quickly review these features in the following sections.

Quick Start: Conducting On-Demand Scans

By default, Trend Micro Security activates a **real-time scan** when it is installed. This is always present in memory, to proactively protect you from real-time threats. Threats are caught as they try to enter memory or touch the hard drive, preventing infections. This includes protection against ransomware, which may infect you from dangerous websites or emails.

Trend Micro Security also provides a **disk scan**—which you can execute on-demand or by schedule—that utilizes Trend Micro Smart Scan technology on the client when it scans your



hard drive. This references Trend Micro's file reputation services in the cloud—part of the Smart Protection Network—for a shorter "time-to-protect."

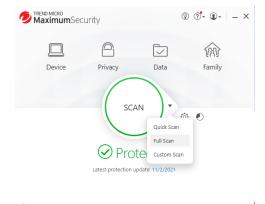
Unlike other local-protection-based products that require you to frequently update a large local signature database on your computer, Trend Micro Security updates the signature database mainly on Trend Micro Servers in the cloud, so all consumers of the Smart Protection Network are instantly protected whenever the online database is updated. Other cloud-based and local Trend Micro technologies correlate threat data of different kinds, since modern threats can simultaneously use multiple techniques to infect your computer.

Smart Scan reduces network bandwidth usage (for updating/downloading signatures), while saving disk space and memory.

Scan Your Computer's Disk

Scanning is a simple process to execute, though users are recommended to initiate a manual scan when they are not doing other tasks.

To scan your computer disk:



+ Protect Another Device

Figure 96. Quick | Full | Custom Scan Menu

Trend Micro Security provides a **Scan** Tool on the console (shown above) which can be used in two ways:

Expires on 10/26/2022

- 1. Click the center of the circular **Scan** tool to execute a **Quick Scan**.
- 2. Use the **Scan Options** popup menu on the right side of the **Scan** tool to select among the various options:
 - A Quick Scan conducts a scan of those directories on your system that are most likely to be infected.
 - A Full Scan conducts a full scan of your system.
 - A Custom Scan lets you designate which parts of your system you wish to scan.



Quick Scan and Full Scan

To conduct a Quick Scan or a Full Scan:

 To conduct a Quick Scan, click the Scan button on the main console, or optionally select Quick Scan or Full Scan from the Scan Options popup menu. A window appears, showing the Quick or Full Scan in Progress and the percentage completed. Scans can kick off messages when malware is quarantined or deleted.

		I Stop
	Quick Scan 2	26%
Scanning for Trojan	horse programs	DCT_PROACTIVE
Potential threats fou	nd:	0

Figure 97. Quick Scan in Progress

- 2. You may stop the scan by clicking the **Stop** button. You may also select **Shut down the computer when this scan is done.**
- 3. When the scan has completed, a Scan Results screen appears, showing File Scanned, as well as Threats resolved.

Security Scan: (1) No Threats Four	nd	Optimization Level: ① Excellent
Files scanned. Threats resolved) 1.102 @ 2	

Figure 98. Scan Results

- 4. Click ? near the number of Files scanned to obtain more details on the files scanned.
- 5. Click **Show Details** for more details on the threats found and actions taken. The **Details** screen appears.



	1 threat were detected after	r checking 7 files.	
Threats resolved			
Files	Туре	Response	
C:\Users\tpm\Desktop\KMSpico_setu	Spyware	Removed	

O TREND	Back

Figure 99. Details

- 6. Click each of the collapsible panels in turn to show the **Details** tables, which include file names, types, and responses to the threats.
- 7. Click **Back** to close the **Details** window, then **Close** to close the **Scan Results** window.

Custom Scan

To conduct a Custom Scan:

1. Choose **Custom Scan** from the **Scan Options** popup menu. A dialog appears, letting you **Select Targets** you wish to scan.

Select Targets	? – ×
The scan will automatically check all files and folders inside your selections.	
🖃 😑 📥 C:	
🗄 📄 SRecycle.Bin	
🕀 📄 SWinREAgent	
Documents and Settings	
PerfLogs	
🕀 📄 Program Files	
🕀 🔽 🚞 Program Files (x86)	
🕀 📄 ProgramData	
Recovery	
System Volume Information	- L
Start Scan	Cancel

Figure 100. Select Targets

- 2. Expand any tree by clicking the **+** (**Plus**) signs, then check the checkbox for the chosen target(s).
- 3. Click **Start Scan** to start the scan.
- 4. When the scan has completed, the **Scan Results** and **Details** screens appear in the same format as **Quick** and **Full Scans.**



Intensive Scan

Trend Micro Security automatically performs an **Intensive Scan** whenever a **Quick, Full, Custom, Scheduled Scan,** or **"Smart Schedule"** scan detects a high amount of malware on your computer.

Note: In the *real world*, Trend Micro Security does not allow a large virus data set to get onto your computer. To obtain this condition artificially, you have to dump a large collection of malware files onto an unprotected system *before you install Trend Micro Security;* or you would have to turn off all the proactive features, such as the real-time scan, which would prevent such a large infection from occurring in the first place.

To activate an Intensive Scan on a previously badly infected computer:

1. Click the Scan > Quick Scan tool to begin a Quick Scan. The Quick Scan process begins.

MaximumSecurity	⑦ ⑦ • ● • −
	Stop
Quick Scan 2	26%
Scanning for Trojan horse programs	DCT_PROACTIVE
Potential threats found:	0
\odot	

Figure 101. Quick Scan in Progress (TM Maximum Security)

2. When the scan detects a large volume of malware, the **Quick Scan** stops and an **Intensive Scan** starts.

TREND MICRO MaximumSecurity	 ?• •
	I Stop
Intensive Sca	n 24%
Intensive Scan	DCT_PROACTIVE
Scanning for Trojan horse programs	DCT_PROACTIV

Figure 102. Intensive Scan in Progress

3. Note that the scan wheel color changes to **red** to indicate that an **Intensive Scan** is in progress. You can get more information about what triggered the scan by clicking **What** triggered the Intensive Scan?



Quick Start: Viewing Security Reports

Trend Micro Security allows you to view **Security Reports** at the click of a button. The reports provide a wealth of detail on the dates and types of threats blocked. You can also generate a **Root Cause Analysis Report** to investigate the source of an infection and the effects upon your system.

Note: All versions of Trend Micro Security produce a security report that tells you how many and what kinds of viruses, spyware, and web threats it detected during real-time and on-demand scans. Higher editions than Antivirus+ provide more information in their Security Reports.

To View a Security Report:



Figure 103. Security Report

 Click the Security Report button on the Trend Micro Security Console. The Security Report screen appears. (Note that if you've created a password to secure your settings, you'll be asked to enter this password before the Security Report is displayed.)

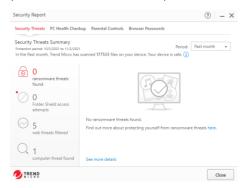


Figure 104. Security Report (Maximum Security)

- 2. The Security Report provides the following data:
 - Security Threats The number of web threats, viruses, spyware, ransomware, and suspicious software found. (All editions)



- PC Health Checkup Shows the space and startup time saved and the privacy data safety confirmed, and includes a check for potentially incompatible programs. (Internet Security and higher)
- **Parental Controls** Shows a summary of the top websites blocked. (Internet Security and higher)
- Browser Passwords The number of passwords saved in browsers (a privacy risk). (Maximum Security)
- 3. Use the **Period** popup menu in the upper right-hand corner to designate the period the report will cover.
- 4. Select **See more details about your protection** from any of the four main screens to obtain logs pertaining to that type of protection.

Date	Last Scan	▲ Total reco			
	Viruses	Files	Threat	Source	Response
11/2.		tpm\Deskt	PUA.Win32.AutoK	Spyware	Removed
	Spyware				
	Browser Cookies				
	Web Threats				
	Unauthorized Changes				
					🖸 Exp

Figure 105. Logs

5. Double-click an item in the table to view details on the specific threat.

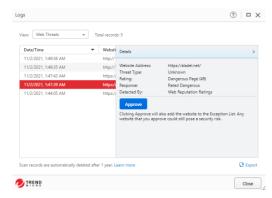


Figure 106. Logs > Item Details

- 6. Click Approve to add items to the Exception List.
- 7. Click Export in the lower right-hand corner to export the logs in .CSV or .TXT format.
- 8. When an item in a log warrants a deeper look, Trend Micro Security will provide a link to show more details on the source of the infection.



	 Affected Files 	Details
8/11/2014 10:28 AM	· C\Uben\Ube	Threat: Eccr.text.file Soviet: Addamet Response Re-moved Response Response Re-moved Response Re-moved

Figure 107. Where did this come from?

9. Click **Where did this come from?** to generate a **Root Cause Analysis Report.** When the report generates, it displays in graphic format.

Root Cause Analysis Repo	đ	- ×
From: C:\Users\EN_Use When: 8/1/2014 10:24	r\Desktop\BVT_QuickScan_Samples\eicar.com AM	
	eicar.com	
	Explorer.EXE	
	👙 Triggering E	Event 🛕 Root Cause Vebsite 🔘 Process
1 TREND		

Figure 108. Root Cause Analysis Report

10. The **Root Cause Analysis Report** maps the root cause and triggering event(s) graphically, using **Process, Website, File, Library,** and **Group** icons to show you items involved in the infection chain. Use the **Root Cause Analysis Report** to analyze the source of infections, so you can help prevent them in the future.



Chapter 4: Trend Micro Antivirus+ Security

This chapter provides detailed instructions for configuring and using Trend Micro Antivirus+ Security.

Protection Overview

Trend Micro™ Antivirus+ Security provides essential protection for customers against viruses, spyware, web threats, and other malware threats, including bad links on social networking sites and ransomware.

Pro	otect Your Folders from Ransomware	
holding them folders listed	I helps prevent ransomware from maliciously encrypting your files and n hostage until you pay the attacker. By default. Folder Shield protects below. If you have important files saved in other folders, Trend Micro setting up Folder Shield protection for them.	
	Protected Folders:	
	Protected Folders: CAUserstym/Documents	
	C:\Users\tpm\Documents C:\Users\tpm\Pictures	
	C:\Users\tpm\Documents	
	C:\Users\tpm\Documents C:\Users\tpm\Pictures	

Figure 109. Trend Micro Antivirus+ Security Welcome Page

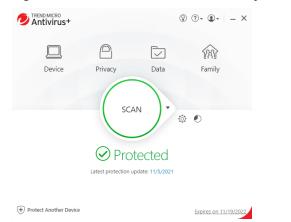


Figure 110. Trend Micro Antivirus+ Security Console



Note: Trend Micro Antivirus+ Security Console Main Features: Device: Security Settings | Mute Mode | Protect Another Device Privacy: Social Networking Protection | Pay Guard Data: Folder Shield Family: Keep Your Family Safe Online - Upgrade Now

KEY MALWARE PROTECTIONS FOR TREND MICRO ANTIVIRUS+ SECURITY

Antivirus and Antispyware

Trend Micro Antivirus+ Security provides essential protection against viruses; that is, any malicious program that can replicate itself and infect your computer. Antivirus+ also protects you from a broad range of other malware, including worms, Trojans, bots, and rootkits. It also provides protection from spyware; that is, any program that installs itself in the background and gathers information about you or your computer without your knowledge. Since browser cookies can act like spyware, Antivirus+ will delete cookies as well.

Windows Firewall Booster and Wi-Fi Protection

The Windows Firewall Booster provides additional network-level protections, including a Network Virus Scan and Anti-Botnet feature. The Firewall Booster is automatically activated for increased network security. Antivirus+ also provides authentication for Wi-Fi networks, displaying a warning when connected to potentially unsafe wireless networks or hotspots.

Anti-Spam

Antivirus+ includes anti-spam in its list of features. Users of POP3 e-mail can be protected from spammers, stopping unsolicited advertisements and other unwanted bulk email. Trend Micro Security's anti-spam function taps into the email reputation services of the Smart Protection Network. Trend Micro Security Antivirus+ also protects you from threats in files attached to email messages.

New! Email Defender also provides anti-spam and WTP protection for Gmail and Outlook webmail.

Unauthorized Change Prevention

Trend Micro Security includes behavior monitoring in its list of security protections. Unauthorized changes to system settings and other suspicious behavior can be blocked, as well as autorun programs on portable drives. Antivirus+ includes the ability to switch your protection level automatically, to aggressively eliminate programs that pose even a small risk of bad behavior. And the increased protection against ransomware that Folder Shield provides helps protect your computer and files from encryption or blocked access and the extortion that comes with ransomware. All editions of Trend Micro Security provide ransomware protection and Folder Shield.

Web Threat Protection

The majority of threats nowadays come from the web, when you're simply browsing the Internet or visiting a site. However, attacks may also begin with a phishing email that uses social engineering techniques to coax you to click a URL link in the email. You then may be



taken to a website that secretly harbors malicious threats, which either steals your personal data or infects you with malware.

Antivirus+ proactively protects you from a variety of these web threats, so that they never touch your computer. To provide thorough protection from and rapid response times to emerging threats, Antivirus+ uses the Trend Micro Smart Protection Network cloud-client security infrastructure along with a combination of cloud-based web, file, and email reputation services. It also employs real-time scans of what's in memory and on disks. Antivirus+ also blocks malicious links and image spam in emails, including Google and Outlook webmail with Email Defender.

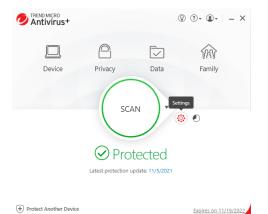
Privacy

Social Networking Protection in Trend Micro Antivirus+ Security is also enabled by the Web Threat Protection function. See risk ratings for Facebook, Twitter, LinkedIn, MySpace, Pinterest, Mixi, and Sina Weibo. Mouse over URLs to get further details on the website. In Facebook, warn your friends of bad URLs on their pages, so they can delete them.

Pay Guard protects your financial transactions when you're banking or shopping online using your default browser.

Device: Security Settings: Security & Tuneup Controls: Scan Preferences

Upon install, Trend Micro Antivirus+ Security chooses a group of default settings to immediately protect the user. However, users can modify settings as they wish. Antivirus+ Security keeps its controls simple and suitable for the everyday user.



To modify Security & Tuneup Controls settings:

Figure 111. Console > Settings Tool





Figure 112. Device > Configure

 Click the Settings tool in the Console; or click the Device button, then Configure in the Security Settings panel. The Protection Settings screen appears, with Security & Tuneup Controls > Scan Preferences selected by default in the Command Menu.

Protection Settings		③ – ×
Security & Tuneup	~	Scan for threats when opening, saving, or downloading suspicious files
Controls		Enable real-time scanning for compressed files (like ZIP files)
Scan Preferences		Enable machine-learning to protect from new or unknown threats
Scheduled Scans		 Check if programs try to make unauthorized changes to system settings that could threaten your security
		Prevent programs on portable drives from launching automatically
Internet & Email	\sim	Immediately close programs that have been exploited by hackers
Controls		Protect documents against unauthorized encryption or modification
Exception Lists	\sim	Scan for suspicious files as the computer starts (1)
		Protection level:
		Normal (1)
		Hypersensitive
		Switch protection level automatically
		Automatically delete files that show any signs of a threat
		 Automatically delete potentially unwanted applications
		 Automatically delete joke programs
		Display a warning after detecting viruses, spyware, or suspicious behavior
Other Settings		
Restore Default Settings	1	OK Cancel Apply

Figure 113. Scan Preferences

- 2. The following Scan Preferences are displayed. Check or uncheck to change a setting.
 - Scan for threats when opening, saving, or downloading suspicious files. This is the real-time scan that protects you at all times when you're using your computer. This is enabled by default.
 - Enable real-time scanning check compressed files (like ZIP files). This is disabled by default. Checking the checkbox enables the item, but the deeper scan uses more CPU cycles.
 - Enable machine-learning to protect from new or unknown threats. This is enabled by default. New or unknown threats, such as ransomware, will be removed upon detection; or when suspicious software tries to execute, it will be blocked.



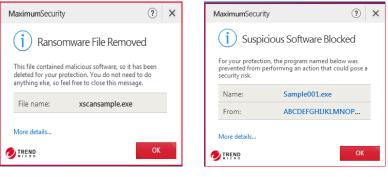


Figure 114. Ransomware File Removed [Maximum example] Figure 115. Suspicious Software Blocked from Executing [Maximum example]

- Check if programs try to make unauthorized changes to system settings that could threaten your security. This is enabled by default.
 - Prevent programs on portable drives from launching automatically. This is enabled by default.
 - Immediately close programs that have been exploited by hackers. This is enabled by default.
 - Protect documents against unauthorized encryption or modification. This protects against ransomware and is enabled by default.
 - Back up files encrypted or modified by suspicious programs. This ransomware protection is enabled by default.
- Scan for suspicious files as the computer starts. Key security components begin
 working even before Microsoft Windows has finished loading—before threats have
 a chance to attack.
- **Protection Level**. This behavior monitoring function is enabled by default to switch from Normal to Hypersensitive only when needed, but you can change this setting.
 - Normal Detects and stops security threats based on clearly risky behavior.
 - **Hypersensitive** Aggressively eliminates programs even if they only pose a small risk of bad behavior.
 - **Switch protection level automatically** Increases the protection level only when you need it. This is the default setting.
- Automatically delete files that show any signs of a threat. This is enabled by default, to automatically delete threatening files.
- Automatically delete potentially unwanted applications. This is enabled by default.



- Automatically delete joke programs. This is enabled by default.
- **Display a warning after detecting viruses, spyware, or suspicious behavior.** This is enabled by default. Trend Micro Security is selective when using pop-ups; it's never overly intrusive.
- 3. If you wish, click **Restore Default Settings** at any time (in this and any subsequent screens) to restore default settings to their factory condition.
- 4. Click **Apply** to apply your changes, then **OK** to close the **Protection Settings** window.

Device: Security Settings: Security & Tuneup Controls > Scheduled Scans

To modify Scheduled Scan preferences:

 Click Security & Tuneup Controls > Scheduled Scans. The schedule options panel displays.

Protection Settings	(?) – ×
Security & Tuneup Controls Scan Preferences	
Internet & Email Controls	Scan type: Quick scan Scans only the places where threats commonly hide
Exception Lists	Full scan Scans the entire computer, including any external drives, except network drives Notify me before a scheduled scan starts Last scan. Not scanned yet
Other Settings	
Restore Default Settings	OK Cancel Apply

Figure 116. Security & Tuneup Controls > Scheduled Scans

- 2. Choose among the following options:
 - **Conduct a scheduled scan of the computer.** This is enabled by default. "Friday at 12:00 PM" is chosen by default as the day and time to conduct the scheduled scan. Use the popup menus to change the day and time the scheduled scan will be conducted.

TIP:	Scheduled scans are best conducted when the computer is on but not in use, as
	they take up a portion of Memory, CPU, and Disk processes.

- Scan Type. Quick Scan is selected by default.
 - Select **Quick Scan** to scan only the places where threats commonly hide.
 - Select **Full Scan** to scan the entire computer, including any external drives, except network drives.



- Notify me before a schedule scan starts. Selected by default.
- 3. Click Apply to apply any changes, then OK to close the Protection Settings window.

Device: Security Settings: Internet & Email Controls > Web Threats

To modify the Internet & Email Controls > Web Threats settings:

1. Click Internet & Email Controls. The Web Threats panel appears by default.

Protection Settings		③ - ×
Security & Tuneup Controls	~	 Block potentially dangerous websites Protection strength
Internet & Email Controls	^	\bigcirc
R Web Threats		Low Normal High
Spam & Emailed Files		Choose "Normal" for regular daily use without aggressively blocking minor risks.
Network		Display the Trend Micro Toolbar on supported web browsers
Exception Lists		To get this protection, you must first enable some features in web browsers.
		Prevent Internet Explorer, Firefox, and Chrome from running malicious scripts on infected websites
Other Settings		
Restore Default Settings		OK Cancel Apply

Figure 117. Internet & Email Controls > Web Threats

- 2. Block potentially dangerous websites is checked by default.
- 3. For **Protection strength**, use the slider to select the strength. More aggressive blocking blocks more websites, some of which you may not wish to be blocked.
 - Low Choose "Low" to block only websites confirmed as fraudulent or dangerous.
 - **Normal** Choose "Normal for regular daily use without aggressively blocking minor risks. This is the default setting.
 - High Choose "High" to block threats in sites that show any signs of fraud or malicious software.
- 4. **Display the Trend Micro Toolbar on supported web browsers.** This enables Antivirus+ to rate links on webpages or mouseovers for malicious URLs and their accompanying payload for Internet Explorer, Mozilla Firefox, and Google Chrome. This is enabled by default.

Note: To get this protection you must first enable some features in web browsers. See <u>Enable Trend Micro Toolbar</u> in Chapter 2 for details.

- 5. Prevent Internet Explorer, Firefox, and Chrome from running malicious scripts on infected websites. This is enabled by default.
- 6. Click **Apply** to apply your changes, then **OK** to close the **Web Threats** window.



Device: Security Settings: Internet & Email Controls > Spam & Emailed Files

You can block spam from your Microsoft Outlook email client.

Note: Email Defender also blocks spam and phishing emails with dangerous files and links in Gmail and Outlook webmail. See <u>Antispam: Enable Email Defender for</u> <u>Gmail and Outlook Webmail</u> following for details.

To modify the Internet & Email Controls > Spam & Emailed Files setting:

 Click Internet & Email Controls > Spam & Emailed Files to open the panel. The panel opens with the settings unchecked by default.

Protection Settings		? – ×
Security & Tuneup Controls Internet & Email Controls	O Filter out unsolicited advertisements and other unwanted ema your Outlook inbox O Check for threats in files attached to email messages	I messages from
Web Threats Web Spam & Emailed Files Spam & Emailed Fi		
Network		
Exception Lists	~	
Other Settings		
Restore Default Settings	ок са	ncel Apply

Figure 118. Internet & Email Controls > Spam & Emailed Files

- Filter out unsolicited advertisements and other unwanted email messages from your Outlook inbox. Check this if you wish to stop spam and other unsought messages.
- Check for threats in files attached to email messages. Check this to scan all email messages for malicious attachments and remove them.
- 2. Click Apply to apply any changes, then OK to close the Protection Settings window.
- Trend Micro Anti-Spam (TMAS) support per OS Platform and Outlook version is given in the table below. Apart from Outlook 2003, the <u>Data Theft Prevention</u> feature also applies to these platforms and versions of Outlook.

Table 8. TMAS OS Platform and Mail Client Support

OS Platform	Mail Client
Windows 7, 8.1, 10, 11 (32 and 64 bit)	Outlook 2003 (32bit), 2007 (32bit), 2010 (32bit, 64bit), 2013 (32bit, 64bit), 2016 (32bit, 64bit)





To modify the Antispam Settings in the Microsoft Outlook Application:

Once you've enabled the Antispam features for Outlook, you can modify the settings to your liking.

1. In the Microsoft Outlook application, select **Add Ins** in the **Main Outlook Toolbar.** The **Add-ins** panel appears.

5								Outlook Today - Outloo		\sim (7
File	Home	Send / R	leceive	Folder	View	Add-ins	Help	$\ensuremath{\underline{Q}}$ Tell me what you want to do		
🥭 Tre	nd Micro + 度	Spam								
	Settings									
	Statistics									
_	Disable this	toolbar								
	Help		<	We	dnesday	, Novemb	er 3, 20	21		
41	About		r	Cal	endar				Tasks	
	x 284									
Draf	ts									
Sent	Items									

Figure 119. Trend Micro Antispam Toolbar

- 2. To mark an email as spam and add it to the **Spam** folder in Outlook, select the email in your email list, then click the **Spam** button.
- 3. See Settings below to set your settings.
- 4. Select **Statistics** to view statistics about the number of messages processed, spam messages deleted, spam messages you reported, and legitimate messages misidentified as spam.
- 5. You can also **Reset** the **Statistics** window to Zero by clicking **Reset**.

