



6.0 ServerProtect™

Getting Started Guide

Comprehensive server and storage virus protection

for Storage



Endpoint Security

Trend Micro Incorporated reserves the right to make changes to this document and to the products described herein without notice. Before installing and using the software, please review the readme files, release notes and the latest version of the Getting Started Guide, which are available from the Trend Micro Web site at:

<http://docs.trendmicro.com>

NOTE: A license to the Trend Micro Software includes the right to product updates, pattern file updates, and basic technical support for one (1) year from the date of purchase only. Thereafter, you must renew Maintenance on an annual basis by paying Trend Micro then-current Maintenance fees to have the right to continue receiving product updates, pattern updates and basic technical support.

To order renewal Maintenance, you may download and complete the Trend Micro Maintenance Agreement at the following site:

www.trendmicro.com/license

Trend Micro, ServerProtect, Control Manager, MacroTrap, TrendLabs, and the Trend Micro t-ball logo are trademarks of Trend Micro Incorporated.

Microsoft Windows, Windows Server 2003, Windows Server 2008, Windows Server 2012, Windows Storage Server 2003, Windows XP, Windows Vista, Windows 7, Windows NT, MS-DOS, PowerPoint, Excel, and Microsoft Office are trademarks of Microsoft Incorporated.

Intel®, and Pentium® are trademarks of Intel Corporation.

All other brand and product names are trademarks or registered trademarks of their respective companies or organizations.

Copyright © 2015, Trend Micro Incorporated. All rights reserved. No part of this publication may be reproduced, photocopied, stored in a retrieval system, or transmitted without the express prior written consent of Trend Micro Incorporated.

Document Part No. SPEM66779/141120

Release Date: February, 2015

Protected by U.S. Patent No. 5,951,698

The Getting Started Guide for Trend Micro™ ServerProtect™ is intended to introduce the main features of the software and installation instructions for your production environment. You should read through it prior to installing or using the software.

Detailed information about how to use specific features within the software are available in the online help file and online knowledge base at the Trend Micro Web site.

At Trend Micro, we are always seeking to improve our documentation. If you have questions, comments, or suggestions about this or any Trend Micro document, please contact us at **docs@trendmicro.com**. Your feedback is always welcome. Please evaluate this documentation on the following site:

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

Contents

Chapter 1: Getting Started with Trend Micro™ ServerProtect™

How Does ServerProtect Work?	1-2
How Does ServerProtect Manage Servers?	1-3
Communication Methods	1-3
ServerProtect Architecture	1-3
The Management Console	1-4
The Information Server	1-5
The Normal Server	1-6
ServerProtect Domains	1-7
ServerProtect for Storage Architecture Overview	1-7
ServerProtect for Storage with RPC Scanner	1-8
ServerProtect for Storage with EMC CAVA Scanner	1-12
ServerProtect for Storage with ICAP Scanner	1-15
Real-time Scan Versus On-demand Scan (Scan Now)	1-18
Working with Tasks	1-19
When ServerProtect Finds a Virus (Virus Actions)	1-19
Virus Logs	1-21
Deploying Updates	1-22
ServerProtect Virus Detection Technology	1-23
Pattern Matching	1-23
MacroTrap™	1-24
Compressed Files	1-24
Damage Cleanup Services	1-26
OLE Layer Scan	1-26
IntelliScan	1-26
ActiveAction	1-27
Mapped Network Drive Scan	1-28
Additional Features	1-28

Centralized Management	1-28
Enhanced Network Security on Installation	1-28
Swift Response to Virus Outbreaks	1-28
Flexible Control over Infected Files	1-29
NetworkTrap Tool	1-29
State-of-the-Art Virus Detection Technology	1-29
Viewable Scanning Statistics	1-29
Compatibility	1-29

Chapter 2: Installing ServerProtect for Storage

System Requirements	2-2
Normal Server	2-2
Information Server	2-2
Management Console	2-3
VMWare	2-4
Hyper-Visor	2-4
Storage Devices	2-5
Installation Scenarios	2-5
Specifying Your Installation Environment	2-5
Firewall Setting for ServerProtect Components	2-7
Managing ServerProtect Across a Wide Area Network	2-9
Installing ServerProtect	2-9
Before Installing ServerProtect	2-9
Installing the Complete ServerProtect Package	2-10
Installing an Information Server	2-14
Installing the Management Console	2-17
Installing a Normal Server	2-19
Installing ServerProtect in Silent Mode	2-24
Installing ServerProtect for Storage with RPC Scanner or ICAP Scanner ..	2-26
Installing ServerProtect for Storage with EMC CAVA Scanner	2-27
Before Installing ServerProtect for Storage with EMC CAVA Scanner .	2-27
Installing ServerProtect for Storage with EMC CAVA Scanner	2-27
Removing ServerProtect	2-28

Removing a Normal Server	2-28
Removing an Information Server	2-28
Removing the Management Console	2-29

Chapter 3: Managing ServerProtect

Using the Management Console	3-2
Opening the Management Console	3-2
The Main Window View of the Management Console	3-3
Managing ServerProtect Domains	3-9
Creating ServerProtect Domains	3-9
Renaming ServerProtect Domains	3-11
Deleting ServerProtect Domains	3-11
Moving Normal Servers between Domains	3-12
Managing Information Servers	3-12
Selecting Information Servers	3-12
Managing Normal Servers	3-13
Moving a Normal Server between Domains	3-13
Moving a Normal Server between Information Servers	3-14
Managing NetApp Devices in Scan Server	3-14
Adding a NetApp 7-Mode Devices and Cluster-Mode AV Connector to Scan Server	3-14
Using Multiple Scan Servers for Single NetApp Devices	3-17
Removing a NetApp 7-Mode Device or Cluster-Mode AV Connector from Scan Server	3-18
Configuring NetApp 7-Mode Device or Cluster-Mode AV Connector Options	3-18
Managing ICAP Client List in Scan Server	3-25
Configuring Updates	3-26
Update Components	3-26
How Updates Work	3-28
Verifying the Current Version of Files	3-29
Downloading Updates	3-30
Configuring Download Settings	3-33
Deploying Updates	3-35

Rolling Back the Previous Deployment Action	3-38
Managing Tasks	3-40
ServerProtect Task Wizard	3-40
Creating Tasks	3-42
Opening the Existing Task List	3-45
Running an Existing Task	3-46
Modifying an Existing Task	3-47
Viewing an Existing Task	3-49
Removing an Existing Task	3-51
Configuring Notification Messages	3-51
Standard Alerts	3-51
Outbreak Alerts	3-54
Scanning Viruses for Normal Server	3-58
Defining Actions Against Viruses	3-59
Scanning Profiles	3-61
Scanning Viruses for Storage Devices	3-63
Defining Actions Against Viruses in RPC Scanner and EMC CAVA Scanner	3-63
Defining Actions Against Viruses in ICAP Scanner	3-64
Using Real-Time Scan	3-65
Configuring Scan	3-65
Using Scan Now (Manual Scan)	3-69
Configuring Scan Now	3-69
Running the Scan Now Tool on Windows Normal Servers	3-72
Scheduled Scanning	3-73
Configuring a Scheduled Scan	3-73
Using RPC Scanner	3-73
Configuring RPC Scanner	3-74
Using EMC CAVA Scanner	3-76
Configuring EMC CAVA Scanner	3-76
Using ICAP Scanner	3-80
Configuring ICAP Scanner	3-80
Selecting File Types to Scan	3-83

Registering With Trend Micro Control Manager	3-85
Verifying ServerProtect status in Control Manager	3-88
Unregistering from Control Manager	3-88

Chapter 4: Upgrade and Troubleshoot ServerProtect for Storage

Upgrading Existing ServerProtect	4-2
Use the Installation Package to Upgrade ServerProtect Locally	4-3
Use the Installation Package to Upgrade ServerProtect Remotely	4-5
Perform a Silent Mode Installation to Upgrade the Normal Servers	4-5
Upgrading ServerProtect for NetApp or EMC Celerra	4-8
Upgrading the ServerProtect Evaluation Copy	4-8
Troubleshooting ServerProtect for Storage with RPC Scanner	4-8

Chapter 5: Managing ServerProtect with Trend Micro Control Manager™

What is Trend Micro Control Manager?	5-2
Understanding Trend Micro Management Communication Protocol ..	5-3
Reduced Network Loading and Package Size	5-3
NAT and Firewall Traversal Support	5-4
HTTPS Support	5-5
One-Way and Two-Way Communication Support	5-6
Single Sign-on (SSO) Support	5-7
Cluster Node Support	5-7
Control Manager Agent for ServerProtect Features	5-7
Centralized Configuration	5-7
Secure Configuration and Component Download	5-8
Task Delegation	5-8
Command Tracking	5-8
On-Demand Product Control	5-8
Centralized Update Control	5-8
Centralized Monitoring	5-9

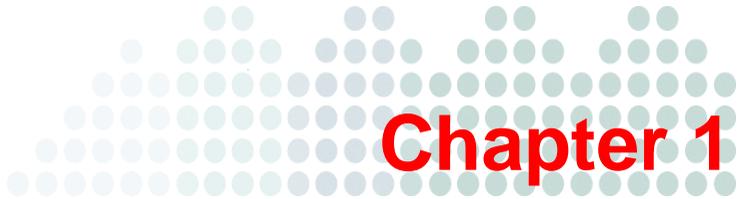
Chapter 6: Registering and Contacting Technical Support

Technical Support Information	6-1
Trend Micro Security Information	6-2
Registering Trend Micro ServerProtect	6-3
Using Knowledge Base	6-3
Sending Trend Micro Your Viruses	6-3
TrendLabs™	6-4

Appendix A: Converting the ServerProtect Trial Version and FAQs

The Software Evaluation Period Window	A-2
Viewing the Serial Number List	A-2
Updating a Serial Number	A-4
Frequently Asked Questions (FAQs)	A-6

Index



Getting Started with Trend Micro™ ServerProtect™

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

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

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

Trend Micro ServerProtect for Storage is an enhanced version of ServerProtect developed exclusively to provide antivirus solutions for NetApp devices, EMC Celerra, VNX/VNXe series and storage devices supporting ICAP antivirus scanner.

The topics included in this chapter are:

- *How Does ServerProtect Work?* on page 1-2
- *ServerProtect Architecture* on page 1-3
- *ServerProtect for Storage Architecture Overview* on page 1-7
- *ServerProtect for Storage with RPC Scanner* on page 1-8
- *ServerProtect for Storage with EMC CAVA Scanner* on page 1-12
- *ServerProtect for Storage with ICAP Scanner* on page 1-15
- *Real-time Scan Versus On-demand Scan (Scan Now)* on page 1-18
- *Working with Tasks* on page 1-19
- *When ServerProtect Finds a Virus (Virus Actions)* on page 1-19
- *Virus Logs* on page 1-21
- *Deploying Updates* on page 1-22
- *ServerProtect Virus Detection Technology* on page 1-23
- *Additional Features* on page 1-28

How Does ServerProtect Work?

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

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

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

How Does ServerProtect Manage Servers?

ServerProtect secures your client/server network using a three-tier architecture: the Management Console, the Information Server (middleware), and the Normal Server. Together, these components create a powerful, centrally managed, cost-effective antivirus security system.

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

Communication Methods

The Management Console uses Transmission Control Protocol/Internet Protocol (TCP/IP) with a password-protected logon to communicate with the Information Server. The Information Server uses a Remote Procedure Call (RPC) to connect to Windows.

ServerProtect Architecture

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

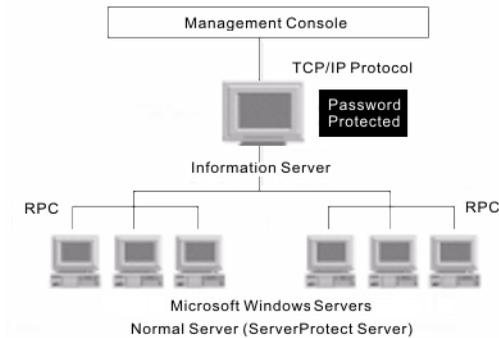


FIGURE 1-1. ServerProtect three-tier architecture

The Management Console

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

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

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

Tip: You can use the Management Console to remotely install one or more Normal Servers. See *Installing a Normal Server* on page 2-19.

The Information Server

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

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

Information Server Tips

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

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

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

The Normal Server

A Normal Server can be any server on a network where ServerProtect is installed. This is the first line of defense in the ServerProtect architecture and where all the action takes place. These servers perform the actual antivirus functions of the system, and are managed by an Information Server.

ServerProtect offers several ways for installing Normal Servers:

- Using the setup program. See *Installing a Normal Server from the Setup Program* on page 2-20.
- Using the Management Console. See *Installing a Normal Server from the Management Console* on page 2-22.
- Using silent mode. See *Installing ServerProtect in Silent Mode* on page 2-24.

Each of the listed installation methods can be tailored to your specific company needs. See *Installing a Normal Server* on page 2-19.

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

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

ServerProtect Domains

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

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

The most efficient way to manage network protection is to group all servers in relevant ServerProtect domains. For example, you can create a ServerProtect domain called "NS" to manage Normal Servers more efficiently. See *Managing ServerProtect Domains* on page 3-9.

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

ServerProtect domains have the following features:

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

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

ServerProtect for Storage Architecture Overview

ServerProtect for Storage brings together two products from the ServerProtect family: ServerProtect for Network Appliance filers and ServerProtect for EMC Celerra. It also provides security for the storage devices using Internet Content Adaptation Protocol (ICAP).

ServerProtect for Storage with RPC Scanner

This section describes the product architecture of ServerProtect for Storage with RPC Scanner in 7-Mode and Cluster-Mode, and explains the ServerProtect for Storage with RPC Scanner organizational flow.

Product Architecture in 7-Mode

7-Mode Device indicates the machine where Data ONTAP 7-Mode is installed.

ServerProtect for Storage with RPC Scanner scans viruses using "on-access" mode, which takes place on a Scan Server. In turn, the Information Server manages the Scan Servers.

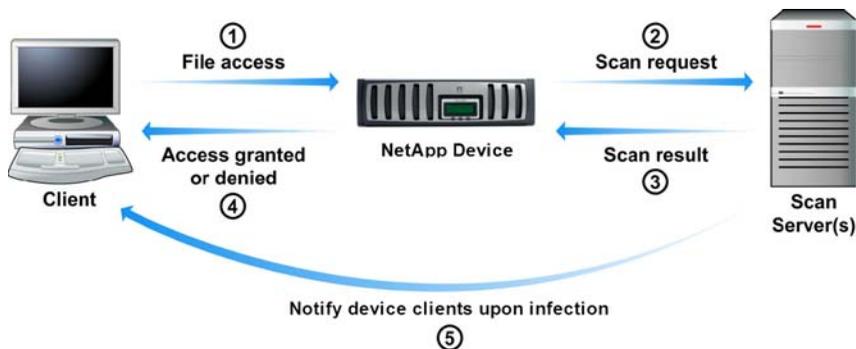


FIGURE 1-2. ServerProtect for Storage product architecture in 7-Mode

When a user tries to access a file or store a new file in a NetApp 7-Mode Device, the NetApp 7-Mode Device performs a virus check. If the filename extension matches the file scanning criteria (for example, an ".EXE" or a ".VBS" file), the NetApp 7-Mode Device sends a manual scan request (Scan Now) to the Scan Server(s). The Scan Server then passes back the scan result to the NetApp 7-Mode Device and according to the scan result, the user is either allowed to open, save, or is denied to access the file.

Product Architecture in Cluster-Mode

Cluster-Mode Device (also known as C-Mode Device) is the machine where Data ONTAP Cluster-Mode is installed. Cluster-Mode AV Connector (called by NetApp as Clustered Data ONTAP Antivirus Connector) is an agent program provided by NetApp and installed together with the Normal Server to manage the Cluster-Mode Device.

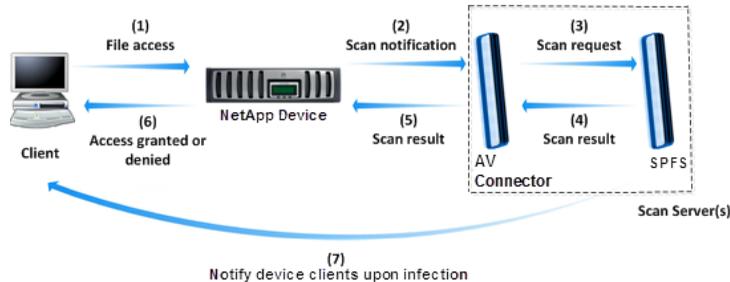


FIGURE 1-3. ServerProtect for Storage product architecture in Cluster-Mode

In Cluster-Mode, When a user tries to access a file or store a new file in a NetApp Cluster-Mode Device, the Cluster-Mode Device performs a virus check. If the filename extension matches the file scanning criteria (for example, an ".EXE" or a ".VBS" file), the Cluster-Mode Device sends a scan notification to the Cluster-Mode AV Connector. The Cluster-Mode AV Connector sends a scan request to the Scan Server(s). The Scan Server passes back the scan result to the Cluster-Mode AV Connector, and the Cluster-Mode AV Connector sends it to the Cluster-Mode Device. According to the scan result, the user is either allowed to open, save, or is denied to access the file.

To learn more about setting your NetApp Device file scanning criteria and Cluster-Mode, refer to your NetApp Device documentation.

Note: Since only specific file types contain viruses, establishing the right file scanning criteria can help optimize Scan Server performance, reduce bandwidth usage, and minimize scanning time. To learn how ServerProtect for Storage can efficiently and safely scan files, see *IntelliScan* on page 1-26.

If a file contains a virus, ServerProtect for Storage performs a designated action. Refer to *Scanning Viruses for Normal Server* on page 3-58 for additional information about scan actions. For example, if the file is cleanable and ServerProtect for Storage is configured to perform a Clean action, the following will occur:

1. The Scan Server cleans the file and informs the NetApp Device that the file is no longer infected.
2. The NetApp Device allows its client to access the cleaned file and replaces the original file with the cleaned one.

Note: The NetApp Device "trusts" registered Scan Servers. Therefore, if a Scan Server also functions as a Normal Server (as a file or data server) and happens to send a file to the NetApp Device, it will not request the file to be scanned. To protect both the NetApp Device and the Normal Server, set the ServerProtect Real-time Scan to "Incoming & outgoing." See *Configuring Scan* on page 3-65 to set Real-time Scan to "Incoming & outgoing."

Organizational Overview

This section provides an explanation of the ServerProtect for Storage organizational flow in 7-Mode.

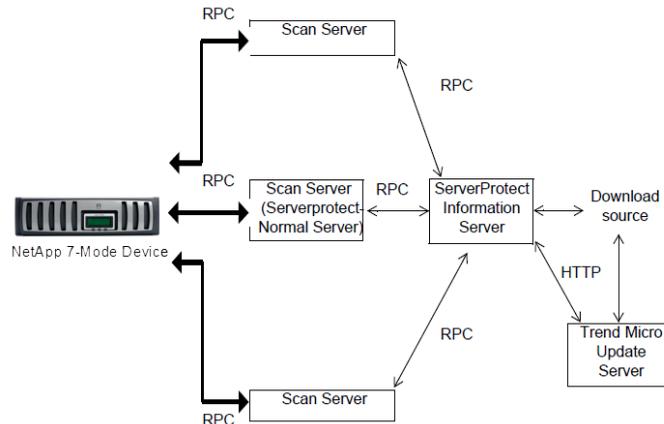


FIGURE 1-4. ServerProtect for Storage organizational flow in 7-Mode

ServerProtect for Storage uses an agent to communicate with the NetApp 7-Mode Device via remote procedure calls (RPCs). This agent performs the following functions:

- Registers the Normal Server with the NetApp 7-Mode Device as a "Scan Server." This informs the NetApp 7-Mode Device of the availability and location of a Scan Server
- Watches for NetApp 7-Mode Device file-scanning requests
- Returns scan results to the NetApp 7-Mode Device
- Answers any queries from the NetApp 7-Mode Device
- Informs the NetApp 7-Mode Device of any pattern file or scan engine updates
- Communicates with the NetApp 7-Mode Device to check the connection between the Scan Server and the NetApp 7-Mode Device

The organization flow in Cluster-Mode is similar to that in 7-Mode. The only difference is that ServerProtect for Storage communicates with the NetApp Cluster AV Connector instead of the NetApp 7-Mode Device.

ServerProtect for Storage with EMC CAVA Scanner

The main components of the EMC VNX/VNXe antivirus system include:

- Data Mover (includes the VC Client) located on the EMC VNX/VNXe File Server
- AV Server (includes ServerProtect for Storage and Common Event Enabler (CEE)) located on a machine separate from the EMC VNX/VNXe File Server

Scanning is done on a separate AV Server rather than on the File Server. This ensures virus scanning will not impact the File Server's processing power. Connecting multiple AV Servers with the File Server evenly distributes the scanning workload. Scan requests and files are sent to AV Servers in a "round-robin" method. This evenly distributes the workload and improves scan performance.

Remote Procedure Call (RPC) connections maintain constant communication between the File Server and the AV Server(s) for round-the-clock assurance that only virus-free files are saved to the EMC data storage system.