Summary	
,	
Running Since: 5/20/2019 9:46:25	АМ
General	Total
Messages processed:	422
Spam messages detected by the Warning Toolb	
Spam messages you reported:	0
Legitimate messages misidentified as spam:	0
Spam dete	messages (100%) cted by the toolbar (0%) eported (0%)
Spam Filtering	Percentage
Spam detection rate:	100.000%
Legitimate message misidentification rate:	0.000%

Figure 120. Spam Statistics

- 6. Select **Disable this toolbar** to disable it.
- 7. Select Help to get help using the Antispam Toolbar.
- 8. Select **About** to view the toolbar version.



9. Select **Settings** to configure the settings for the **Antispam Toolbar**. The **Settings** dialog box appears, with the **Spam Filter** tab selected by default.

Spam Filter

Spam Email Filter Strength is set to Medium filtering by default.

ttings	
ipam Fite	Link Filter Approved Senders Blocked Senders Blocked Languages Advanced
Span	n Email Filter Strength
Î	High Detects almost all spam and fraudulent messages, but may misidentify some legitimate mail as spam
	Medium
	Detects most spam and fraudulent messages, and runs only a moderate risk of misidentifying legitimate mail as spam
	Low
	Detects only the most obvious spam and fraudulent messages, with only a slight chance of misidentifying legitimate mail as spam
Tren	I Micro Online Filtering Service
	Submit anonymous data to the Trend Micro Online Filtering Service to double-check incoming messages for spam
Help	OK Can

Figure 121. Spam Filter

- 1. Choose the Spam Email Filter Strength you want:
 - **High**. Detects almost all spam and fraudulent messages but may misidentify some legitimate email as spam.
 - **Medium**. Detects most spam and fraudulent messages and runs only a moderate risk of misidentifying legitimate email as spam.
 - Low. Detects only the most obvious spam and fraudulent messages, with only a slight chance of identifying legitimate email as spam.
- 2. **Trend Micro Online Filtering Service.** Submit anonymous data to the Trend Micro Online Filtering Service to double-check incoming messages for spam.
- 3. Click **OK** to save any changes.



Link Filter

1. Click the Link Filter tab to edit the setting. The Link Filter screen appears.

Spann Filter Lock Filter Activate Link Filter This feature checks addresses of website (URLs) in the email you receive against an online database. Messages containing hypefinks that pose a security first will be moved into the spann loder. Filtration Strength High Head High Head High Head How reputation (for example, with a horized planessages containing links to websites with a poor reputation (for example, with a range base been routiced in online itad.) Medium Find messages containing links to websites that would definitely cause harm, deliver undestrable downloads, or may have been throulded in online itad. Low Only catch messages containing links to websites that would definitely cause harm.	Settings	>
This feature checks addresses of website (URLs) in the enail you receive against an online database. Messages containing hyperinks that pose a security risk will be moved into the span (older. Filtration Strength High High High High High High High Hig	Spam Filter Link Filter Approved Senders Blocked Senders Blocked Languages Advanced	
defabase. Messages containing hyperinks that pose a security risk will be moved into the span folder. Filtration Strength High High High Filtracept al messages containing links to websites with a poor reputation (for example, with a history of aparming), and those had would definitely cause harm, deliver undestable downloads, or may have been involved in online fraud. Medium Find messages containing links to websites that would definitely cause harm, deliver understable downloads, or may have been involved in online fraud. Low Drip catch messages containing links to websites that would definitely cause harm.		
High Intercept dimensages containing links to websites with a poor reputation (for example, with a highly of gamming), and those had would definitely cause harm, deliver undestable downloads, or may have been involved in online trad. Memory Find messages containing links to websites that would definitely cause harm, deliver undestable downloads, or may have been throlved in online trad. Low Only calch messages containing links to websites that would definitely cause harm.	database. Messages containing hyperfinks that pose a security risk will be moved into the span folder.	
Intercept all messages containing links to veebriles that would definitely cause harm. deliver understands, or may have been involved in online traud. Medium Medium Medium Generation of the stand of	Filtration Strength	
Medium Find messages containing links to websites that would definitely cause harm, deliver undestrable downloads, or may have been involved in online fraud. Low Orly catch messages containing links to websites that would definitely cause harm.	Intercept all messages containing links to websites with a poor reputation (for example, with a history of spamming), and those that would definitely cause harm, deliver undesirable downloads,	
Find messages containing links to websites that would definitely cause harm, defiver undesirable downloads, or may have been frivolved in online Iraad. Low Only catch messages containing links to websites that would definitely cause harm.		
undesirable downloads, of may have been involved in online fraud. Low Only catch messages containing links to websites that would definitely cause harm.		
Only catch messages containing links to websites that would definitely cause harm.		
	Low	
	Only catch messages containing links to websites that would definitely cause harm.	
Help OK Cancel	Help OK Cance	H

Figure 122. Link Filter

- 2. Activate Link Filter. This is turned off by default. Check this checkbox to activate the link filter. This filter checks addresses of website URLS in the email you receive against an online database. Messages containing hyperlinks that pose a security risk will be moved into the spam folder
- 3. Filter Strength. Choose the Filter Strength you want:
 - **High.** Intercept all messages containing links to any site with a poor reputation (such as a history of spamming, and all those that would definitely cause harm, deliver undesirable downloads, or seem associated with online fraud.
 - **Medium.** Find messages containing links to websites that would definitely cause harm, deliver undesirable downloads, or seem associated with online fraud.
 - Low. Only catch messages containing links to websites that would definitely cause harm.
- 4. Click **OK** to save any changes.



Approved Senders

1. Click the **Approved Senders** tab to add approved senders. The **Approved Senders** screen appears.

List of /	nnroved								
Clicking " "Contacts		contacts	" will import a	all email addre	esses fr	om the default	Microso	't Outlook	
Add	E	it	Remove				Updat	e from contac	ts
Address					Sende				
					11, 111	[

Figure 123. Approved Senders

- 2. **Update from Contacts**. Clicking "Update from contacts" will import all email addresses from the default Microsoft Outlook "Contacts" list into the list in the window.
- 3. Add. Click Add to add individual contacts. The Add approved senders dialog box appears.

Add approved senders		\times
Email:		
Sender name (optional):		
	OK Cancel	

Figure 124. Add Approved Senders

- 4. Type in the email address of the person you wish to add to the list of **Approved Senders**.
- 5. Type in the sender's name (optional).
- 6. Click **OK** in the dialog box to save the email address/contact in the list of **Approved Senders**.
- 7. Select an email address and click **Edit** to edit an email entry. A dialog appears to let you edit the entry; click **OK** to save your changes or **Cancel** to cancel the edit.



Edit approved senders		×
Email:	alan	
Sender name (optional):	Alan	
	0K Cancel	

Figure 125. Edit Approved Senders

8. Select an email address and click **Remove** to remove an email entry. A dialog appears to let you remove the entry; click **OK** to remove it or **Cancel** to retain it.

Confirma	ion	×
	The email address will be removed. Click OK to continue or click Cancel to cancel removal.	
	OK Cancel	

Figure 126. Confirm Removal

- 9. Check/uncheck the checkbox Whenever you send email, add the address to the list of Approved Senders automatically.
- 10. Click **OK** in the **Approved Senders** window to save your changes.

Blocked Senders

1. Click the **Blocked Senders** tab to add **Blocked Senders** to the list. The **Blocked Senders** screen appears.

Spam Fitter Lark fitter Approved Senders Bocked Languages Advanced List of Blocked Senders The Arits Spam Toobar vill automatically prevent messages from any sender lated below from reaching your infox. Add Edz Remove Address Add Sender	ettings	2
The Arti-Spam Toobar will automatically prevent messages from any sender listed below from reaching your inbox. Add Edit Remove	Spam Filter Link Filter Approved Senders Blocked Se	enders Blocked Languages Advanced
reaching your inbox.	List of Blocked Senders	
	The Anti-Spam Toolbar will automatically prevent message reaching your inbox.	ges from any sender listed below from
Address Sender	Add Edit Remove	
	Address	Sender
Help OK Cancel	Help	OK Cancel

Figure 127. Blocked Senders

- 2. Add, Edit, or Remove Blocked Senders to the list in the same way you did for Approved Senders.
- 3. Click **OK** to save your changes.



Blocked Languages

1. Click the **Blocked Languages** tab to edit the settings. The Blocked Languages screen appears.

			Select All
nal			
			Clear All
an			
	n d nal	d na	d nal

Figure 128. Blocked Languages

- 2. Individually check the languages you wish to block or Select All or Clear All.
- 3. Click **Ok** to save your changes.

Advanced

1. Select the **Advanced** tab to open the **Advanced** screen.

Settings	×
Spam Filter Link Filter Approved Senders Blocked Senders Blocked Languages Advanced	
Notifications	
Use the system tray icon to show when adding a new message to the Spam Mail folder	
Spam Mail Folder	
Move filtered spam messages to the Deleted items folder	
after 20 days Move Filtered Spam Now	
Deleted Items Folder Permanently remove filtered spam messages from the Deleted items folder when the mail program closes	
Help OK Can	cel

Figure 129. Advanced

• Notifications. Check this checkbox to use the system tray icon to show when adding a new message to the **Spam Mail** folder.



- Spam Mail Folder. Check this checkbox to move filtered spam messages to the Deleted Items folder. Options include:
 - a. **Move after XX days.** Add the number of days you wish to hold messages before they're moved to the **Deleted Items** folder.
 - b. **Move Filter Spam Now.** Click this button to move all **Filtered Spam Now** to the **Deleted Items** folder now.
- **Deleted Items Folder.** Check this checkbox to permanently remove filtered spam messages from the Deleted Items folder when the mail program closes.
- 2. Click **OK** to save your changes.

Device: Security Settings: Internet & Email Controls: Network > Firewall Booster | Wi-Fi Protection

To modify the Wi-Fi Protection Settings:

- Click the Settings tool in the Console. The Protection Settings screen appears, with Security & Tuneup Controls > Scan Preferences selected by default.
- 2. Click Internet & Email Controls > Network in the Command menu. The Network screen appears.

Protection Settings		③ – 2
Security & Tuneup Controls	~	Activate the Firewall Booster to enhance the protection given by the Windows Firewall and detect bothet programs that can hijack your computer by remote control
Internet & Email Controls	^	 Display a warning when connected to potentially unsafe wireless networks or hotspots
😪 Web Threats		record
א Spam & Emailed Files בע		
(Network		
Exception Lists	~	
Other Settings		

Figure 130. Internet & Email Controls > Network

- 3. Activate the Firewall Booster is checked by default. This enhances the protection given by the Windows Firewall and detects botnet programs that can hijack your computer by remote control.
- 4. Display a warning when connected to potentially unsafe wireless networks or hotspots. This is disabled by default. Check this to enable the feature.
- 5. Click **OK** to save your changes.
- Note: The Exception List for Wi-Fi Protection allows users to add unprotected home networks to an exception list, so that users are not subject to frequent warnings for networks they know to be safe. See the Exception Lists section below for more details.



Exception Lists: Programs/Folders

To add items to Exception Lists Programs/Folders:

Trend Micro Security lets you add programs, folders, or websites to exception lists so that scans will ignore them. Adding programs or folders to exception lists can increase performance during scans, while adding frequently-accessed websites can prevent unwanted blockage. Users are advised to use exception lists wisely, as it may open computers up to more threats.

 To add items to exception lists, click Exception Lists. Programs/folders appears by default.

Protection Settings				0	0 - ×
Security & Tuneup Controls	~	Scans and other kinds of monits	oring will ignore anything y	ou add to the lis	t.
Internet & Email Controls	~	Name		Туре	
Exception Lists Poggrams/toldes Websites Wireless Connection	Ŷ				
Other Settings					
Restore Default Settings			ок	Cancel	Apply

Figure 131. Exception Lists > Programs/folders

2. Click +Add to add a program or folder to the exception list. A dialog appears, letting you Add an Item.

		ongs on the list.	
Browse			

Figure 132. Add an Item

3. To select the file or folder you wish to add, click **Browse**. An **Open** dialog appears.

Open					×
Look in	E Desktop		🖂 😳 🕫 🖻	• 📰 •	
Quick access	Name Microsoft Trend Mic Trend Mic	ro Antivirus+	Date modi 10/29/2021 11/3/2021 11/3/2021	7:35 PM 8:57 AM	Type Short Short Short
Libraries					
This PC					
Network	File name:				pen
	Files of type:				ncel

Figure 133. Open Dialog



4. Select the item you wish to add, then click **Open**. This adds the item to the **Add an Item** dialog.



Figure 134. Add an Item (item added)

5. Click OK in the Add an Item dialog. The item is added to the exception list.

Protection Settings		0 – ×
Security & Tuneup ~ Controls	Scans and other kinds of monitoring will ignore anything ye	ou add to the list.
Internet & Email ~ Controls	Name 🔺	Туре
Exception Lists Pagemultidats Website Website Windess Connection	CtProgram Files/Minure/Wilheare Toph/22aere	File
Other Settings		
Restore Default Settings	ОК	Cancel Apply

Figure 135. Item Added to Exception List

- 6. To remove an item, check it, and then click the **X Remove** button.
- 7. Click Apply to save any changes, then OK to close the Trend Micro Security Console.

Exception Lists: Websites

To add websites to an exception list:

In a similar way, to add or remove a website from its exception list, click Exception Lists
 > Websites in the Command Menu. The Websites exception list appears.

iecurity & Tuneup Controls	~	After trusting a website, anyone can view the site. Note that the site of the	body may open Blocked v	ebsites.
nternet & Email Controls	~	Website	 Response 	
exception Lists	~	http*://*.antivirus.com/*	Trust website	1
		http*://*.microsoft.com/*	Trust website	1
Programs/folders		http*://*.trendmicro.co.jp/*	Trust website	1
www Websites		http*://*.trendmicro.com.cn/*	Trust website	1
Wireless Connection		http*://*.trendmicro.com.tw/*	Trust website	1
		http*://*.trendmicro.com/*	Trust website	1
		http*://*.trendsecure.com/*	Trust website	1
		http*://*/favicon.ico	Trust website	1
		http://crl.geotrust.com/crls/secureca.crl	Trust website	1
Other Settings				

Figure 136. Exception Lists > Websites

2. Click Add to add a website. A dialog appears, letting you Add or Edit an Item.



- 3. Choose among the following options:
 - a. Type in the URL you wish to add in the edit field.

Add or Edit an Item	
Add the address (URL) of a website	
http://	
Import addresses (URLs) from your Internet Explorer "Favorites"	
Response: Trust website 👻	
OK Cance	

Figure 137. Add or Edit an Item

- b. Choose Block or Trust from the Response pop-up (for either option).
- c. Click **OK** to save the option.
- 4. Click **Apply** to save your changes, then **OK** again to close the Trend Micro Security Console.

Exception Lists: Wireless Connection

Trend Micro Security allows you to add access points to the **Wireless Connections Exception List** that Trend Micro Security may consider risky or dangerous. Wi-Fi hotspots added to the list are considered trusted access points.

To add and remove a Wireless connection to the Exception List:

1. When you attempt to log onto an access point, Trend Micro Security may give you a pop-up warning that the network connection is risky or dangerous.

	Antivirus+	?	×		
() Risky	Network Connec	tion			
You have connected to a network that does not require authentication, which means that someone could potentially monitor your computer. Please change to another wireless network.					
Name :	ASUS PadFone				
What triggered th	his warning?				
Trust this networ	k despite the risk				
TREND		ОК			

Figure 138. Risky Network Connection

- 2. If you know this access point probably isn't risky, you may wish to add this network to the Wireless Connections Exception List. To do so, simply click **Trust this network despite the risk** and the site will be added to the list.
- 3. Later, you may wish to delete this from the Exception List. To do so, click the **Settings** tool to open the **Protection Settings** screen. The **Virus & Spyware Controls** screen opens by default.
- 4. Click Exception Lists > Wireless connection in the Command menu. The Exception List for Wireless Connection appears.



Protection Settings				? –
Security & Tuneup Controls	×	You may always connect to any acces	s point (AP) listed belo	w.
Internet & Email Controls	~	Access Point (AP)	•	Security Level
Exception Lists	^			
Programs/folders				
www Websites				
Wireless Connection				
Other Settings				
Restore Default Settings			ок	Cancel Apply

Figure 139. Exception Lists > Wireless Connection

- 5. Select the access point in the list and click **Remove**. Trend Micro Security deletes it from the list.
- 6. Click **Apply** to save your changes.

Other Settings: System Startup

By default, Trend Micro Security chooses the optimal settings when starting your computer. You can change these settings.

To modify Other Settings > System Startup:

1. Click **Other Settings** in the Command Menu. The **System Startup** screen appears by default, with **Balanced Protection (Recommended)** chosen by default.

Other Settings	③ – ×
System Startup Network Settings Network Settings Settings Settings Settings Settings Passore Passore Background and Animation	O Extra Security Insteading outputs with the second sec
	OK Cancel Apply

Figure 140. Other Settings > System Startup

- 2. Select between the following options:
 - Extra Security This is the default option. Security software drivers will load as soon as the computer starts, which makes the operating system launch more slowly.



- **Extra Performance** Security software drivers will load only after the computer has started to help the operating system launch more quickly.
- 3. Click Apply to save your changes, then OK to close the Protection Settings window.
- 4. Restart the computer to apply the changes to your system.

Other Settings: Network Settings

To modify Other Settings > Network Settings:

1. Click Other Settings > Network Settings in the Command Menu. Network Settings appears, with Use a proxy server to connect to the Internet and Use the proxy settings saved on your computer chosen by default.

Figure 141. Other Settings > Proxy Settings

- 2. **Reduce data usage in metered network** is also selected by default. The frequency of maintenance software updates will be less than on a non-metered network.
- 3. Select **Enter the necessary proxy server settings** to manually enter a proxy server's name, port, and credentials (if required).

Other Settings		⑦ – ×
Cystem Samup System Samup Sonar Protection Network Sonar Protection Network Preserved Excignated and Alemation	 Date a proxy server to convect to the Internet Use a proxy settings saved do your computer Rever the convector settings Prov Prov Prov Obly enter these condentials if required. Date range Provector Obly enter these condentials if required. Obly enter these condentials if required. Date range Obly enter these condentials if required. 	
D TREND	ОК	Cancel Apply

Figure 142. Other Settings > Proxy Settings > Enter Settings

4. Or select **Use an automatic configuration script** and enter the script in the **Address** field provided.



Other Settings		③ – ×
System Samup System Samup Nenock Samup Smart Protection Network Preserved Preserved Bedground and Animation	One a proxy server to convect to the Internet One at the proxy settings search of your computer One the proxy settings search of the Internet One the a-schematic configuration script Advect Proxy Proxy Section 2017 Proxy Proxy Section 2017 Proxy Section 2017	
TREND	ок	Cancel Apply

Figure 143. Other Settings > Automatic Configuration Script

5. Click Apply to save your changes, then OK to close the Protection Settings window.

Other Settings: Smart Protection Network

Trend Micro Security can provide feedback to the Smart Protection Network (SPN), to automatically correlate and analyze information about threats found on your computer (and millions of others), for better protection. By opting into the SPN feedback process, you improve yours and others' threat protection, since threats sent from your computer are immediately added to the threat analysis/detection/prevention process, but the choice is yours to opt in or out. You can also opt into sharing computer performance information with Trend Micro, to help yours and others' computers work better.

To share/not share feedback with the Smart Protection Network:

 Select Other Settings > Smart Protection Network from the Command Menu. The threat information feedback panel appears.

Other Settings	③ – ×
(1) System Startup	Share threat information with Trend Micro
 Network Settings Smart Protection Network 	Trend Micro automatically correlates and analyzes information about threats found on millions of computers to help better protect you.
Password	Share computer performance information with Trend Micro
Background and Animation	Trend Micro analyzes the settings and capabilities of millions of computers to help make yours work even better.

Figure 144. Other Settings > Smart Protection Network

2. Check/Uncheck **Share threat information with Trend Micro** to opt in or out of the feedback process. (This will be checked or unchecked depending upon the choice you made to participate or not participate when you installed Trend Micro Security.)



- 3. Check/Uncheck **Share computer performance information with Trend Micro.** Trend Micro analyzes the settings and capabilities of millions of computers to help yours work even better. No personal information is gathered or shared.
- 4. Click **Apply** to save your changes, then **OK** to close the **Protection Settings** window.

Other Settings: Password

To add or change your password:

Trend Micro Security allows you to add a password to protect your overall program settings, so only those who know the password can make changes. For Trend Micro Security Internet Security (TIS) and Maximum Security (MS), the password enables other functions, such as **Parental Controls** in IS and MS and **Trend Micro Vault** in MS. See the two following chapters for details.

 Select Other Settings > Password from the Command Menu. The Password screen appears.

ther Settings	
U System Startup	Enable password protection to prevent unauthorized changes
Network Setting: Smart Protection Network Password Background and Animation	You will need to enter this password before changing program settings or using certain features. Password: At least 8 characters Confirm password: Fill out the fields below in case you forget your password later. Password Init: Do not use your password as the hint Email address:
TREND	OK Cancel Apply

Figure 145. Other Settings > Password

- 2. Check Enable password protection to prevent unauthorized changes.
- 3. Enter your email address, a password, and the password again to confirm it. Trend Micro Security gives you feedback on your password strength.
- 4. Fill out the **Password Hint** and **Email Address** fields in case you forget your password later.
- Click Apply to save the password changes, then OK to close the Protection Setting window.

Other Settings: Background and Animation

Trend Micro Security allows you to change the background picture and animation effects on the **Trend Micro Security Console.** You can use backgrounds provided by Trend Micro or customize the background using your own pictures. You can also show animation effects on the main Console.



To change your Trend Micro Security interface:

1. In **Other Settings**, select the **Background and Animation** menu item. The **Background Editor** appears.

da .	
System Startup System Startup Network Settings Smart Protection Network Password Background and Animation	Sig into something more confortable Givy your protection a whole new look by choosing one of the images below, or select one of your own to use instead.
	🗾 📝 🔜 😭 🔊
	Show animation effects on the main console
TREND	OK Cancel Apply

Figure 146. Background Editor

- 2. Select any background picture provided and click **Apply** to save the new background or add a picture from your computer.
- 3. For the second option, click the **Edit** button to edit your user interface. The **Select a Picture** dialog displays.

	A	Ø	Ŵ

Figure 147. Select a Picture

4. Click Browse to select a picture, then navigate to a folder containing your pictures.

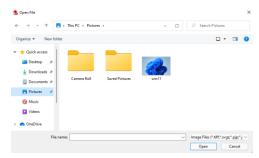


Figure 148. Browse to Picture

5. Select your picture and click **Open**. The picture is loaded into the editor.





Figure 149. Sizing

- 6. Use the **Sizing** tool to make your image larger or smaller. Click the (+) or (-), or drag the slider.
- 7. When you're done, click **OK** to close the editor.
- 8. Click Apply to save your UI change, then OK to close the Background Picture tab.
- 9. Navigate to the main Console screen. Your new picture appears in the background.



Figure 150. Trend Micro Security Console with New Skin

10. You can return to the classic Trend Micro Security background at any time by clicking its icon in the editor and clicking **Apply**, then **OK**; then return to the main Console screen.



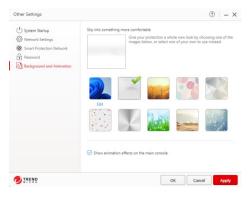


Figure 151. Classic Trend Micro Security Background

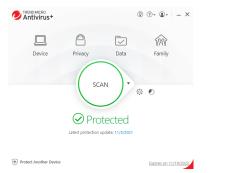


Figure 152. Trend Micro Security Console

 If you wish, you may also uncheck the checkbox Show animation effects on the main console. This reduces the animation effects in the four functional icons of Device, Privacy, Data, and Family.



Device: Mute Mode

All editions of Trend Micro Security now provide a **Mute Mode** to temporarily stop noncritical notifications while you are doing an important task. This can also be applied while gaming.

To configure Mute Mote:



Figure 153. Device > Mute Mode > Configure

1. Click Device > Mute Mode > Configure. The Mute Mode Introduction screen appears.

Mute Mode	⑦ – ×
	Introduction
	Trend Micro Mute Mode temporarily stops non-critical notifications from interrupting you while you are busy doing important work or gaming.
	During Mute Mode, your device is fully protected but threat detection popups and scheduled scans are delayed to achieve the best balance between security and performance. You can also set up Mute Mode to automatically terminate programs when you turn it on.
	You can quickly access Mute Mode via the system tray menu.
	Do not show this introduction again
	ОК

Figure 154. Mute Mode Introduction

Click OK to close the Introduction. The Mute Mode Configure screen appears, with the feature toggled off by default.



Mute Mode	(?) – ×
	Muse Mode temporarily stops non-citical notifications from interrupting you while you are buy gaming or doing important work. You can easily turn on Mules Mode in the indust Mode for up to 2 A haus. Nou denoise is all Mulp protected in this mode. Start Automatic Mule Mode while in Mil-arran mode Start Manual Mute Mode twin none for Immine Program Lite You on define program to the Immine program shife in: Manual Mute Mode Manual Mut
	OK Cancel

Figure 155. Mute Mode Configure

- 3. Click the toggle to **On**, then configure the various options:
 - Start Automatic Mute Mode while in full-screen mode. Once the toggle is on, this is enabled by default.
 - Start Manual Mute Mode from now for X hours. Select your choice in the dropdown menu to turn off Mute Mode after 1 to 24 hours.
 - **Disable Windows Update in Mute Mode**. Check the checkbox to disable Windows Update for as long as **Mute Mode** is active. (Disabling Windows Update for a long time may expose your system to security threats.)
- 4. **Terminate Program List**. You can define programs to terminate automatically whenever you enable Mute Mode.
- 5. Terminate Programs while in [dropdown menu]:
 - Automatic Mute Mode
 - Manual Mute Mode
 - Automatic and Manual Mute Modes
- 6. Click the **+** Add button to add program(s) you would like to terminate in Mute Mode. The Mute Mode program selection dialog appears.



Bro	wse		
	Program Name		
	📰 Global Flags (X64)		
	📰 Global Flags (X86)		
	Google Chrome		
Ø	🔥 Google Drive		
	GraphStudioNext		
	GraphStudioNext (x64)		
	HandBrake		

Figure 156. Mute Mode Program Selection List

7. Select the program(s) you wish to terminate in **Mute Mode**, then click **OK**. The program(s) you wish to terminate are added to the list.

Mute Mode	③ - ×
	Mute Mode temporarily stops non-critical notifications from interrupting you while you are burg garming or doing important work. You can easily turn on Mute Mode via the system tary men. To berruse that you don't mis anything mortant, you can anyt stay in Mute Mode for up to 24 hours. You device is still tilly protected in this mode. Start. Automatic Mute Mode horn now for Start Automatic Mute Mode horn now for Start Manual Mute Mode horn now for Start Bengam List You can define program to terminate automatically whenever you Mute Mode.
	Terminate programs while in: Manual Mute Mode +
	+ Add × Remove
	Program Name Google Drive
	OK Cancel

Figure 157. Mute Mode Program Selected List

8. Click **OK** to complete the setup. A popup appears, telling you that **Mute Mode is ON**.



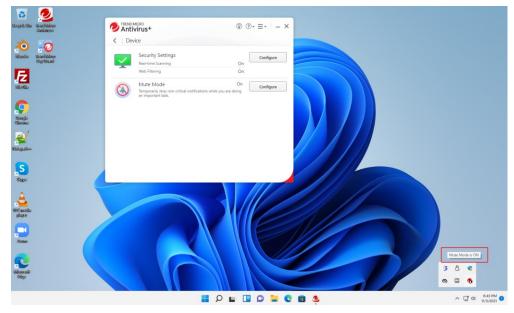


Figure 158. Mute Mode is ON



Figure 159. Mute Mode is OFF Popup



9. Click **OK** to complete activation of **Mute Mode. Mute Mode** shows as **On** in the **Device** window.

	0	?°•≡•
Security Settings Real-time Scanning Web Filtering	On On	Configure
Mute Mode Temporarily stop non-critical notifications while you are an important task.	On doing	Configure

Figure 160. Mute Mode On

10. Click **Configure** again, then toggle **Mute Mode** to **Off** to turn it off before the allotted time has expired.

Device: Protect Another Device

Trend Micro Antivirus+ Security provides a subscription for one Windows device, but also lets you switch your protection to another Windows device. When you do so, you lose protection on the first device.

Go to Protect Another Device: PCs, Macs, Android and iOS Mobile Devices for more details.

Privacy: Social Networking Protection

All editions of Trend Micro Security provide Social Networking Protection to keep you safe from security risks when visiting the most popular social networking sites such as Facebook, Twitter, Google+, LinkedIn, Mixi, MySpace, Pinterest, and Weibo. In Facebook, you can also warn a friend when a link is dangerous. The function is turned on by default in Trend Micro Antivirus+, Internet Security, and Maximum Security, automatically activating the Trend Micro Toolbar.



To use Social Networking Protection:

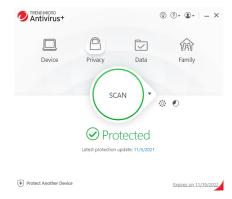


Figure 161. Console > Privacy

1. To configure **Social Networking Protection**, click **Privacy** in the Console. The **Privacy** screen appears, with the **Social Networking Protection** panel at the top.



Figure 162. Social Networking Protection

2. Click Configure. The Social Networking Protection toggle screen appears.





♥IRENO Cancel
Figure 163. Social Networking Protection On

- 3. **Social Networking Protection** is turned **On** by default and the browser(s) installed on your system are shown. Trend Micro Security protects Internet Explorer, Firefox, Chrome, and Edge on the PC. If you wish, click the slider from **On** to **Off** to disable the function. Trend Micro does not recommend this.
- 4. Open your browser, select the **Trend Micro Toolbar > Menu > Settings**, and note that **Rate links on web pages** is turned **On**.

Settings			
Rate links on web pages			
Ad Block			
Exception Lists			
Web Threat Protection Ad Blo	ock		
Web Threat Protection will not block the websites manage the trusted websites from the Trend Micro		Trend Micro Antivirus+.	You can

Figure 164. Rate Links on Web Pages

5. Now, when you mouse-over a link in search results, Trend Micro Security will scan it in real-time and provide you with a rating and details about it.



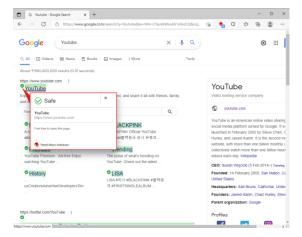


Figure 165. Safe Trend Micro Page Rating

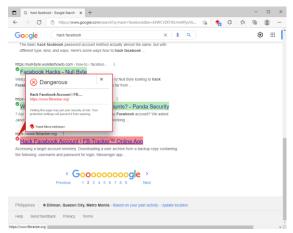


Figure 166. Dangerous Trend Micro Page Rating

- 6. Simply position your mouse over the checkmark to view details about the rating.
- 7. If you click on a bad link, you'll be blocked.

⊗	Website Blocked by Trend Micro Antivirus+ Dangerous Page Miras Itype: Makeu Accorption Address: Itip: Antiver Accorption Address: Itip: Antiver Accorption Address: Itip: Antiver Accorption Address: Itip: Address Accorption Address: Address Accorption Address Accorption Address: Address Accorption Address: Address Accorption Address Accorp
	Cleve This Window → Still work to open this page, despite the msl?
Ø TREND	Copyright © 2019 Transf Micro Incorporated. All rights reserved.

Figure 167. Dangerous Page

8. You can still open the page by clicking **Still want to open this page, despite the risk?** Trend Micro doesn't recommend this.



9. The same link ratings and mouse-over functions are available from within supported social networking sites. Note too, that when a URL posted on Facebook is rated as dangerous by Trend Micro Security, you can warn your friend about it.

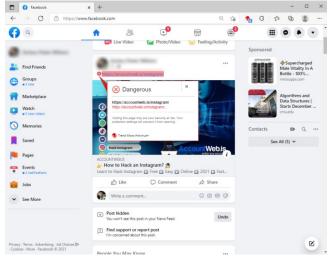


Figure 168. Dangerous URL on Facebook Detected by Trend Micro Security

10. Clicking the link redirects you to a blocking page.

🗖 🛛 🕜 Facebook	× 🤌 Website Blocked by Trend Micro 🗙 🕂	-	×
- → C	🕜 extension://plenenahmcbmckcigmnfohjdajncaakd/js/wtp/BlockingPage/wtpTempL 🏠 🍖 🤇 🗠	1	
	Website Blocked by Trend Micro Antivirus+		
	Oangerous Scam Page		
	Address: https://t.facebook.com/l.php? u=https%34%2F%2Faccountweb.ib%2Finstagram%2F%3Ffbclid%3DlwAR0PDB 0q5j2qMWESbau3CK7V096FfLs1_fbc4Zd2ewth17kiNPdxDAavoQ&h=AT015a Qxb1_4yILRs5PedUjpPDeSpathc_Hghv6ZiK4Tp- akRq0jiCa7xm0UeVMe2C178B01fgCA3zhbpAkM12gD4-v1XwFS_SU- pe52V0C5N8q5jiZQZrKUMJRm08m=VK- R&d0[I=AT11Cvu54V88QgmC2D17EMCYBcbKZADSbvmEj0XpIEIF0iz30-VijqYYf KQu_ILM9X1vm045ML_178EAp- RV07cb10T35nK4_HjhM0UCah4OwxghBY5ZNqufGMFmvHxVuVmYw8pDYCK dvtX50feSzThv		
	Terent Micro has confirmed that this website can transmit malicious software, may put your network and werkices at risk, to has been involved in illegal acts, online scams, or fraud. Please close this page. Still want to open this page, despite the risk? ~		
	Learn how to avoid scan Sama Keel (Recently Intern have been reports data) Copyright Volations of your Facebook points. "If Facebook Prinning (20210716) 24 September 2021 Recent the antice		
	See more news		

Figure 169. Website Blocked by Trend Micro Antivirus+



Privacy: Pay Guard

All editions of Trend Micro Security provide **Pay Guard**, which helps keep you safe from security risks when banking or shopping online with Microsoft Edge, Chrome, Firefox, or Internet Explorer. When you open Pay Guard, its powerful protection features are applied to your default browser automatically.

Pay Guard protects all the data in your financial transactions, including credit card information and personal data. With Pay Guard, all the extensions in your default browser are turned off. Security-related extensions, such as **Trend Micro Toolbar** or **Password Manager**, can be added later, or others, if you choose. The next time you use Pay Guard, they'll be loaded also.

To open Pay Guard:

1. Double-click the **Pay Guard** shortcut on your Windows desktop.



Figure 170. Pay Guard Shortcut

2. Trend Micro Pay Guard opens, using the protected version of your default browser.

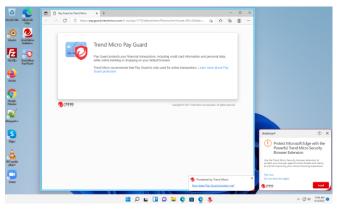


Figure 171. Trend Micro Pay Guard (Edge Example)

3. Note that the **Protect Microsoft Edge with the Powerful Trend Micro Security Browser Extension popup** in the lower right-hand corner of the desktop indicates that the **Trend Micro Toolbar** may be activated within Pay Guard to increase your protection. Click **Install**.



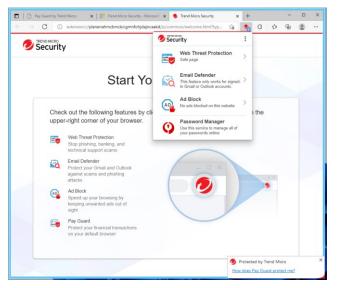


Figure 172. Notice of New Extension Added (Trend Micro Toolbar)

 To enable or disable the Trend Micro Security Toolbar in Pay Guard. Go to Trend Micro Extension > Menu > Settings. Click slider to Enable or Disable the Trend Micro Security Toolbar.



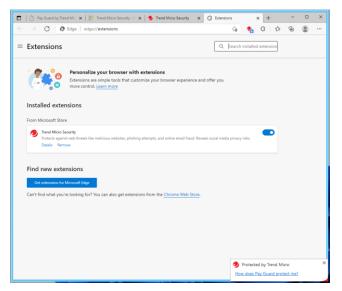


Figure 173. Microsoft Edge > Menu > Extensions > Trend Micro Toolbar

🗊 🕒 Pay Guard by Trend Mic: 🗙 📑 Trend Micro Security - 1: 🗙 🦉 Extensions 🛛 🗴 🔗 Trend Micro Security 🗙 🕂 🦳 🗆	×
\leftarrow \rightarrow \mathbf{C} () extension://plenenahmcbmckcigmnfohjdajncaakd/js/common/index.html#entry= 🏠 🐴 \mathbf{G} \Diamond	
Security	_
Settings About	
Settings	
Rate links on web pages	
Ad Block	
Exception Lists	
Web Threat Protection Ad Block	
Web Threat Protection will not block the websites added to the exception list in Trend Micro Antivirus+. You can manage the trusted websites from the Trend Micro Antivirus+ main console.	
Manage Webstes	
TREND Privacy Policy - Data Collection Notice - Third-party License Information - Contact Us - Tren	×
Privacy Policy + Data Concount Volue + Timo-party Electron Information + Contact Os + Time How does Pay Guard protect me?	

Figure 174. Pay Guard > Trend Micro Toolbar > Menu > Settings

- 5. **Trend Micro Toolbar** is activated within **Pay Guard** and will be present whenever you launch **Pay Guard**. The **Rate links on mouseover** is automatically enabled as an added protection when using Pay Guard.
- 6. Browse to your bank or to a commercial site where you may wish to conduct financial transactions and sign in as you normally would. **Pay Guard** protects you against browser injections and other threats to your identity or security.



Note: Trend Micro Maximum Security also enables Trend Micro Password Manager as a second extension you may install into Pay Guard, to ensure you use strong passwords when conducting online transactions. See the section on Trend Micro Maximum Security > Password Manager > Pay Guard for more details.

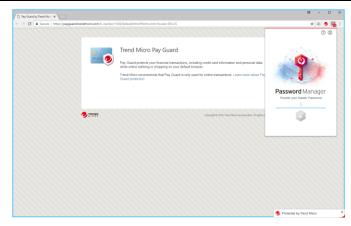


Figure 175. Pay Guard > Password Manager

7. You may also launch Pay Guard from the Trend Micro Security Console.

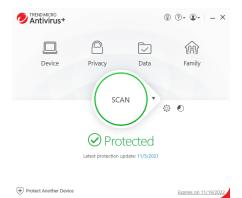


Figure 176. Trend Micro Security Console

8. Once the **Console** is open, simply click the **Privacy** icon. The **Privacy** screen appears, with the **Pay Guard** panel second in the list.





Figure 177. Privacy > Pay Guard

9. Click **Configure** in the **Pay Guard** panel.

Pay Guard	(?) – ×
-0	Introduction Pay Guard helps you enjoy a secure environment while banking or shopping online on Chrome, Firefox, Internet Explorer, and Microsoft Edge. When you open Pay Guard, its powerful protection features are applied to your default browcer automactafy. Learn more about Pay Guard protection

Do not show this introduction again	
0	ĸ

Figure 178. Pay Guard Introduction

10. The **Pay Guard Introduction** window launches explaining how it can protect you while banking or shopping online. Click **OK**.

Pay Guard	⑦ - ×
0	Ask every time before opening banking or shopping websites in Pay Guard Protected Website Lid Thered Micro Toolbair in your browser will automatically open these websites in Pay Card. + Ad Remove Website Open in Pay Guard Open a new browser window in Pay Guard
	OK Cancel

Figure 179. Pay Guard Protected Website List



11. The **Pay Guard Protected Website List** window appears. To open a new Pay Guard browser click **Open a new browser window in Pay Guard**. To add a new website in the list, click **Add**.

Add or Edit a Website		
Website address		
https://www.amazon.com/		

Figure 180. Add or Edit a Website

12. Enter the website and click **OK.** The Trend Micro Toolbar in your browser automatically opens the websites in your list in Pay Guard.

Pay Guard		⑦ − ×
-0	Ask every time before opening banking Protected Website List The Trend Micro Toolbar in your browser will Guard. Add Xemove	
	Website https://www.amazon.com/	Open in Pay Guard Always
	Open a new browser window in Pay Guard	
		OK Cancel

Figure 181. Pay Guard Protected Website List

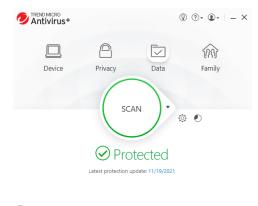
Data: Folder Shield

In the **Data** window, you can configure **Folder Shield** to your specifications.

To configure Folder Shield:

1. Open the Trend Micro Security Console.





Protect Another Device
 <u>Expires on 11/19/2022</u>

Figure 182. Console > Data

2. Click the Data icon. The Data screen appears.



Figure 183. Data | Folder Shield

3. Click Folder Shield > Configure to configure the settings. The Introduction screen appears.



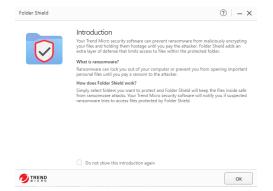


Figure 184. Folder Shield Introduction

4. Click **OK** to close the **Introduction**. The **Choose Folders You Want to Protect** window appears.

Folder Shield		⑦ − ×
	You will be notified if any unknown programs try to open or make unaul to files protected by Folder Shield. You can block these programs from a files if you do not recognize them. You can also add a program to the Trusted Program List. Manage Folders	
	Protected Folders	
	C:\Users\tpm\Documents	C2 (8)
	C:\Users\tpm\Pictures	[2] ⊗
	C:\Users\tpm\OneDrive	2 0
	Protect all connected USB drives	
	ок	Cancel

Figure 185. Choose Folders You Want to Protect

- 5. Click the X button for any folders you wish to delete from the Protect Folders list.
- 6. Click the **Managed Folders** to add folders to the **Protected Folders** list. A window appears letting you **Choose Folders to Protect.**



Contacts	
Desktop	
Documents	
Downloads	
🕀 📄 📴 Favorites	
Links	
Music	
OneDrive	
🕀 🔽 📄 Pictures	

Figure 186. Choose Folders to Protect

- 7. Scroll up or down to choose the additional folder(s) in the **Folder Tree**. For example, you can select the main User's folder (this should be your name) to protect all folders for that User; or you may select additional individual folders for protection.
- 8. In this example, we choose Videos. Click OK to save your selection.

	files if you do not recognize them. You can also add a program to the Trusted Program L	e programs from accessing your
\bigtriangledown	tou can also add a program to the inusted program L	IST.
	/ Manage Folders	
	Protected Folders	
	C:\Users\tpm\Documents	2 🗵
	C:\Users\tpm\OneDrive	2 🗵
	C:\Users\tpm\Pictures	C 😣
	C:\Users\tpm\Videos	[2]⊗
	Protect all connected USB drives	
	 Protect all connected USB drives 	

Figure 187. Videos Added

- Note: If you select the main User's folder, you may encounter additional warning popups under certain conditions. Don't worry! If you follow the rules given below for adding programs to the Trusted Program List, you will still keep yourself safe.
- Videos now appears in the list. You can also click the link Trusted Program List to add a trusted program to a list of applications that can access protected folders. The Trusted Program List appears.



Trusted Program List	? – ×
Add programs to the Trusted Program List to allow them to ac	ccess protected folders.
Program Name From	
	Done Cancel

Figure 188. Trusted Program List

10. Click + Add to add a program. A dialog appears, letting you Add an Item to the list.

Add an Iter	n . to find a file th	at belongs or	n the list.	
Browse				
			ок	Cancel

Figure 189. Add an Item

11. Click Browse, then navigate to the Program Files folder on your computer.

· · • •	This PC \rightarrow Local Disk (C:) \rightarrow	~ C	,○ Search Loca	al Disk (C:)
Organize 🔻 New folder				· · · · ·
Documents	Name	Date modified	Туре	Size
🚽 Downloads	PerfLogs	6/5/2021 8:10 PM	File folder	
🕖 Music	🚞 Program Files	11/3/2021 7:05 PM	File folder	
Pictures	🚞 Program Files (x86)	11/3/2021 7:05 PM	File folder	
Camera Roll	📒 Users	10/29/2021 7:40 PM	File folder	
Saved Picture	Constant Sector	11/3/2021 8:53 AM	File folder	
Videos				
Local Disk (C:)				
DVD Drive (D:)				
File nam	e	~	Applications (*.e	xe) 🗸

Figure 190. Local Disk (C:) - Program Files

12. In the **Program Files** folder, double-click folders to open them, until you locate the program you wish to add.



$\leftrightarrow \rightarrow \uparrow \uparrow$	Cocal Disk (C:) > Program Files > 7-Zip >	~ C		
Organize 👻 New fol			≣ •	· 🔳 👔
This PC	Name	Date modified	Туре	Size
> Desktop	🔁 Lang	11/3/2021 6:10 PM	File folder	
> Documents	1 7z	2/22/2019 12:00 AM	Application	458 K
-	Ez 72FM	2/22/2019 12:00 AM	Application	848 K
> 🛓 Downloads	EZ 7zG	2/22/2019 12:00 AM	Application	568 K
> 🕜 Music > 🛃 Pictures > 🚺 Videos	😻 Uninstall	2/22/2019 1:00 AM	Application	15 K
> 📒 Local Disk (C:)				
File	name: 72G	~	Applications (*.exe)	Cancel



Add an Ite Click Browse	em to find a file that belo	ngs on the list		
Browse	C:\Program Files\7-Zip'	\7zG.exe		
		-	ОК	Cancel

Figure 192. Add an Item

13. Select the **Application**, click **Open** to add it, then **Ok** to complete the process. The program appears in the **Trusted Program List.**

Trusted Program List	? – ×
Add programs to the Trusted Program List to all + Add × Remove	ow them to access protected folders.
Program Name	From
C\Program Files\7-Zip\7zG.exe	Igor Pavlov
O TREND	Done Cancel

Figure 193. Trusted Program List

14. Click Done. Your program is now added to the Trusted Program List.



Folder Shield		(?) – ×
	You will be notified if any unknown programs try to open or to files protected by Folder Shield. You can block these prop files if you do not recognize them. You can also add a program to the Trusted Program List.	make unauthorized changes rams from accessing your
	/ Manage Folders	
	Protected Folders	
	C:\Users\tpm\Documents	⊠ ⊗
	C:\Users\tpm\Pictures	[2] ⊗
	C:\Users\tpm\OneDrive	[2]⊗
	Protect all connected USB drives	
	0	
		OK Cancel

Figure 194. Protected Folders

15. Check the **Protect all connected USB Drives checkbox** to protect all connected USB hard drives and thumb drives. Click **OK** to close the **Folder Shield Configure** window.