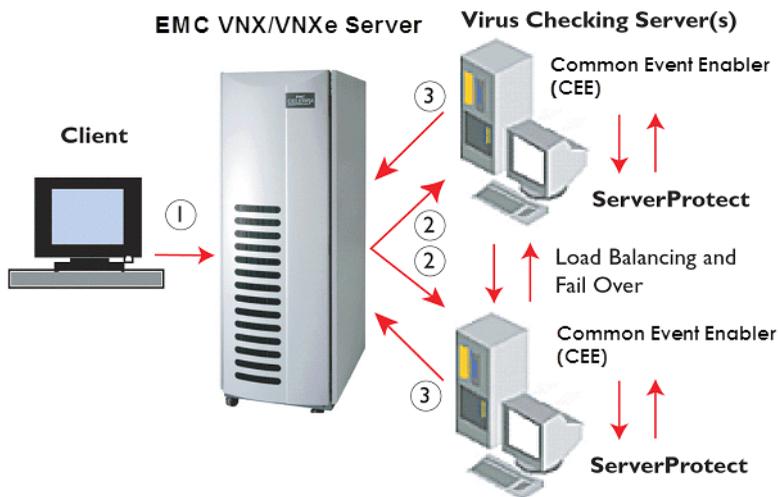


FIGURE 1-5. ServerProtect for Storage with EMC CAVA Scanner Architecture

The following is a description of the ServerProtect and EMC VNX/VNXe antivirus system workflow:

1. A user or application running a Windows client accesses the file from EMC VNX/VNXe using the Common Internet File System (CIFS) protocol.
2. When a client attempts to modify, close, or save a file to the EMC VNX/VNXe system, the EMC VNX/VNXe File Server triggers a request.
3. The Virus Checking (VC) Client on the File Server will request a virus check by sending the Universal Naming Convention (UNC) path name to the CEE of the AV Server.
4. The request is sent to AV Servers in a round-robin fashion.
5. On the AV Server, CEE requests ServerProtect to scan the file for viruses using the Real-time Scan function.
6. Simplified scan results:
 - NON-INFECTED: file not infected, or disinfected (file can be opened)
 - INFECTED: infected and not cleanable (file access is denied)

Protecting the EMC VNX/VNXe File Server is the main focus of SPFS. In SPFS, virus scanning is made in "on-access" mode, and takes place on a separate machine (AV Server) that is running Windows 2003 or Windows 2008 and Windows 2012. The AV Server protects the File Server. This differs from the regular version of ServerProtect whose focus is to protect the Normal Server.

When a client attempts to modify, close or save a file to the Server, the VC Client on the EMC VNX/VNXe Server will request a virus check by sending the Universal Naming Convention (UNC) path name to CEE on an AV Server. CEE then requests ServerProtect to scan the file using Real-time Scan mode.

If the file is infected, ServerProtect performs a designated virus action. If CEE reports the file has been successfully cleaned, the File Server lets clients access the file or saves it to its attached data storage system.

Organizational Overview

ServerProtect for Storage communicates with the EMC VNX/VNXe File Server via Remote Procedure Call (RPC).

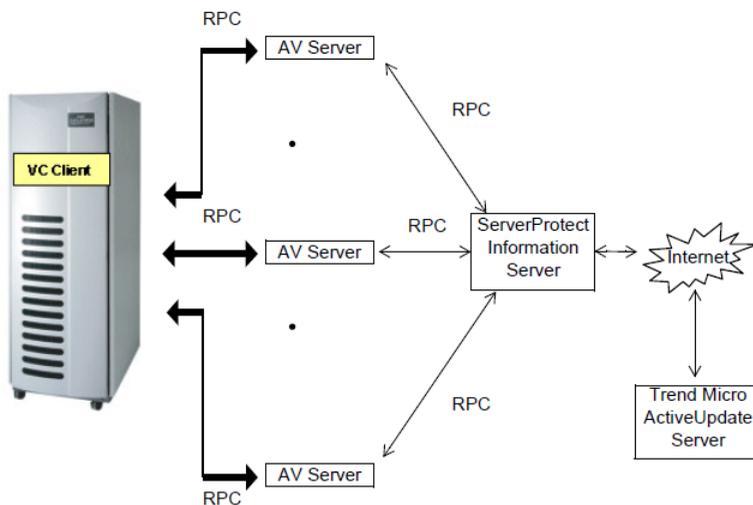


FIGURE 1-6. ServerProtect for EMC Celerra Organizational Flow

ServerProtect performs the following functions:

- Works with CEE to become an AntiVirus Server (AV Server) for a VNX/VNXe File Server
- Notifies the VC Client (on the VNX/VNXe File Server) that CEE and ServerProtect are installed and the Real-time Scan service is running
- Monitors for requests from the VC Client to scan files
- Lets CEE return scan results to the VC Client
- Informs the VC Client of any pattern file or scan engine updates
- Communicates with the VC Client to check the connection between the AV Server and the EMC VNX/VNXe File Server
- Works with the VC Client to provide load balancing among multiple AV Servers via round-robin method

Specific Functions for EMC VNX/VNXe

An AV Server receives a scan request when a user tries to access a file on the EMC VNX/VNXe File Server. The AV Server then scans the file using the ServerProtect Real-time Scan function. To protect both the EMC VNX/VNXe File Server system and the AV Server, the default setting for the ServerProtect Real-time Scan function is incoming and outgoing.

Trend Micro strongly recommends not changing this setting. For more information about Real-time Scans, refer to [Using Real-Time Scan](#) on page 3-65. If the file is infected, the AV Server performs one of the following actions, depending on the previous configuration:

- **Bypass:** Skips over the file without taking any corrective action in a Real-time Scan (see the Warning that follows these action descriptions).
- **Delete:** Deletes the infected file.
- **Rename:** Changes the name of the infected file by modifying the file extension to ".VIR".
- **Clean:** Attempts to clean the virus code from the file.
- **Quarantine:** Moves the infected file to a designated folder.

WARNING! Trend Micro recommends using only the Clean, Delete, and Quarantine actions, rather than using the Bypass action. If a file is infected and the virus action is set to Bypass, the file will remain infected after entering the VNX/VNXe File Server system.

ServerProtect for Storage with ICAP Scanner

ServerProtect for Storage uses the Internet Content Adaptation Protocol (ICAP) to communicate between the storage device and the ICAP scanner. This section describes the ICAP Scanner workflow in ServerProtect for Storage.

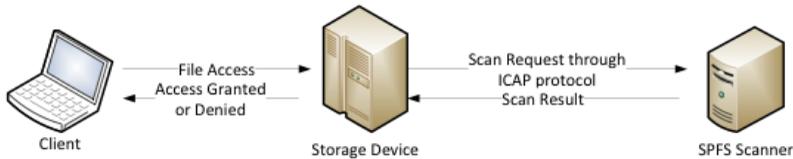


FIGURE 1-7. ServerProtect for ICAP Scanner workflow

When a user attempts to access a file located on a storage device, the storage device sends a scan request to ServerProtect through ICAP. ServerProtect scans the file for viruses, and then according to the scan result, either allows or denies the access to the file.

Scan Actions

The ICAP Scanner in ServerProtect for Storage provides the following scan actions:

- **Clean:** The ICAP Scanner cleans an infected file and sends the cleaned file back to the storage device.
- **Block:** If the infected file is not cleanable, the ICAP Scanner notifies the storage device that the file is not cleanable, without sending back the infected file.

Deployment

ServerProtect for Storage enables you to deploy multiple scan servers with multiple storage devices. An ICAP scanner in ServerProtect for Storage can handle requests from multiple storage devices. Similarly, a storage device can send scan requests to multiple ServerProtect for Storage ICAP scanners.

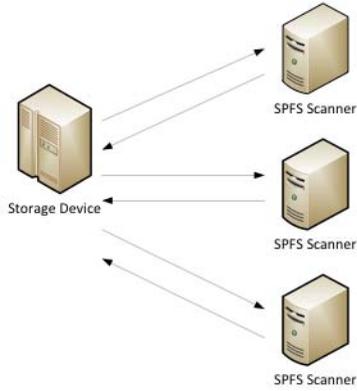


FIGURE 1-8. A storage device can send scan requests to multiple ServerProtect ICAP Scanners

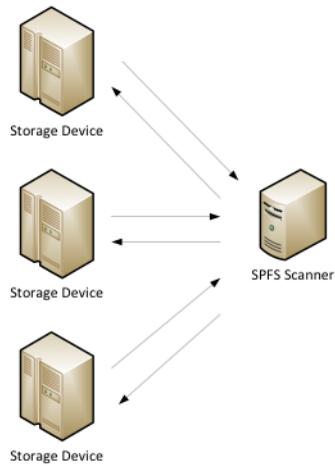


FIGURE 1-9. A ServerProtect ICAP Scanner can handle scan requests from multiple storage devices

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

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

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

Scan Now is a manual virus scan (that is, it occurs immediately after being invoked). Use Scan Now to check a server that you suspect may have been exposed to a computer virus or about which you want immediate information. See [Using Scan Now \(Manual Scan\)](#) on page 3-69.

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

Real-time Scan and Scan Now benefits include:

- **Redundant File Scan:** If a file containing a virus is accidentally downloaded or copied, Real-time Scan will stop it. Even if for any reason Real-time Scan is disabled, Scan Now will still detect it.
- **Efficient File Scan:** By default, Real-time Scan is configured to scan files. It has the advantage of minimizing the impact to system resources. See [Scanning Viruses for Normal Server](#) on page 3-58.
- **Effective and Flexible File Scan:** ServerProtect gives IT professionals effective and numerous scan configuration options to protect their networks based on their individual needs. See [Scanning Viruses for Normal Server](#) on page 3-58.

Working with Tasks

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

Use ServerProtect tasks to:

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

ServerProtect tasks benefits include:

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

Tasks are assigned to a "task owner" who is responsible for maintaining the task. See [Managing Tasks](#) on page 3-40.

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

When ServerProtect Finds a Virus (Virus Actions)

ServerProtect allows you to configure the type of action that the software takes on infected files. You can choose a specific course of actions to handle certain types of viruses at will. The Damage Cleanup Engine is made more powerful by including the feature of Generic Clean.

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

- **Bypass (Ignore):** For a manual scan, ServerProtect skips the file without taking any corrective action. However, detection of the virus is still recorded in the program's log entries. For Real-time Scan, if the scan direction is set as **Outgoing or Incoming & Outgoing**, ServerProtect treats the file as "deny-write," protecting it from duplication or modification. See *Defining Actions Against Viruses* on page 3-59 for more information.
- **Delete:** The infected file is deleted.
- **Rename:** The infected file extension is renamed to `.vir`. This prevents the file from being executed or opened. If a file of that name with the `.vir` extension already exists, the file will be renamed to `.v01`, `.v02`, and so on, until `.v99`.
- **Quarantine:** The infected file is moved to a folder of your choice. You can also change the file extension of the moved file to prevent it from being inadvertently opened or executed.
- **Clean:** Attempt to clean the virus code from the file. Since the cleaning process sometimes corrupts the file and makes it unusable, Trend Micro recommends backing up the file before cleaning.

If the ICAP Scanner cleans an infected file, it sends the cleaned file back to the storage device.

- **Block (ICAP Scanner only):** If the infected file is not cleanable, the ICAP Scanner notifies the storage device that the file is not cleanable, without sending back the infected file.

All virus events and associated courses of action are recorded in the log file. For more information, refer to the *Viewing the infection logs* topic in the online help and *Defining Actions Against Viruses* on page 3-59.

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

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

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

Note: For ICAP Scanner, ServerProtect for Storage only provides Clean and Block actions for an infected file.

Virus Logs

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

ServerProtect provides comprehensive information about scanning, file updating, and deploying results. Furthermore, ServerProtect saves the information in a log file which can be either retrieved or exported. For example, you can analyze the scanning statistics for virus scanning on your network. These statistics include information such as what the most common viruses are or which users introduced viruses to the network. In addition, you can export the log information to a database or spreadsheet application for further analysis.

On each Normal Server, ServerProtect for Storage supports backing up of log database file when it exceeds the default size limit of 10-MB or after configured number of days. The default size for the log file is 10,000 entries, or up to 10-MB. After the log file exceeds 10,000 entries or 10-MB, whichever is smaller in size, ServerProtect automatically renames the log file and creates a new log file. ServerProtect, however, does not impose number of days limit, unless it is configured. For information on configuring log backup, refer to *Configuring the Log Database Backup Options* topic in Online Help.

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

Deploying Updates

Trend Micro update is an upgrade and update deployment module for Trend Micro antivirus software. It simplifies the maintenance of Trend Micro software and reduces the total cost of your network's antivirus security. Because of the number of viruses that are developed monthly, a successful virus policy depends on the use of virus pattern files and scan engine files, that can deal with the latest threats. See [Configuring Updates](#) on page 3-26.

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

ServerProtect update features include:

- **Update component selection:** Trend Micro provides a rich set of anti virus utilities in ServerProtect for updating, including newly-added Spyware pattern and other virus patterns, Damage Cleanup Engine and a Damage Cleanup Template, as well as Anti-rootkit driver.
- **Unattended scheduled update:** You can create scheduled update tasks to update all Normal Servers while you are asleep.
- **Flexible file download:** You can designate an Information Server to download updates from the Trend Micro update site, then have other servers obtain the updated files from it.
- **Centralized update deployment:** You can deploy updates to servers on your network from the Management Console.
- **Firewall and proxy server compatibility:** ServerProtect works with the majority of existing firewalls and proxy servers.
- **Update activity logging:** ServerProtect records all update activity in a log file for future reference.
- **Update Roll-back option:** If you encounter a problem while deploying an update, you can only roll-back the component which is most recently updated. Note that the rollback operation can only be carried out on virus patterns and Virus Scan Engine.

Updating ServerProtect is a two-step process:

1. Download updates from the Trend Micro update server. See [Downloading Updates](#) on page 3-30.
2. Deploy the downloaded updates to other Normal Servers on the network. See [Deploying Updates](#) on page 3-35.

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

Tip: You can automate the deployment of updates for Normal Servers by creating a scheduled update task. See [Creating Tasks](#) on page 3-42.

ServerProtect Virus Detection Technology

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

Pattern Matching

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

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

If such a virus is found, ServerProtect performs the action you previously specified to handle it. ServerProtect virus actions include **clean** (autoclean), **delete**, **bypass** (ignore), **quarantine** (move), or **rename**. Virus actions can be customized for both boot viruses and file viruses. See [Scanning Viruses for Normal Server](#) on page 3-58.

Note: It is important to keep the Spyware pattern and virus pattern files up to date. More than a thousand new viruses are created each year. Trend Micro makes it easy to update the pattern file by supporting scheduled updates. See [Configuring a Scheduled Deployment](#) on page 3-37 and [Configuring a Scheduled Deployment](#) on page 3-37 for more information.

MacroTrap™

ServerProtect includes patented MacroTrap™ technology to guard against macro viruses in Microsoft™ Office files and templates. Macro viruses are the fastest spreading computer viruses. Because they are harbored in files that are commonly passed around by email, these kinds of viruses are easily spread. See [Configuring Scan](#) on page 3-65 for MacroTrap configuration information.

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

How MacroTrap Works

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

Compressed Files

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

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

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

- PKZIP (.zip) and PKZIP_SFX (.exe)
- LHA (.lzh) and LHA_SFX (.exe)
- ARJ (.arj) and ARJ_SFX (.exe)
- CABINET (.cab)
- TAR
- GNU ZIP (.gz)
- RAR (.rar)
- PKLITE (.exe or .com)
- LZEXE (.exe)
- DIET (.com)
- UNIX PACKED (.z)
- UNIX COMPAKED (.z)
- UNIX LZW (.Z)
- UUENCODE
- BINHEX
- BASE64

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

For compressed file configuration information, refer to [Configuring Scan](#) on page 3-65, and [Configuring Scan Now](#) on page 3-69.

Damage Cleanup Services

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

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

OLE Layer Scan

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

OLE offers a large number of benefits to developers, at the same time it can lead to potential infection. To address this issue, Trend Micro has added a new scan feature "OLE layer scan" that complements state-of-the-art ServerProtect virus protection. See [Scanning Viruses for Normal Server](#) on page 3-58.

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

IntelliScan

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

For executable files (that is, .zip, .exe), the true file type is determined from the file content. In the event that a file is not executable (such as .txt), IntelliScan will use the file header to verify the true file type. See [Scanning Viruses for Normal Server](#) on page 3-58.

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

- **Performance optimization:** Server system resources allotted to scan will be minimal, thus using IntelliScan will not interfere with other crucial applications running on the server.
- **Time saving:** Because IntelliScan uses true file type identification, IntelliScan scan time is significantly less than that of all files scan (this means that only files with a greater risk of being infected are scanned). This time difference is noticeable when you use IntelliScan with Scan Now. See *Configuring Scan Now* on page 3-69.

ActiveAction

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

When to Select ActiveAction

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

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

Some advantages of using ActiveAction versus customized scan actions are:

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

For ActiveAction configuration information, See *Defining Actions Against Viruses* on page 3-59.

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

Mapped Network Drive Scan

ServerProtect can scan one or several network drive(s); the shared network folders have to be mapped first before selecting this feature. This is helpful because Real-time Scan scans and protects mapped drives as it does with local drives, therefore reducing the risk of infection. See [Configuring Scan](#) on page 3-65

Additional Features

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

Centralized Management

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

Enhanced Network Security on Installation

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

Swift Response to Virus Outbreaks

If a virus tries to infect a file in a shared folder on a server under the protection of ServerProtect, a message box appears, identifying the computer in the network on which the virus originated from. This message box also displays the following information: the type of scan, the name of the virus, the name of the infected file, the name or ID of the computer involved and the user name. In addition, it also displays the action taken on the virus and the source of infection. See [Configuring Notification Messages](#) on page 3-51.

Flexible Control over Infected Files

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

NetworkTrap Tool

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

State-of-the-Art Virus Detection Technology

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

Viewable Scanning Statistics

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

Compatibility

ServerProtect is fully compatible with versions of Microsoft Windows Server 2003, 2008, 2008 R2, 2012 and 2012 R2 Server operating systems. It also supports Network File System (NFS) drivers, and SOCKS 4 for the Trend Micro update server.

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



Installing ServerProtect for Storage

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

- *System Requirements* on page 2-2
- *Installation Scenarios* on page 2-5
- *Installing ServerProtect* on page 2-9
- *Installing ServerProtect for Storage with RPC Scanner or ICAP Scanner* on page 2-26
- *Installing ServerProtect for Storage with EMC CAVA Scanner* on page 2-27
- *Removing ServerProtect* on page 2-28

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

Note: Trend Micro recommends not installing a previous version of Normal Server and register it to the ServerProtect Information Server.

System Requirements

Normal Server

- CPU: 2.5 GHz Intel™ Pentium™ IV processor or 3.0 GHz EM64T Intel™ processor or 2.0 GHz AMD Athlon™ 64-bit processor (or equivalent)
- DRAM: Minimum 1-GB, 2-GB recommended
- Operating System:
 - Microsoft Windows Server 2003 Standard/Enterprise SP2 (x86 or x64)
 - Microsoft Windows Server 2003 R2 Standard/Enterprise SP2 (x86 or x64)
 - Microsoft Windows Server 2008 Standard/Enterprise SP2 (x86 or x64)
 - Microsoft Windows Server 2008 R2 Standard/Enterprise SP1 (x64)
 - Microsoft Windows 2008 Server Core
 - Microsoft Windows Server 2012 Foundation, Essentials, Standard or Datacenter (x64)
 - Microsoft Windows Server 2012 R2 Foundation, Essentials, Standard or Datacenter (x64)
 - Microsoft Windows Storage Server 2012 Standard or Workgroup (x64)
 - Microsoft Windows Storage Server 2012 R2 Standard or Workgroup (x64)
- Disk Space: 1-GB
- A CD-ROM drive if the installation is performed locally.
- Network protocols and services: TCP/IP, Microsoft Network and RPC services must be running on Windows Server family operating system.

Information Server

- CPU: 3.0 GHz Intel™ Pentium™ IV processor or 3.0 GHz EM64T Intel™ processor or 2.0 GHz AMD Athlon™ 64-bit processor (or equivalent)
- DRAM: Minimum 1-GB, 2-GB recommended
- Operating System:
 - Microsoft Windows Server 2003 Standard/Enterprise SP2 (x86 or x64)
 - Microsoft Windows Server 2003 R2 Standard/Enterprise SP2 (x86 or x64)

- Microsoft Windows Server 2008 Standard/Enterprise SP2 (x86 or x64)
- Microsoft Windows Server 2008 R2 Standard/Enterprise SP1 (x64)
- Microsoft Windows 2008 Server Core
- Microsoft Windows Server 2012 Foundation, Essentials, Standard or Datacenter (x64)
- Microsoft Windows Server 2012 R2 Foundation, Essentials, Standard or Datacenter (x64)
- Microsoft Windows Storage Server 2012 Standard or Workgroup (x64)
- Microsoft Windows Storage Server 2012 R2 Standard or Workgroup (x64)
- Disk Space: 1-GB
- A CD-ROM drive if the installation is performed locally.
- Network protocols and services: TCP/IP, Microsoft Network and RPC services must be running on Windows Server family operating system.

The services listed above must be running on the installed machine. Trend Micro recommends an allocated bandwidth usage of minimum 128 Kilobytes per second to optimize deployment of component updates between ServerProtect Information Server and Normal Server. If RPC communication malfunctions over either the Named Pipe protocol or TCP, ServerProtect will automatically switch from the non-functioning protocol to the other. To manage Windows Server, an Information Server must be installed.

Note: For ActiveUpdate 2.8, additional 3-GB disk space is required if Smart Duplicate is needed to be turned on, in which case the cached pattern number must be set to value of 14.

Management Console

- CPU: 2.5 GHz Intel™ Pentium™ IV processor or 3.0 GHz EM64T Intel™ processor or 2.0 GHz AMD Athlon™ 64-bit processor (or equivalent)

For Server Environment:

- DRAM: Minimum 1-GB, 2-GB recommended

- Operating System:
 - Microsoft Windows Server 2003 Standard/Enterprise SP2 (x86 or x64)
 - Microsoft Windows Server 2003 R2 Standard/Enterprise SP2 (x86 or x64)
 - Microsoft Windows Server 2008 Standard/Enterprise SP2 (x86 or x64)
 - Microsoft Windows Server 2008 R2 Standard/Enterprise SP1 (x64)
 - Microsoft Windows Server 2012 Foundation, Essentials, Standard or Datacenter (x64)
 - Microsoft Windows Server 2012 R2 Foundation, Essentials, Standard or Datacenter (x64)
 - Microsoft Windows Storage Server 2012 Standard or Workgroup Edition (x64)
 - Microsoft Windows Storage Server 2012 R2 Standard or Workgroup Edition (x64)

For Client Environment:

- DRAM: Minimum 512-MB, 1-GB recommended
- Operating System:
 - Microsoft Windows XP Professional SP2 or SP3 (x86 or x64)
 - Microsoft Windows Vista Business/Enterprise/Ultimate SP1 (x86 or x64)
 - Microsoft Windows 7 Professional/Enterprise/Ultimate SP1 (x86 or x64)
 - Microsoft Windows 8 Professional/Enterprise (x86 or x64)
- Disk Space: 500-MB

VMWare

- Any version of VMware ESX/ESXi running on any operating system supported by ServerProtect for Storage
- Any version of VMware vSphere™ running on any operating system supported by ServerProtect for Storage

Hyper-Visor

- Microsoft Windows Server 2008 R2 Standard/Enterprise with Hyper-V
- Microsoft Windows Server 2008 Standard/Enterprise with Hyper-V

Storage Devices

- EMC VNX/VNXe
- EMC Celerra
- EMC Isilon
- NetApp Storage Devices running Data ONTAP 7.x and 8.x
- IBM N Series running Data ONTAP
- Hitachi NAS

Installation Scenarios

This section will help you select the most appropriate scenario to install ServerProtect on your network(s). The following scenarios focus on Local Area Networks (LANs), although it is also possible to manage ServerProtect across Wide Area Networks (WANs) such as, corporate Intranets, using TCP/IP. See [Managing ServerProtect Across a Wide Area Network](#) on page 2-9.