How Folder Shield Works

Example 1:

- 1. Now, what if a program that's not in Trend Micro's list of known good programs, such as encrypting ransomware, unexpectedly tries to change any files in your protected folder?
- 2. A popup will appear, asking if you want to **Block this program**. Because you also have the option to **Trust this program**, what should you do?

InternetSecurity	?	×
Block this program?		
BitCryptor.exe is trying to open files protecte Shield.	d by Folde	r
If you do not recognize this program, Trend Micro suggests blocking it from accessing your files.		
Trust this program		
	Block	k

Figure 195. Block this program?

- 3. In a setting where you're just doing a search, or browsing a website, or watching a video and the pop-up appears, it's quite likely that malware or ransomware is trying to install, to maliciously change or encrypt your files. In this case, **Block** is the recommended action.
- 4. Note too, that even if the program trying to execute shows up under a familiar name such as winword.exe (for Microsoft Word), excel.exe (for Microsoft Excel), or photoshop.exe (for Adobe Photoshop), *you should also click Block*.
- 5. Malware or encrypting ransomware can disguise itself under familiar program names and the unexpected nature of the event that triggered the popup is a clue that it's probably dangerous.

Example 2:

1. But what if you're just trying to open a file in your protected folder and the popup appears, asking you if you want to **Block this program**?



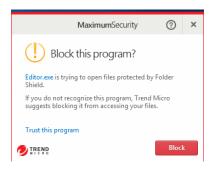


Figure 196. Block this program?

- 2. *Even in this case,* you should generally accept **Folder Shield's** judgment and click **Block** to stop the action.
- 3. So, when *should* you click **Trust this program**? Because trusted programs are automatically added to the **Trusted Program List**, potentially exposing you to risk, you should *only* click **Trust this program** under one or more of the following conditions:
 - If you remember downloading, installing, and using the program before.
 - If the program was downloaded from a reputable site, such as CNET's
 Download.com, which tests all software submitted to the site for malware before posting.
 - If you've done your research and have determined that the software has a known good reputation, as given on the official download page, along with frequently asked questions (or F-A-Qs) and/or a Support page, and does not appear in any websites that list malicious software.
 - If it's software that you have developed personally or internally for organizational purposes.
- 4. In this last instance, you may wish to file a reclassification case to Trend Micro Support, so the program will not be blocked by default by Folder Shield. Go here to find out how to do that: [Reclassification Requests]
- 5. Or go here for advice if you're worried you may be under attack by ransomware: [Ransomware Support]



6. After a few moments, if you don't click **Block**, **Folder Shield** will block the program anyway. The popup will change to **Programs Blocked**, and the **Trust this program** link will change to **More details...**

InternetSecurity	?	×	
(i) Programs Blocked			
The program below tried to open files protected by Folder Shield. Trend Micro Internet Security stopped it for your protection.			
Name: BitCryptor.exe			
More details			
	ОК		

Figure 197. Programs Blocked

7. Click **More details...** to get more details on the programs blocked and the targeted file or files. The **Logs** window appears.

Date/Time	 Name Details 	
7/25/2016 10:07 AM 7/21/2016 1:46 PM 7/21/2016 1:44 PM 7/21/2016 1:41 PM	CAUse CAUse CAFSU CAFSU Unblock CEick "Unblock" will add th	BRCryptor.exe Blocked er program to the Trusted Program List in that you stop blocking could still pose a

Figure 198. Details

- 8. The **Details** panel will show the **Name** of the program blocked, the **Response** taken, and the **Targeted file** or **files**.
- 9. If you click **Unblock**, the program will be added to the **Trusted Program** list. As mentioned, if you do this, you *could* open yourself to a security risk now or in the future.
- 10. Click the right-arrow to close the **Details** panel and view the **Folder Shield** log table, with the **Date/Time** of all incidents, the **Name** of the offending program, and the **Responses** shown in the table.



C\Usen\John Doe\Desktop\FakeM C:\Usen\John Doe\Desktop\FakeM C:\Usen\John Doe\Desktop\FakeM C:\F5\Bitcryptor.exe	Blocked Blocked Blocked Blocked	
C:\Users\John Doe\Desktop\FakeM	Blocked	
C:\FS\Bitcryptor.exe	Blocked	

Figure 199. Folder Shield Logs

- 11. Click **Export** if you wish to export the table for future reference or for troubleshooting with a Trend Micro Support expert.
- 12. Click **Close** to close the table, then **OK** to close the warning popup.

Family: Upgrade Now

Keep your family safe online by upgrading to **Trend Micro Maximum Security** for **Parental Controls.**

To get Parental Controls:

1. Open the Trend Micro Security Console.

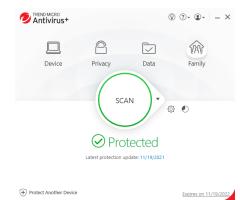


Figure 200. Console > Family

2. Click the Family icon. The Family screen appears.





Figure 201. Family

- 1. Click **Buy Now** and follow the online instructions to upgrade to **Trend Micro Maximum Security** to enable **Parental Controls**.
- 2. By upgrading to Maximum Security, you can
 - Restrict or filter kids' access to websites and programs
 - Help manage online reputation of your children
 - Block inappropriate images in web search results



Chapter 5: Trend Micro Internet Security

This chapter provides detailed instructions for configuring and using Trend Micro Internet Security.

Protection Overview

Trend Micro Internet Security provides everything included in **Trend Antivirus+ Security**, but adds some significant protections and tools, outlined below. To enable all functions, you need a paid version of Internet Security.



Figure 202. Trend Micro Internet Security Welcome Screen



Figure 203. Trend Micro Internet Security Console







Figure 205. Privacy > Privacy Scanner | Data Theft Prevention



Figure 206. Data > Secure Erase | Password Manager Free Trial







Figure 207. Family > Parental Controls





Figure 208. 3-Device Option – Windows and Mac

Note:	Trend Micro Internet Security has additional features beyond Trend Micro Security Antivirus +. These include
	Device: Smart Scheduled Scans, PC Health Checkup
	Privacy: Privacy Scanner, Data Theft Prevention
	Data: Secure Erase and Free Trial Offer for Password Manager
	Family: Parental Controls
	Additional Offerings: 3-Device Option – Windows and Mac: Protect 2 more devices or scan your network to find devices.



ADDITIONAL TOOLS FOR TREND MICRO SECURITY INTERNET SECURITY PAID VERSION

Smart Schedule Scans

Trend Micro Internet Security provides a new way to conduct scheduled scans with its Smart Schedule. Based upon recent computer usage, the most suitable scan will start automatically at an appropriate time.

PC Health Checkup

Trend Micro Internet Security adds the **PC Health Checkup**, which can improve PC performance by cleaning up temporary files, registries, and the Start-up Manager. It also checks for potentially incompatible programs (PIPs). Reports provide information on how your computer has been optimized.

Privacy Scanner

Trend Micro Internet Security adds the Privacy Scanner for Facebook, Twitter, and LinkedIn, and your PC browsers (Internet Explorer, Microsoft Edge, Chrome, and Firefox). The Privacy Scanner scans your privacy settings, alerts you to settings that expose you to potential identity theft, and lets you automatically change them.

Data Theft Prevention

With its **Data Theft Prevention** feature, Trend Micro Internet Security allows you to prevent data leakage (from email and instant messaging tools) or data theft (from tools such as keyloggers).

Secure Erase

Trend Micro Internet Security also adds **Secure Erase**, which shreds computer files that have sensitive information, making it impossible for an unauthorized person to recover them.

Parental Controls

Trend Micro Internet Security allows parents to restrict access to websites by users, rule sets, and categories. **Parental Controls** also gives parents the ability to limit the amount of time their child is allowed to use the Internet. Trend Micro Security's Parental Controls tap into Windows User Accounts, assigning each rule set to a specific user.

Password Manager

Trend Micro Internet Security provides easy download access to a Free Trial 5-account version of Trend Micro Password Manager, which helps you to manage all your online credentials. Trend Micro Security users can buy the full version for unlimited password management.

Protect Another Device: Windows and Mac

Trend Micro Internet Security's allows you to protect up to three Windows and Mac devices. For example, when you click the Mac icon in **Protect Another Device**, you can email an install link, copy a link, or directly download Trend Micro Antivirus for Mac. You can also scan your network to find other devices to protect.



Device: Security Settings: Security & Tuneup Controls > Scheduled Scans > Smart Scheduled Scan

Trend Micro Internet Security provides a new way to conduct scheduled scans with its Smart Schedule. Based upon recent computer usage, the most suitable scan will start automatically at an appropriate time.

To view Smart Schedule scan:



Protect Another Device Expires on 11/9/2022

Figure 209. Trend Micro Internet Security Console

1. In the Trend Micro Internet Security Console, click Device. The Device window appears.

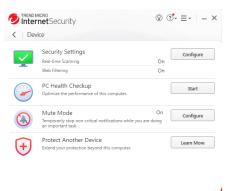


Figure 210. Device

2. Click **Configure** in the **Security Settings** panel. The **Security & Tuneup Controls** window appears, with **Scan Preferences** selected by default.



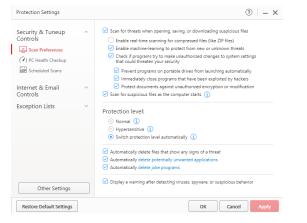


Figure 211. Security & TuneUp Controls > Scan Preferences

3. Click Scheduled Scans. The Scheduled Scans screen appears.

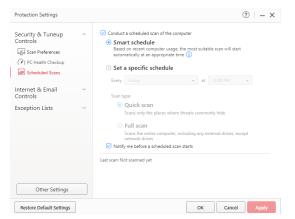


Figure 212. Scheduled Scans > Smart Schedule

- 4. Observe that **Smart Schedule** is chosen by default. If you leave this setting as is, **Trend Micro Internet Security** will itself decide, based on your recent computer usage, when the most suitable scan (Quick or Full) should be conducted.
- 5. Alternately, you may **Set a specific schedule**, along with **Scan type** (Quick or Full), as described in the previous chapter.
- 6. The option **Notify me before a scheduled scan starts** is turned on by default. Uncheck the checkbox if you do not wish to be notified.



Device: PC Health Checkup | Security Settings

Trend Micro Internet, Maximum, and Premium Security provide a **PC Health Checkup** that can help you recover disk space, make Microsoft Windows start faster, clean up your instant messaging history, and optimize your computer's performance. You can also plan scheduled tune-ups that can automatically keep everything running smoothly.

Note: PC Health Checkups are automatically performed whenever you do a Quick or Full Scan, but you can also conduct a PC Health Checkup on its own.

Perform a PC Health Checkup

To perform a PC Health Checkup:

1. Click **Device > PC Health Checkup > Start** in the **Console**.

C Inter	net Security ice	0	?• ≡• _ ×
¥	Security Settings Real-time Scanning Web Filtering	On On	Configure
\bigcirc	PC Health Checkup Optimize the performance of this computer.		Start
	Mute Mode Temporarily stop non-critical notifications while you are of an important task.	On doing	Configure
+	Protect Another Device Extend your protection beyond this computer.		Learn More



Figure 213. Device > PC Health Checkup

A PC Health Checkup scan begins immediately, showing the progress of the optimization.

C) Maryanta			
Received Topy	Internet Security Device	© ⊙- ≡- - ×	
Saradon Garactu	Security Settings Real-time Scanning Web Filtering	On Configure	
Liamitar	Optimize the performance of this computer.	Sat	
	Mute Mode Terporarily top non-otical antifications while yo in Important task Protect Another Device		
	Entend your protection beyond this computes	Laarn Move	
			InterretSecurity -
			11%
			Preparing to optimize
			Reviewing Startup Programs
	🖬 🖉 🖬 🗖 🐂	C 🖬 💁	

Figure 214. Device > PC Health Checkup > Start

3. When the scan completes, a **Results** screen appears, providing an indicator of your Optimization Level—in this case, **Very Good**, suggesting possible improvements.



Results		? - >
	Optimization Level: (1)	
	Excellent	
	Show Details	
		Feel free to close this window Close

Figure 215. PC Health Checkup Results

4. Click **Make Improvements** to make the improvements. **PC Health Checkup** makes the improvements to your system.

Back

5. You can also click **Show Details** to obtain more details about the suggested improvements. The **Details** screen appears.

Make optional improvements
Find duplicate files
Make optional improvements

Figure 216. PC Health Checkup Details

6. Details include the following:

- Fix Security Vulnerabilities
- Remove potentially incompatible programs
- Reduce Computer Startup Time
- Regain Disk Space
- Clean Privacy Data
- 7. Again, click **Make Improvements** to make the improvements; the results will be displayed.



8. Click **Back** to return to the **Optimization Level** window. The level will be adjusted to show your improvements.

Results		? – ×
	Optimization Level: (1)	
	Excellent	
	Show Details	
	Feel free to close this win	dow Close

Figure 217. Optimization Level: Excellent

9. Click **Close** to close the **Optimization Level** window. This returns you to the **Device Settings** window.

Configure PC Health Checkup

To configure PC Health Checkup:

- Back in the main Console screen, click Device > Security Settings > Configure. The Protection Settings screen appears, with Security & Tuneup Controls > Scan Preferences shown by default.
- 2. Click PC Health Checkup to configure its settings.

Protection Settings		⑦ – ×
Security & Tuneup Controls	^	Check for security vulnerabilities Windows Update Firewall Protection Internet Explorer User Account Control Settings Flash Player Update
Internet & Email Controls	~	Check for unneeded system files Temporary Windows files
Exception Lists	~	Windows Update history Temporary explication files Temporary application files Creck for potentially incompatible programs Include PC Health Checkup with Quick Scan and Full Scan
Other Settings		
Restore Default Settings		OK Cancel Apply

Figure 218. PC Health Checkup Settings

3. You can define how PC Health Checkup works by checking/unchecking a Security Vulnerability or Unneeded System Files item. All items are checked by default.

>Check for security vulnerabilities



- Windows Update •
- **Firewall Protection**
- Internet Explorer
- User Account Control Settings
- Flash Player Update

>Check for unneeded system files

- **Temporary Windows Files** •
- Windows Update history •
- Temporary web browser files •
- Temporary application files ٠
- **Recycle Bin contents** •

>Check for potentially incompatible programs. Uncheck to disable this in your PC Health Checkup.

>Include PC Health Checkup with Quick Scan and Full Scan. Uncheck this to disable PC Health Checkup with Quick and Full scans.

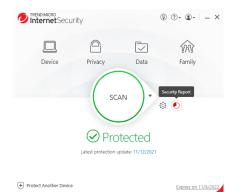
4. Click **Apply** to apply any changes.

Security Report: PC Health Checkup

Once you have conducted one or more PC Health Checkups, you can view a PC Health **Checkup Security Report.**

To view a PC Health Checkup Security Report:

1. Open the Trend Micro Security Console.



+ Protect Another Device

Figure 219. Security Report Tool

2. Click the Security Report tool. The Security Report appears, with Security Threats selected by default.



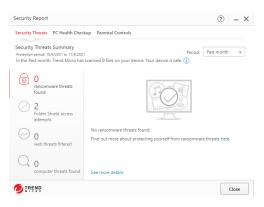


Figure 220. Security Threats

3. Click the PC Health Checkup menu item to display a Report.

Security Report		? – ×
Security Threats PC Health Check	cup Parental Controls	
Space, Startup Time, and Priva Protection period: 10/9/2021 to 11/8/202		Check Now
B 0 bytes space recovered		
5 seconds startup time saved	No space has been recovered last month.	
T program privacy data safety confirmed (1)		
	See more details	
TREND		Close

Figure 221. PC Health Checkup Report

4. Click See more details to obtain tabular data on Security and PC Health Checkup results.

/iew:	Folder Shield	Total records: 2		
Date	Unauthorized Changes	▼ Name		
11/8	Exploit Protection	C:\Users\tpm\Desktop\TM_Perf_Tool	Response Blocked	
11/8	Data Theft Prevention	C:\Users\tpm\Desktop\TM_Perf_Tool	Blocked	
	Network Folder Shield			
		ed after 1 year. Learn more		C Expor

Figure 222. PC Health Checkup Logs

5. Use the **View** drop-down menu to view different logs, including **Regain Disk Space** and **Clean Privacy Data.**



- 6. Click **Export** to export the log in .CSV or .TXT format.
- 7. Click **Parental Controls** to see the report on Parental Controls.

iew: Parental Controls 👻 Total records: 117	
Date/Time	Blocked Websites
11/12/2021, 2:57:40 PM	https://www.bestbuy.com/
11/12/2021, 2:57:39 PM	https://www.bestbuy.com/
11/12/2021, 2:57:37 PM	https://www.bestbuy.com/
11/12/2021, 2:57:15 PM	https://www.lego.com/en-us/product/police-helicopter-t
11/12/2021, 2:56:23 PM	https://www.ubisoft.com/en-us/
11/12/2021, 2:56:14 PM	https://www.googleadservices.com/pagead/aclk?sa=L&a
11/12/2021, 2:56:14 PM	https://www.googleadservices.com/pagead/aclk?sa=L&a
11/12/2021, 2:56:12 PM	https://store.steampowered.com/
11/12/2021, 2:55:55 PM	https://www.instagram.com/?hl=en
11/12/2021, 2:55:54 PM	https://www.instagram.com/?hl=en
11/12/2021, 2:55:43 PM	https://twitter.com/?lang=en
11/12/2021, 2:55:36 PM	https://www.roblox.com/
an records are automatically deleted after 1 year. Learn n	tore 🖸 Expor

Figure 223. Security Report for Parental Controls

- 8. Monthly **Security Reports** are automatically generated by Trend Micro Security and emailed to you at the email address you used to create your account. Your monthly report includes
 - A list of Computers Protected in your account
 - A Threat Summary, including the various types of threats detected
 - A PC Health Checkup, including amount of space recovered and seconds saved at startup
 - Parental Controls, including violations of web and usage rules
 - An invitation and button to protect other devices, the number of which depends upon your active Trend Micro licenses.

Device: Protect Another Device

Trend Micro Internet Security provides a subscription for three Windows or Mac devices.

Go to Protect Another Device: PCs, Macs, Android and iOS Mobile Devices for more details.

Privacy: Privacy Scanner: Social Network Privacy & Web Browser Privacy

The Trend Micro Security **Privacy Scanner** works with Facebook, Twitter, and LinkedIn and supported PC browsers (Microsoft Edge, Internet Explorer, Chrome, and Firefox). It's turned on by default in Trend Micro Internet and Maximum Security. The default setting also turns on the Trend Micro Toolbar, which can be used to launch the Privacy Scanner.

NOTE: Make sure the Trend Micro Toolbar is already enabled in your browser before you try to use the Privacy Scanner. See <u>Enable Trend Micro Toolbar</u> for details.



To use the Privacy Scanner:

1. Double-click the Trend Micro Security shortcut on the desktop to open the **Trend Micro Security Console**. The **Trend Micro Security Console** appears.



Figure 224. Trend Micro Security Console > Privacy

Do one of two things:

2. In the main Console window, click the Privacy icon. The Privacy window appears.



Figure 225. Privacy

3. Click **Configure** in the **Privacy Scanner** panel. The **Privacy Scanner** window appears.





Figure 226. Privacy Scanner window

4. Ensure the slider is **On** and click **Check Now** in the **Social Network Privacy** panel.

OR:

5. Open your browser and select the **Trend Micro Toolbar > Check your online privacy**.

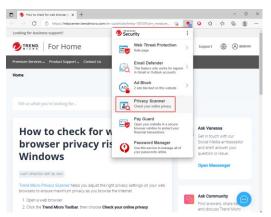


Figure 227. Privacy Scanner - Check your online privacy

6. Both actions take you via your browser to the **Trend Micro Privacy Scanner** webpage, with the **Facebook** sign-in panel shown by default.

Facebook Privacy Settings

To check your Facebook Privacy Settings:



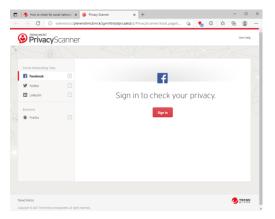


Figure 228. Trend Micro Privacy Scanner | Facebook

1. In the **Privacy Scanner** page, click **Sign In**. Trend Micro Security automatically takes you to the Facebook login website.

Kow to check for social network: x Privacy Scanner C D https://www.facebook.com	x () Feetbook - Leg In or Sign Lip x + - 0 1/2 20 1/2 (20 1/2 (20 1/2)	×
facebook		
Recent Logins Click your picture or add an account.	Email or phone number	
	Password	
	Log In Forpet password?	
Add Account	Create new account	
	Create a Page for a celebrity, brand or business.	

Figure 229. Facebook Login Webpage

2. Sign in to your Facebook account. The **Facebook News Feed** page displays, showing Trend Micro Security's **Privacy Scanner for Facebook**.



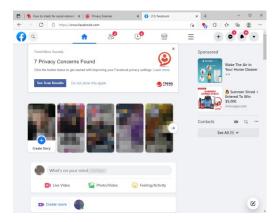


Figure 230. Facebook > Check My Privacy

3. Click **See Scan Results**. Facebook returns the results, indicating when you have privacy concerns.

	👲 How to check for social i	network X	🛞 Privacy Scanner 🗙 🚺 (12) Facebook	× +	-	0	×
\in	→ C () exte	insion:// pl	enenahmcbmckcigmnfohjdajncaakd/js/PrivacyScanner/Tocal_page/i	G 🔥 C 🗠	Ē		
ç	PrivacySc	anne	r			Get Help	
Y							
	Social Networking Sites		Notifications. 9 unread				
	Facebook	2	You have 7 privacy conce	rns.			
	y Twitter		Fix All				
	in LinkedIn						
	Browsers		People can see your personal info				
	Firefox		 Who can see what others post on your profile? 	Friends of friends			
			Who can see posts you're tagged in on your profile?	• Friends of friends			
		Review tags people add to your posts before the tags appear on Facebook?	9 Disabled	,			
			Strangers can easily track you				
			Do you want search engines outside of Facebook to link to your profile?	0 On	,		
			- Who can look you up using the phone number you provided? (Everyone	,		
			Who can look you up using the email address you provided?	O Everyone	,		

Figure 231. Facebook Privacy Concerns

4. If you have concerns, click **Fix All** to fix all the concerns at once using the Trend Micro Security recommended privacy settings, or select the drop-down settings menu to fix them manually. In this example, we'll choose **Fix All**. The **Fix** popup appears.



Facebook	2	10	 You have 7 nrivacy 	concerns		-	
9 Twitter		- 11	Fix All			\times	
in Linkedin		- 1	To help protect your privacy, the following char	and will be made to usual	attions		
		Pet	Settings	Current	New		
 Browsers Firefox 		-1	Who can see what others post on your profile?	Friends of triends *	Friends		
			Who can see posts you're tagged in on your profile?	O Triends of triends →	O friends		
			Review tags people add to your posts before the tags appear on Facebook?	⊖ Disabled →	Enabled		
		Ser.	Do you want search engines outside of Facebook to link to your profile?	<mark>0</mark> 0n →	or:		
			Who can look you up using the phone number you provided?	🔒 Everyone 🛛 🏓	Friends		
			 Who can look you up using the email address you provided? 	⊖ tveryone →	O friends		
		You	 Review posts you're tagged in before the post appears on your profile? 	🔒 Disabled 🛛 🔶	Enabled		
		-					

Figure 232. Fix All | Editor

5. Click **Fix** for the settings with Privacy Concerns. Trend Micro Security changes your settings and returns the result. In this case, since you accepted the default recommendations, it returns "Nice work! You don't have any privacy concerns, but your friends might need some help..."

Intervention Interventin Interventin I		enenahmobmokoigminfohjdajnozakid/js/PrivacyScanner/local_page/L16 🐴 3 1 12 🖗 🔮
	Social Networking Sites	Notifications, 10 unread
Initiation Intelp Help.your friends protect their privacy Friefore	Facebook	Nice work! You don't have any privacy
Instein	y Twitter	
Firefox	LinkedIn	help
Firefox	Browners	
		Help your friends protect their privacy
A AND		(f) 🕑 (n)
		The states

Figure 233. Nice work!

6. Click the **Facebook** icon to share a link Trend Micro Security and the Privacy Scanner to your friends on **Facebook**. The **Share Link** screen appears, allow you to share the post on Facebook.





Figure 234. Share to Facebook

Upper-left popup:

- Share to News Feed or Story
- Share on a Friend's Timeline
- Share in a Group
- Share in an Event
- Send on a Page You Manage
- Share in a Private Message
- 7. Choose an option, or simply click **Post to Facebook.** The link is posted according to your choice.



Figure 235. Trend Micro - Shared Link

Facebook App Privacy Settings

Note that the Privacy Scanner also scans Facebook Apps for their privacy settings. When you use a social networking app on your Facebook page, such as a game, your privacy settings determine who can see your posts.



To check the privacy settings of your app or game:

1. Use **Privacy Scanner** to perform a Privacy Scan of Facebook, as explained in the previous section. Trend Micro Security provides the result.

E facebook	You have 7 privacy o	oncerns.	
9 Teller	No. All		
Criedri	People can see 7 apps and their posts		
pro-ses	 kpp-isbility and post-audience (3) 		
# Investory	who can see the 7 apps and their posts?	· Public	*
Coople Crone	in whe can see each app and its poets?		
· festa			
	🔯 Alphabethy Slaga	 Public 	Ψ
	Boverg Ball	• Public	* ×
	🛃 BAUR CALADARIAN	Public	* ×
	Radio Bary	O Friends of Priends	* ×
	S-058	Public	w ×
	2 ov r	and w	
	Help your Trends pro	and their second	

Figure 236. Apps (Games) With Privacy Concerns

 Select Fix All, then Fix in the popup, to fix all your app privacy settings at once, or select "Who can see each app and its posts?", then fix each app setting in turn. Facebook tells you "Nice work! You don't have any privacy concerns, but your friends might need some help."

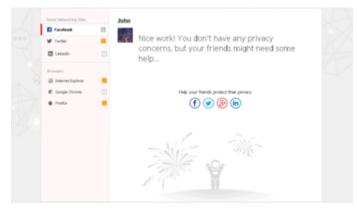


Figure 237. Nice Work! You don't have any privacy concerns.



Twitter Privacy Settings

To check your Twitter Privacy Settings:

	Privacy Scanner	× +								-	0	×
- -		ension://plenenahmcb	omekcigmnfohj	idajncaakd/js/	PrivacyScann	er/local_page;	ĩ î o	-	0 ☆	¢	0	
		anner									Get Help	
1 and												
	Social Networking Sites											
	Facebook	•				5						
	y Twitter	7										1
	in Linkedin		0	Sign in	to ch	eck yo	ur pr	ivac	у.			7
	Browsers					-						7
	Firefox					Sign In						
	Trend Micro									0	TREND	
	Copyright @ 2021 Trend Micro Incorp	orated. All rights reserved.										

Figure 238. Privacy Scanner | Twitter

1. Click the **Twitter** tab in **Trend Micro Privacy Scanner**. The **Twitter Log In** page opens in your browser. Click the tab to access it.

Privacy Scenner	🗙 🍠 Twitter	× +							-	0	×
$\leftarrow \rightarrow \mathbf{C}$ \bigcirc https://	twitter.com/i/flow/login			晧	îô	*	ß	ţ):	۲	۲	
	×										
	To get started, firs @username	st enter yo	ur phone,	ema	il, or						
	eusername										
	Phone, email, or username										
		Forgot passw	wd2								
		or Bot basen									
						_					

Figure 239. Log in to Twitter

2. Sign in to your Twitter account. Your **Twitter Settings** page appears.



🗖 🤪 P	rivacy Scanner 🗙 🔮 (20) Priv		ssefety/Twitter x +	×			
< →	Settings	privacy_	Land safety 🗄 😘 🐔 🤇 😂 🗑 🍔				
		four account Manage what information you see and share on Twitter.					
Ô		ŕ	Your Twitter activity				
#	Security and account access	>					
201 444	Privacy and safety	>	Audience and tagging Manage what information you allow other people on Twitter to see.	>			
404	Notifications	>	Your Tweets				
\square	Accessibility, display, and languages	>	Manage the information associated with your Tweets.	>			
	Additional resources	>	Content you see Decide what you see on Twitter based on your preferences like Topics and interests	>			
F			Mute and block Manase the accounts, words, and notifications that you've muted or blocked.	>			
8							
\odot			Direct Messages Manage who can message you directly.	>			
1			o ^{to} Spaces Manage who can see your Spaces listening activity	>			
			Discoverability and contacts Control your discoverability settings and manage contacts you've imported.	>			
			Data sharing and off-Twitter activity				
			-m Ads preferences				

Figure 240. Twitter > Settings

3. Tap the **Privacy Scanner** tab. The Trend Micro Privacy Scanner returns the result.

Social Networking Sites		Induct William				
Facebook	•	You have 2 privacy concer	rns.			
y Twitter	2	Fix All				
in Linkedin						
Browsers		People can see your personal info Protect your Tweets (1)				
Firefox		- Protect your meets (1)	0 Off		*	
		Strangers can easily track you				
		Let people who have your email address find you on Twitter (1)	0 On			
		Help your friends protect their pri	VACV			

Figure 241. Twitter Privacy Concerns

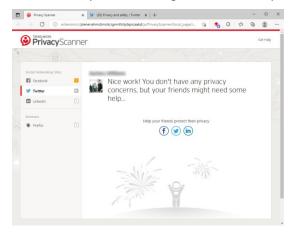
4. As you did for Facebook, click **Fix All** or use the editor to edit specific settings. The editor appears.



1	PrivacySc								
	Social Networking Sites		-						
I	y Twitter	2	- 16	Fix All				×	
1	in Linkedin			To help protect your privacy, the following chan	ges will be made	to your s	ettings.		
	Browsers		Per	Settings	Current		New		
	Firefox		-11	Protect your Tweets	0 or	÷	O On		
			Str.	Let people who have your email address find you on Twitter	0 on	÷	or:		
						R	Cance	4	
				(f) (f	e) (in)			-	

Figure 242. Fix All | Settings

5. The **Privacy Scanner** returns the result: "Nice work! You don't have any privacy concerns, but your friends might need some help..."





6. As you did for Facebook, you can click the Twitter icon to post a link to help your friends protect their privacy.

LinkedIn Privacy Settings

To check your LinkedIn Privacy Settings:

1. Click LinkedIn in the Privacy Scanner list to begin a privacy scan of LinkedIn. The LinkedIn Sign In page appears.



¢	Privacy	Scanner				Get Help	,
	Social Networking Sites						
	Facebook	8		in			
L	y Twitter	0					
L	in LinkedIn		Sign in to cl	heck your privacy.			
	Browsers			Sign In			
	Firefox						
Tree	nd Micro				0	TREND	

Figure 244. LinkedIn Sign In

2. Click **Sign in** to sign in to Linked In.

	Privacy Scanner	🗙 🖪 LinkedIn Login, Sign in LinkedIn 🗴	+					-		×
\leftarrow	→ C D https://www.	wlinkedin.com/checkpoint/lg/login		ŵ	-	3	۲ <u>۴</u>	œ	۲	
	Linked in									
		Stay updated on your pro	ofessional world							
		Email or Phone Password	show							
		Forgot password?								
		Sign	n in							
		🔹 Sign in	with Apple							
		New to Linked	n? Join now							
	Linked 🖬 © 2021 User A	greement Privacy Policy Community Guideli	nes Cookie Policy Copyright	Policy 1	iend Feed	Iback	Languag	~ v		

Figure 245. Sign In to LinkedIn

3. Enter your LinkedIn email address and password and click **Sign In.** Linked In opens and a **Privacy Scanner** panel appears in your LinkedIn page.



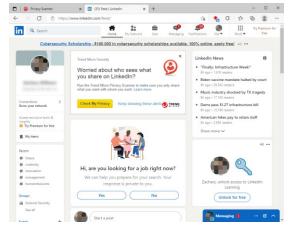


Figure 246. LinkedIn > Check My Privacy

4. Click **Check My Privacy** to begin a privacy scan of LinkedIn. **Privacy Scanner** scans your privacy settings and returns the result.

6	PrivacySca	anne	r				c	iet Help	
	(6)								
	Social Networking Sites		You have 1 privacy	/ concern					
I	Linkedin		Advertizers can learn more about you						
	Browsers		Ads outside of LinkedIn		0 On		٣		
	Firefox								
			Help your frier	ds protect their privac	sy .				

Figure 247. LinkedIn > 4 Privacy Concerns

5. As before click **Fix All** or use the editor to edit each manually. For the **Fix All** option, the **Fix All** dialog appears.



Social Networking Sites	You have 1 priv	acy concern.			
LinkedIn	Fix All			×	
Browsers Firefax	To help protect your privacy, the follo Settings • Ads outside of Linkedin	wing changes will be made to Current On	your settings. New → ♥ or		
		6	Fix Cano	:el	

Figure 248. Fix All

6. Click Fix to fix all the privacy concerns.

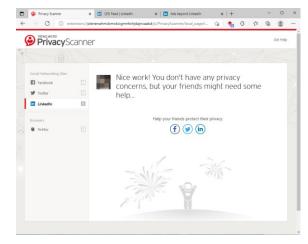


Figure 249. Nice Work! No Privacy Concerns

- 7. Privacy Scanner returns the result and the familiar "Nice Work!" page appears, where you can again help your friends protect their privacy by clicking the **LinkedIn** icon to post a link.
- 8. Trend Micro Security provides ongoing protection for Facebook, Twitter, Google+, and LinkedIn. At any time, particularly when the social networking site changes any privacy policies, you can run another **Privacy Scan** on your social networking pages to check your privacy settings.

Web Browser Privacy Settings

Trend Micro Security **Privacy Scanner** scans your Web browsers, including **Microsoft Edge**, **Internet Explorer, Google Chrome**, and **Mozilla Firefox**, to ensure maximum privacy as you're browsing the internet.



1. To initiate a browser scan, simply open your preferred Web browser; for example, Microsoft Edge.

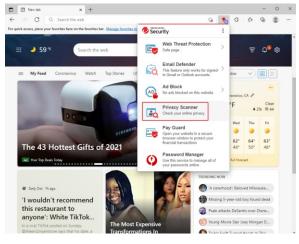


Figure 250. Microsoft Edge

2. In the **Trend Micro Toolbar**, select **Privacy Scanner**. The **Trend Micro Privacy Scanner** portal appears, with **Facebook** selected by default.

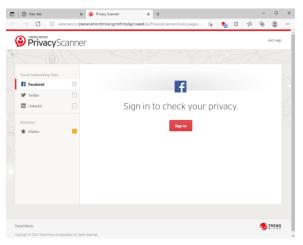


Figure 251. Trend Micro Privacy Scanner Portal

3. Click the installed Web browser you wish to check in the **Browsers** section; for example, **Firefox.** The **Privacy Scanner** shows when you have privacy concerns.



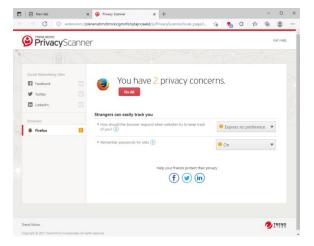


Figure 252. Privacy Scanner > Firefox

4. Click **Fix All** to fix all the privacy concerns, or manually edit them. When you click **Fix All**, the **Fix All** dialog appears.

Privacy:	Scanner					Get Help
Social Networking Site:						
Facebook	1	💽 You have 2 priv	vacy concer	ns.	-	1
y Twitter		Fix All			\times	
in Linkedin		To help protect your privacy, the follow	ing changes will be made to	your settings.		
Browsers	St	Settings	Current	New		
Firefox	2	 How should the browser respond w websites try to keep track of you? 	hen 🔒 Express no preference	→ OPrevent tracking		
		 Remember passwords for sites 	0 On	→ Om		
				Fix Cancel		

Figure 253. Fix All

5. Click **Fix** to fix the privacy concerns. **Privacy Scanner** resets the privacy settings in your browser.



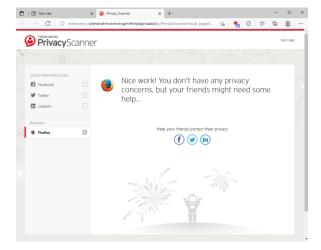


Figure 254. Nice Work!

- 6. Firefox is more secure with the changed privacy settings, saying "Nice Work! You don't have any privacy concerns, but your friends might need some help..."
- 7. Repeat this process for each of your installed browsers.
- Note that you can reset your privacy settings for any supported browser (Microsoft Edge, Internet Explorer, Chrome, or Firefox) from within that browser for any of the other supported browsers installed on your computer.

Privacy: Data Theft Prevention

Data Theft Prevention prevents hackers and spyware from stealing sensitive data like credit card numbers, passwords, and email addresses. It can also stop children from accidentally sending out personal information through Outlook email, via instant messaging, or to untrustworthy websites.

To activate **Data Theft Prevention** in Trend Micro Security Internet Security (or Maximum and Premium Security) you must first create an email address and password. See the previous section for **Trend Micro Security Antivirus+** to obtain instructions on doing this.



To activate Data Theft Prevention:



Figure 255. Trend Micro Internet Security Console

1. Click **Privacy** icon in the Console. The **Privacy** screen appears, showing the tools available.



Figure 256. Privacy Options

2. Click **Configure** in the **Data Theft Prevention** panel. Trend Micro Internet Security provides you with an introduction to **Data Theft Prevention**.



Figure 257. Data Theft Prevention Introduction

3. Click **OK** to close the introduction. The **Password** screen appears. A password is required to use **Data Theft Prevention** or **Parental Controls** in Trend Micro Security.



elect a Pass	word	
ou will need to en	ter this password before changing program settings or using certain features.	
	Password:	
	At least 8 characters	
	Confirm password:	
	Fill out the fields below in case you forget your password later.	
	Password hint:	
	Do not use your password as the hint	
	Email address:	

Figure 258. Select a Password

4. Enter a password and confirm it. Fill out the **Password hint** and **Email address**, in case you forget your password later. This will enable Trend Micro to send you a new password. Then click **Create**. The **Data Theft Prevention** settings screen appears, with the toggle set to **Off** by default.

Data Theft Prevention		? –	. ×
	Stop protected data from going into web p categories below, or add new ones of your Putting just part of a word or number on th For example, providing any seven consecut spyware from getting the entire number.	own. e list below can still protect the whole thir ive digits from your credit card can block	
	Note: For better protection, please do not p	provide the entire word or number.	
	+ New Category	What to Protect	
		lype here	1

Figure 259. Data Theft Prevention

- 5. Click the slider to On to enable Data Theft Protection.
- 6. Trend Micro Security Internet Security provides you with some suggested categories such as **Phone number** and **Credit card.** You can edit any existing category name by typing over it. For better protection, don't provide the entire word or number.

OK Cancel

- 7. In the **What to Protect** column, type the actual data you wish to protect; for example, in the phone number field you might type 899-999
- 8. After you save it, Trend Micro Security hides it from view by using asterisks. Simply click in the field to make it visible.
- 9. Click +New Category to add a new category.
- 10. Click the trashcan in the right-hand column of What to Protect to delete any category.
- 11. Click **Ok** to save your changes.



DTP Limitations

- Data Theft Prevention won't protect the receiving data via POP3 traffic.
- Data Theft Prevention monitors HTTP traffic (ports 80, 81, 8080, and any proxy server port you configure in your Microsoft[®] Internet Explorer[®] settings), but not HTTPS traffic (i.e., encrypted information cannot be filtered, such as webmail).
- Data Theft Prevention uses SMTP on TCP port 25/587 and is blocked as spec. TLS and SSL encryption authentication don't block as spec. Most free webmail programs provide TLS and SSL encryption authentication such as Hotmail, Gmail, and Yahoo! Mail.
- Data Theft Prevention doesn't monitor "IMAP" traffic as spec. An IMAP server is generally used with programs such as Microsoft Exchange Server, Hotmail, Gmail, AOL Mail.
- Data Theft Prevention can protect a maximum of 20 entries that have different data and categories.



Data: Secure Erase

Deleting a file just removes the directory information used to find it, not the actual data. The **Secure Erase** function provided in Trend Micro Internet Security (and also in Maximum and Premium Security) overwrites the unwanted file with data, so no one can retrieve the contents; while **Permanent Erase** overwrites the unwanted files making seven passes (overwriting the files 21 times, meeting US Government Security Standards).

To enable Secure Erase / Permanent Erase:

-	Interi	net Security	0	? *	≡• - ×	
		Folder Shield Prevents ransomware from taking your files hostage by a extra security to selected folders.	On dding		Configure	
		Secure Erase Erase sensitive files so that nobody can recover them.	Off		Configure	
	Q	Password Manager Easily sign into websites without having to remember mu passwords. Works across multiple devices.	ltiple		Free Trial	

Figure 260. Secure Erase

1. In the main **Console**, click **Data**, then **Configure** for **Secure Erase**. The **Secure Erase Introduction** window appears.

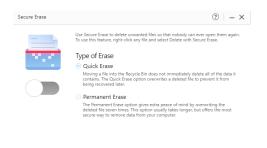
Secure Erase	⑦ - >
-	Introduction
	Deleting a file just removes the directory information used to find it, not the actual data.
	Secure Erase overwrites unwanted files with random data, so that nobody can retrieve the contents. For extra peace of mind, the Permanent Erase option overwrites files seven times, and meets United States Federal Government data security standards.
	To use this feature, right-click any file and select Delete with Secure Erase.

uns introduction again
ок

Figure 261. Secure Erase Introduction

2. Click **OK** to close the **Introduction** window. The **Type of Erase** window appears, with **Quick Erase** selected by default.





OK	Cancel
	OK

Figure 262. Type of Erase

3. Move the toggle to **On** to enable the function.

Secure Erase	⑦ - ×
	Use Secure Erase to delete unwanted files so that nobody can ever open them again. To use this feature, right-click any file and select Delete with Secure Erase.
	Type of Erase
	 Quick Erase
	Moving a file into the Recycle Bin does not immediately delete all of the data it contains. The Quick Erase option overwrites a deleted file to prevent it from being recovered later.
	O Permanent Erase
	The Permanent Erase option gives extra peace of mind by overwriting the deleted file even times. This option usually takes longer, but offers the most secure way to remove data from your computer.

	ОК	Cance
MICRO	OK	Can

Figure 263. Secure Erase On

- 4. Keep Quick Erase or select the Permanent Erase button.
- 5. Click **OK** to save your changes.

To Secure/Permanent Erase a file:

1. Right-click a folder or file to perform a **Quick/Permanent Erase**. A file processing popup appears. Select **Show more options**.



⊢ → ∽ ↑		> This PC >	Docur	nents						~ C	,0 Search D	ocuments	
 Quick access 		Name		^				Date modifie	d	Туря	Size		
Desktop		03-2-13							14 PM	OpenOffice.org 1	1.00		
Downloads	2	🖪 In	*	0	8	8	8		AM	7z Archive	\$16,873 KB		
Documents	*			Open				Enter					
Pictures			lo	Open	with			>					
in in				Comp	ress to	ZIP file	2						
Music			6	Copy	as patł								
Videos			E	Prope	rties			Alt+Enter					
OneDrive			60	Show	more a	options	ĸ,	shift+170					
This PC													
DVD Drive (D:) C	CCI												
a Network													

Figure 264. Right-click File > Show more options

2. A file processing popup appears. Select **Show more options**.

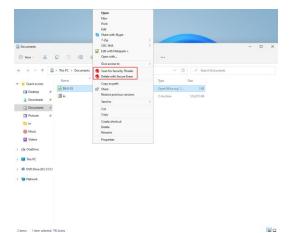


Figure 265. Scan for Security Threats | Delete with Secure Erase

- 3. Select Delete with Secure Erase / Permanent Erase.
- 4. The folder or file is securely deleted.



Data: Password Manager - Free Trial

Trend Micro™ Password Manager lets you easily sign into websites without having to remember multiple passwords. A **Free Trial for Password Manager**—which allows you to save up to 5 passwords—is available for download from the Trend Micro Internet Security Console.

Note: A full, unlimited version of Trend Micro Password Manager is automatically installed with Trend Micro Maximum and Premium Security. See the following chapter for details: <u>Data: Password Manager - Full Version</u>

Features include:

- URL and Password Management Automatically capture your websites and password login credentials in a complete secure environment
- Multi-user Access Multiple users can use Password Manager on the same computer.
- Web Console Management Password Manager lets you use a Web Management Console to manage your passwords, notes, and other credentials. The Web Management Console also provides a password strength indicator, to increase the security of your accounts.
- Cloud Storage and Synchronization Credentials are available across all devices where
 Password Management is installed
- Password Generator Automatically generate strong passwords with custom criteria for increased login security
- Secure Notes Management Store and manage Secure Notes regarding your accounts, logins, and procedures.
- **Password and Data Encryption** All passwords entered in supported browsers are encrypted. AES 256-bit Encryption ensures the highest security for your data.
- Secure Browser Use the Secure Browser on the PC and Mac to ensure security and privacy for online financial transactions.
- **Profile for Auto-Form Filling** Create a Profile to enable auto-form filling when filling out online forms.
- Mobile Support iOS and Android smartphones and tablet devices are fully supported.



To Download and Install Password Manager:



Figure 266. Data > Password Manager Free Trial

5. In the main Console, click **Data**, then **Free Trial** for **Password Manager**. Your default browser launches the **Password Manager Software** page.