Specifying Your Installation Environment

Trend Micro ServerProtect supports Microsoft Windows platform. If you are installing ServerProtect on your network for the first time, you must set the destination server as an Information Server, then configure the Normal Servers to join it. An Information Server must have at least one ServerProtect domain to manage its Normal Servers. See [ServerProtect Domains](#) on page 1-7.

Note: If you have many servers concentrated in different geographical locations, set up an Information Server (IS) in each location. See [Information Server Tips](#) on page 1-5.

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

TABLE 2-1. Installation Scenarios on MS Windows

Operating System	Information Server	Normal Server	Management Console
Windows Server 2003 family 32-bit	Yes	Yes	Yes
Windows Server 2003 family 64-bit	Yes (WOW64)	Yes	Yes (WOW64)
Windows Server 2008 family 32-bit	Yes	Yes	Yes
Windows Server 2008 family 64-bit	Yes (WOW64)	Yes	Yes (WOW64)
Windows 2008 Server Core 32-bits	No	Yes	No
Windows 2008 Server Core 64-bits	No	Yes	No
Windows Server 2012 family	Yes	Yes	Yes
Windows 2012 Server R2 family	Yes (WOW64)	Yes	Yes (WOW64)
Windows XP Desktop family	No	No	Yes
Windows Vista Desktop family	No	No	Yes
Windows 7 Desktop family	No	No	Yes
Windows 8 Desktop family	No	No	Yes

Note: **Windows Server 2003** family means Standard edition, Enterprise edition, and Storage server.

Windows Server 2008 family means Standard edition, Enterprise edition, and Storage server.

Windows Server 2012 family means Foundation edition, Essentials edition, Standard edition, and Datacenter edition.

Windows Vista desktop family means Business edition, Enterprise edition, and Ultimate edition.

Windows 7 desktop family means Professional edition, Enterprise edition, and Ultimate edition.

Windows 8 desktop family means Windows 8, Windows 8 Pro, Windows 8 Enterprise.

Windows Server 2008 R2 family means Standard version, enterprise version and datacenter server

Windows Server 2012 family and **Windows 2012 Server R2** family means Standard version, essentials version, foundation version, storage and datacenter server

Note: Hyper-V is supported by Windows Server 2008 64-bit and Windows Server 2012.

Firewall Setting for ServerProtect Components

This section describes firewall settings. Be sure to configure your firewall correctly before you install ServerProtect components.

Firewall Setting for the Machine with Management Console

- Open 1000 - 1009 ports for TCP protocol

1000 - 1009 is used by the Management Console to receive the event response message from the Information Server.

The Management Console will listen to port 1000 during startup. If the port is occupied by a certain program, the Management Console will find one available port from 1001 - 1009.

Firewall setting for Information Server

- Open 5005 - 5014 ports for TCP protocol

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

- Open 3000 - 3009 for UDP protocol

Port 3000 is used to receive broadcast messages. If port 3000 is occupied by a certain program, please find one available port from 3001 - 3009 and open the firewall.

- Open 137 - 139 for RPC Over named pipe
 - ◆ 137 (UDP)
 - ◆ 138 (UDP)
 - ◆ 139 (TCP)

Note: These ports are opened to enable ServerProtect to use Remote Procedure Call (RPC) Over named pipe protocol to communicate.

- Open 3628 (TCP)

Port 3628 is used to receive event response messages.

- Open 1921 for SPX/TCP with Netware

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

Firewall Setting for Windows with Normal Server

- Open 5168 for listening RPC over TCP/IP from the Information Server

Port 5168 is used to receive commands from the Information Server.

- Open 137 - 139 for named pipe
 - ◆ 137 (UDP)
 - ◆ 138 (UDP)
 - ◆ 139 (TCP)

Firewall Setting for the Netware Machine with Normal Server

- Open port 9921 (SPX/TCP)

This port is used to receive commands from the Information Server.

Managing ServerProtect Across a Wide Area Network

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

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

Installing ServerProtect

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

Before Installing ServerProtect

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

It is also good practice to install the program on a test server first so that installation issues, if any, can be identified and handled properly before the installation. Before installing ServerProtect, make sure you carefully read the Installation Scenarios section. See [Installation Scenarios](#) on page 2-5.

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

Installing the Complete ServerProtect Package

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

To install the complete ServerProtect package:

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

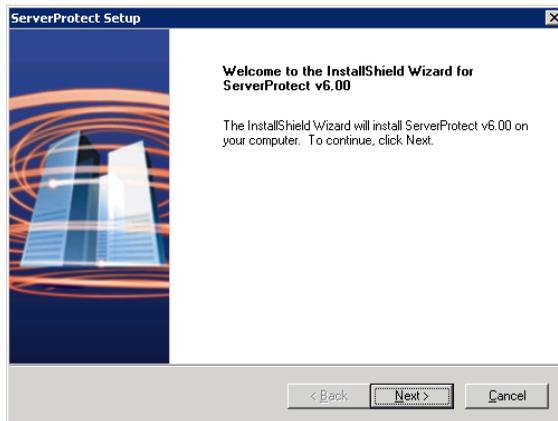


FIGURE 2-1. ServerProtect Welcome screen

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

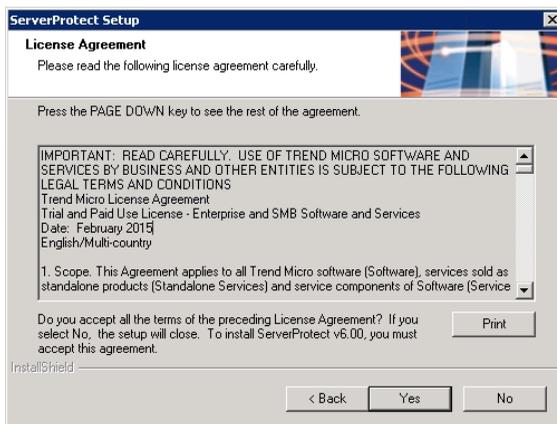


FIGURE 2-2. Software License Agreement screen

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

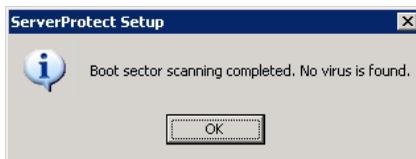


FIGURE 2-3. Scan Result Information screen

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

User Information

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

Name:

Company:

Serial:

< Back Next > Cancel

FIGURE 2-4. ServerProtect User Information screen

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

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

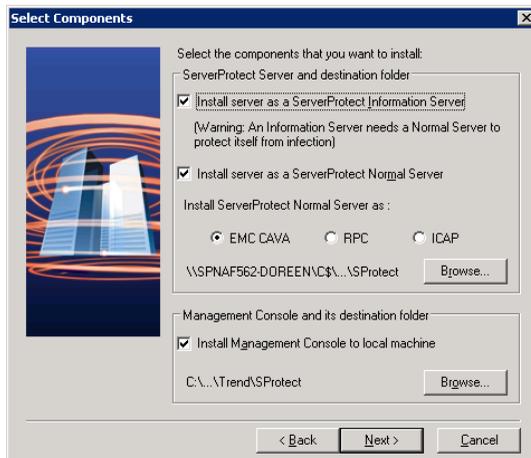


FIGURE 2-5. ServerProtect Select Components screen

- Select all the check boxes to install complete package for ServerProtect for Storage.

Note: If you choose to install a Normal Server, you must select the scanner type you want to install. If you want to protect EMC VNX/VNXe, select **EMC CAVA**. If you want to protect NetApp Devices using RPC, select **RPC**. If you want to protect a storage device supporting ICAP, select **ICAP**.

Make sure the selection of the components is adequate for the desired setup. You can choose hidden shared storage devices, such as **C\$** or **D\$**, as destination folders. The default installation path is:

```
<drive>:\Program Files\Trend\SPProtect
```

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

- Click **Yes** on the pop-up dialog to continue installing Normal Server.

9. Click **Next**. If you chose to install either a Normal Server or an Information Server, the **Input Logon Information** screen will appear.

Under **Logon Information**, type the appropriate data in the **Domain name**, **User name**, **Password**, and **Confirm Password** fields. Click **Next** to continue.

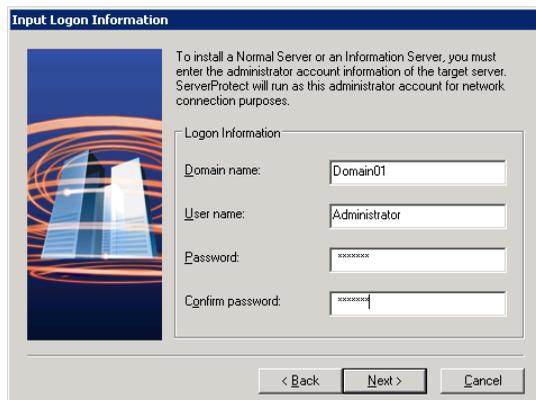


FIGURE 2-6. Input Logon Information screen

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

Installing an Information Server

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

To install the Information Server:

1. Execute the setup program and complete the necessary steps to provide product information.
2. Select the **Install server as a ServerProtect Information Server** check box on the **ServerProtect Select Components** screen. See [ServerProtect Select Components screen](#) on page 2-13

3. Click **Browse** to specify the path where you want to install the Information Server. The **ServerProtect Install Path Selection** screen appears.

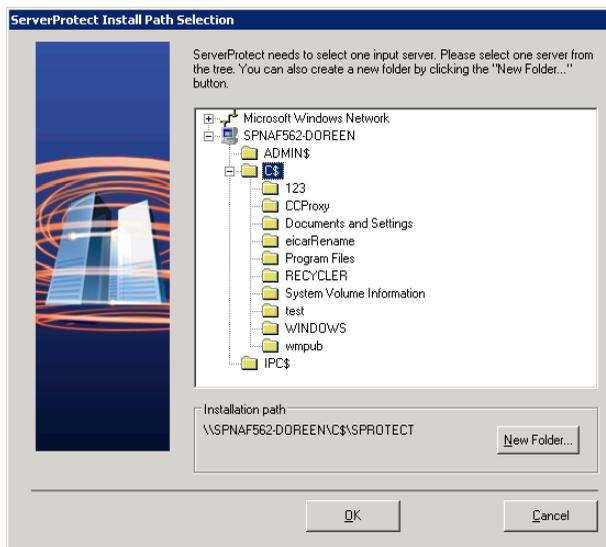


FIGURE 2-7. ServerProtect Install Path Selection screen

4. Double-click the target server and choose the installation path for ServerProtect Information Server files. Click **New Folder** if installation needs to be installed in a new folder. Click **OK** to bring back the **ServerProtect Select Components** screen. See *ServerProtect Select Components screen* on page 2-13.
5. Click **Next**. The **Input Logon Information** screen appears. Under **Logon Information**, type the valid data in the fields of **Domain name**, **User name**,

Password, and **Confirm Password** and click **Next**. The ServerProtect **Setup Information Server** screen appears.

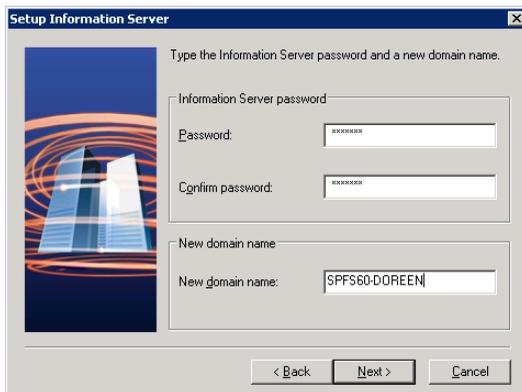


FIGURE 2-8. ServerProtect Setup Information Server screen

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

been copied and all services have started successfully, the **ServerProtect Setup** screen appears.

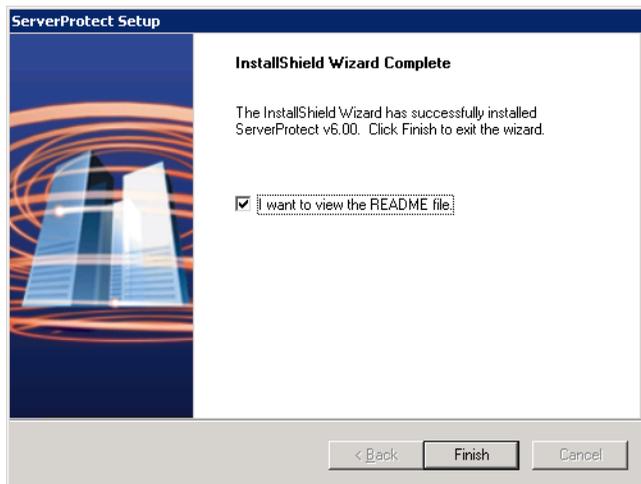


FIGURE 2-9. ServerProtect Setup Complete screen

9. Click **Finish**.

Installing the Management Console

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

To install the Management Console:

1. Execute the setup program and complete the necessary steps to provide product information.
2. At the **Select Components** screen, select the **Install Management Console to local machine** check box. You can change the local installation path by clicking **Browse**. The Management Console must be installed in a Windows Storage Server environment.

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

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

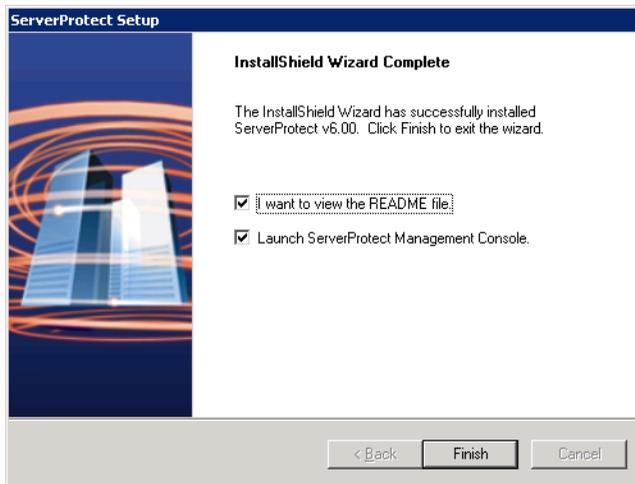


FIGURE 2-10. ServerProtect Setup Complete screen

7. Click **Finish**. The **Select Information Server** screen appears.

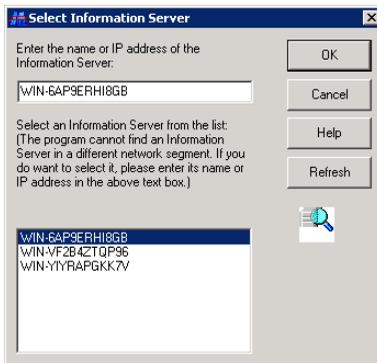


FIGURE 2-11. Select an Information Server screen

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

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

9. Click **OK** to save your changes or click **Cancel** to close the screen without saving.

Installing a Normal Server

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

Installing a Normal Server from the Setup Program

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

To install a Windows Normal Server from the setup program:

1. Execute the setup program and provide the necessary product information.
2. Select the **Install server as a ServerProtect Normal Server** check box on the **Select Components** screen, and then select a scanner type you want to install. See [ServerProtect Select Components screen](#) on page 2-13. Click **Browse** to locate the target server and folder where you want to install a Normal Server. The **ServerProtect Install Path Selection** screen appears.

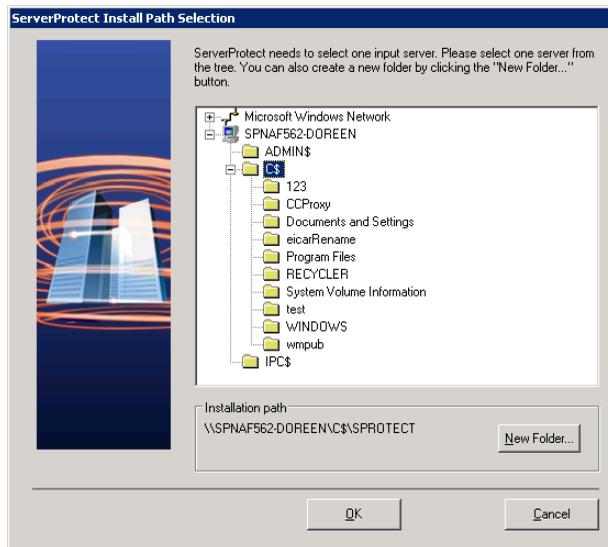


FIGURE 2-12. ServerProtect Install Path Selection screen with Windows Server

3. Click the appropriate network to expand the directory tree and select a target server.

- Double-click on the target server. In the **Enter Password** screen subsequently appears, type an administrator user name and password and click **OK**. The target server's local drives appear on the tree.

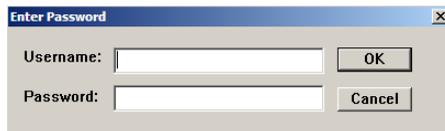


FIGURE 2-13. ServerProtect Target Server Logon screen

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

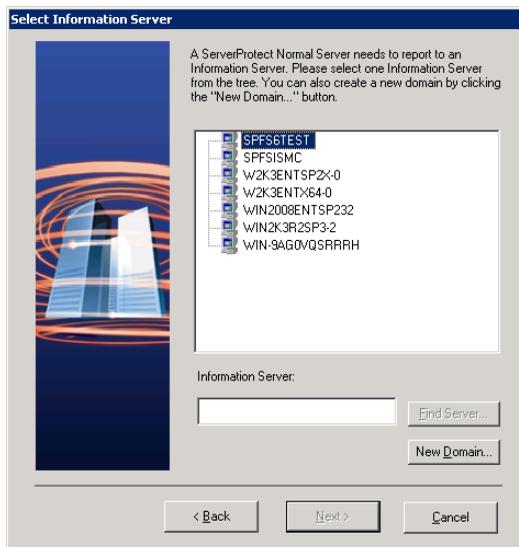


FIGURE 2-14. Select Information Server screen

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

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

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

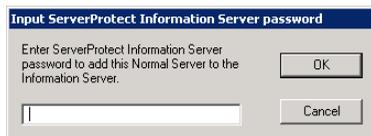


FIGURE 2-15. Input ServerProtect Information Password dialog

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

Installing a Normal Server from the Management Console

It can be assumed at this point that the Information Server on which the Management Console is logged is already managing at least one Normal Server. This server will be used as a source for installing the new Normal Server, so it must be of the same type as

the one that needs to be installed. For example, a Windows Storage server requires a Windows storage type server as its source. The system will select a Normal Server of the same type as the default source server if it is the one existing in the domain.

To install a Microsoft Windows Normal Server from the Management Console:

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

Ensure that ServerProtect was not installed on the target server before.

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

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

2. Select an existing Windows Normal Server and a scanner type that you want to install from the list box, and then click **OK**. A confirmation screen appears. Click **OK** to bring up the **Add Server(s) to Domain** screen.
3. Do one of the following to add a server to the domain:
 - Select the server name in the left list box
 - Type the server name in **Server name**.
 - Click **Add** to enter the server name into the right list box.
4. Repeat Step 3 until the right list box displays all the servers that you want to add into the new domain. To remove a server previously added, highlight the name in the right list box and click **Remove**. Click **Remove All** to remove all those servers listed in the right list box.
5. Click **OK** to save the changes or click **Cancel** to close the screen without adding a server.

Installing ServerProtect in Silent Mode

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

To install ServerProtect in silent mode for Windows Servers:

1. Install an Information Server. See *Installing an Information Server* on page 2-14.
2. Locate the SMS folder in the default installation path, and share it.

Note: Share the SMS folder with read and write permissions.

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

3. At the target server, navigate to the SMS folder or drive that is mapped to the folder, open the file `Setup.ini`, and then add one of the following lines at the end of the file to specify the scanner type:
 - To install Normal Server as RPC Scanner:

```
[CommonSection]
NormalServerType=1
```
 - To install Normal Server as ICAP Scanner:

```
[CommonSection]
NormalServerType=2
```
 - To install Normal Server as EMC CAVA Scanner:

```
[CommonSection]
NormalServerType=4
```

Note: If the `NormalServerType` in `Setup.ini` is not specified, the setup installs the Normal Server as EMC CAVA Scanner by default.

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

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

Example:

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

```
M: \setup -SMS -s -m"SPFS"
```
- e. Press **Enter**.

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

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

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

1. Locate the Setup.ini file in the source folder.
2. Add the following lines:

```
[CommonSection]
ServerTargetUNCPath=D$\Utility\AntiVirus\SProtect
```

Where:

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

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

```
[CommonSection]
ServerTargetSN=XXXX-XXXX-XXXX-XXXX-XXXX
```

Where:

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

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

To configure an IP address, do the following:

1. Go to the `Setup.ini` file in the SMS folder.
2. Replace the host name with its IP address next to **AgentName** then save the file.

Installing ServerProtect for Storage with RPC Scanner or ICAP Scanner

This section guides you through the ServerProtect for Storage with RPC Scanner or ICAP Scanner installation process.

To install, perform the following steps:

1. Install the Information Server. See [Installing an Information Server](#) on page 2-14.
2. Install the Normal Server. See [Installing a Normal Server from the Setup Program](#) on page 2-20.
3. Install the Management Console. See [Installing the Management Console](#) on page 2-17. You can install additional Management Consoles on any Windows server or desktop system computer in the network.