Figure 267. Password Manager Software

6. Click Get it for free. The Password Manager Download page appears.



Trend Micro Password Manager x +				-		\times
	-	G	ŝ	Ð		
Password Manager				99	n In	
Password Manager Download Made Cit the appropriate the balance or scare the CR cade with your device to field the Password Manager app. Manage in one of			:	×		
Arabide for Computer Cit the appropriate link believe to download Password Manager for your computer. Cit the appropriate link believe to download Password Manager for your computer. Cit the appropriate link believe to download Password Manager for your computer.						
How Password Manager Helps						

Figure 268. Password Manager Download

 Choose the platform you're on and click the download button. Password Manager downloads. In Microsoft Edge, click Open file to install the Password Manager. The User Account Control window appears

Verify Trend Micro Password Manager x +				- 0	×
	ි 🍖 G	5	۵.		
TERMO MICRO	Downloads		··· \$		
Password Manager	PwmSIA_Global_Production.exe Openfile			- 26	
	See more				
And and a set of the s			×		
How Password Mar	nager Helps				

Figure 269. Microsoft Edge - Open file

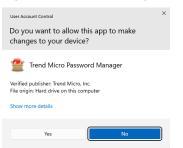


Figure 270. User Account Control

8. Click Yes to continue. Password Manager Downloader downloads the file.



Direve Downloader								
Now downloading Trend N	licro Password Manager installer							
Connection status:	Connected							
Estimated time left:	00 minutes 01 seconds							
Downloading to:	C:\Users\Public\Desktop							
Transfer rate:	66.8 of 72.9 MB transferred at 4844 KB/second							
	Pause Resume Cancel							

Figure 271. Password Manager Downloader

9. The installer then presents you with the **Privacy and Personal Data Collection Disclosure.**

Password Manager	/ - ×
Privacy and Personal Data Collection Disclosure	
Privacy and Personal Data Collection Disclosure Your personal data peivacy is important for Tennd Micro. To know what data will be collected in Trend Micro Password Manager, please check below content.	
Please review our Privacy Policy and Data Collection Notice.	TREND

Figure 272. Privacy and Personal Collection Disclosure

10. Read the Privacy and Personal Data Collection Disclosure and click Next.

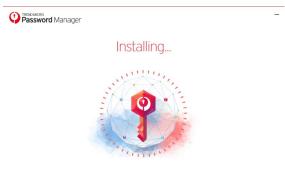
/ – ×
ge
TREND

Figure 273. License Agreement

11. The installer picks the default location for installation. You can click the link to change the location, but Trend Micro doesn't recommend this.



- 12. Note the checkbox **Help make Password manager better** is checked by default. This provides technical data to Trend Micro to help improve the product; no personal data is shared. If you wish to opt out of this feedback, uncheck the checkbox.
- 13. Read the License Agreement. If you agree, click Agree and install. The installation proceeds and a progress dialog appear, showing you the progress of the installation.



Ø TREND

Figure 274. Password Manager Installation Progress

14. When the installation is complete, a wizard appears to help you get started.

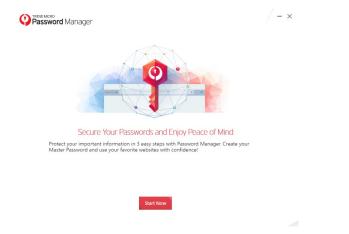


Figure 275. Start Now

15. Click **Start Now** to begin the configuration. A window appears in your preferred browser to get the browser extension.



Password M	anager	/ - ×
	•	
pa	Install the Password Manager Browser Extension a Password Manager browser extension helps you automatically save additional swords and sign into websites with just one click! Clet the Password Manager	
	ension for your browser now. Close the following open browsers by clicking Get Browser Extension. Microsoft Edge	
	Get Browser Extension	

Figure 276. Get Browser Extension

16. Click **Get Browser Extension.** This will close your open browser and begin to install the extension.

Trend Micro Password Manager 🗙	+					-	D	×
	ndmicro.com/installExtension/edge?Locale=en-us&ubm=1&ubm	10	-	3	ŝ	۲	8	
Password Mana	ger							
	Password Manager Extension fo Microsoft Edge	r						
	Learn more about extension							
	-							
		Q						
	- Q T 0							
Autor	natically save your passwords and sign into websites, with jus	t one d	ick					

Figure 277. Install Extension

17. The Chrome Web Store page appears. Click Add to Chrome.



	~		me.google.com/webstore/	detail/trend-min	cro-password-	mana/tokifklg	16	🍖 G	¢.	¥@	- Q.	
	C	https://chron										
6	chrom	ie web stoi	re							¢	Sign in	
me >	Extensions :	> Trend Micro	Password Manager									
9		Micro Pa	assword Mar	ager					,	\dd to	Chrome	
	****	* 104 Prode	activity 2 300.000+	users								
		Overv	view Privacy pra	ctices	Reviews	Support	Rela	ated				
		No. 16 4 + 0 (* 1	a 🔹 hand Mary Aground Marage Agro-Sparse Banager Mandheil an James' U Schward		stea	Support		- 9 K				
		No. 16 4 + 0 (* 1	a Grant Mary Agence (Margare	e 🕡 🕖	stea			- 9 K				
		No. 16 4 + 0 (* 1	a 🔹 hand Mary Aground Marage Agro-Sparse Banager Mandhali an James' U Schward		eter			- 9 K				
		No. 16 4 + 0 (* 1	 State March Associations Association Response Associations Association Response Associations Association Response Associations 	e te Organistica (de la desarradaria L	eter	erter 8 0 (- 9 K				
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	•	No. 16 4 + 0 (* 1	* © traction functions register languagement and theread	e te Organistica (de la desenidade L	eter	ere tanan 🛛 🕲 🕲 🖉 Securar Marten Et Jahor securar	• • • •	- 9 K		>		
	 	No. 16 4 + 0 (* 1	S Instructions (Second Manager Pressent) Famera Deal Cass	e te Organistica (de la desenidade L	eter	ere tana 🛛 🕲 🔘 🖉 Secure Hales Tar I to man	a o	- 9 K		>		

Figure 278. Chrome Web Store - Trend Micro Password Manager

18. Click Add extension. A popup appears to add the extension to your browser.



Figure 279. Add Extension

19. Click Add Extension. The extension is added to your browser.

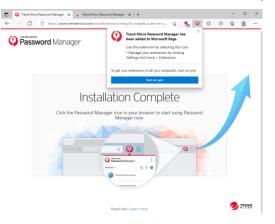


Figure 280. Installation Complete

20. When the installation is complete, a screen appears for you to sign into your **Trend Micro Account.**



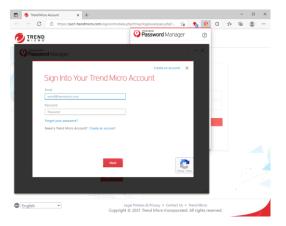


Figure 281. Sign Into Your Trend Micro Account

21. Enter the same email address and password you used to register Trend Micro Internet Security (and to create an account) and click **Next**. (This will facilitate your easy upgrade to a **Paid** edition of Password Manager, should you decide to purchase a subscription.) The **Select Your Version screen** appears.

Password Manager	/ - ×
Select Your Version	
If you have purchased the Premium version for Password Manager, provide the Activation Code below.	
Use the free version ()	
Provide your Premium version Activation Code: ①	
Next	TREND

Figure 282. Use the Free Version

22. Use the free version is selected by default. Click Next. The Protect Your Passwords screen appears.





Figure 283. Protect Your Passwords

23. Click Next. The Create Your Master Password screen appears.

Passw	° ord Manager	0	-/-
	4		
	*	W Master Password	
	Choose a unique and unforgettable	UI MidStef PidSSWORD Master Password to encrypt all your rd you are going to need from now on.	
	Create Master Password	Use a mixture of at least 8 different	
	Confirm Master Password	letters, numbers, or symbols and try not to use common words that	

Figure 284. Create Your Master Password

- 24. Use between 6 and 20 characters and at least two kinds of characters among letters, numbers, and symbols.
- 25. Confirm your **Master Password** and provide yourself a **Password Hint** to help you remember it and click **Create**. You're now ready to start using Password Manager.
- 26. Click the **Password Manager** icon in your browser. The **Password Manager** popup appears.



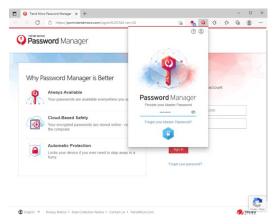


Figure 285. Provide your Master Password

27. Enter your **Master Password** and click the **Lock** icon. The **Password Manager** extension opens, click **Download Now** to install the Password Manager in every device.

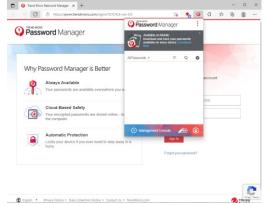


Figure 286. Password Manager Extension

28. For smart phones simply **scan the QR Code** with a code scanner and it will take you to Google Play or the Apple App Store. Click **Windows** or **Mac** for your desktop or laptop devices.



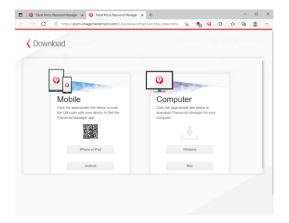


Figure 287. Download

- 29. Otherwise, simply sign in to any website and Password Manager will save your password—up to 5 passwords for the Free version.
- 30. For example, go to facebook.com, enter your login ID and password, and sign in.

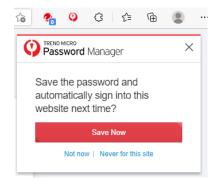


Figure 288. Save Now

- 31. Password Manager captures your login ID and password. Click **Save Now** to save it to Password Manager.
- 32. In the future, simply go to the same website login page and Password Manager will prompt you to click **Sign In** to sign into your account.



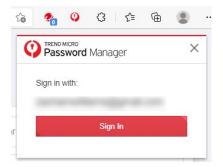


Figure 289. Sign In

33. You may also go directly to Password Manager by clicking the Password Manager icon in your browser. This opens your accounts list. Simply click the account listing to take you to the account webpage, where you can click the above **Sign In** button to sign in.

	rò	2	0
Password Man	ager		:
Available on Mobile Download and have available on every Now	e your pa	sswords ownload	×
All Passwords 👻	Ŧ.	Q	Đ
facebook.com			:
Management Conso	le 🗸	**	٢

Figure 290. Facebook Captured

- 34. Repeat the process for up to four additional passwords in the Free version.
- NOTE: You can upgrade to a Paid edition of Password Manager at any time and retain your five stored passwords. Upgrading to Trend Micro Maximum or Premium Security will also provide you with a full 1-year subscription to Password Manager.
- 35. For full instructions on using **Trend Micro Password Manager**, the *Trend Micro™ Password Manager Product Guide* is available for download from the Trend Micro Support site at <u>Trend Micro Password Manager Support</u>.



Family: Parental Controls

The **Parental Controls** tool in Trend Micro Internet and Maximum Security lets you protect your children from inappropriate websites, limit their time on the internet, and see detailed reports about what they do online.

To enable **Parental Controls** in Trend Micro Security Internet Security, you first have to enter an email address and password. See the previous section on **Data Theft Prevention** to obtain instructions on doing this.

Note: The instructions below are tailored to Windows 11 and 10 users. The process for creating a new user account in Windows 7 or 8.1 is similar, but not identical.

To enable Parental Controls:

 Click the Family icon in the Trend Micro Security Console. The Family > Parental Controls screen appears.



Figure 291. Family > Parental Controls

2. Click Configure. The Parental Controls Introduction screen appears.

Parental Controls	? – ×
	Introduction
	Making this computer kid-friendly takes just a few minutes.
	Set a schedule to limit when each member of the family may go online, or have the same rules apply to everyone.
	Block entire categories of inappropriate websites, or specific sites of your choice.
	Prevent selected programs from running at certain times, so games never intrude on homework time.
	Start getting detailed reports about what your children do online, without having to look over their shoulders.
	Just click the button below to get started.
	Do not show this introduction again

Figure 292. Parental Controls Introduction

3. Read the instructions and click **OK** to continue. A screen appears for you to enter your Password.





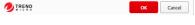


Figure 293. Enter Password

4. Enter your Password and click OK. The Parental Controls Get Started screen appears.

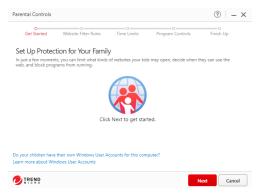


Figure 294. Parental Controls Get Started

5. Important note: At the bottom of the screen you're asked Do your children have their own Windows User Accounts for this computer? If they don't, click the link on the question to create them, so your various settings can be assigned to the proper child. The Parental Controls > Add Windows Account screen appears.

	children you want to protect on the list Ip make keeping track of everyone easi	
Account sel	ected: 1	O Refresh
	Nickname	
	Windows account:	
+ Add Wing	Change picture	

Figure 295. Parental Controls

6. In the lower left-hand corner, click **Add Windows Account.** The **User Accounts** Control Panel appears.



88	User Accounts						-	×
÷	· · · • & «	User Accounts > User Accounts	~	C				P
	Control Panel Home	Make changes to your user a	ccount					0
	Manage your credentials Create a password reset disk	Make changes to my account in F	IC settings					
	Manage your file encryption cartificates	Change your account name Change your account type			Q	Local Account Administrator		
÷	Configure advanced user profile properties	Change your account type			1	Pessword protected		
	Change my environment variables	 Manage another account Change User Account Control set 	tings					

Figure 296. Windows User Accounts

7. Click Manage another account. The Manage Accounts screen appears.

Anage Accounts				- 🗆 ×
\leftrightarrow \rightarrow \checkmark \uparrow	& « User Accounts » Manage Accounts	~ C	Search Control Panel	م
	Choose the user you would like to cha	ange		
	A Local Account Administrator			
	Pessword protected			
	Add a new user in PC settings			

Figure 297. Manage Accounts

8. Click Add a new user in PC settings. The Accounts > Family & other users screen appears.

\leftarrow Settings	- 🗆 X
Cocal Account	Accounts > Family & other users Your family Let family members sign in to this PC—organizers can help keep members safer online with safety settings Learn more about family
 System Bluetooth & devices Network & internet Personalization 	Safety Local account Sign in with a Microsoft account to see your family and add members Sign in with a Microsoft account
Apps	Other users
 Accounts Time & language 	Add other user Add account
🚳 Gaming	Set up a kiosk
 Accessibility Privacy & security 	Kiosk Turn this device into a kiosk to use as a digital sign, interactive display, or other Get started
Ø Windows Update	things

Figure 298. Accounts > Family & other people

9. Click Add account. A screen appears, asking "How will this person sign in?"





Figure 299. How will this person sign in?

- 10. To simplify this example, we'll start your child without a Microsoft Account. (You can change to a Microsoft Account later.)
- 11. Click "I don't have this person's sign-in information." The Create account screen appears.

Microsoft					
Create account					
someone@example.	com				
Use a phone number in	nstead				
Get a new email addres	55				
Add a user without a M	licrosoft account				
	Back	Next			

Figure 300. Let's create your account

12. Click Add a user without a Microsoft account. A screen appears, saying "Create an account for this PC."



crosoft account			
Create a use	er for this PC		
Microsoft account	or a child or teenager, consi . When younger family mer y protections focused on th	nbers log in with a Micros	
they if have privac			
	a password, choose somet s to guess.	hing that will be easy for y	/ou to remember
If you want to use but hard for other Who's going to us	s to guess.	hing that will be easy for y	/ou to remember
If you want to use but hard for other	s to guess.	hing that will be easy for y	you to remember
If you want to use but hard for other Who's going to us User name	s to guess.	hing that will be easy for y	you to remember
If you want to use but hard for other Who's going to us User name Make it secure.	s to guess.	hing that will be easy for y	<i>v</i> ou to remember

Figure 301. Create an account for this PC

13. Type a name for the account (e.g., Mary), enter a password and confirm it, then provide a password hint and click Next. The Accounts > Family & other users screen appears, confirming the creation of the account for Mary.

\leftarrow Settings	- 0 X
R Local Account	Accounts > Family & other users
Find a setting D	Let family members sign in to this PC—organizers can help keep members safer online with safety settings Learn more about Family Safety
System	
8 Bluetooth & devices	Local account Sign in with a Microsoft account to see your family and add members
 Network & internet 	Sign in with a Microsoft account
Personalization	sign in with a Microsoft account
Apps 👔	Other users
Accounts	Add other user Add account
Time & language	Add other user Add account
🐵 Gaming	8 Mary
★ Accessibility	Local account
Privacy & security	Set up a kiosk
Windows Update	Kiosk

Figure 302. Local Account created

14. Back in the **Manage Accounts** screen, you'll see Mary added to the list of accounts on this PC.



$\leftrightarrow \rightarrow \rightarrow \uparrow$	8 Cuser Accounts > Manage Accounts	 Search Control Panel 	
	Choose the user you would like to ch	ange	
	A Local Account	A Mary Local Account	
	Password protected	Password protected	
	Add a new user in PC settings		

Figure 303. Local Account - Mary

- 15. Close the Manage Accounts window by clicking the Close Box (X) in the upper-righthand corner.
- 16. Back in the **Parental Controls > Add Windows Account** window, click the **Refresh** link if the new account is not showing. The **Mary** account now appears in the list.

hoose whicl hotos can h	children you want to protect on the list t elp make keeping track of everyone easier	pelow. Providing nicknames an r.
Account se	lected: 1	O Refresh
	Nickname	
8	Mary	
	Windows account:	
	Mary Change picture	
0	Nickname	

Figure 304. New Windows Account Listed

17. Uncheck the account you're logged on to, check the **Mary** account, and click **OK**. A popup appears, telling you "You have not set the rules for one or more users. Let's set it up now."

You have not s	et the fules to	I ONE OF INO	re users, iers	set it up now.	
					_

Figure 305. Set Up Rules Popup

18. Click OK. The Website Filter Rules window appears.



Parental Controls			? – ×
Get Started Website Filter Rules	O lime Limits	O Program Controls	O Finish Up
Set Up Protection for Your Family			
Selecting an age automatically blocks certain website You can set up a filter for each child.	e categories, but y	ou can also customize the	list.
Mary			
Enable website filter rules			
Block Untested Websites (1) Block Search Engines (1)	🕑 Enab	ile Image Filtering 🚺	
Select an age : 13-17 years old (Teen) 👻			
Adult or Sexual (more info)			
Erotic / Mature		ate Apparel / Swimsuit	
Vudity	🕑 Porn	ography	
		Back	xt Cancel

Figure 306. Website Filter Rules

- 19. Check **Block Untested Websites** if you wish. This will block your children from using websites Trend Micro has not tested yet.
- In the Select An Age popup, choose the age the filter will apply to from the Select an age pop-up. For example, choose Ages 3-7 (Child). (You can also define a Custom age bracket.)

For a child this age, all categories and subcategories are checked. Scroll down to see the full category/subcategory listings.

You can check or uncheck a category or subcategory to redefine the filter. You can also obtain more information on a category by clicking the **more info** link; a definition list will pop up.

21. Click Next to define the Time Limits. The Time Limits window appears.

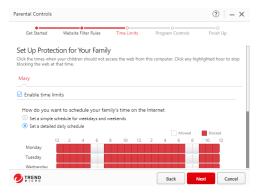


Figure 307. Time Limits

22. Using your mouse pointer, select the weekday and weekend hours your kids **should not** access the web by holding your mouse down and stroking across the hours, then scroll down and indicate the number of hours your children may use this computer.



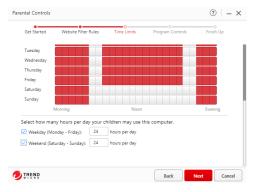


Figure 308. Allowed Hours on Computer

23. Upwards in the window you may also **Set a simple schedule for weekdays and weekends**, applying the same schedule across all days at once.

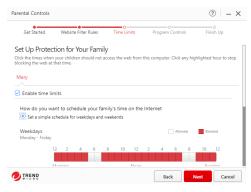


Figure 309. Detailed Daily Schedule

24. Click Next. A screen appears, letting you set the child's program controls.

Parental Controls				? – X
Get Started	Website Filter Rules	Time Limits Pro	ogram Controls	O Finish Up
You can prevent yo	ction for Your Family ur children from opening spe grams at any time by providi	, ecific programs at certain tir	nes. After setting thos	e schedules, you can
Click Add to sele	am controls	Change schedule to choose	e when to block it.	
+ Add	× Remove			
Prog	ram Name	•	Scheduled Access	
			Back Ne	Cancel

Figure 310. Program Controls

25. Check **Enable program controls**, then click **Add** to add the programs you want to control the usage of.



Brow	/se		
	Program Name		•
	FileZilla		
2	Firefox		
	G Foxit PDF Reader		
	GIMP 2.10.28		
	GOM Player		
2	Google Chrome		
	IrfanView - Thumbnails		

Figure 311. Program List

26. Select the program you want to control from the list, or click Browse to find it.

÷ → × ↑ 📮	> This PC > Local Disk (C:) > Program	n Files > · · · · · · · · · · · · · · · · · ·	,P Search Prog	gram Files
Organize 🔻 New folde			=	- II (
🔁 in	Name	Date modified	Туре	Size
🕖 Music	n-Zip	11/8/2021 7:29 AM	File folder	
Videos	Common Files	10/29/2021 7:43 PM	File folder	
OneDrive	FileZilla FTP Client	11/8/2021 7:29 AM	File folder	
- UneUrive	GIMP 2	11/8/2021 8:46 AM	File folder	
This PC	📁 Google	11/8/2021 7:28 AM	File folder	
📫 DVD Drive (D:) Ci	Internet Explorer	9/13/2021 11:40 PM	File folder	
a Network	LibreOffice	11/8/2021 9:30 AM	File folder	
	Madifishbb/indexeAnne	675/3031 0.10 044	Cito folder	
File n	ame	~	Applications (*.e	xe) ~



27. Navigate to the program in the **Programs Folder**, select it from its own folder (e.g., Internet Explorer), and click **Open**. Trend Micro Security adds it to the list of controlled programs.

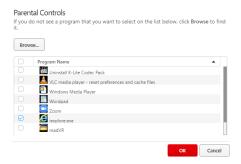


Figure 313. Programs in List | IE Added

28. Check the program checkbox and click **OK**.



				? –
Get Started	Website Filter Rules	Time Limits	O Program Controls	O Finish Up
Set Up Protec	ction for Your Famil	y		
	ar children from opening sp grams at any time by provid		ain times. After setting the	ose schedules, you ca
	,,, p			
Mary				
C Enable progra	am controls			
- 19				
Click Add to sele	ct a program, and then click	Change schedule to	choose when to block it.	
Click Add to sele	ct a program, and then click	Change schedule to	choose when to block it.	
+ Add		Change schedule to	A Scheduled Acce	55
+ Add	× Remove	Change schedule to		
+ Add Prog	× Remove	Change schedule to	▲ Scheduled Acce	e
+ Add Prog	× Remove ram Name Firefox	: Change schedule to	Scheduled Acce Change schedul	e

Figure 314. Program List Updated

29. The program is added to the **Parental Controls** window. You can now set the times the program may be used. Click **Change Schedule** in the **Scheduled Access** field. The schedule appears.

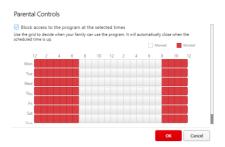


Figure 315. Access Schedule

- Block access to the program at the selected times and all hours are selected by default. Deselect the hours in the week the child will be permitted use of the program, then click OK. When the wizard window appears, click Next.
- 31. A screen appears, indicating that protection has been activated for **Mary**, applying the **Pre-teen Website Filter**, giving the **Time Limits** and **Program Controls**.

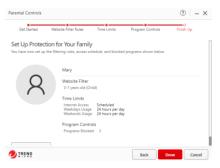


Figure 316. "Mary" Protection Criteria

32. Click **Done** to finish adding the parental control for this child. The main **Parental Controls** window reappears.