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

4. Update ServerProtect pattern and scan engine files. See [Downloading Updates](#) on page 3-30 and [Configuring Updates](#) on page 3-26.
5. Create additional ServerProtect domains to manage your Normal Servers. See [Creating ServerProtect Domains](#) on page 3-9.
6. Install the remaining Normal Servers using the Management Console. See [Installing a Normal Server from the Management Console](#) on page 2-22.

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

Installing ServerProtect for Storage with EMC CAVA Scanner

This section guides you through the ServerProtect for Storage with EMC CAVA Scanner installation process.

Before Installing ServerProtect for Storage with EMC CAVA Scanner

To ensure ServerProtect for Storage with EMC CAVA Scanner functions correctly, it is important that you perform the following pre-installation tasks in sequence before installing ServerProtect for Storage with EMC CAVA Scanner:

1. Configure the AV User Account and Antivirus Group on the Windows Domain Server. For complete instructions, refer to the *EMC Celerra Event Enabler Technical Note*.
2. Install EMC Celerra Event Enabler (CEE)/EMC VNX Event Enabler (VEE), also known as Celerra Event Enabler (CAVA), on each server where ServerProtect Normal Server will be installed. Refer to the *EMC Celerra Event Enabler Technical Note* for the detailed instructions.

Installing ServerProtect for Storage with EMC CAVA Scanner

Make sure that CEE or VEE is already installed on the Windows Server where ServerProtect Normal Server will be installed. ServerProtect for Storage Normal is a part of the EMC antivirus system.

To install, perform the following steps:

1. Make sure that Celerra Event Enabler (CEE previously called "CAVA") is already installed.
2. Install the Information Server. See *Installing an Information Server* on page 2-14.
3. Install the Normal Server. See *Installing a Normal Server from the Setup Program* on page 2-20.
4. Install the Management Console. See *Installing the Management Console* on page 2-17. You can install additional Management Consoles on any Windows server or desktop system computer in the network.

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

5. Update ServerProtect pattern and scan engine files. See *Downloading Updates* on page 3-30 and *Configuring Updates* on page 3-26.
6. Create additional ServerProtect domains to manage your Normal Servers. See *Creating ServerProtect Domains* on page 3-9.
7. Install the remaining Normal Servers using the Management Console. See *Installing a Normal Server from the Management Console* on page 2-22.

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

Removing ServerProtect

ServerProtect's three components can be removed either together or separately. Individual removal is discussed in the following sections.

Removing a Normal Server

There are two ways to remove a Normal Server:

To remove a Normal Server remotely:

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

To remove a Normal Server locally:

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

Removing an Information Server

The Information Server Service can only be removed locally.

To remove an Information Server for the Windows Server family platform:

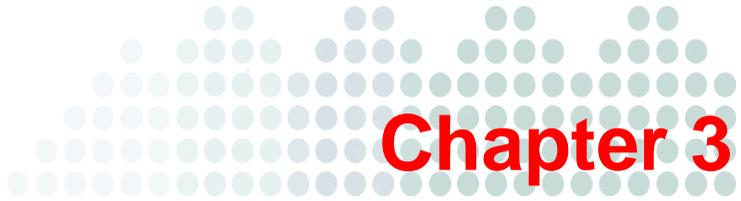
1. Click **Start > Control Panel > Add/Remove Programs**.
2. Click **ServerProtect Information Server**, and then click **Remove**.

Removing the Management Console

The Management Console can only be removed locally.

To remove the ServerProtect Management Console from the Windows Server:

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



Managing ServerProtect

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

The topics included in this chapter are:

- *Using the Management Console* on page 3-2
- *Managing ServerProtect Domains* on page 3-9
- *Managing Information Servers* on page 3-12
- *Managing Normal Servers* on page 3-13
- *Managing NetApp Devices in Scan Server* on page 3-14
- *Managing ICAP Client List in Scan Server* on page 3-25
- *Configuring Updates* on page 3-26
- *Deploying Updates* on page 3-35
- *Managing Tasks* on page 3-40
- *Configuring Notification Messages* on page 3-51
- *Scanning Viruses for Normal Server* on page 3-58
- *Using Real-Time Scan* on page 3-65
- *Using Scan Now (Manual Scan)* on page 3-69
- *Scheduled Scanning* on page 3-73

- *Using RPC Scanner* on page 3-73
- *Using EMC CAVA Scanner* on page 3-76
- *Using ICAP Scanner* on page 3-80
- *Selecting File Types to Scan* on page 3-83
- *Registering With Trend Micro Control Manager* on page 3-85

Using the Management Console

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

Opening the Management Console

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

To run the Management Console:

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

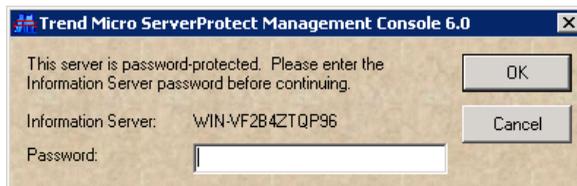


FIGURE 3-1. Trend ServerProtect Management Console Logon dialog

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

2. Provide the valid password which is designated during the course of the Information Server installation. Click **OK** to continue. Note that the password is

case-sensitive and that only one Information Server can be logged on at any given time.

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

The Main Window View of the Management Console

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

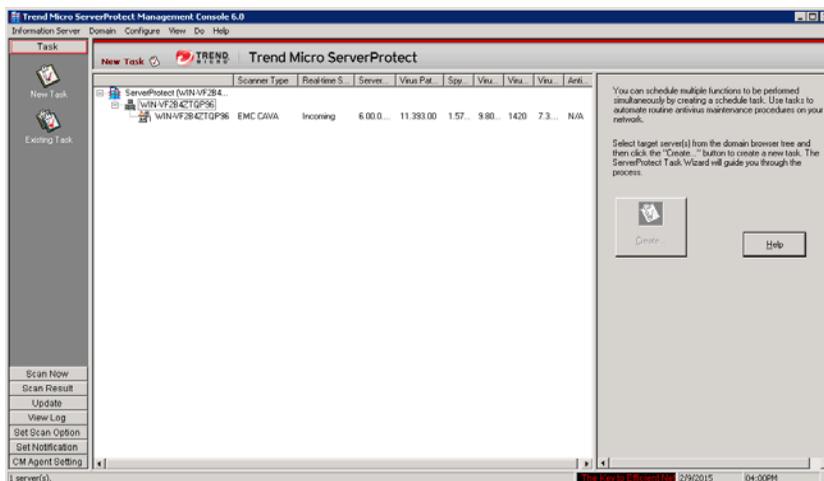


FIGURE 3-2. Management Console Elements

The Management Console has the following components:

- **Main Menu:** located below the title bar; contains six submenus, with each providing menu items for users to choose
- **Side Bar:** located on the left side of the application dialog, below the **Main Menu**; contains eight items, with each having additional options to choose

- **Domain Browser Tree:** located on the right of the **Side Bar** and below the **Main Menu**; the tree view presents the ServerProtect organization, including the **Information Server**, **Domain** elements, and **Normal Servers**
- **Configuration Area:** has a light gray background color on the right side of the main Window; provides information and UI elements to configure the virus scan and log report systems

Main Menu

The Main menu at the top of the screen includes:

- **Information Server:** Information Server configuration; for example, back up or restore the Information Server or move it on the network
- **Domain:** change the domain and server organization shown on the domain browser tree
- **Configure:** modify the scanning and log file configuration or set the console refresh frequency
- **View:** view ServerProtect log files, scan results, and the Trend Micro Virus Encyclopedia
- **Do:**
 - **Create Task / Existing Task:** create or modify tasks
 - **Scan Now:** perform on-demand scans
 - **Update / Rollback:** update or roll back various ServerProtect antivirus elements
 - **Control Manager (CM) Agent Settings:** To register, unregister and configure Trend Micro Control Manager settings
 - **Update Serial Number:** type a new serial number to replace an expired one
 - **Change Password:** change the IS password
 - **Find Domain:** find domains or servers
 - **Connect to Server with STOP Sign:** use when the Normal Server is running and managed by one Information Server, but displays **STOP** in the Management Console
 - **Submit File:** submit a suspicious file or a file that cannot be cleaned to the virus doctor at Trend Micro free of charge; virus doctor will clean the file and return it to you via e-mail

- **Create Debug Info:** manage log files that contain detailed debugging information and send them to Trend Micro technical support engineers for assistance
- **Send Feature Request:** use to send requests for new features that you would like to see added to ServerProtect
- **Help:** open the Online Help system or view ServerProtect product information

Side Bar

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

Task Group



New Task: create a new task



Existing Task: view, run, modify, or delete an existing task

Scan Group



Scan Now: configure a manual virus scan

Scan Result Group



Real-time Scan: view scan result of a real-time scan and EMC CAVA scanner



Storage Scanner: view scan result of RPC Scanner and ICAP Scanner



Scan Now: view manual scan result



Task Scan: view task scan result

Update Group



Update: download and deploy updates to the Normal Servers



Rollback: roll back to a previous deployment

View Log Group



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

Set Scan Option Group



Real-time Scan: configure a real-time virus scan



Storage Scanner: configure Storage Scanner virus scan



Exclusion List: define files, directories, or viruses to be ignored by the ServerProtect virus scanning engine



Deny Write List: prevent certain files or directories from modification

Notification Group



Standard Notification: configure a standard alert when the default condition is detected on the server



Outbreak Notification: configure an outbreak alert when many virus events occur over a relatively short period of time

CM Agent Setting Group



CM Agent Setting: To configure the Control Manager setting when registering or unregistering to Trend Micro Control Manager.

Domain Browser Tree

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

- Header
- Information Server
- Domain
- Normal Server

Header

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



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

Information Server

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



An Information Server

Domain

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



A ServerProtect domain



A ServerProtect domain that includes an infected Normal Server

Normal Server

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



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



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



An infected Normal Server of 32-bit Microsoft Windows Server type.



An infected Normal Server of 64-bit Microsoft Windows Server type.



A Normal Server that has been disconnected or its service has been disabled.



A Normal Server of 32-bit Microsoft Windows Server type in Outbreak Prevention Policy mode.



A Normal Server of 64-bit Microsoft Windows Server type in Outbreak Prevention Policy mode.



An infected Normal Server of 32-bit Microsoft Windows in Outbreak Prevention Policy mode.



An infected Normal Server of 64-bit Microsoft Windows in Outbreak Prevention Policy mode.

Configuration Area

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

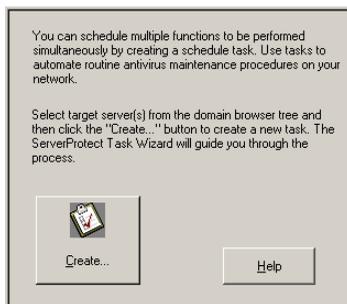


FIGURE 3-3. Configuration Area

Managing ServerProtect Domains

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

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

Creating ServerProtect Domains

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

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

To create a ServerProtect domain:

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

The **Create New Domain** screen appears.

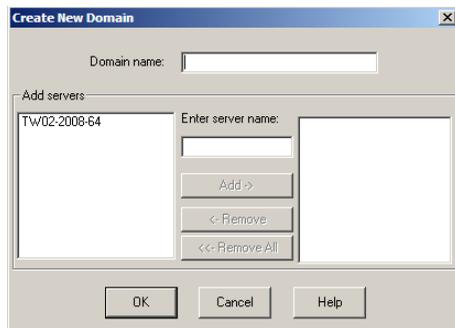


FIGURE 3-4. Create New Domain(s) screen

2. Type a name in the **Domain name** field.
3. Identify the servers that you want to add to the domain. Do one of the following:
 - Select a server from the list on the left of the screen.
 - Type the server name in the **Enter server name** field.
4. Click **Add**.
5. Repeat steps 3 and 4 until the list on the right displays all the servers that you want to add in the new domain. To remove a server, select it in the list on the right and click **Remove**. Click **Remove All** to delete all the servers from the list on the right.
6. Click **OK** to save your changes or click **Cancel** to close the dialog without creating a new domain.

Renaming ServerProtect Domains

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

To rename a ServerProtect domain:

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

The **Rename a Domain** dialog appears.



FIGURE 3-5. Rename a Domain dialog

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

Deleting ServerProtect Domains

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

To delete a ServerProtect domain:

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

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

Moving Normal Servers between Domains

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

Alternatively, you can move a Normal Server when you create a ServerProtect domain. See [Creating ServerProtect Domains](#) on page 3-9.

Managing Information Servers

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

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

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

Selecting Information Servers

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

To select an Information Server:

1. Click **Information Server > Select Information Server** on the main menu. The **Select Information Server** screen appears.
2. Do one of the following:

- Type the name or IP address of the Information Server.
- Select the Information Server from the list.

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

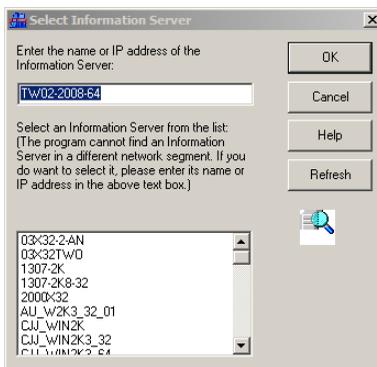


FIGURE 3-6. Trend ServerProtect Management Console dialog

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

Managing Normal Servers

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

Moving a Normal Server between Domains

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

Moving a Normal Server between Information Servers

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

To move a Normal Server between Information Servers:

Note: You cannot use the **Move NS(s) to Another IS** function to move a previous version of ServerProtect Normal Server to the ServerProtect 6.0 Information Server.

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

Managing NetApp Devices in Scan Server

A Scan Server with RPC Scanner can protect multiple NetApp 7-Mode Devices and a Cluster-Mode AV Connector at the same time. Use the ServerProtect Management Console to conveniently add NetApp 7-Mode Devices and a Cluster-Mode AV Connector to a Scan Server.

You can also assign several Scan Servers to individual NetApp Devices for load balancing. See [Using Multiple Scan Servers for Single NetApp Devices](#) on page 3-17.

Adding a NetApp 7-Mode Devices and Cluster-Mode AV Connector to Scan Server

To add a NetApp 7-Mode Devices in ServerProtect for Storage, you need the following:

- An account on the NetApp 7-Mode Devices with backup operator privileges or above

- NetApp 7-Mode Devices name or IP address

To add a NetApp 7-Mode Devices:

1. Right-click a Normal Server, and then select **Devices List** on the domain browser tree.

The **Devices List** screen appears.

2. Click **Add**.

The **Add Devices** screen appears.

FIGURE 3-10. Add Devices Screen (1)

3. Do the following:
 - Select **7-Mode Devices** from the **Devices mode** drop-down list box.
 - In the **Devices name or IP address** text box, type the name or IP address of the NetApp 7-Mode Devices.
 - In the **Domain name** text box, type the name of the domain where the NetApp 7-Mode Devices is located.

Note: The domain name refers to the Windows domain in which NetApp 7-Mode Devices will authenticate registered users.

- In the **User name** and **Password** text boxes, type your NetApp 7-Mode Devices logon credentials (requires backup operator or above privileges).
4. Click **OK**.

To add a NetApp Cluster-Mode AV Connector in ServerProtect, you need the following:

- An account that has been added to privileged users on all Cluster-Mode Devices managed by the Cluster-Mode AV Connector

To add a NetApp Cluster-Mode AV Connector:

1. Right-click a Normal Server, and then select **Devices List** on the domain browser tree.

The **Devices List** screen appears.

2. Click **Add**.

The **Add Devices** screen appears.

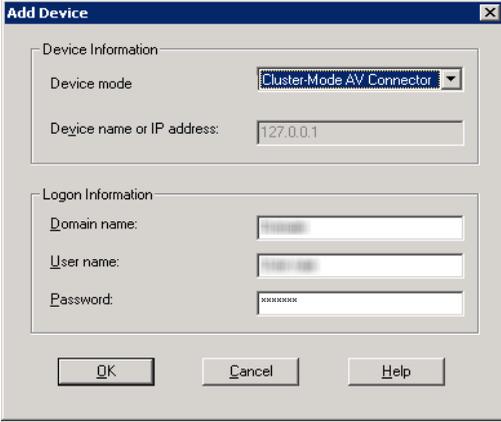


FIGURE 3-11. Add Devices Screen (2)

3. Do the following:
 - Select **Cluster-Mode AV Connector** from the **Devices mode** drop-down list box.
 - In the **Domain name** text box, type the name of the domain where the NetApp Cluster-Mode AV Connector is located.
 - In the **User name** and **Password** text boxes, type your NetApp Cluster-Mode AV Connector logon credentials.

Note: If a Cluster-Mode AV Connector manages multiple Cluster-Mode **Devices**, the logon account must be one of the privileged users on all Cluster-Mode **Devices** managed by the Cluster-Mode AV Connector. Refer to your NetApp **Devices** documentation for details.

4. Click **OK**.

Note: Scan Server must be located in the same domain as the Hitachi Storage System to correctly support the virus scan option.

Note: If the server computer, on which ServerProtect is to be installed, is running Windows Server 2008, add the **Devices** and the Scan Server into certain specified domains, and add their IP addresses in Forward Lookup and Reverse Lookup zones.

Moreover, if the **Devices** and Scan Server are in different domains, you must add the two domains in the Trust list by creating domain Trust.

Using Multiple Scan Servers for Single NetApp Devices

ServerProtect for Storage provides a fully scalable enterprise antivirus solution for organizations using NetApp Devices.

If there is a large volume of incoming files to the NetApp Devices, adding and registering multiple Scan Servers with the NetApp Devices evenly distributes the workload among the registered Scan Servers.

NetApp Devices send files to Scan Servers in "round-robin" fashion. For example, if you have three Scan Servers and the NetApp Devices has four incoming files, the first Scan Server scans the first file, the second Scan Server scans the second file, the third Scan Server scans the third file, the first Scan Server scans the fourth file, and so on.

This even distribution of the workload reduces the loading of Scan Servers (load balancing).

The procedure for adding additional Scan Servers to a NetApp Device is identical to the procedure for adding Normal Servers in ServerProtect. See [Installing a Normal Server](#) on page 2-19.

To confirm that multiple Scan Servers are working for a single NetApp Device:

1. Open the command prompt for the NetApp Device that you want to verify.
2. At the command prompt, type:

netapp> vscan scanners

The NetApp Device displays a list of Scan Servers by IP address and NetBIOS name.

Removing a NetApp 7-Mode Device or Cluster-Mode AV Connector from Scan Server

In several instances, it may be necessary to remove (delete) a NetApp 7-Mode Device or Cluster-Mode AV Connector from a Scan Server, for example, when changing, upgrading, or renaming a NetApp 7-Mode Device or Cluster-Mode AV Connector. To remove a NetApp 7-Mode Device or Cluster-Mode AV Connector, do the following:

1. Right-click a Scan Server, and then select **Device List** on the domain browser tree. The **Device List** screen appears.
2. Select one or more NetApp 7-Mode Devices or Cluster-Mode AV Connectors from the list. To select multiple several NetApp 7-Mode Devices or Cluster-Mode AV Connectors, press the **CTRL** key as you select.
3. Click **Remove**. The **Remove Device** confirmation screen appears.
4. Click **OK**.

Note: Cluster-Mode Devices cannot be directly added to or removed from the Management Console.

Configuring NetApp 7-Mode Device or Cluster-Mode AV Connector Options

This section introduces the necessary information for configuring NetApp 7-Mode Device or Cluster-Mode AV Connector related settings from the Management Console.

Updating NetApp 7-Mode Device or Cluster-Mode AV Connector Information

Changing a NetApp 7-Mode Device's or a Cluster-Mode AV Connector's system information will require updating the logon information of the NetApp 7-Mode Device or Cluster-Mode AV Connector in ServerProtect for Storage with RPC Scanner.

The following information is necessary to update a NetApp 7-Mode Device's system information in ServerProtect for Storage with RPC Scanner:

- An account on the NetApp 7-Mode Device with backup operator privileges or above
- NetApp 7-Mode Device name or IP address

To update NetApp 7-Mode Device information:

1. Right-click a Scan Server, and then select **Device List** on the domain browser tree. The **Device List** screen appears.
2. Select one or more NetApp 7-Mode Devices from the list. To select multiple NetApp 7-Mode Devices, press the **CTRL** key as you select.
3. Click **Logon Info**. The **Logon Information** screen appears.
4. Do the following:
 - a. In the **Domain name** text box, type the name of the domain where the NetApp 7-Mode Device is located.
 - b. In the **User name** and **Password** text boxes, type your NetApp 7-Mode Device logon credentials (requires backup operator or above privileges).
5. Click **Apply** to update the NetApp 7-Mode Device information. The confirmation screen appears.
6. Click **OK**.

The following information is necessary to update a Cluster-Mode AV Connector's system information in ServerProtect for Storage:

- An account that has been added to privileged users on all Cluster-Mode Devices managed by the Cluster-Mode AV Connector

The procedure for updating a Cluster-Mode AV Connector's system information is similar to the procedure for updating a NetApp 7-Mode Device's system information.

Using Scan Servers as Normal Servers

Although the ideal configuration is to have a machine act primarily as a Scan Server to protect the NetApp Device, there may be situations where a Scan Server must also serve as an organization's Normal Server (file server, data server, etc.).

If you choose to use a Scan Server as a Normal Server, the Normal Server's Real-time Scan function is enabled by default.

Real-time Scan has the following options:

- incoming (default)
- outgoing
- incoming & outgoing

Note: For the highest level of security set Real-time Scan to **Incoming & outgoing**. However, if the computer only performs as a Scan Server, you can use the default setting (**Incoming**).

To set Real-time Scan to Incoming & outgoing, do the following:

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

The **Real-time Scan configuration** screen appears.

Enable Real-time Scan

Enable Damage Cleanup Services

Scan direction

Incoming Outgoing Incoming & outgoing

Scan file type

All files

Use IntelliScan - Use true file type identification (Recommended)

Selected files Extension List...

Scan options

Scan floppy at startup Scan floppy boot area

Scan floppy at shutdown MacroTrap

Scan OLE layers: 1 Scan mapped network drive

Compressed files

Scan compressed files

Scan level: 1 Advanced settings

Set Action...

Apply Save As/Delete Profile Help

FIGURE 3-12. Real-time Scan Configuration Screen

3. Under Scan direction, click **Incoming & outgoing**.
4. Click **Apply**.

For more information about Real-time Scan, refer to [Using Real-Time Scan](#) on page 3-65.

Notifying NetApp Device clients upon infection

ServerProtect can notify the user and the Network Administrator if a NetApp Device client has uploaded or accessed an infected file. The notification function is enabled by default.

To notify a user of NetApp Device client infection do the following:

1. Right-click a Scan Server, and then select **Device List** on the domain browser tree. The **Device List** screen appears.
2. Click **Options**. The **Global Device Options** screen appears.

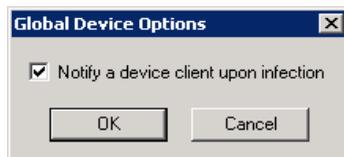


FIGURE 3-13. Global Device Options Screen

3. Select **Notify a device client upon infection**.
4. Click **OK**.

Note: This setting will affect all the NetApp Devices in the Device list.

Viewing the status of a NetApp Device

You can see the status of a NetApp Device through the Management Console. NetApp Devices may appear offline for one of the following reasons:

- The NetApp Device is shut down or is not responding
- The network is not available
- The NetApp Device did not successfully register with the Information Server

To view the status of a NetApp Device, do the following:

1. Right-click a Scan Server, and then select **Device List** on the domain browser tree. The **Device List** screen appears.

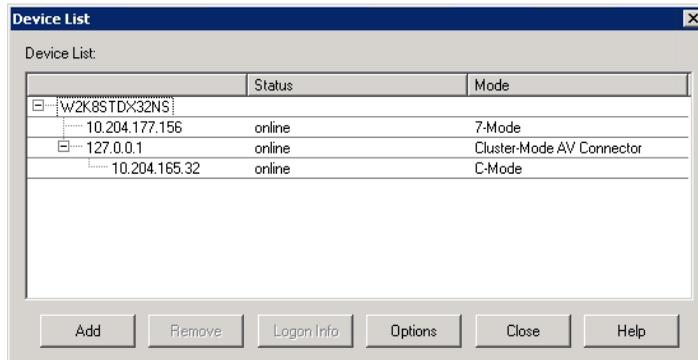


FIGURE 3-14. Device List Screen

2. Verify the status of a NetApp Device by looking at the **Device name**, **Status** and **Mode** fields in **Device List**.
7-Mode Devices, Cluster-Mode AV Connectors or Cluster-Mode Devices may appear as **online** or **offline**.

Configuring NetApp Device RPC Connection Status Notifications

ServerProtect can notify the network administrator whenever an RPC connection to a NetApp Device succeeds or fails.

To configure a NetApp Device RPC connection status notification, do the following:

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

3. Select **Device RPC Connection Success/Failure**.

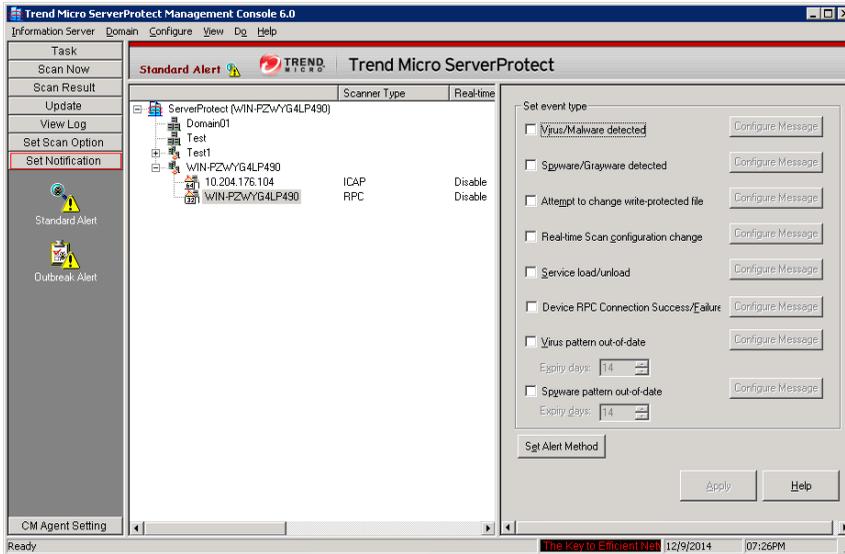


FIGURE 3-15. Standard Alert Configuration Screen

4. Click **Configure Message** to set up a customized notification message.

Note: For additional information, refer to [Configuring Notification Messages](#) on page 3-51.

Notifying NetApp Devices of New Update Components

When update downloads new components (scan engine and pattern) to the Scan Server, the Scan Servers will notify NetApp **Device** to flush the cache of previously scanned files. This ensures that all files are scanned with the latest virus pattern. Each NetApp **Device** will then begin rebuilding the cache of previously scanned files until a new update arrives from the update server.

For more information on downloading updates. See [Downloading Updates](#) on page 3-30.

Managing ICAP Client List in Scan Server

A Scan Server with ICAP Scanner provides protection to the storage devices with ICAP client. You can configure Scan Server to accept a scan request from any ICAP client or only from those on the ICAP Client List.

To accept a scan request from any ICAP client or from ICAP clients that exist in ICAP Client List only:

1. Right-click a Normal Server, and then select **ICAP Client List** on the domain browser tree.

The **ICAP Client List** screen appears.

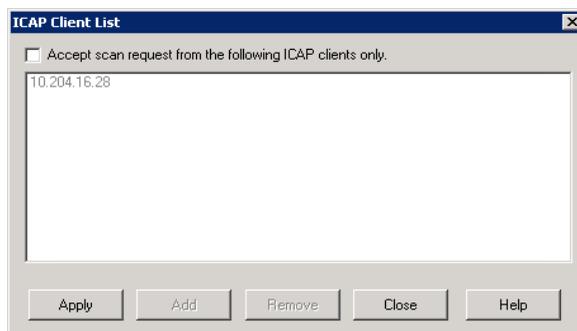


FIGURE 3-16. The ICAP Client List

2. Do one of the following:
 - To accept scan request from the ICAP clients that exist in the ICAP Client List only, select **Accept scan request from the following ICAP clients only** checkbox.
 - To accept a scan request from any ICAP clients, clear the **Accept scan request from the following ICAP clients only** checkbox.
3. Click **Apply**.

To add an ICAP Client to ICAP Client List

1. Right-click a Normal Server, and then select **ICAP Client List** on the domain browser tree.
The **ICAP Client List** screen appears.
2. Click **Add**.
The **Add ICAP Client Address** screen appears.
3. Do one of the following:
 - Select **IP/Hostname** and type the IP address or the Hostname to add single ICAP Client.
 - Select **IP Range** and type the IP range to add multiple ICAP clients.
4. Click **OK**.

To remove an ICAP client or IP range from ICAP Client List

1. Right-click a Normal Server, and then select **ICAP Client List** on the domain browser tree.
The **ICAP Client List** screen appears.
2. Select an ICAP client or the IP range from the list. To select multiple entries, press the **CTRL** key as you select.
The **Add ICAP Client Address** screen appears.
3. Click **Remove**.

Configuring Updates

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

Update Components

The following are the ServerProtect components that you can update:

- **Virus pattern file:** Trend Micro antivirus scan software uses a detection method called pattern matching. Files on a computer are examined and compared to the virus pattern file that contains the "electronic fingerprint" of thousands of known computer viruses. If a file on your computer matches one in the pattern file, the antivirus scan software detects it as being infected.

- **Spyware pattern file:** The spyware pattern identifies spyware/grayware in files, programs and modules in memory, Windows registry and URL shortcuts.
- **Scan engine (for 32-bit and 64-bit Windows and NetWare platform):** The scan engine is the software component that performs the actual virus detect operations.
- **Virus Cleanup Engine (for 32-bit and 64-bit Windows):** the Engine scans for and removes Trojans and Trojan processes. It supports 32-bit and 64-bit platforms.
- **Virus Cleanup Template:** The Virus Cleanup Template is used by the Virus Cleanup Engine to identify Trojan files and processes so the VCE can eliminate them.
- **Anti-Rootkit Driver (for 32-bit Windows only):** Anti-rootkit Driver is a kernel mode driver used by the Damage Cleanup Engine that provides functionality to bypass any potential redirection by rootkits.

How Updates Work

Figure 3-7 shows how ServerProtect deals with a typical request to download and deploy updates in a ServerProtect network.

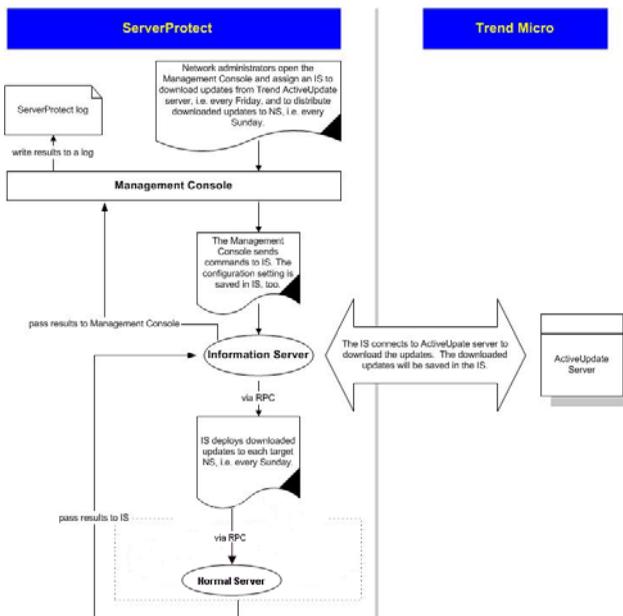


FIGURE 3-7. How Updates Work

Verifying the Current Version of Files

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

To verify the current version do one of the following:

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

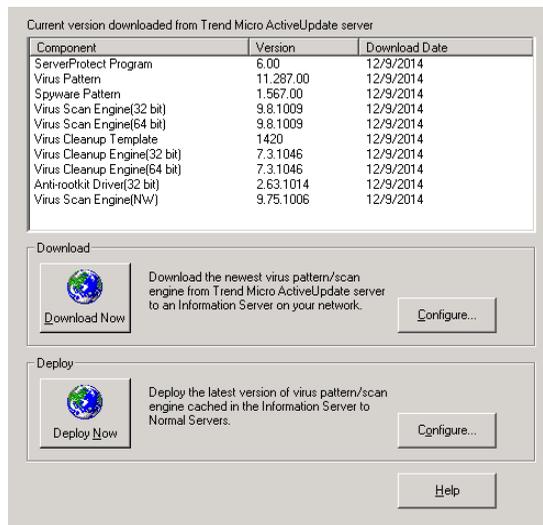


FIGURE 3-8. Trend Micro ServerProtect Update Main Screen

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

- ServerProtect version.
- Virus Pattern version.
- Spyware Pattern version.
- Virus Scan Engine version (32-bit /64-bit).
- Virus Cleanup Template version.
- Virus Cleanup Engine version (32-bit /64-bit).
- Anti-rootkit Driver version (32-bit only).

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

Downloading Updates

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

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

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

Configuring a Download Source

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

To set Trend Micro update server as the download source:

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

```
http://spfs60-p.activeupdate.trendmicro.com/activeupdate
```

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

```
<drive>:\Program Files\Trend\SProtect\SpntShare
```

To set a local or network drive as the download source:

1. Do one of the following:
 - Click **Update > Update** on the side bar.
 - Click **Do > Update** from the main menu.
2. Under **Download**, click **Configure**. The **Download Option** screen appears.
3. Click **From a local or network drive**.
4. Type the UNC path where the files are being kept to download the update files from another server on your network. Use UNC format, rather than mapped drive format to identify the source server.
For example:
`\\servername\foldername`
5. Type the **User name** and **Password** to access the source server. The server you are updating from must have previously downloaded a copy of the update files.
6. Click **OK**.

WARNING! In order to download updates from a local or network drive, you must first create a download source folder. See the procedure listed below.

To create a download source folder:

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

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

Using Download Now

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

To use Download Now:

1. Do one of the following:
 - Click **Update > Update** on the side bar.
 - Click **Do > Update** on the main menu.
2. Click **Download Now** on the **Update** main screen. A progress bar appears to show the time remaining until the completion of the update.

Note: Before you use Download Now for the first time, you need to configure the download settings. Failure to do so, could prompt a **Source network generic failure** or **HTTP timeout** message when you click **Download Now**. See [Configuring Download Settings](#) on page 3-33.

ServerProtect logs the event in the Information Server logs.

Configuring a Scheduled Download

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

To configure a scheduled download:

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

3. Click the **Schedule Setting** tab.

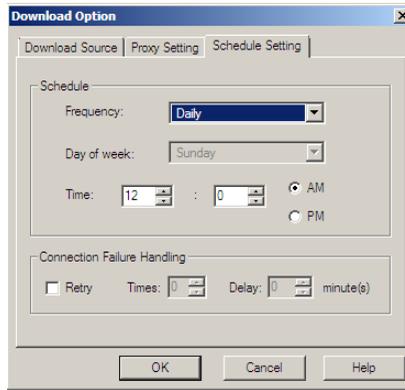


FIGURE 3-9. Download Option--Schedule Setting dialog

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

\Trend\SProtect\SpntShare

Configuring Download Settings

The following steps describe how to download the update files

To configure the download settings:

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

- Click **Do > Update** on the main menu.
2. Click **Configure** on the **Update** screen to change your download configuration. The **Download Option** dialog appears.

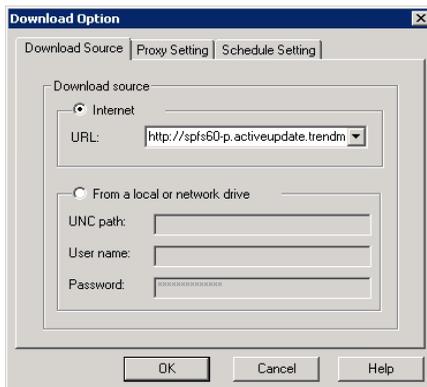


FIGURE 3-10. Download Option dialog

Configuring the Proxy Server Settings

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

To configure a proxy server setting:

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

3. Click the **Proxy Setting** tab.



FIGURE 3-11. Download Option--Proxy Setting dialog

4. Select the **Connect to the Internet through a proxy server** check box.
5. In the **Protocol type** list, click the protocol used for downloading. The protocols supported are: HTTP and SOCK4.
6. Under **Proxy Setting** do the following:
 - In the **Proxy Server** and **Port no** text boxes, type the name of the proxy server and the port number used.
 - In the **User name** and **Password** text boxes, type the appropriate information for the proxy server.
7. Click **OK**.

Deploying Updates

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

Configuring Deploy Now

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

To deploy an update:

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

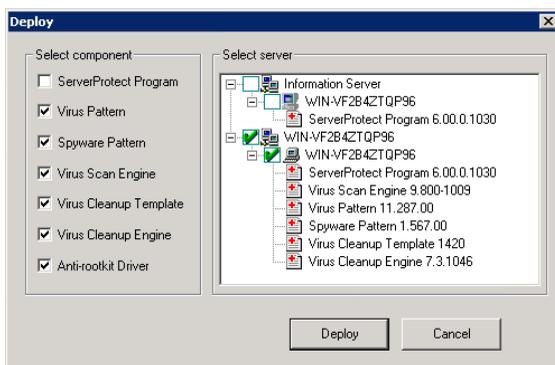


FIGURE 3-12. Deploy dialog

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

3. To apply intended antivirus protections, select the options that correspond to these components in the **Select Component** group. Then, select the options that correspond to the Normal Servers that need to be deployed from the **Select server** tree view. Click **Deploy** to deploy the downloaded elements.

Configuring a Scheduled Deployment

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

ServerProtect creates a deploy task by default. See *Default tasks* on page 3-41.

For more information on how to configure a scheduled task, refer to *Creating Tasks* on page 3-42.

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

To configure a scheduled deployment:

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

2. Click **Configure** in the **Deploy** section. The **Deploy Option** dialog appears.

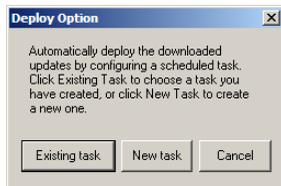


FIGURE 3-13. Deploy Options dialog

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

See [Creating Tasks](#) on page 3-42 and [Modifying an Existing Task](#) on page 3-47 for information on how to create or edit a task.

Rolling Back the Previous Deployment Action

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

Note: If both the virus pattern and the scan engine files were originally deployed, you can rollback both.

To roll back the previously deployed update:

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

The **Rollback** screen appears.

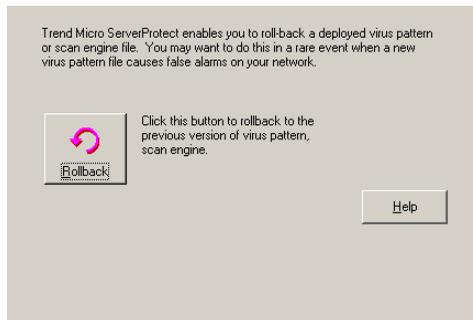


FIGURE 3-14. Roll Back Configuration dialog

2. Click **Rollback**. The ServerProtect **Rollback** dialog appears.

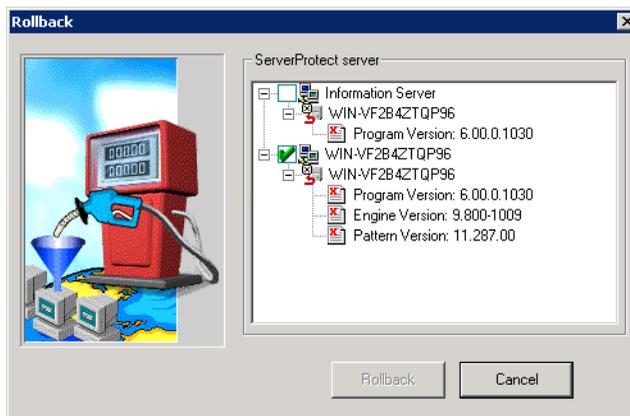


FIGURE 3-15. Rollback dialog

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

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

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

Managing Tasks

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

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

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

ServerProtect Task Wizard

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

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

- **Deploy:** Defines when to distribute the updates of virus pattern and scan engine components to other ServerProtect servers



FIGURE 3-16. Task Wizard dialog

Default tasks

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

Creating Tasks

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

To create a task:

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

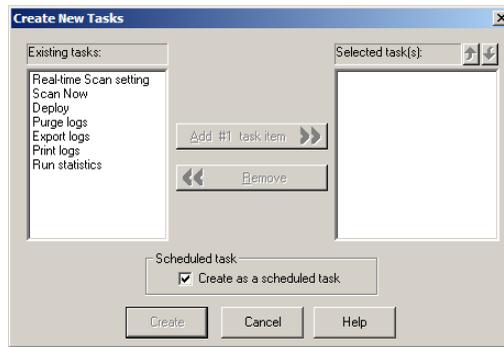


FIGURE 3-17. Create New Tasks dialog

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

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

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

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

Creating a Scheduled Task

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

To create a scheduled task:

1. Follow steps 1 through 6 in the *Creating Tasks* on page 3-42 section. Make sure you select the **Create as a scheduled task** check box under **Scheduled task** (see *Figure 3-17*). The **Task Wizard** dialog appears.
2. Click **Next**. The **Schedule Settings** dialog appears.

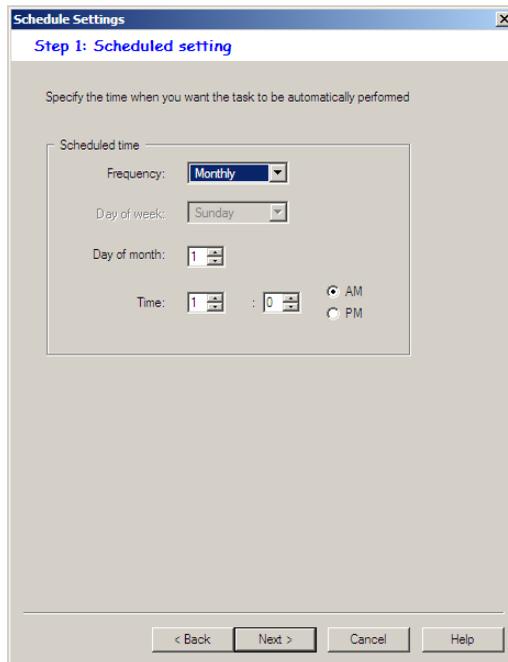


FIGURE 3-18. Schedule Settings dialog

3. Under **Scheduled time** in the **Frequency** list, click a download frequency. You can select **Monthly**, **Weekly**, **Daily**, or **Hourly**. If you selected **Weekly**, select a day

from the **Day of Week** list. Alternatively, if you selected **Monthly**, click a day in the **Day of month** list.

4. In the **Time** box, type or select the time when you want to update the components, and then click **AM** or **PM**.
5. Click **Next** to proceed with the task wizard configuration.

Specifying a Target for Scan Now

Scan tasks must be run on specific drives. When defining the target drive, you are initially given the option to scan all local drives or specific drives and/or directories. The latter option also allows you to scan another drive on the network.

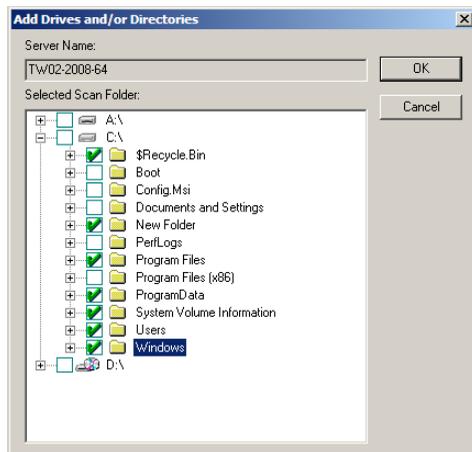


FIGURE 3-19. Add Drives and/or Directories dialog

Creating a Default Task

You can define a default task in the last screen of the task wizard, the **Task Information** dialog, where you define the name and owner of the task. Default tasks affect all Normal Servers managed by an Information Server which means if you add a Normal Server, it will inherit existing default tasks.