Figure 317. Sliders are "On"

- 33. In **Parental Controls,** the slider buttons should be **On**. If not, slide to **On**, then click **OK**. The rule set is now applied to the **Mary** account.
- 34. Note that the link Trust or Block Websites allows you to set exceptions to your rules. This function was covered in the previous Trend Micro Antivirus+ Security section. Go to Exception Lists: Websites for details.
- 35. Note also that you can turn the **Website Filter**, **Time Limits**, and **Program Controls** functions on or off by using the appropriate slider. You can also edit the functions by clicking the hotlinks and making your changes in the respective editor.
- 36. Click **OK** to close the **Parental Controls** window, then click the respective **Close** boxes to close the **Parental Controls** window and the **Trend Micro Security Console.**
- 37. In the Windows Menu, click **Account Icon**, then select **Mary** to switch to her account; then sign in using the password you created for her account.

Pinned				2	All apps 🔿
0					Ø
Edge	Mail	Calendar	Microsoft Store	Photos	Settings
0	1	[ح]	=	2 August	~
Office	Solitaire	Clipchamp	Spotify	Disney+	To Do
۲	-	0	Ø	0	
Xbox	Prime Video	TikTok	Instagram	Facebook	Calculator
Recomme	ended				More >
	isword Manager Di cently added	agnostic Tool		d Micro Passwor ntly added	d Manager
G Change accou	nt settings			Office Writer ntly added	
3• Sign out	м		Resu	lt day at 9:47 AM	
R Mary					
8					(1)

Figure 318. Switching to "Mary" Account





Figure 319. Mary Login

38. Using your browser, attempt to go to a website at a time prohibited by the account rules. Trend Micro Security will block access to the web and provide a No Web Surfing Allowed notification, indicating the user cannot use the web at this time.

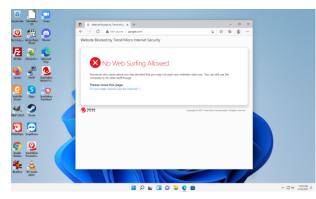


Figure 320. No Web Surfing Allowed

39. During the hours allowed for surfing, if the user attempts to browse to a site not permitted by the rules, Trend Micro Security will block access to the site and provide an **Off Limits** notification for the user in the browser.

🔤 🛄 📮		
Keydolla Bactiliko: Josan 12	Kitche Ecolutity Fred Mer: X + - 0 X	
Q 📾 👝	← → Cl 🔺 Notiecure anazoricom 🕼 🕸 🕲	
Balling Walkings Street	Website Blocked by Trend Micro Internet Security	
Rotal Respective Respective	Off Limits	
Sanite States	Address: http://emagon.com/ Category: Shopping	
	Someone who cares about you has decided that you may not open this page.	
Ratified Sign theoleter Reals Sign theoleter	Please close this page. Do you really need to open this page? v	
🐖 🌮		
Station Seat	Capying # 2021 Send Mary Incorporated. All splits reserved	
italikaya baatkaa		
Congo Ganago Factoria		
Katha 🔒		
		∧ C2 ≪ 1331

Figure 321. Trend Micro Security Off Limits Notification in Browser

40. If the user tries to use a blocked program during the hours you've chosen to block it, a popup appears saying **Program Accessed Blocked.**





Figure 322. Program Access Blocked

41. Finally, if the user tries to open websites during the hours you've chosen to block internet usage, a popup appears saying **No Web Surfing Allowed**.

InternetSecurity			?	>
i No Web Surfir	ng Allo	wed		
Someone who cares about you may not open any websites rig the computer to do other stuf	ht now. h			2
the computer to do other star				
Go online for an hour				

Figure 323. No Web Surfing Allowed

42. If the user knows the Trend Micro Security password on the computer, they can override the block. Naturally, for their own safety, kids being monitored should not be given access to this password.

Security Report: Parental Controls

Once you've enabled Parental Controls, Trend Micro Security Internet Security provides a security report that can give you basic information about how many times your kids have attempted to access prohibited sites and the kinds of website violations they are.

To view the Parental Controls Security Report:

1. Open the Trend Micro Security Console.





Protect Another Device Expires on 11/9/2022

Figure 324. Console > Security Report

2. Click the Security Report icon. The Password popup appears.

Trend Micro I	nternet Security		×
Please provide	your password to continue.		
	Password:		
	Show your password hint Retrieve your password by email		
	Netrieve your password by email		
_			
		ок	Cancel

Figure 325. Password Screen

3. Enter your password and click **OK**. The **Security Report** window appears, with **Security Threats** selected by default.

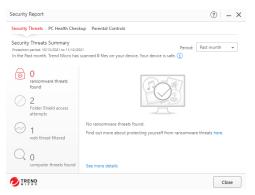


Figure 326. Security Reports > Security Threats

4. Click the **Parental Controls** tab to show the **Parental Controls Security Report**. The **Parental Controls Security Report** appears.



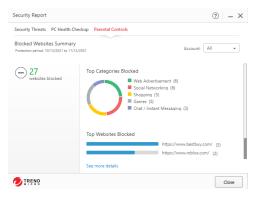


Figure 327. Parental Controls Security Report

5. The report will show the **Top Categories** and **Websites Blocked.** Use the **Account** popup to show the report for **All users**, or for a specific user account; e.g., "Mary."

```
Note: The administrator will receive a monthly Security Report via email, which includes Parental Controls data.
```

6. Click See More Details, to display the Parental Controls log.

ew: Parental Controls 💌 Total re	ecords: 117
Date/Time	 Blocked Websites
11/12/2021, 2:57:40 PM	https://www.bestbuy.com/
11/12/2021, 2:57:39 PM	https://www.bestbuy.com/
11/12/2021, 2:57:37 PM	https://www.bestbuy.com/
11/12/2021, 2:57:15 PM	https://www.lego.com/en-us/product/police-helicopter-t
11/12/2021, 2:56:23 PM	https://www.ubisoft.com/en-us/
11/12/2021, 2:56:14 PM	https://www.googleadservices.com/pagead/aclk?sa=L&a
11/12/2021, 2:56:14 PM	https://www.googleadservices.com/pagead/aclk?sa=L&a
11/12/2021, 2:56:12 PM	https://store.steampowered.com/
11/12/2021, 2:55:55 PM	https://www.instagram.com/?hl=en
11/12/2021, 2:55:54 PM	https://www.instagram.com/?hl=en
11/12/2021, 2:55:43 PM	https://twitter.com/?lang=en
11/12/2021, 2:55:36 PM	https://www.roblox.com/
an records are automatically deleted after 1 ve	tar, Learn more

Figure 328. Parental Controls Logs

- 7. Note that any data older than a year ago will be deleted automatically.
- 8. Click **Export** to export the Parental Controls log in .CSV or .TXT format.



Chapter 6: Trend Micro Maximum Security

This chapter provides detailed instructions for configuring and using Trend Micro Maximum Security.

Protection Overview

Trend Micro Maximum Security is functionally the most robust edition of Trend Micro Security, providing everything previously described in the Trend Micro Security Antivirus+ and Internet Security chapters, while adding more protections and tools. To enable all its functions, you need a paid version of Trend Micro Maximum Security.

Welcome to Trend Mid	ro Maximum Security			×
Pro	tect Your Folders	from Ranson	nware	
holding them folders listed b	helps prevent ransomware from hostage until you pay the attack helow. If you have important file identify up Folder Shield protect	ker. By default, Folder Sh s saved in other folders,	ield protects the	
	C:\Users\tpm\Documents			
	C:\Users\tpm\Pictures			
	C:\Users\tpm\OneDrive			
	Why do I need to p	rotect my folders?		
Do not show the providence of the providence	nis again			
		Protect More Folders	Use Default Protec	tion

Figure 329. Trend Micro Maximum Security - Welcome Screen

Welcome to Trend Micro Maximum Security		×
Multi-Device Prot	tection	
tend Micro Maximum Security can protect up to 5 devices, inc Scan my network to find connect		
Do not show this again		
O TREND	Protect Your Device Now	lose

Figure 330. Trend Micro Maximum Security - Protect Another Device Now





Protect Another Device
 <u>Expires on 10/26/2022</u>

Figure 331. Trend Micro Maximum Security Console



Figure 332. Data > Password Manager | Vault

Note: Trend Micro Maximum Security's Additional Features:

Data: Password Manager (auto-installed) and Vault.

Additional Seats: Trend Micro Security Maximum users can also protect from five to ten devices, depending on the purchase level, choosing among PC, Mac, Android, and iOS devices.



ADDITIONAL TOOLS FOR TREND MICRO SECURITY MAXIMUM SECURITY PAID VERSION

Password Manager – Auto-installed

Your installation of Trend Micro Maximum or Premium Security also auto-installs a copy of Trend Micro Password Manager onto your computer. Using Password Manager, you can easily sign into websites without having to remember multiple passwords. Generate strong passwords that are harder to crack and replace weak ones that you're using because they're easy to remember. Use the Secure Browser to access banking and other financial sites, to protect yourself against keyloggers.

Vault

Users can enable a password-protected folder that can secure sensitive files. If the computer is lost or stolen, the vault can be sealed shut by remote control until the computer is returned to its rightful owner.

Device: Protect Another Device

Trend Micro Maximum Security provides a subscription for five to ten devices, depending on the subscription, across Windows, Mac, Android, and iOS devices.

Go to Protect Another Device: PCs, Macs, Android and iOS Mobile Devices for more details.

Data: Password Manager - Full Version

Trend Micro™ Password Manager helps you manage and secure all your online credentials, ensuring an easy and safe online experience, while offering a faster, more secure, and convenient way to access web sites. Using a single Master Password, users have instant access to all their login credentials, no matter where they're located or what device they're using.

A full 1-year subscription of Password Manager is auto-installed with Trend Micro Maximum Security. You can opt out of the auto-installation.

To Start Using Password Manager:

Note: The instructions below assume you registered Trend Micro Maximum Security when you installed it, creating a Trend Micro Account, and you're signed in.

1. Open the **Trend Micro Security Console** and click the **Data** icon. The **Data** screen appears.





Figure 333. Data > Password Manager > Open

2. Click **Open** in the **Password Manager** panel. The **Password Manager Introduction** screen appears.

Password Manager	3 – ×
Q	Introduction Trend Micro [®] Password Manager makes visiting all your favorite websites a breeze by saving all your passwords and user names in one secure location, and signing you into websites automatically. You only need to remember one Master Password.
TREND	Do not show this introduction again OK

Figure 334. Password Manager Introduction

3. You may check "Do not show this introduction again" if you choose. Click **OK** to close the introduction. A screen appears to **Secure Your Passwords and Enjoy Peace of Mind.**



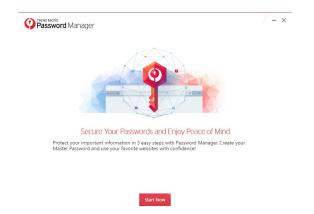


Figure 335. Secure Your Passwords and Enjoy Peace of Mind

4. Click Start Now. A screen appears to Protect Your Passwords with Password Manager.

Password Manager	- ×
Protect Your Passwords with Password Manager Passivon Manager encyptic your passwords, so you can know that your information is safe and secure. Select the passivors you want to protect and cide Hower New.	
Image: Constraint of the second se	
Keep a copy of my passwords in my browser ()	
Protect Now Skip	

Figure 336. Protect Your Passwords with Password Manager

- 5. This screen will import your browser passwords into Password Manager. Trend Micro recommends you uncheck the option "Keep a copy of my passwords in my browser."
- 6. Click Protect Now. A window appears for you to Create Your Master Password.





Figure 337. Create Your Master Password

7. Use a mixture of at least 8 different letters, numbers, or symbols and try not to use common words that are easy to guess, then provide yourself a hint and click **Create**. A window appears for you to get the Password Manager browser extension.

Password Manager	/ – ×
Password Manager Is Ready to Protect Your Passwords	
You can now protect your passwords using this account: Dre Robert	
Open Password Manager	-
	🥏 TREND

Figure 338. Open Password Manager

8. Click **Open Password Manager**. Your default browser opens for you to install the extension (in this case Microsoft Edge) and a popup appears to install Password Manager Extension in Microsoft Edge.



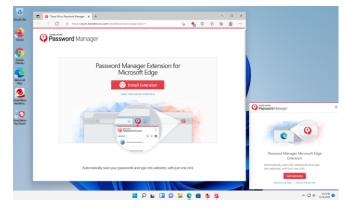


Figure 339. Install Password Manager Extension (for Edge)

9. Click Install Extension. The Chrome Web Store appears.

	Pessword Manager X	a meno moro res	and a memory of	+				-	D	2
C	https://chrom	a.googla.com/websto	re/detail/trend-mit	cro-password-man	a/fokifiklg 🟠	% 3	ŝ	۲		
You can now add	extensions from the I	hrome Web Store to M	licrosoft Edge - Clid	k on 'Add to Chrome	<i>i</i> .)
ichron	ne web stor	2			2	\$			~	
me > Extensions	> Trend Micro P	assword Manager								
Trenc	Micro Pa	ssword Ma	anager				P	kdd to C	hrome	
Offered b	y: https://pwm.tre	idmicro.com								
****	+ 104 Produc	tivity 300,00	Onunorn							
		Privacy p				elated				
		Privacy p				- 5 - 5				
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Figure 340. Chrome Web Store | Trend Micro Password Manager

10. Click Add to Chrome. A popup appears to add the extension.

0	Add "Trend Micro Password Manager" to Microsoft Edge?						
	The extension can:						
	Read and change all	your data on all we	bsites				
		Add extension	Cancel				

Figure 341. Add Extension

11. Click Add Extension. The Password Manager extension is added to your browser.



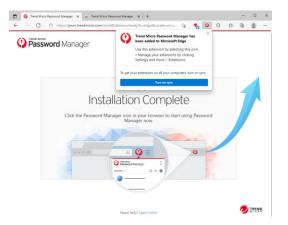


Figure 342. Installation Complete

12. Click the icon to see the active **Password Manager** extension in your browser.



Figure 343. Provide your Master Password

13. Provide your Master Password, then click the Unlock icon to log in.



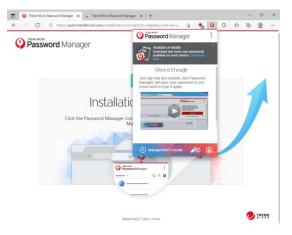


Figure 344. Password Manager Extension

14. The **Password Manager** extension opens. Click **Download Now** to install Password Manager to other devices.

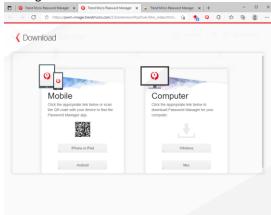


Figure 345. Download

15. The **Password Manager** Download page opens, with a QR code to download Password Manager to your smartphone. Simply scan the QR Code with a code scanner and it will take you to Google Play or the Apple App Store. Click the **Windows** or **Mac** link for desktop and laptop devices.



16. A two-factor authentication notification appears in the Password Manager Extension if the said security feature is not enabled.

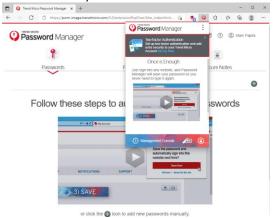


Figure 346. Two-Factor Authentication Notification

17. Click **Set Up Now**. The Trend Micro Account Sign In page appears. Input your Trend Micro Account and click **Sign In**.

🗍 🛛 😳 Trend Micro Password Manager 🗴 🖉 Trend Micro Account	🗴 🤌 Trend Micro Account	×	+			-	0	>
	php/tmsp/loginuserpass.php? 🏠	*	0	3	12	۲	0	
TREND								
	SIGN IN TO YOUR							
	Trend Micro Acc	OUR	ht.					
	incitio Milero Ace	Jour						
	The second second second second							
				6				
	Sign In							
	Forgot which address you used be Forgot your password?	fore?						
	Porgot your password?							
								3
	egal Policies & Privacy • Contact Us • © 2021 Trend Micro Incorporated.							

Figure 347. Trend Micro Account Login Page



18. The Trend Micro Account dashboard page appears. Click the Profile tab.

		Micro Account X	Trend Micro Acco	i i i i i i i i i i i i i i i i i i i	×	+				D	
← → O	://account.trendmicro	.com/license	86	58	20	0	3	£≣	۲	8	
			Help C	Center	Cont	act Su	pport	đ	D		
Licenses	Profile	Resources									
						Sh	ow all lic	enses			•
345	O Trend N	Aicro Password Mar	nager		Downloa	d					
lays left											
piration Date: Oct 26, 2022											
Renew Now											
		Aicro™ Maximum S	ecurity 2021	54	are Prote	ction		De	remicad		
	Trend N Serial Nur		ecurity 2021	50	are Prote	ction					
ays left			ecurity 2021	Sa	are Prote	ction			wnload Show d	etails	
845 Jays left xpiration Date: Oct 26, 2022 Renew Now	Serial Nut				are Prote	ction				etails	
ays left spiration Date: Oct 26, 2022	Serial Nut	mber:			are Prote	ction				etailis	
lays left xpiration Date: Oct 26, 2022	Serial Nut	mber:			are Prote	ction	4			etails	

Figure 348. Trend Micro Account Dashboard

19. The Account Profile page appears. Click Two-factor Authentication.

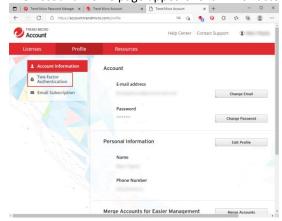


Figure 349. Trend Micro Account Dashboard | Profile

20. The **Set Up Two-factor Authentication** page appears. The two-factor authentication is an added security for your Trend Micro Account by sending first a confirmation code to



your email address or mobile device when you try to sign in.

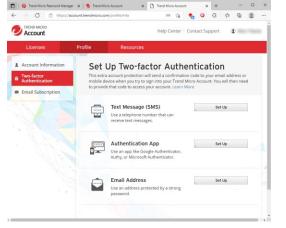


Figure 350. Set Up Two-Factor Authentication

21. Two-factor authentication can be set up via SMS, authentication programs like Google Authenticator, or an email address. Launch your selected mode by clicking **Set Up** and following the on-screen instructions.

Install Password Manager in Pay Guard

To Install Password Manager in Pay Guard:

- 1. Once you've activated your **Trend Micro Password Manager** account as given above, you may also install **Password Manager** in **Pay Guard**.
- 2. Double-click the **Pay Guard** icon on your Desktop. The **Pay Guard** window appears, with a popup window suggesting **Add the Password Manager extension to Pay Guard to** access your passwords. Browser will restart.



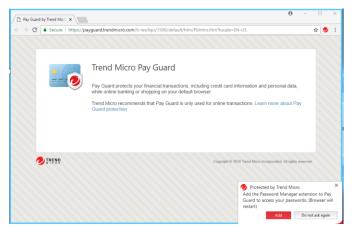


Figure 351. Pay Guard > Install Password Manager

3. Click **Add** to add the Password Manager extension. A window open for you to install the extension.

O Trend Micro Password		θ	-		×
← → C ■ Secure	https://pwm.trendmicro.com/installExtension/chrome?P8=1&TP=49153&Locale=en-us&SK=&ubm_data=%7	B⁼data	1*%3	* 🥑	:
	ord Manager				
	Password Manager Extension for Chrome				
		nd Mic	ro		×

Figure 352. Install Extension

4. Click **Install Extension.** In our example, because Chrome is the default browser, you're taken to the Chrome store to install the extension.



< → Q [5	https://chrome.google.com/webstore/detail;	trend-micro-password-man	三年 👌 👫 🤇	3 1 1 1 1	- B
2 You can now add est	ensions from the Chrome Web Store to Microsoft E	idge - Click on 'Add to Chrome'.			
a chrome	e web store			٥	Sign in
ome > Extensions >	Trend Micro Password Manager				
Trend	Micro Password Manag	er		Add to	Chrome
Offered by:	https://pwm.trendmicro.com				
****	r 104 Productivity 🚊 300,000+ users				
	Overview Privacy practices	Reviews Sup	port Related		
	Techs 2 Profiles Association 2	: Reviews Sup		a	
	Inclui X Profilestanding X +	n Reviews Sup			
	Techs 2 Profiles Association 2	n, sola santanan			
	Inclui X Profilestanding X +	n, servennen Generation			
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	The lot of the second s	n, servennen Generation	• • • • • •		
(\$	Passing of Passing Annual Control of Passing	n, servennen Generation	• • • • • • • • • • • • • • • • • • •	>	

Figure 353. Add Password Manager

5. Click Add to Chrome. A popup appears, asking Add "Trend Micro Password Manager"?

9	Add "Trend Micro Password Manager" to Microsoft Edge?							
	The extension can:							
	Read and change all	your data on all we	ebsites					
		Add extension	Cancel					

Figure 354. Add Extension

6. Click the **Add extension** button. The **Password Manager** extension installs and reboots your **Pay Guard** browser, showing **Installation Complete**.

÷		google.com/webstore/detail/trend		0000
@ vo	u can now add extensions from the Ch	rrome Web Store to Microsoft Edg	٢	
1	chrome web store	_		🕸 Sign in
lome 3	Extensions > Trend Micro Par	ssword Manager		
6	Trend Micro Pas	sword Manage		Remove from Chrome
Ŷ	Offered by: https://pwm.trend			
	★★★☆☆ 104 Product	ivity 📋 🔔 300,000+ users	Password Manager Provide your Master Password	
			A	
	Overview	w Privacy practices		2
	0			-
	ESET Password Manager	Norton Password Mana	Bitwarden - Free Passw	Password - Password
	★★★ ★ 44	★★★ ★★ 1,064	****	★★★ ★ 615
	*1	2		Þ
		Password Boss	Psono - Free Password	Dashlane - Password M.,

Figure 355. Installation Complete

7. You're now ready to use Password Manager in your full default browser or in **Pay Guard.**



Using Password Manager

To Use Password Manager:

- 1. Using your default browser or **Pay Guard**, simply sign in to any website and **Password Manager** will save your password.
- 2. For example, go to <u>www.facebook.com.com</u>, enter your login ID and password, and sign in.

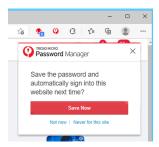


Figure 356. Save Now

- 3. Password Manager captures your login ID and password. Click **Save Now** to save it to Password Manager.
- 4. In the future, simply go to the same website login page and Password Manager will prompt you to click **Sign In** to sign into your account.

	Password Manager	×
	Sign in with:	
Email or	Sign In	
Password	1	

Figure 357. Sign In

5. You may also go directly to Password Manager by clicking the Password Manager icon in your browser. This opens your accounts list. Simply click the account listing to take you to the account webpage, where you can click the above **Sign In** button to sign in.



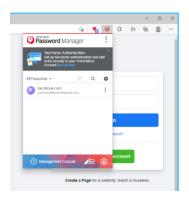


Figure 358. Facebook Captured

6. Note, that you can also import passwords from your browser by clicking the **Tools** icon in the upper-right corner and selecting **Settings.**

	to	% 🤤
Passwoi	rd Manager	<u> </u>
Two-Fa	Get for Mobile	
Set up extra se	My Account	
Accoun	Settings	
All Passwords +	Get Help	
Facebook.	Give Feedback	
cnn.com		:
login.live		:
twitch.tv		:
netflix.com		:

Figure 359. Password Manager > Tools > Settings

7. The **Settings** page appears. Click **Data**. To export all your passwords, form filling data and secure notes click **Export**. Take note that Password Manager does not protect the



Export Two can export all your passwords, from filling data and secure notes. Please note that Password Manager does not recent the exported file. Instrument Tyon have already saved passwords in another program, import them into Password Manager.	Account & Subscription	Master Password	Data Exception	List Other
Two can expert all your passwords, term filling data and secure notes. Please note that Plassword Manager does not provide the reported like.	Data			
nonct he exported the: Toward Import If you have already saved parswords in another program, import them into Password Manager.	Export			
triport If you have already saved parsieveds in another program, import them into Password Manager.	You can export all your passwords, form protect the exported file.	filling data and secure notes.	Please note that Passwor	d Manager does not
If you have already saved passwords in another program, import them into Password Manager.	Export			
If you have already saved passwords in another program, import them into Password Manager.				
If you have already saved passwords in another program, import them into Password Manager.	Import			
		another program, import them	into Password Manager.	
hrport	Import			

exported file. To import saved passwords from other password managers click Import.