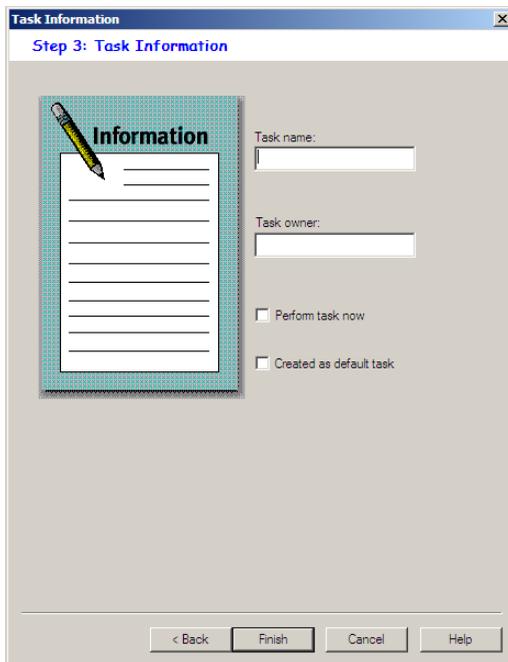


FIGURE 3-20. Task Information dialog

Opening the Existing Task List

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

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

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

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

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

FIGURE 3-21. Viewing Existing Tasks table

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

Running an Existing Task

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

To run an existing task:

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

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

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

Modifying an Existing Task

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

To modify an existing task:

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

The **Existing Task** list appears.

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

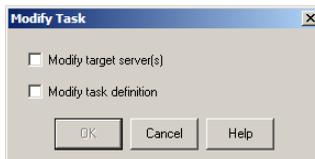
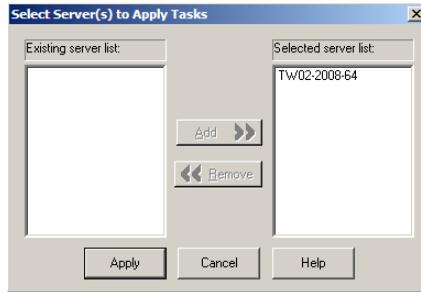


FIGURE 3-22. Modify Task dialog

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

To modify a target server for an existing task:

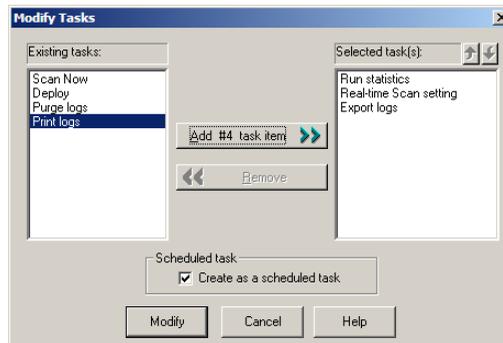
1. In the **Select Servers to Apply Tasks** dialog select and add the server on which you want to run the task.
2. Click **Add**.

**FIGURE 3-23. Select Servers to Apply Tasks dialog**

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

To modify a task definition for an existing task:

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

**FIGURE 3-24. Modify Tasks dialog**

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

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

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

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

Viewing an Existing Task

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

To view an existing task:

1. Do one of the following:
 - Click **Do > Existing Task** on the main menu.
 - Click **Task > Existing Task** on the side bar.
2. Select the task in the **Existing Task** list that you want to view.

3. Click **View** at the bottom of the configuration area. Alternatively, you can double-click the task's record entry in the **Existing Task** table. The **View Task Information** dialog appears.

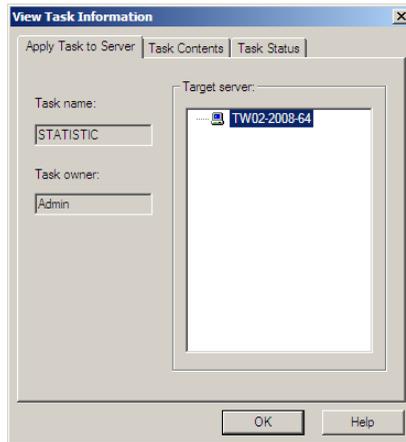


FIGURE 3-25. View Task dialog

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

- **Apply Task to Server:** The **Task name** and **Task owner** are displayed on the left side of the tab. The **Target server** displays all the servers on which the task will run on your network.
 - **Task Contents:** All of the functions that make up the task are displayed. Select a function in the **Task sequence** list and the function definition will appear in the task definition table on the right.
 - **Task Status:** The **Target Server** displays all of the servers on your network on which the task will run. The **Current Status**, **Last Perform Time**, and **Next Schedule** fields display the status of the task and the last time it was run.
4. Click **OK** to close the **View Task Information** dialog.

Removing an Existing Task

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

To remove an existing task:

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

Configuring Notification Messages

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

ServerProtect notifications comprise of standard and outbreak alerts. Alerts can be delivered in various ways. See *Setting Alert Methods* on page 3-56 for all available delivery options.

Standard Alerts

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

Notification Events

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

- **Virus/Malware detected:** an infected file on the server was detected
- **Spyware/Grayware detected:** spyware or grayware-infected file on the server was detected
- **Attempt to change write-protected file:** detects attempts to change write-protected file settings

- **Real-time configuration change:** detects changes to real-time scan configuration settings
- **Service load/unload:** detects events that stop/start ServerProtect
- **Device RPC connection success/failure:** Status of an RPC connection to a NetApp Device
- **Virus pattern out-of-date:** detects whenever the virus pattern file is out-of-date
- **Spyware pattern out-of-date:** detects whenever the Spyware pattern file is out-of-date

To configure a standard alert:

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

The **Standard Alert** screen appears.

Set event type

Virus/Malware detected Configure Message

Spyware/Grayware detected Configure Message

Attempt to change write-protected file Configure Message

Real-time Scan configuration change Configure Message

Service load/unload Configure Message

Device RPC Connection Success/Failure Configure Message

Virus pattern out-of-date Configure Message
Expiry days: 14

Spyware pattern out-of-date Configure Message
Expiry days: 14

Set Alert Method

Apply Help

FIGURE 3-26. ServerProtect Standard Alert Configuration Window

3. Select the event type check box(es).
4. Click **Configure Message** for each selected event. The **Configure Alert Message** dialog appears.
5. Type your desired settings, and then click **OK** to close the dialog.
6. Click **Set Alert Method** to select the way that you want to be notified. Refer to [Setting Alert Methods](#) on page 3-56 for additional information.

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

Outbreak Alerts

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

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

To configure an outbreak alert:

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

The **Outbreak Alert** screen appears.

The screenshot shows the 'Outbreak Alert' configuration window. At the top, it says 'Signal an outbreak alert when the number of viruses found exceeds [50] within [1] hours.' Below this is a section titled 'Set alert methods' with a list of options, each with a checkbox and a 'Configure...' button: Message box, Printer, Pager, Internet email, SNMP trap, and Windows event log. At the bottom of this section is a 'Configure Message' button. At the very bottom of the window are 'Apply' and 'Help' buttons.

FIGURE 3-27. ServerProtect Outbreak Alert Events Configuration Window

3. Define the outbreak threshold. Specify the number of viruses to be exceeded, and the period of consideration, in hours, in the boxes provided.
4. Select the notification methods that the alert uses.
5. Click **Configure** to access the notification settings for the selected methods. For additional information about each modification method, refer to *Setting Alert Methods* on page 3-56.
6. Under **Alert Message**, click **Configure Message** to modify the message that will be displayed when there is a virus outbreak.
7. Click **Apply** to save your settings.

Setting Alert Methods

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

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

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

To configure an alert to be sent by Internet email:

1. Click either the Information Server domain, or a Normal Server on the domain browser tree.
2. Do one of the following:

To configure an outbreak alert:

- Click **Set Notification > Outbreak Alert** on the side bar.
- Click **Configure > Notifications** and then **Outbreak Alert** on the main menu.

To configure a standard alert:

- Click **Configure > Notifications > Standard Alert** on the main menu then click **Set Alert Method**.
- Click **Set Notification > Standard Alert** on the side bar and then click **Set Alert Method**.

3. Select the **Internet mail** check box, and then click **Configure**. The **Configure Internet Mail** dialog appears.

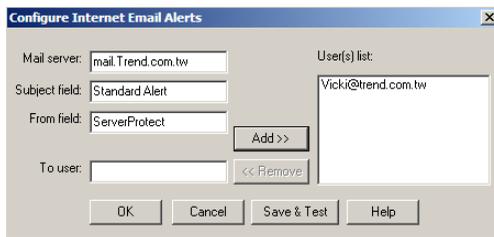


FIGURE 3-28. Configure Internet Email Alerts dialog

4. Do the following:
 - a. Type the name of the mail server in the **Mail Server** text box.
 - b. Type the subject of the message in the **Subject field** text box.
 - c. Type the name of the sender in the **From field** text box.
5. Type each recipient of this email message in the **To user(s)** text box and then click **Add**. You can remove a recipient by selecting the user, and then clicking **Remove**.
6. Click **Save & Test** to ensure that the configuration settings are working. If successful, the users that you specified receive a test email message.
7. Click **OK** to save your configuration changes and return to the **Set Alert Method** dialog.

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

Scanning Viruses for Normal Server

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

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

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

You can do the following:

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

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

Defining Actions Against Viruses

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

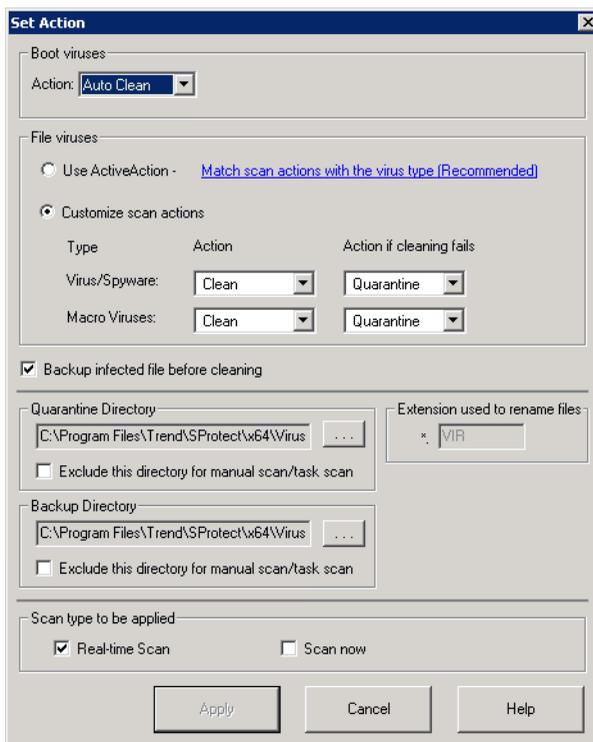


FIGURE 3-29. Set Action dialog for Normal Server

To configure virus actions for a virus type:

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

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

2. Under **Boot Viruses** in the **Action** list, click the virus action you want ServerProtect to take when it finds a boot virus. You can select **Auto Clean** or **Bypass**.

3. Under **File Viruses**, do one of the following:
 - Click **Use ActiveAction** to set Trend Micro recommended virus actions. Beware that the action can be taken to handle spyware infection is limited to **Bypass**, and that the action **Clean** is not supported to handle spyware infection. Applying the **Clean** action to a spyware infected file will delete the file.

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

- Click **Customize scan actions**, to select the appropriate action to take against the file and macro viruses in the **Action** and **Action if cleaning fails** lists. See [When ServerProtect Finds a Virus \(Virus Actions\)](#) on page 1-19. For more information about ActiveAction, see [IntelliScan](#) on page 1-26.

Note: If you selected a **Clean** action, Trend Micro recommends selecting the **Backup infected file before cleaning** check box. The virus cleaning process can, on rare occasions, damage files and make them unusable.

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

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

Note: The EMC CAVA Scanner protects EMC VNX/VNXe Server using Real-time Scan. If the Normal Server is an EMC CAVA Scanner, the configuration of Real-time Scan will also be applied to the EMC CAVA Scanner.

Scanning Profiles

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

For scheduled scans, that is, scheduled scan tasks, you can either choose an existing scanning profile or create your own. See *Modifying an Existing Task* on page 3-47.

To save a scanning profile:

1. Configure a Real-time Scan or Scan Now. See *Configuring Scan* on page 3-65 and *Configuring Scan Now* on page 3-69.
2. Click **Save As/ Delete Profile**. The **Save/Delete Profile** dialog appears.

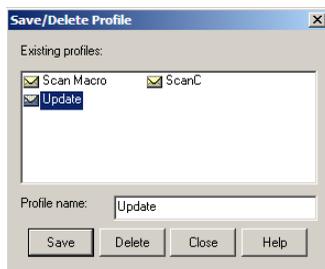


FIGURE 3-30. Save/Delete Profile dialog

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

To delete a scanning profile:

1. Do one of the following:
 - Click **Scan Now > Scan Now** on the side bar.
 - Click **Do > Scan Now** on the main menu.
 - Click **Set Scan option > Real-time Scan** on the side bar.
2. Click **Save As/ Delete Profile**. The **Save/Delete Profile** dialog appears.
3. Click the profile you want to delete in the **Existing Profiles** list.
4. Click **Delete** to delete the profile. Alternatively, click **Close** to close the dialog without deleting it.

Scanning Viruses for Storage Devices

ServerProtect for Storage provides three kinds of scanners for detecting viruses for storage devices: RPC Scanner, EMC CAVA Scanner and ICAP Scanner.

There are five actions for dealing with infected files in RPC Scanner and EMC CAVA Scanner: Bypass (Ignore), Delete, Rename, Quarantine (Move), and Clean. And there are only two actions for dealing with infected files in ICAP Scanner.

Defining Actions Against Viruses in RPC Scanner and EMC CAVA Scanner

ServerProtect with EMC CAVA Scanner and RPC Scanner lets you configure the kind of action(s) to take against infected files that are found on a storage device.

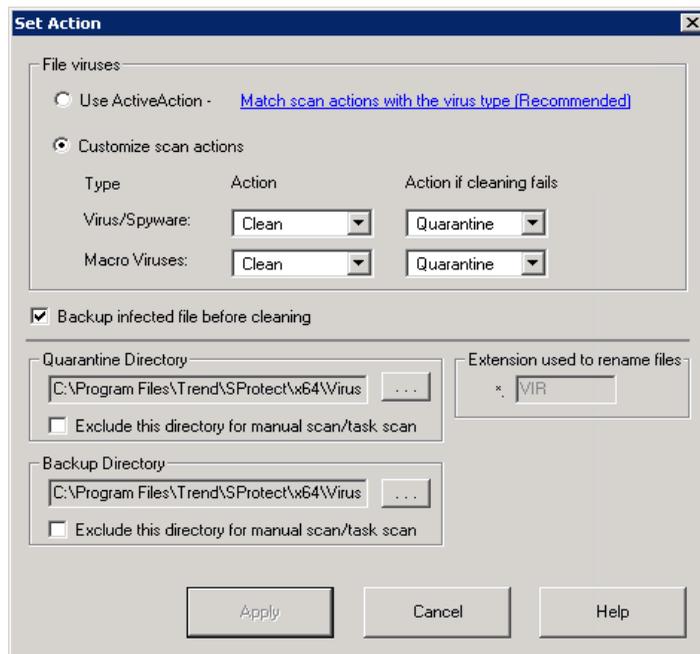


FIGURE 3-17. Set Action dialog for RPC and EMC CAVA Scanner

To define actions against viruses in RPC Scanner and EMC CAVA Scanner:

1. Click **Set Action** from the **Storage Scanner** configuration area. The **Set Action** dialog appears.
2. Under **File Viruses**, do one of the following:
 - Click **Use ActiveAction** to set Trend Micro recommended virus actions. Beware that the action can be taken to handle spyware infection is limited to **Bypass**, and that the action **Clean** is not supported to handle spyware infection. Applying the **Clean** action to a spyware infected file will delete the file.
 - Click **Customize scan actions**, to select the appropriate action to take against the file and macro viruses in the **Action** and **Action if cleaning fails** lists. See [When ServerProtect Finds a Virus \(Virus Actions\)](#) on page 1-19. For more information about ActiveAction, see [IntelliScan](#) on page 1-26.

Note: If you selected a **Clean** action, Trend Micro recommends selecting the **Backup infected file before cleaning** check box. The virus cleaning process can, on rare occasions, damage files and make them unusable.

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

3. Click **Apply** to start using these settings.

Note: The EMC CAVA Scanner protects EMC VNX/VNXe Server using Real-time Scan. If the Normal Server is an EMC CAVA Scanner, the configuration of EMC CAVA Scanner will also be applied to Real-time Scan.

Defining Actions Against Viruses in ICAP Scanner

ServerProtect with ICAP Scanner lets you configure the kind of action(s) to take against infected files that are found on a storage device.

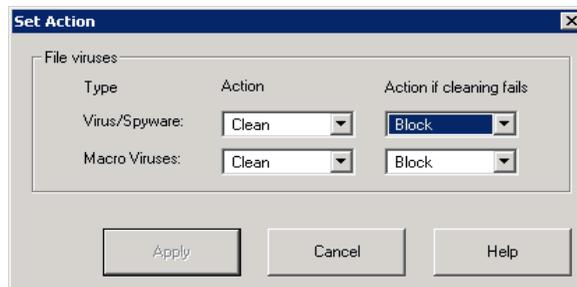


FIGURE 3-18. Set Action dialog for ICAP Scanner

To define actions against viruses in ICAP Scanner:

1. Click **Set Action** from the **Storage Scanner** configuration area. The **Set Action** dialog appears.
2. Under **File Viruses**, select the appropriate action to take against the file and macro viruses in the **Action** and **Action if cleaning fails** lists. See *When ServerProtect Finds a Virus (Virus Actions)* on page 1-19 for more information.
3. Click **Apply** to start using these settings.

Using Real-Time Scan

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

Configuring Scan

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

- **Scan floppy at startup:** Your floppy disk drive is scanned for boot viruses when you turn your computer on. Any diskette inside your floppy disk drive is also scanned. This prevents you from booting your computer with an infected diskette.
- **Scan floppy at shutdown:** Your computer's floppy disk drive is checked for boot viruses when the computer is shut down and any diskette inside it is also scanned.

- **Scan floppy boot area:** This option scans the floppy boot area of your computer. This feature protects against Master Boot Record viruses.
- **MacroTrap:** ServerProtect includes patented MacroTrap™ technology to guard against macro viruses in Microsoft™ Office files and templates.
- **Scan OLE layers:** This option scans embedded files. OLE layer scan offers five layers of protection. See *OLE Layer Scan* on page 1-26 for more information.
- **Scan mapped network drive:** This option scans any mapped network drive. You should have an existing network mapped drive for this option to work.

To configure Real-time Scan:

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

- Click **Configure > Scan Options > Real time Scan** on the main menu.

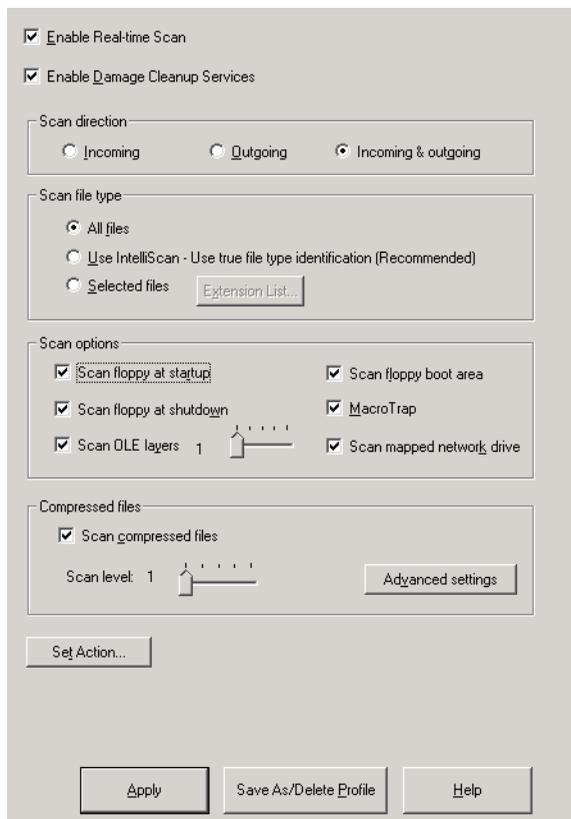


FIGURE 3-31. Real-time Scanning Configuration Window

3. Select the **Enable real-time scan** check box.
4. Set the **Enable Damage Cleanup Services** check box so that the Virus Cleanup engine scans for and removes Trojans and Trojan processes. It supports 32-bit and 64-bit platforms. Clear the check box to disable the service.
5. Under **Scan direction** choose one of the following:
 - **Incoming:** Scans files copied to the server

- **Outgoing:** Scans files being copied from the server
 - **Incoming and Outgoing:** Scans all incoming and outgoing files on the server
6. Under **Scan file type**, choose one of the following:
- **All files:** Scans all file types
 - **IntelliScan:** Scans files using true file type identification. See *IntelliScan* on page 1-26.
 - **Selected files:** Scans only specified files
If you choose **Selected files**, click **Extension List** to define the file types that you want to scan. Refer to *Selecting File Types to Scan* on page 3-83.
7. Under **Scan options**, select one or more from the following check boxes:
- Scan floppy at start up
 - Scan floppy at shutdown
 - Scan OLE layers
 - Scan floppy boot area
 - MacroTrap
 - Scan mapped network drive

See *Configuring Scan* on page 3-65 for additional information on each scan option.

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

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

9. Click **Set Action** to configure how ServerProtect acts on infected files. See *Defining Actions Against Viruses* on page 3-59.
10. Click **Apply** to save your changes or click **Save As Profile** to recall your configuration settings at a later time.

Note: The EMC CAVA Scanner protects EMC VNX/VNXe Server using Real-time Scan. If the Normal Server is an EMC CAVA Scanner, the configuration of Real-time Scan will also be applied to EMC CAVA Scanner.

Using Scan Now (Manual Scan)

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

Configuring Scan Now

You can configure the following for Scan Now:

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

To configure Scan Now:

1. Click the Information Server, domain, or a Normal Server on the domain browser tree.
2. Do one of the following to bring about the configuration pane for Scan Now operation, as shown in Figure 3-31:
 - Click **Scan Now** > **Scan Now** on the side bar.

- Click **Do > Scan Now** on the main menu.

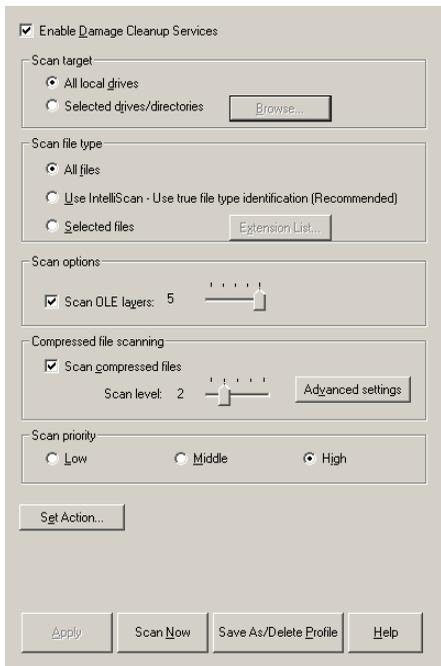


FIGURE 3-32. Scan Now Configuration dialog

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

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

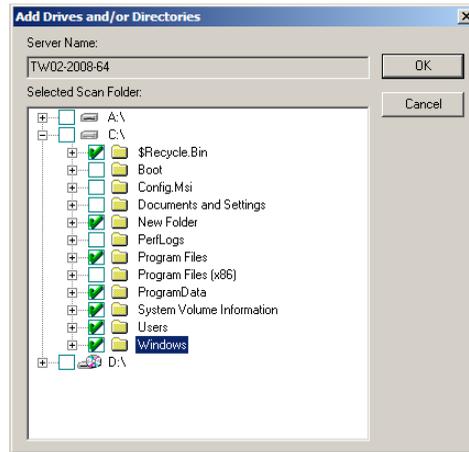


FIGURE 3-33. Add Drives and/or Directories dialog

5. Under **Scan file type**, choose one of the following:
 - **All files:** Scans all files
 - **Use IntelliScan:** Scans files using true file type identification. See [IntelliScan](#) on page 1-26.
 - **Selected files:** Scans only specified files

Click **Extension List** to define the file types that you want to scan. Refer to [Selecting File Types to Scan](#) on page 3-83.
6. Under **Scan options**, select **Scan OLE layers**. Move the **Scan OLE layers** slider to set the number of OLE layers. ServerProtect can scan up to five layers.
7. Under **Compressed file scanning**, select the **Scan compressed files** check box. Move the **Scan level** slider to set the number of compressed layers that you want to scan. For information on advanced settings, refer to the *Compressed file scan* topic in the online help.

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

8. Under **Scan priority**, click **Low**, **Middle**, or **High**. A high scan priority consumes more CPU resources, but can complete scan jobs faster.
9. Click **Set Action** to configure how ServerProtect acts on infected files. See *Defining Actions Against Viruses* on page 3-59.
10. Click **Apply** to save the changes or click **Save As Profile** to recall the configuration settings at a later time.

Running the Scan Now Tool on Windows Normal Servers

Use the Scan Now tool to Scan Servers of Microsoft Windows Server family without accessing the Management Console. Scan Now performs the scan according to the Scan Now configurations you have set in the Management Console (for example, Scan target, Scan file type).

To run the Scan Now tool:

1. Click **Start > Programs > Accessories > Windows Explorer** on the Normal Server. The **Windows Explorer** dialog appears.
2. Click the folder where you installed ServerProtect. The default location for a 32-bit operating system is:

C:\Program Files\Trend\SProtect

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

C:\Program Files\Trend\SProtect\x64

3. Double-click **ScanNow.EXE**. A Scan Now is performed.

To stop Scan Now:

1. Click **Start > Run** on the Normal Server. The **Run** dialog appears.
 2. Click **Browse** and locate the ScanNow.EXE file.
- The default location for a 32-bit operating system is:

C:\Program Files\Trend\SProtect

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

```
C:\Program Files\Trend\SProtect\x64
```

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

For a 32-bit operating system:

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

For a 64-bit operating system:

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

4. Click **OK**. Scan Now stops.
-

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

Scheduled Scanning

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

Configuring a Scheduled Scan

You can configure a scheduled Scan Now or Real-time Scan by using a scheduled task. Refer to [Creating Tasks](#) on page 3-42 for more information.

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

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

Using RPC Scanner

Use RPC Scanner if the storage supports RPC mode for virus scanning.

Configuring RPC Scanner

You can configure the following for RPC Scanner:

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

To configure RPC Scanner:

1. Click a Normal Server with RPC Scanner on the domain browser tree.
2. Do one of the following:
 - Click **Set Scan Option** > **Storage Scanner** on the side bar.
 - Click **Do** > **Storage Scanner** on the main menu.

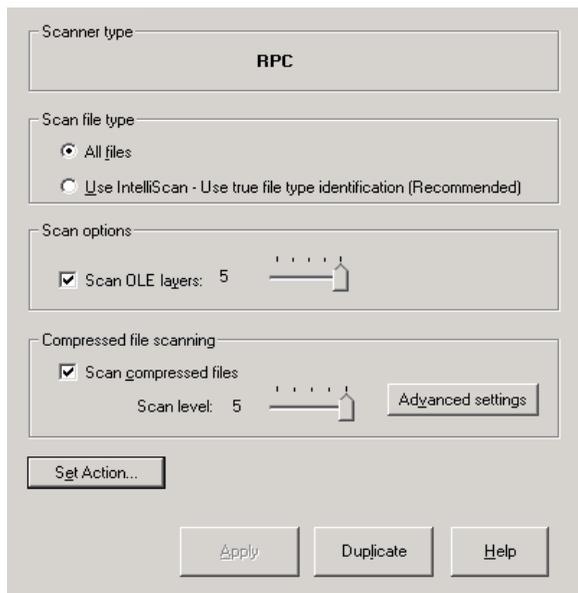


FIGURE 3-34. RPC Scanner Configuration dialog

3. Under **Scan file type**, choose one of the following:
 - **All files**: Scans all files
 - **Use IntelliScan**: Scans files using true file type identification. See *IntelliScan* on page 1-26.
4. Under **Scan options**, select **Scan OLE layers**. Move the **Scan OLE layers** slider to set the number of OLE layers. ServerProtect can scan up to five layers.
5. Under **Compressed file scanning**, select the **Scan compressed files** check box. Move the **Scan level** slider to set the number of compressed layers that you want to scan. For information on advanced settings, refer to the *Compressed file scan* topic in the online help.
6. Click **Set Action** to configure how ServerProtect acts on infected files. See *Defining Actions Against Viruses in RPC Scanner and EMC CAVA Scanner* on page 3-63.
7. Click **Apply** to save the changes.

To duplicate RPC Scanner configuration:

1. Click a Normal Server with RPC Scanner on the domain browser tree.
2. Do one of the following:
 - Click **Set Scan Option > Storage Scanner** on the side bar.
 - Click **Do > Storage Scanner** on the main menu.
3. Click **Duplicate**.

The **Select Server(s) to Duplicate Configuration to** screen appears.

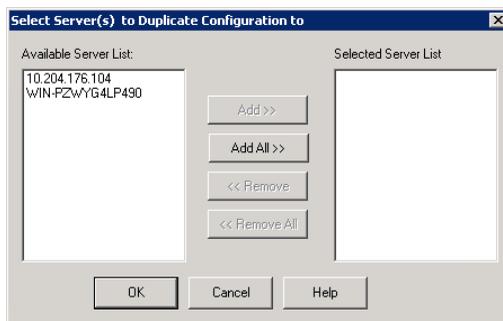


FIGURE 3-19. Duplicate configuration dialog

4. Select one or more Normal Servers in Available Server List. To select multiple Normal Servers, press the CTRL key as you select.

Note: The scanner type of Normal Server(s) shows in **Available Server List** is the same with the scanner type of the source Normal Server.

5. Do one of the following:
 - Click **Add** to add the selected Normal Server(s) to **Selected Server List**.
 - Click **Add All** to add all the Normal Server(s) in **Available Server List** to **Selected Server List**.
6. Click **OK**.

Note: This procedure does not duplicate the quarantine directory and backup directory.

Using EMC CAVA Scanner

Use EMC CAVA Scanner if the storage supports EMC CAVA for virus scanning.

Configuring EMC CAVA Scanner

You can configure the following for EMC CAVA Scanner:

- Enable Real-time Scan
- Enable Damage Cleanup Services
- Scan direction
- Scan file type
- Scan options
- Compressed file scanning
- Scan action

Note: The EMC CAVA Scanner protects EMC VNX/VNXe Server using Real-time Scan. If the Normal Server is an EMC CAVA Scanner, the configuration of EMC CAVA Scanner will also be applied to Real-time Scan.

To configure EMC CAVA Scanner:

1. Click a Normal Server with EMC CAVA Scanner on the domain browser tree.
2. Do one of the following:
 - Click **Set Scan Option > Storage Scanner** on the side bar.
 - Click **Do > Storage Scanner** on the main menu.

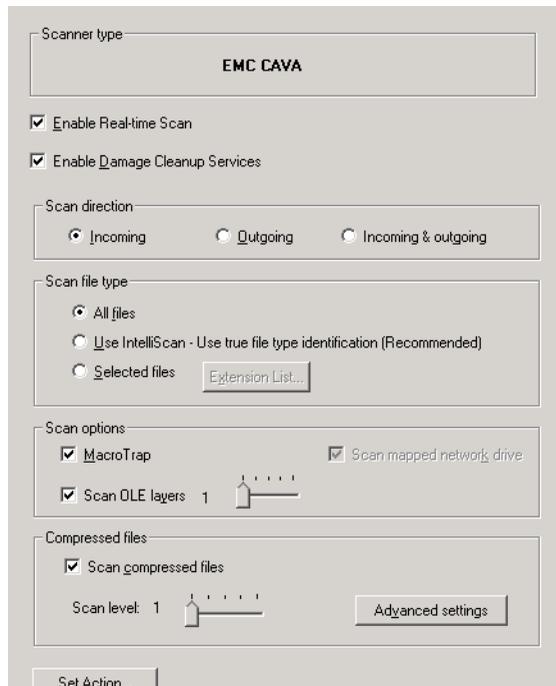


FIGURE 3-35. EMC CAVA Scanner Configuration dialog

3. Select the **Enable real-time scan** check box.
4. Set the **Enable Damage Cleanup Services** check box so that the Virus Cleanup engine scans for and removes Trojans and Trojan processes. It supports 32-bit and 64-bit platforms. Clear the check box to disable the service.
5. Under **Scan direction** choose one of the following:
 - **Incoming:** Scans files copied to the server
 - **Outgoing:** Scans files being copied from the server
 - **Incoming and Outgoing:** Scans all incoming and outgoing files on the server
6. Under **Scan file type**, choose one of the following:
 - **All files:** Scans all file types
 - **IntelliScan:** Scans files using true file type identification. See *IntelliScan* on page 1-26.
 - **Selected files:** Scans only specified files
If you choose **Selected files**, click **Extension List** to define the file types that you want to scan. Refer to *Selecting File Types to Scan* on page 3-83.
7. Under **Scan options**, select one or more from the following check boxes:
 - Scan OLE layers
 - MacroTrap
 - Scan mapped network driveSee *Configuring Scan* on page 3-65 for additional information on each scan option.
8. Select the **Scan compressed files** check box to scan compressed files and then move the **Scan level** slider to set the number of compressed layers that you want to scan. For information on advanced settings, refer to the *Compressed file scan* topic in the online help.

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

9. Click **Set Action** to configure how ServerProtect acts on infected files. See *Defining Actions Against Viruses in RPC Scanner and EMC CAVA Scanner* on page 3-63.
10. Click **Apply** to save your changes.

To duplicate EMC CAVA Scanner configuration:

1. Click a Normal Server with EMC CAVA Scanner on the domain browser tree.
2. Do one of the following:
 - Click **Set Scan Option > Storage Scanner** on the side bar.
 - Click **Do > Storage Scanner** on the main menu.
3. Click **Duplicate**.

The **Select Server(s) to Duplicate Configuration to** screen appears.

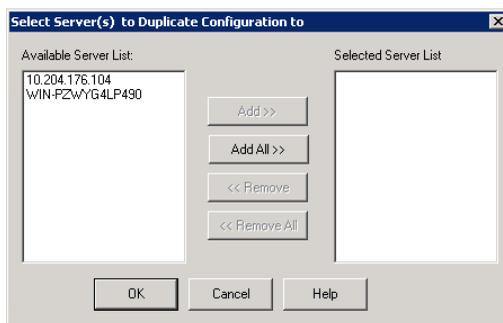


FIGURE 3-20. Duplicate configuration dialog

4. Select one or more Normal Servers in Available Server List. To select multiple Normal Servers, press the CTRL key as you select.

Note: The scanner type of Normal Server(s) shows in **Available Server List** is the same with the scanner type of the source Normal Server.

5. Do one of the following:
 - Click **Add** to add the selected Normal Server(s) to **Selected Server List**.
 - Click **Add All** to add all the Normal Server(s) in **Available Server List** to **Selected Server List**.
6. Click **OK**.

Note: This procedure does not duplicate the quarantine directory and backup directory.

Using ICAP Scanner

Use ICAP Scanner if the storage supports ICAP mode for virus scanning.

Configuring ICAP Scanner

You can configure the following for ICAP Scanner:

- Scan file type
- Scan options
- Compressed file scanning
- Scan action
- Options

To configure ICAP Scanner:

1. Click a Normal Server with ICAP Scanner on the domain browser tree.
2. Do one of the following:
 - Click **Set Scan Option > Storage Scanner** on the side bar.
 - Click **Do > Storage Scanner** on the main menu.

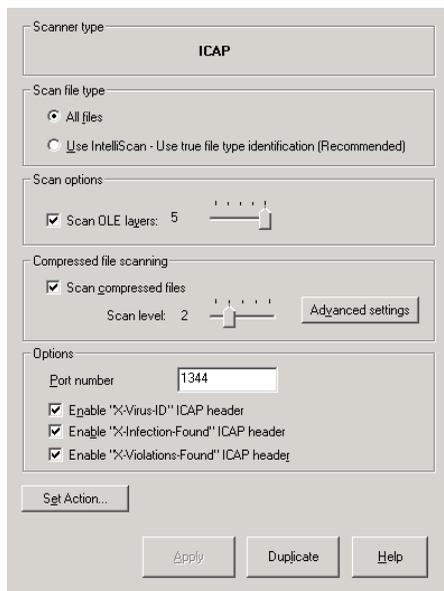


FIGURE 3-36. ICAP Scanner Configuration dialog

3. Under **Scan file type**, choose one of the following:
 - **All files:** Scans all file types
 - **IntelliScan:** Scans files using true file type identification. See [IntelliScan](#) on page 1-26.
4. Under **Scan options**, select **Scan OLE layers**. Move the **Scan OLE layers** slider to set the number of OLE layers. ServerProtect can scan up to five layers.
5. Under **Compressed file scanning**, select the **Scan compressed files** check box. Move the **Scan level** slider to set the number of compressed layers that you want to scan. For information on advanced settings, refer to the *Compressed file scan* topic in the online help.
6. Under **Options**, do the following:
 - Type the port number in **Port Number**. Scan Server uses this port number to listen for ICAP server connections from ICAP Clients.

- Select **Enable "X-Virus-ID" ICAP Header**. If ServerProtect detects a virus, it adds the **X-Virus-ID** ICAP extension header in the ICAP response.
 - Select **Enable "X-Infection-Found" ICAP Header**. If ServerProtect detects a virus, it adds the **X-Infection-Found** ICAP extension header in the ICAP response.
 - Select **Enable "X-Violations-Found" ICAP Header**. If ServerProtect detects a virus, it adds the **X-Violations-Found** ICAP extension header in the ICAP response.
7. Click **Set Action** to configure how ServerProtect acts on infected files. See [Defining Actions Against Viruses in ICAP Scanner](#) on page 3-64.
 8. Click **Apply** to save the changes.

To duplicate ICAP Scanner configuration:

1. Click a Normal Server with ICAP Scanner on the domain browser tree.
2. Do one of the following:
 - Click **Set Scan Option > Storage Scanner** on the side bar.
 - Click **Do > Storage Scanner** on the main menu.
3. Click **Duplicate**.

The **Select Server(s) to Duplicate Configuration to** screen appears.

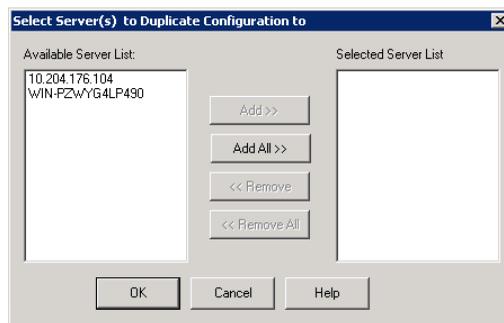


FIGURE 3-21. Duplicate configuration dialog

4. Select one or more Normal Servers in Available Server List. To select multiple Normal Servers, press the CTRL key as you select.

Note: The scanner type of Normal Server(s) shows in **Available Server List** is the same with the scanner type of the source Normal Server.

5. Do one of the following:
 - Click **Add** to add the selected Normal Server(s) to **Selected Server List**.
 - Click **Add All** to add all the Normal Server(s) in **Available Server List** to **Selected Server List**.
6. Click **OK**.

Note: This procedure does not duplicate the port number.

Selecting File Types to Scan

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

To include a file extension for scanning:

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

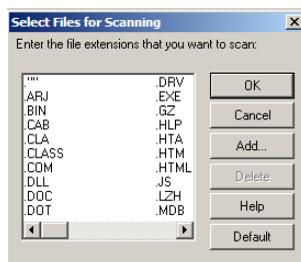


FIGURE 3-37. Select Files for Scanning dialog

2. Do one of the following:

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

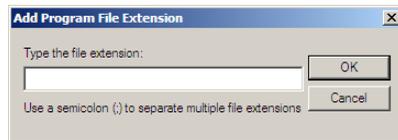


FIGURE 3-38. Add Program File Extension dialog

Type the file extension that you want to **include** for scanning and click **OK**. Alternatively, click **Cancel** to close the dialog without saving your changes.

- Click **Default** to add all the default file extensions and then click **OK**. Any customized extensions will be lost.

The default setting provides sufficient protection for most environments. The following are the default file extensions:

.ARJ	.BIN	.CAB	.CLA
.CLASS	.COM	.DLL	.DOC
.DOT	.DRV	.EXE	.GZ
.HLP	.HTA	.HTM	.HTML
.JS	.LZH	.MDB	.MPP
.MPT	.MSG	.OCX	.OFT
.OVL	.PIF	.POT	.PPS
.PPT	.RAR	.RTF	.SCR
.SHS	.SYS	.TAR	.VBS
.VSD	.VST	.XLA	.XLS
.XLT	.Z	.ZIP	

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

To exclude a file extension from scanning:

1. Select **Set Scan Option > Exclusion List** from the left side bar.
2. Click **Configure > Scan Options > Exclusion List** on the main menu.

3. Under **Excluded file extension list**, click **Add**. The **Add Program File Extension** dialog box appears.

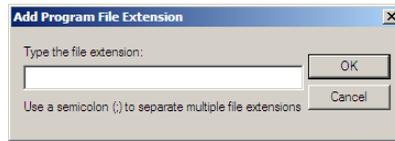


FIGURE 3-39. Add Program File Extension dialog

4. Type the file extensions that you want to **exclude** from being scanned. You can add multiple file extension separated by a semicolon (;).
5. Click **OK**.
6. To delete a previously typed file extension, select the file name from the **Excluded file extension list**, and then click **Remove**.
7. Click **Apply**.

Registering With Trend Micro Control Manager

Trend Micro Control Manager is a software management solution that gives an administrator the ability to control antivirus and content security programs from a central location -- regardless of the program's physical location or platform. This application simplifies the administration of a corporate virus and content security policy.

To enable ServerProtect integration with Control Manager, you must register the product with Control Manager. For more information about Control Manager, refer to [What is Trend Micro Control Manager?](#) on page 5-2.

To register ServerProtect with Control Manager:

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

The **CM Agent Setting** screen appears.

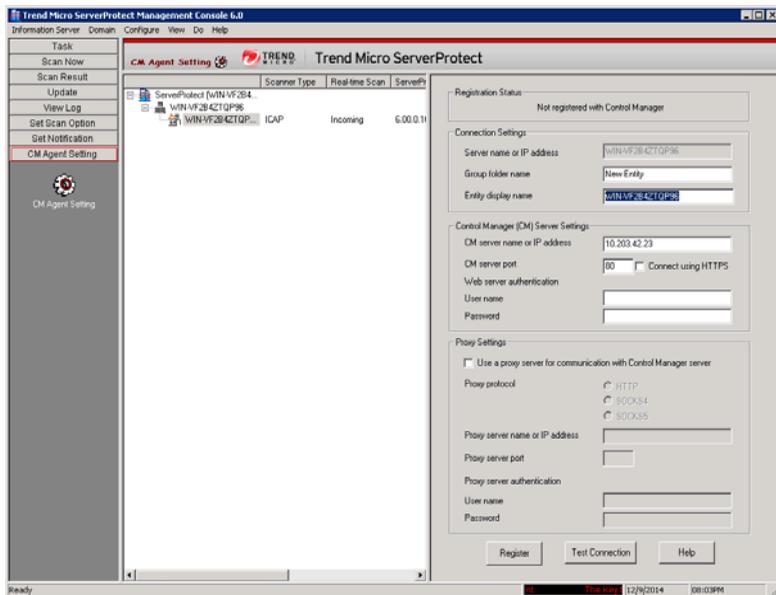


FIGURE 3-40. CM Agent Setting screen

3. Make sure that the server **Registration Status** is **Not Registered with Control Manager**.
4. Under **Connection Settings** section on the right pane, configure the following fields:
 - **Group folder name:** Type a descriptive name that identifies ServerProtect in the Control Manager product tree. The maximum length of Group folder name is 19.
 - **Entity display name:** Type the name of the ServerProtect Information Server. Choose this name carefully because this is the name that will display on the Control Manager server Product Directory to identify the ServerProtect Information server. A unique and meaningful name will help you to quickly identify the ServerProtect server in the Product Directory of Control Manager. The maximum length of Entity display name is 64 characters.