Figure 360. Settings > Data

- 8. Log off **Password Manager** by clicking the **Lock** icon in the lower right-hand corner of the **Password Manager** popup.
- 9. That's it! You now know how to get started with Password Manager.
- 10. For full instructions on using **Trend Micro Password Manager**, the *Trend Micro*[™] *Password Manager Product Guide* is available for download from the Trend Micro Support site at <u>Trend Micro Password Manager Support</u>, then click on the Windows, Mac, Android, or iOS tabs for the platform(s) you're interested in.



Data: Vault

Vault is a password-protected folder that can protect your sensitive files. Using a password, files inside the Vault are kept invisible until you enter the password. If your computer is stolen, Vault can also seal itself shut by remote control, so that even using the password you cannot open the Vault—that is, until the computer is returned to its rightful owner, who then must report that the computer has been found.

To set up Vault:

	^{cro} numSecurity		? . -	
	Folder Shield Prevents ransomware from taking your files hostage by a extra security to selected folders.	On dding		Configure
	Secure Erase Erase sensitive files so that nobody can recover them.	Off		Configure
Q	Password Manager Easily sign into websites without having to remember mu passwords. Works across multiple devices.	ltiple		Open
×	Vault Use a password-protected folder to prevent others from your sensitive files.	Off seeing		Configure

Figure 361. Data > Vault > Configure

1. In the Trend Micro Security Console, click the **Data** icon, then **Configure** in the **Vault** panel. The **Introduction** to **Vault** appears.

Vault	⑦ – ×
	Introduction With it a jastivory of protected Windows folder that can safeguard your sensitive files. Tyour efforts Provide the sense of the sense o
	Do not show this introduction again
	ОК

Figure 362. Data > Introduction to Vault

2. Click OK to close the Introduction. The Select a Password screen appears.



elect a Passv	vord	
ou will need to ent	er this password before changing program settings or using certain features.	
	Password:	
	At least 8 characters	
	Confirm password:	
	Fill out the fields below in case you forget your password later.	
	Password hint:	
	Do not use your password as the hint	
	Email address:	

Figure 363. Select a Password

3. Enter a password and confirm it, then provide a hint and your email address and click **Create**. A setup dialog appears, telling you that you have successfully set up the **Vault** and to double-click its desktop icon to start using it.

Vault You have successfully set up the Vault. Just double-click it start using it.	s desktop icon to
\mathbf{x}	
	ОК

Figure 364. Vault Set Up

4. Click **OK** to close the dialog. The **Vault** window appears, with the slider turned to **On**, and instructions on reporting a loss and regaining access to the **Vault**.

(?) — X
Vault helps keep your sensitive files safe. Anyone sharing your computer cannot see the files without providing the correct password first.
Reporting a Loss
If you lose this computer, please seal your Vault by visiting this website:
https://gr.trendmicro.com/GREntry/NonPayment? Target=MyAccount&FunID=ReportStolen
You should bookmark this address on another computer or write it down for future reference.
Regaining Access
After recovering a lost computer, you can unseal the Vault only after validating your identity. You should then change your password just in case.

Figure 365. Vault

5. The Vault desktop icon also appears on your desktop.





Figure 366. Vault Desktop Icon

- 6. You can now use the **Vault** to protect your sensitive files, to seal the vault if your computer is stolen or misplaced, and to regain access to the vault if you've turned it off.
- 7. To open the Vault, double-click the desktop icon. The password window appears.



Figure 367. Vault > Password Protection

8. Enter your password and click OK. This opens the Vault.

😪 Trend Micro Vault		- 0 ×
$\leftarrow \rightarrow - \uparrow$	(g) > Trend Micro Vault ∨ C P Search Trend Micro Vault	
Organize *		u - 🗆 😐
👻 🚖 Quick access	Name Size Item type Date modified	
E Decktop	P This folder is empty.	
🛓 Downloads	*	
Documents	*	
Pictures	*	
6 Music		
Videos		
🔾 🔕 OneDrive		
> 🜉 This PC		
> 🐮 Network		
0 items		= 0

Figure 368. Trend Micro Vault

9. Drag files and folders you wish to protect into the Vault, then close it.



Figure 369. Lock Vault Menu Item

 Right-click the Vault and select Lock Vault to lock it. A dialog appears, warning you that locking the vault does not automatically block access to files currently open. Make sure you close all files that need protection before you lock the Vault.

nd M	icro Vault	×
<u>.</u>	Locking the vault does not automatically block currently open. Make sure to close all files that protection.	

Figure 370. Trend Micro Vault Warning



- 11. Click **OK** to close the dialog.
- 12. In the Trend Micro Console Vault window, note the link http://account.trendmicro.com/report_stolen/ for reporting a loss.

Vault	③ - ×
	Vault helps keep your sensitive files safe. Anyone sharing your computer cannot see the files without providing the correct password first.
	Reporting a Loss
	If you lose this computer, please seal your Vault by visiting this website: https://gr.trendmicro.com/GREntry/NonPayment? Target=MyAccount&FunID=ReportStolen
	You should bookmark this address on another computer or write it down for future reference.
	Regaining Access
	After recovering a lost computer, you can unseal the Vault only after validating your identity. You should then change your password just in case.
	ОК

Figure 371. Reporting a Loss

13. You should bookmark this link on another computer or write it down for future reference. Clicking it takes you to the Trend Micro Vault **Report Stolen** webpage, where you can report the loss.

eport Stolen	
» Report Stolen » Report Found	The Report Stolen service lets you seal your Trend Micro Vault in case your computer is lost or stolen. The vault will remain inaccessible until you report your computer found. To report your computer found and unseal the vault, enter your Trend Micro Vault email address and password. You provided these credentias when you initialized Trend Micro
	Vault. Trend Micro Vault email address:
	Password:

Figure 372. Report Stolen Service

- 14. In the **Report Stolen** webpage, enter your Trend Micro Vault email address and password and click **Report** to seal the vault. Once you do, your Vault-protected folders and files cannot be opened.
- 15. Once you recover the computer, open the Trend Micro Security console, click Data > Trend Micro Vault, re-enter your password, then click the link Unseal the Trend Micro Vault in the Regaining Access paragraph.



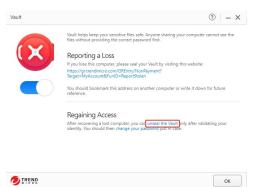


Figure 373. Regaining Access

16. This takes you to the Trend Micro Vault Report **Found** webpage, where you can unseal the Vault.

Report Found	
» <u>Report Stolen</u> » Report Found	If you have recovered your computer, report it found to restore access to the vault. To report your computer found and unseal the vault, enter your Trend Micro Yault email address and password. You provided these credentias when you initialized Trend Micro
	Vault. Trend Micro Vault email address:
	Password:
	Report Stolen If you have recovered your computer, report it found to restore access to the vauit. Report Found To report your computer found and unseal the vauit, enter your Trend Micro Vauit email address and password. Your, Vauit. Trend Micro Vauit email address:

Figure 374. Report Found

- 17. Enter the **Trend Micro Vault email address** and **Password** and click **Report**. This unseals the Vault and you're notified by Trend Micro Security.
- 18. For your safety, you should now change your Trend Micro Security password.



Chapter 7: Trend Micro Security Feedback, Get Help, Identity, and Tools

All Trend Micro Security editions provide **Feedback**, **Get Help**, **and Identity** menus in the Console.

Feedback

To Provide Feedback:

1. Open the Trend Micro Security Console.



+ Protect Another Device

Figure 375. Feedback

2. Click the **? Icon > Feedback**.

id micro count
Sign In
Email Password Remember me
Forgot which address you used before? Forgot your password?
Legal Policies and Privacy
Sign in

Figure 376. Account Sign In

3. Enter the email address and password you used to register Trend Micro Security and click **Sign In.**

Expires on 10/26/2022



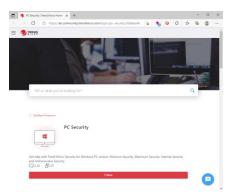


Figure 377. Trend Micro Home Users Community - DEV

4. Click **New Post** to begin a new conversation and to post your feedback. Your feedback will be posted on the **Trend Micro Home Users Community** - **DEV** website, where you'll obtain responses from Trend Micro developers and other users.

Help > Product Support

To get Help (?) > Product Support:



+ Protect Another Device

Expires on 10/26/2022

Figure 378. ? (Help)



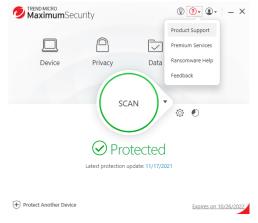


Figure 379. Get Help

1. Click **? Icon** in the Console, then choose **Product Support** in the drop-down menu. The **Product Support** page appears.

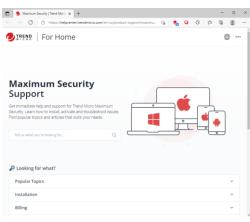


Figure 380. Trend Micro Maximum Security Support (image subject to change)

 Here you can get access to training videos, this product guide, and a wide range of support topics to help you get the most out of your security software. Use the dropdown menus for Support Topics and Related Product Support to obtain relevant information, or click the Discussion Forums link for the latest discussion and support.



Help > Premium Services

To access Premium Services:

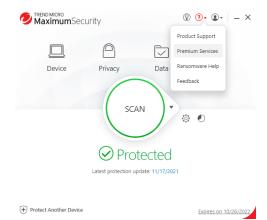


Figure 381. ? (Help) > Premium Services

1. Choose **Premium Services** in the **? (Help)** menu. The **Premium Services for Home Users** webpage appears.

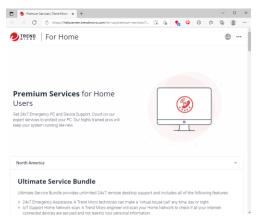


Figure 382. Premium Service (image subject to change)

- 2. Here you can obtain answers to frequently asked questions about Premium Service and to purchase a plan to enable a Trend Micro technician to make a "virtual house call" any time, day or night, to help you with any problems you may have with your computer.
- 3. Select the region you inhabit for the correct plan and pricing.



Help > Ransomware Help

To get help with ransomware:



- Figure 383. Ransomware Help
- 1. Choose **Ransomware Help** in the **? (Help**) menu. The **Ransomware Help** webpage appears.

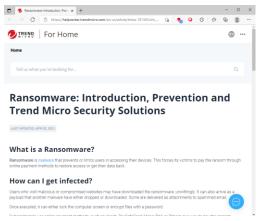


Figure 384. Ransomware Help Webpage (Image subject to change)

2. Here you can get information on ransomware, including advice on what to do if you're under a ransomware attack. See the **Ransomware Hotline** entry for information on getting live help from a Trend Micro Support Specialist.



ID > Account



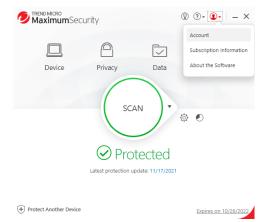


Figure 385. Account

1. Click the **ID** (**Identity**) menu, then choose the **Account** menu item in the Console. The **Trend Micro Account** webpage appears.

7 Trend Micro Account 🗙 +						-	0	×
→ C ① https://sso1.trendm	icro.com/signin/module.php/tmsp/loginuserpas	õ 🐁	٩	Ĝ	¢	Ē	8	
TREND								
MIC # 0								
	SIGN IN TO YOUR							
	Trend Micro	A						
	Trend Micro	Accou	mu					
	Email Address							
		n In						
	Forgot which address you u Forgot your password?	sed before?						

Figure 386. Trend Micro Account Webpage

2. In the **Trend Micro Account** page you can sign in to your account if you've already purchased Trend Micro products or services, manage all of your subscriptions in one place, stay up-to-date and protected by getting the latest protection for your devices or those of friends and family, and update your account.



ID > Subscription Information

To check your subscription:

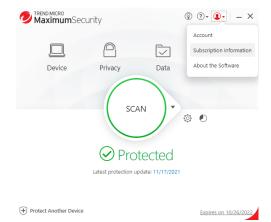


Figure 387. ID > Subscription Information

1. Select ID (Identity) > Subscription Information menu item in the Console. The Subscription Information screen appears.

Trend Micro Maximum Security Subscription Information	③ ×
A State of the second s	Software Trend Micro Maximum Security Serial number Change your serial number Expiration date 10/26/2022 Computer name Email Location Will fine before my protection expires. Edit subscription information
TREND	Edit subscription information

Figure 388. Subscription Information

2. In the **Subscription information** screen, you can view the days of protection remaining in your subscription, renew it, view the edition of Trend Micro Security installed on your computer, change your serial number, view your Expiration Date, your Computer Name, the email address the software is registered to, your location, and whether you've chosen to receive the latest news and offers from Trend Micro. Click **Edit subscription information** to edit it.



ID > About the Software

To check your software and get updates manually:

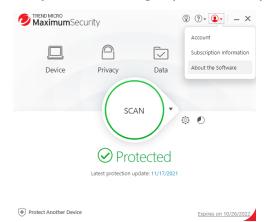


Figure 389. About the Software

 Select the ID > About the Software menu item in the Console. The About the Software screen appears and automatically queries the Trend Micro servers to provide any available updates of your software.

bout Your So	tware		×
Ð	Trend Micro Maxin Version: 17.7.1130 (Component v Serial Number:		
	Type: Full version Expiration: 10/26/2022		
	SPN GUID: 659e62ae-c61a-4f9d-ac	c7-2971dbbe28b9	
< Compo	ents are up-to-date.		
(Last upo	te check: 11/17/2021, 10:12:03 AN	0	
and internationa		erved. This software is protected by copyright distribution of this program may result in civil extent possible by law.	
	ense Information		
Privacy Notice			
Data Collectio	Notice		
TREND			Close

Figure 390. About Your Software

2. In the **About Your Software** screen you can view the version of your software and even the version of the components by clicking **Component Versions.**



Program	Version	Release Date
Configuration Repository Manager (64-bit)	7.5.1128	10/29/2021
Update Manager (64-bit)	7.5.1128	10/29/2021
Framework Builder (64-bit)	7.5.1128	10/29/2021
Virus Scan Engine Wrapper (64-bit)	7.5.1128	10/29/2021
Spyware Scan Engine Wrapper (64-bit)	7.5.1128	10/29/2021
Damage Cleanup Engine Wrapper (64-bit)	7.5.1128	10/29/2021
Behavior Monitoring Engine Wrapper (64-bit)	7.5.1128	10/29/2021
URL Filtering Engine Wrapper (64-bit)	7.5.1128	10/29/2021
Smart Feedback Engine Wrapper (64-bit)	7.5.1128	10/29/2021
Smart Scan Engine Wrapper (64-bit)	7.5.1128	10/29/2021
System Driver (64-bit)	7.5.1128	10/29/2021
Real-time Scan Controller (64-bit)	7.5.1128	10/29/2021
Manual Scan Controller (64-bit)	7.5.1128	10/29/2021
Rootkit Scan Cache (64-bit)	7.5.1128	10/29/2021

Figure 391. Component Versions

3. Click the **Serial Number** link to change it. A screen appears for you to Enter the Serial Number.

rend Micro Maximum Security	×
nter the Serial Number	
After providing the serial number in the fields below, please click Next to proceed to the next step.	
Marning: Every Trend Micro serial number supports a completely independent subscription. You will forfeit ar emaining days in your previous subscription when you switch to the new serial number.	W.
Current Serial Number:	
New Serial Number:	
MICRO	Next

Figure 392. Enter the Serial Number

4. Click **Next** to update your software with the new serial number. Your new serial number and its subscription is applied to your software.



The Trend Micro Tools

The Trend Micro Tools are a set of utilities to perform various functions, from managing your subscription to troubleshooting.

To use the Trend Micro Tools:

1. Click **Windows Menu > All apps** and navigate down to "T" in the menu; then click the **Trend Micro Maximum Security**.

D Royal Su		
(Restator		
Very Street gun	Type here to search All apps	< Back
New York	Т О Тіра	
	Trend Micro Maximum Security	
Calorie Remote Solution	Critine Help RescMe Trend Micro Diagnostic Toolkit	
2	Trend Micro Luggicole, Lookat	
ikasitakse Massatu 2 📀	Uninstall Trend Micro Maximum Security Trend Micro Password Manager	
landabbee Payr6and	Trend Micro Troubleshooting Tool V	
	R tpm	C A C 0 1107AM

Figure 393. Trend Micro Troubleshooting Tool

2. Many functions work just as they do from the **Trend Micro Security Console.** Below are brief descriptions of key additional tools.



Trend Micro Security:

Manage Subscription

1. Click **Manage Subscription** and the **Trend Micro Account** page appears, where you can log into your account to manage your subscription(s).

Trend Micro Account x + → C	.com/signin/module.php/tmsp/loginuserpas 🏠 🍖 🥝 🔇	- 0 ×
	arana milana a una ang kana kana kana na kana na kana ka	r- 0
	sign in to your Trend Micro Account	
	Email Address	
	Password	
	Sign In	
	Forgot which address you used before? Forgot your password?	
English v	Legal Folicies & Privacy • Contact Us • Trend Micro Copyright © 2021 Trend Micro Incorporated, All rights reserve	

Figure 394. Manage Subscription > Trend Micro Account

Online Help

1. Click **Online Help** and the **Support** page appears, where you can obtain help about your software.

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Maximum Security Der immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The immediate help and support for Three Micro Maximum The im	> C https://helpcenter.trendmicro.com	/en-us/prod	luct-support/maxim	- 18	•	٩	3	¢#	۵	8	
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Installation	P Looking for what?										
	Popular Topics									×	
Billing	Installation									×	
	Billing									~	

Figure 395. Support



Pay Guard

1. Click **Trend Micro Pay Guard** and the **Pay Guard** browser launches, to help you bank and shop online securely.

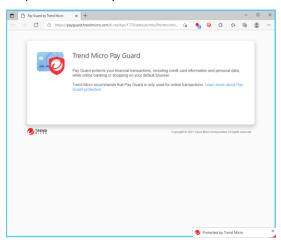


Figure 396. Trend Micro Pay Guard

ReadMe

 Click the **ReadMe** menu item and choose the document reader you wish to use. The **ReadMe** document appears.

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	ightarrow 🕜 File C/Program%20Files/Trend%20Micro/Titanium/Shortcut/EN 🏠 🍖 🍳 🤅 🖄	ŵ	۵.
en	d Micro, Incorporated. Sep	tember	2021
	Trend Micro™ Maximum Security		
n	tents		
1.	About Trend Hicro** Maximum Security		
2.	What's New		
3.	Documentation		
4.	System Resultements		
5.	Known Issues		
ç.	Release.History		
7.	Contact Information		
۶.	About Trans Micro		
9.	License Agreement		
:0	Third Party License Apreements		
۸	bout Trend Micro™ Maximum Security		
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			Deck to 7
w	that's New		
r. w	That's New Thend Micro TM Havimum Security has simplified its main console to make it even easier to use. Trend Micro Toolbar now includes Paud Buster to pro	tect you	r Gmail i

Figure 397. ReadMe

2. Click the various items in **ReadMe** to show the contents.

Trend Micro Diagnostic Toolkit

1. Click Trend Micro Diagnostic Toolkit to open it. The Diagnostic Toolkit opens.



) Debug (B) Threats (C) Uninstall (D) I	Exception List (E) Details	
Collect Debugging Information		
	collect, then reproduce the problem to g te that clicking the first button will stop a	
Default Level	~	
1. Start Collecting Data	2. Fir	ish Collecting Data
Include logs older than 30 days		
Include logs older than 30 days		0.0×15/4
Troubleshooting Logs:		3. Open Folder
Troubleshooting Logs:		3. Open Folder
Troubleshooting Logs:		3. Open Folder
Troubleshooting Logs: Collect scan activities Self-Protection Controls	uding its registry keys and processes	3. Open Folder
Traubieshooting Lags: Collect scan activities Self-Protection Controls Protect your security software, ind Defer Scan		3. Open Folder
Troubleshooting Logs: Collect scan activities Self-Protection Controls	ing files on this computer	3. Open Folder

Figure 398. Trend Micro Diagnostic Toolkit

2. You'll use the **Diagnostic Toolkit** to help diagnose any problems you may encounter when using Trend Micro Security. These tools include the debugging, uninstall, exception list, and details functions. A Trend Micro Support Specialist will generally work with you to conduct your diagnosis.

Trend Micro [Edition] Security:

1. Select Trend Micro [Edition] Security to launch the Console.

Uninstall Trend Micro [Edition] Security:

1. Select Uninstall Trend Micro [Edition] Security to uninstall the program.



Trend Micro Password Manager:

Password Manager Diagnostic Tool

1. Select Widows Menu > All apps > Trend Micro Password Manager.

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Souther Canada	Tend Mice Melman Secult		
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Figure 399. Trend Micro Password Manager

2. Select Trend Micro Password Manager > Password Manager Diagnostic Tool to open it.

and the state of the	Components					
Collect De	bugging Information					
Step 1:	Select log type					
	O Basic					
	Advanced					
Step 2:	Start Diagnostic					
Step 3:	Reproduce the issue					
Step 4:	Collect Logs					
	Automatically send data to Trend Micro when finished					
	Log File Name :		Open Folder			

Figure 400. Password Manager Diagnostic Toolkit

3. As with Trend Micro Security, the **Password Manager Diagnostic Toolkit** can help you diagnose any problems you may have with Password Manager and is usually used in conjunction with a Trend Micro Support Specialist.

Trend Micro Password Manager

1. Select **Trend Micro Password Manager** to open the Login webpage for the web console in your default browser.



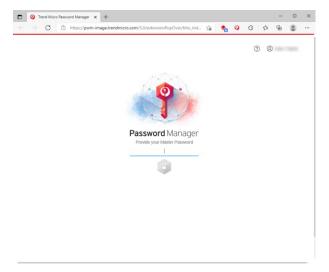


Figure 401. Password Manager Web Login Page

Uninstall Trend Micro Password Manager

1. Select Uninstall Trend Micro Password Manager to uninstall the program.

Trend Micro Troubleshooting Tool:

1. Click Trend Micro Troubleshooting Tool to open it.



Figure 402. Trend Micro Troubleshooting Tool

2. You use the **Trend Micro Troubleshooting Tool** during a troubleshooting session with a Trend Micro Support Specialist. The specialist will provide you with a **Support Case Token**, which will link the specialist's session directly to your computer.



About Trend Micro

Trend Micro Incorporated, a global leader in cyber security solutions, helps to make the world safe for exchanging digital information. Our innovative solutions for consumers, businesses, and governments provide layered security for data centers, cloud environments, networks, and endpoints. All our products work together to seamlessly share threat intelligence and provide a connected threat defense with centralized visibility and control, enabling better, faster protection. With more than 6,000 employees in over 50 countries and the world's most advanced global threat intelligence, Trend Micro enables users to enjoy their digital lives safely. For more information, visit www.trendmicro.com.