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

5. Under **Control Manager (CM) Server Settings** section, specify the following:
 - **CM server name or IP address:** Type the Control Manager (CM) server name or IP address in this field.
 - **CM server port:** Type the Control Manager (CM) server port number that the MCP agent uses to communicate with Control Manager.

Select **Connect using HTTPS**, if you have Control Manager security set to medium (HTTPS and HTTP communication is allowed between Control Manager and the MCP agent of managed products) or high (Only HTTPS communication is allowed between Control Manager and the MCP agent of any managed products).
 - **User name and Password:** If your network requires authentication, type the authentication information for your Internet Information Services (IIS) server.

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

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

Tip: Before you click the **Register** button, Trend Micro strongly suggests that you check whether ServerProtect can connect to the Control Manager server based on the settings you specified by clicking the **Test Connection** button.

7. Click **Test Connection** to verify if ServerProtect can connect to the Control Manager server using the information you have provided. If ServerProtect is unable to connect to the Control Manager server, verify the settings that you have provided. Also, check the connection between the ServerProtect computer and the Control Manager server.
8. Click **Register** to save the settings and register the ServerProtect computer to Control Manager.

Verifying ServerProtect status in Control Manager

To check the ServerProtect status on the Control Manager management console:

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

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

Where **<Control Manager server name>** is the IP address or host name of the Control Manager server.

2. On the menu bar, click **Products**.
3. From the tree, expand the group folder name that you provided while registering ServerProtect with Control Manager.
4. Verify if the server you had registered, appears in the list.

Unregistering from Control Manager

To unregister ServerProtect computer from Trend Micro Control Manager:

1. Click **Start > ServerProtect Management Console**.
2. Do one of the following:
 - Click **CM Agent Setting** on the side bar.

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

The **CM Agent Setting** screen appears.

3. Click **Unregister**.



Upgrade and Troubleshoot ServerProtect for Storage

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

The version 6.0 installation program can detect the existence of ServerProtect components, including the Normal Server, the Information Server and Management Console. The upgrading and migration feature is an integral part of the ServerProtect installation program. This chapter introduces the key concepts and presents to the user how to use this feature. This chapter also introduces the troubleshooting for ServerProtect for Storage.

The topics included in this chapter are:

- *Use the Installation Package to Upgrade ServerProtect Locally* on page 4-3
- *Use the Installation Package to Upgrade ServerProtect Remotely* on page 4-5
- *Perform a Silent Mode Installation to Upgrade the Normal Servers* on page 4-5
- *Upgrading ServerProtect for NetApp or EMC Celerra* on page 4-8
- *Upgrading the ServerProtect Evaluation Copy* on page 4-8
- *Troubleshooting ServerProtect for Storage with RPC Scanner* on page 4-8

Upgrading Existing ServerProtect

Many users of the ServerProtect have a previous version of product already installed on their network server system, such as ServerProtect 5.8. The upgrade feature integrated in ServerProtect 6.0 offers a number of upgrade options for the users to choose, whichever the most effective will be to serve the purpose. This overview explains each of the options and introduces the related key concepts.

1. ServerProtect 6.0 Information Server can manage ServerProtect 5.8 Normal Server. Therefore, you can upgrade the Information Server and you will still be able to manage the older Normal Server.

Note: You cannot add an existing normal server by selecting "Add a Normal Server" or "Move a Normal Server".

2. Launch the ServerProtect installation and make proper selection to install an Information Server of the latest version of ServerProtect 6.0. To upgrade an existing Information Server, simply select the same target server during the course of installation. See [Use the Installation Package to Upgrade ServerProtect Locally](#) on page 4-3 for details.
3. The next move is to install the Management Console component if the latest version one is not yet in place. See [Use the Installation Package to Upgrade ServerProtect Locally](#) on page 4-3 for detailed information.
4. At this point the Management Console and the Information Server are ready. The Normal Server can be upgraded by the following methods:
 - Use the installation package to perform the upgrade locally.
 - Use the installation package to perform the upgrade remotely across the network.
 - Use silent mode installation to perform the upgrade. The silent mode installation should be used to upgrade the machine only with Normal Server installed. If the silent installer detects that other components are installed, it will terminate and do nothing. We recommend that this method be the only one to upgrade the Normal Servers. It can prevent upgrading Information Server on the remote target machine by accident.

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

Use the Installation Package to Upgrade ServerProtect Locally

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

To initiate a local upgrade session, use the installation package to launch the installation session in the local computer. See *Installing ServerProtect* on page 2-9 for detailed information. The installation program will the user through the whole procedure. At the **ServerProtect** Select Component dialog as shown in the following:

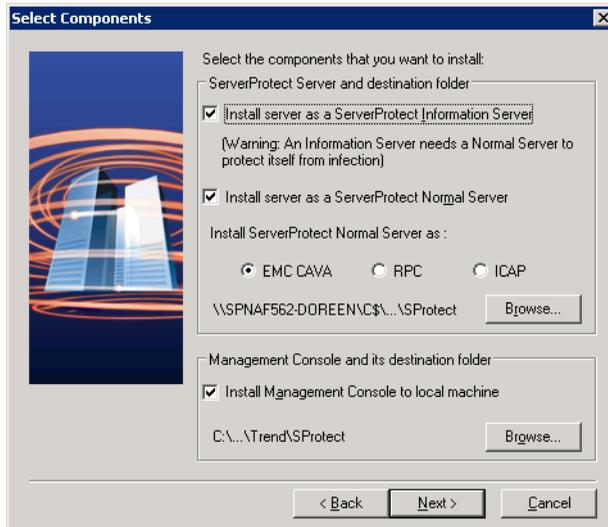


FIGURE 4-1. The ServerProtect Select Component Window

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

Set the check box corresponding to those options need to be upgraded and click **Browse...** to bring up **ServerProtect Installation Path Selection** dialog. See [ServerProtect Install Path Selection screen](#) on page 2-15. Navigate to the target folder which needs to be upgraded on the local computer. The installation program will complete the upgrade after copying the program files and starting all related services.

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

Note: If Trend Micro Infrastructure (TMI) CMAgent is installed on the Information Server, it will be automatically upgraded to the Management Communication Protocol (MCP) CMAgent.

Use the Installation Package to Upgrade ServerProtect Remotely

The way to remotely upgrade the ServerProtect is not very different to that of doing it locally. After launching the ServerProtect installation program, accepting the agreement terms and submitting the correct serial number, the ServerProtect Select Component screen appears. When choosing a Normal Servers as the upgrade candidate using **Browser...** button to locate the target server, instead of exploring in the local computer, the user can navigate to the connected server network system, locate the Normal Server or Information Server need to be upgraded and perform the upgrade operation just as doing it locally. See [Installing ServerProtect](#) on page 2-9 for detailed information.

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

Perform a Silent Mode Installation to Upgrade the Normal Servers

It is well known that, under Microsoft Windows environment, executing program by running it in DOS command line window has certain advantages. The Windows shell is capable of interpreting commands which compose a script file. One can compose such a file to automate certain tasks. In ServerProtect 6.0, capable of launching the installation program in silent mode let the users to enjoy such advantages.

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

To install ServerProtect in silent mode:

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

Note: Share the SMS folder with read and write permissions.

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

3. At the target server, navigate to the SMS folder or drive that is mapped to the folder, open the file `Setup.ini`, and then add one of the following lines at the end of the file to specify the scanner type:
 - To install Normal Server as NetApp RPC Scanner:

```
[CommonSection]
NormalServerType=1
```
 - To install Normal Server as ICAP Scanner:

```
[CommonSection]
NormalServerType=2
```
 - To install Normal Server as EMC CAVA Scanner:

```
[CommonSection]
NormalServerType=4
```

Note: If the `NormalServerType` in `Setup.ini` is not specified, the setup installs the Normal Server as EMC CAVA Scanner by default.

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

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

Example:

- a. At the target server, map the SMS folder to drive "M".
- b. Open a command prompt.

- c. For example, to go to drive **M**, type the following:

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

- d. Press **Enter**.

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

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

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

1. Locate the `Setup.ini` file in the source folder.
2. Add the following lines:

```
[CommonSection]
ServerTargetUNCPath=D$\Utility\AntiVirus\SProtect
```

Where:

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

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

```
[CommonSection]
ServerTargetSN=XXXX-XXXX-XXXX-XXXX-XXXX
```

Where:

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

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

To configure an IP address, do the following:

1. Go to the `Setup.ini` file in the SMS folder.
2. Replace the host name with its IP address next to **AgentName** then save the file.

Note: During the course of perform upgrade in silent mode, caution should be excised when sharing with others the SMS folder so that all those target servers needs to be upgraded are included. See [Installing ServerProtect in Silent Mode](#) on page 2-24 for detailed information to use this powerful tool.

Upgrading ServerProtect for NetApp or EMC Celerra

If you are currently using an older version of ServerProtect for NetApp or EMC Celerra, you can upgrade to this new version. The procedure for upgrading ServerProtect for NetApp and EMC Celerra is the same as for ServerProtect for Windows.

Note: After upgrading to this version from ServerProtect for NetApp or EMC Celerra, all configuration options from your previous installation will remain unchanged.

To upgrade from previous versions of ServerProtect for NetApp or EMC Celerra, do the following:

1. Verify the system requirements for this new version.
2. See [Upgrading Existing ServerProtect](#) on page 4-2.

Upgrading the ServerProtect Evaluation Copy

To enjoy the benefits of automatic software updates and technical support, upgrade to a registered version of ServerProtect for Storage. Refer to the appendix for detailed instructions on how to upgrade your evaluation copy to the full version of ServerProtect.

Troubleshooting ServerProtect for Storage with RPC Scanner

This section contains troubleshooting information and may assist you in finding a solution to frequently asked questions.

NetApp Devices do not recognize ServerProtect for NetApp Scan Servers

Description:

After a power cycle on the NetApp Device, the ServerProtect for NetApp Scan Server returns event 213, which is described as follows:

Cannot add a connection to NetApp Device. The network path was not found. Running the "vscan scanners" command on the NetApp Device returns the following message:

```
"No virus scanners are registered with the device."
```

The ServerProtect for Storage with RPC Scanner still manage to obtain pattern updates from Trend update servers.

Solution:

Confirm the following conditions exist:

- Remote Procedure Call (RPC) is enabled on the servers
- Vscan is turned "On" on the NetApp Device
- The Common Internet File System (CIFS) default share (C\$) still exists

After confirming these conditions, do the following:

1. Right-click a Scan Server, and then select **Device List** on the domain browser tree. The **Device List** screen appears.
2. Select one or more NetApp Devices from the list. To multi-select several NetApp Devices, press the CTRL key as you select.
3. Click **Logon Info**. The **Logon Information** screen appears.
4. Verify the information is correct. Otherwise, reenter it.
5. Click **OK**.

After completing these steps, repeat the registration of the Scan Server in the NetApp Device. If the password for the administrator account was recently changed, the changes may not take effect until a start up/power-cycle of the NetApp Device occurs.

The Scan Server completed scan on a file but original request was not found when scanning large files on the NetApp Device

Description:

When scanning large files on the NetApp Device in ServerProtect for Storage with RPC Scanner, the following message appears:

"[Server] completed scan on [FileName] but original request was not found."

Solution:

This situation occurs because the scan period encountered a time out due to the large size of the file. Resolve this issue by extending the Time Out period between the NetApp Device and the Scan Server.

To extend the Time Out period between the NetApp Device and the Scan Server, perform the following steps on the Scan Server:

1. Run Regedit.
2. Browse to the following key:
`HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\ServerProtect\CurrentVersion\Engine\Devices`
3. Set the Value Data to the desired TimeOut period in the **ScanDeviceTimeOut** DWORD.

The unit of ScanDeviceTimeOut is in seconds; this is the timeout value for the Scan Server to scan a file.

Note: Default timeout period for ServerProtect is 24 seconds.

To disable this warning, add the **ScanTimeOutLog** DWORD Value to the following location:

`HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\ServerProtect\CurrentVersion\Engine\Devices`

Possible values for ScanTimeOutLog:

- 1 - Enable logging of files not scanned due to time out
- 0 - Disable logging of files not scanned due to time out

Configuring the ServerProtect for Storage with RPC Scanner to scan all file types

Description:

How to configure ServerProtect for NetApp to scan all file types?

Solution:

To scan all files placed on the NetApp Device, change the extension table of the NetApp Device so it supports all file extensions.

To make sure the extension table of the NetApp Device supports all file extensions, type the following at the NetApp Device command prompt:

```
filer> vscan extensions add ???
```

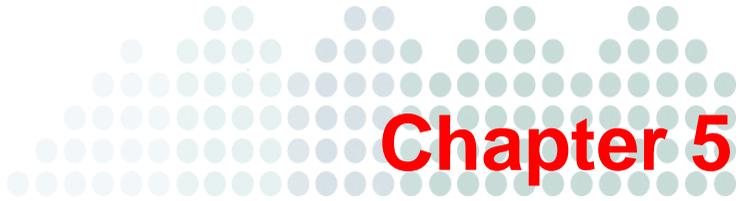
Note: The above command will make the NetApp Device scan all file types regardless of their extension. The NetApp Device wild card is a question mark (?) and not an asterisk (*).

To add any file extension into the NetApp Device's extension table, type the following at the NetApp Device command prompt:

```
filer> vscan extensions add vbs
```

The above command will make the NetApp Device scan file with a ".VBS" extension. You can replace vbs with any three-letter file extension.

Scanning all files can degrade the NetApp Device's performance and slow down virus scanning. It is recommended to scan files that are prone to viruses.



Managing ServerProtect with Trend Micro Control Manager™

Trend Micro Control Manager (TMCM) delivers powerful centralized management of antivirus and content security solutions deployed throughout the network. With single point-of-contact administration, monitoring, and deployment, corporations can more effectively manage their antivirus and content security strategies enterprise-wide.

Because it is Web-based, Control Manager can be accessed from any server that runs Microsoft™ Internet Explorer. Unlike the Management Console, The Control Manager Web-console allows you to manage several Information Servers at the same time giving you greater control and flexibility over your antivirus strategy.

A ServerProtect Information Server can only manage the Normal Servers that are registered with it. Control Manager, on the other hand, can control groups of Information Servers, and consequently the Normal Servers they manage. Thereby simplifying the management of large networks.

The topics included in this chapter are:

- *What is Trend Micro Control Manager?* on page 5-2
- *Understanding Trend Micro Management Communication Protocol* on page 5-3
- *Control Manager Agent for ServerProtect Features* on page 5-7

What is Trend Micro Control Manager?

Control Manager is a software management solution that gives an administrator the ability to control antivirus and content security programs from a central location -- regardless of the program's physical location or platform. This application simplifies the administration of a corporate virus and content security policy.

Control Manager provides a comprehensive view of the entire network, identifying how Trend Micro products and services, including ServerProtect, can be deployed to create effective, targeted antivirus strategies.

Control Manager maintains a connection with the update server, which provides knowledge and services developed by TrendLabs™. This process enables administrators to stay abreast of the latest virus activity and to be proactive in responding to potential threats in their own environment.

During an attack, the Trend Micro Control Manager Web-based console functions as a centralized "command post" to monitor the outbreak progress, implement containment strategies, deploy newly downloaded pattern files as soon as they become available, and manage cleanup activities. The degree of containment affects all kinds of costs from the effects of the virus on employee productivity to the amount of time needed for cleanup.

Control Manager is key component of the Trend Micro Enterprise Protection Strategy. Trend Micro Enterprise Protection Strategy (TM EPS) delivers a framework for coordinated enterprise protection of the virus outbreak life cycle.

The virus outbreak lifecycle is comprised of three primary phases: outbreak prevention, pattern file generation and deployment, and damage assessment and cleanup. Designed to meet enterprise demands for comprehensive antivirus protection, TM EPS offers a flexible architecture composed of scalable, multi-platform services, products, centralized management and knowledge.

TM EPS transforms the traditional point-based approach to antivirus protection into an enterprise-wide security strategy through centralized deployment of outbreak prevention, detection, protection, and cleanup strategies across the network.

Control Manager offers you the following benefits:

- Proactive outbreak prevention
- Secure communication infrastructure
- Task delegation

- Command tracking
- Real-time product control
- Centralized installation of agents
- Centralized update control
- Centralized configuration
- Centralized log reporting

Understanding Trend Micro Management Communication Protocol

Trend Micro Management Communication Protocol (MCP) is Trend Micro's next generation agent for managed products. MCP replaces Trend Micro Management Infrastructure (TMI) as the way Control Manager communicates with ServerProtect for Microsoft Windows and Netware.

MCP has several new features:

- Reduced network loading and package size
- NAT and firewall traversal support
- HTTPS support
- One-way and Two-way communication support
- Single sign-on (SSO) support
- Cluster node support

Reduced Network Loading and Package Size

TMI uses an application protocol based on XML. Even though XML provides a degree of extensibility and flexibility in the protocol design, the drawbacks of applying XML as the data format standard for the communication protocol consist of the following:

- XML parsing requires more system resources compared to the other data formats such as CGI name-value pair and binary structure (the program leaves a large footprint on your server or device).

- The agent footprint required to transfer information is much larger in XML compared with other data formats.
- Data processing performance is slower due to the larger data footprint.
- Packet transmissions take longer and the transmission rate is less than other data formats.
- MCP's data format is devised to resolve the issues mentioned above. MCP's data format is a BLOB (binary) stream with each item composed of name ID, type, length and value.

This BLOB format has the following advantages:

- **Smaller data transfer size compared to XML:** Each data type requires only a limited number of bytes to store the information. These data types are integer, unsigned integer, Boolean, and floating point.
- **Faster parsing speed:** With a fixed binary format, each data item can be easily parsed one by one. Compared to XML, the performance is several times faster.
- **Improved design flexibility:** Design flexibility is also been considered since each item is composed of name ID, type, length and value. There will be no strict item order and compliment items can be present in the communication protocol only if needed.

In addition to applying binary stream format for data transmission, more than one type of data can be packed in a connection, with/or without compression. With this type of data transfer strategy, network bandwidth can be preserved and improved scalability is also created.

NAT and Firewall Traversal Support

With limited addressable IPs on the IPv4 network, NAT (Network Address Translation) devices have become widely used to allow more end-point computers to connect to the Internet. NAT devices achieve this by forming a private virtual network to the computers attached to the NAT device. Each computer that connects to the NAT device will have one dedicated private virtual IP address. The NAT device will translate this private IP address into a real world IP address before sending a request to the

Internet. This introduces some problems since each connecting computer uses a virtual IP and many network applications are not aware of this behavior. This usually results in unexpected program malfunctions and network connectivity issues.

For products that work with TCM 2.5/3.0 or higher agents, one pre-condition is assumed. The server relies on the fact that the agent can be reached by initiating a connection from server to the agent. This is a so-called two-way communication product, since both sides can initiate network connection with each other. This assumption breaks when agent sits behind a NAT device (or TCM server sits behind a NAT device) since the connection can only route to the NAT device, not the product behind the NAT device (or the TCM server sitting behind a NAT device). One common work-around is that a specific mapping relationship is established on the NAT device to direct it to automatically route the in-bound request to the respective agent. However, this solution needs user involvement and it does not work well when large-scale product deployment is needed.

The MCP deals with this issue by introducing a one-way communication model. With one-way communication, only the agent initiates the network connection to the server. The server cannot initiate connection to the agent. This one-way communication works well for log data transfers. However, the server dispatching of commands occurs under a passive mode. That is, the command deployment relies on the agent to poll the server for available commands.

HTTPS Support

The MCP integration protocol applies the industry standard communication protocol (HTTP/HTTPS).

HTTP/HTTPS has several advantages over TMI:

- A large majority of people in IT are familiar with HTTP/HTTPS, which makes it easier to identify communication issues and find solutions those issues
- For most enterprise environments, there is no need to open extra ports in the firewall to allow packets to pass
- Existing security mechanisms built for HTTP/HTTPS, such as SSL/TLS and HTTP digest authentication, can be used.

Using MCP, Control Manager has three security levels:

- **Normal security:** Control Manager uses HTTP for communication
- **Medium security:** Control Manager uses HTTPS for communication if HTTPS is supported and HTTP if HTTPS is not supported
- **High security:** Control Manager uses HTTPS for communication

One-Way and Two-Way Communication Support

MCP supports one-way and two-way communication.

One-Way Communication

NAT traversal has become an increasingly more significant issue in the current real-world network environment. In order to address this issue, MCP uses one-way communication. One-way communication has the Control Manager agent initiating the connection to and polling of commands from the server. Each request is a CGI-like command query or log transmission. In order to reduce the network impact, the connection is kept alive and open as much as possible. A subsequent request uses an existing open connection. Even if the connection is dropped, all connections involving SSL to the same host benefit from session ID cache that drastically reduces re-connection time.

Two-Way Communication

Two-way communication is an alternative to one-way communication. It is still based on one-way communication, but has an extra channel to receive server notifications. This extra channel is also based on HTTP protocol. Two-way communication can improve real time dispatching and processing of commands from the server by the Control Manager agent. The Control Manager agent side needs a Web server or CGI compatible program that can process CGI-like requests to receive notifications from Control Manager server.

Single Sign-on (SSO) Support

Through MCP, Control Manager 3.5 now supports single sign-on (SSO) functionality for Trend Micro products. This feature allows users to sign in to Control Manager and access the resources of other Trend Micro products without having to sign in to those products as well.

Cluster Node Support

Under varying cases administrators may like to group certain product instances as a logical unit, or cluster (for example products installed under a cluster environment present all installed product instances under one cluster group). However, from the Control Manager server's perspective, each product instance that goes through the formal registration process is regarded as an independent managed unit and each managed unit is no different from another. Through MCP, Control Manager supports cluster nodes.

Control Manager Agent for ServerProtect Features

Control Manager agent for ServerProtect includes several features to manage ServerProtect.

Note: Only some of the ServerProtect Management Console features are available in the Control Manager Web-console.

Centralized Configuration

Centralized configuration, using the Product Directory and cascading management structure, allows you to coordinate virus-response and content security efforts from a single management console. This ensures consistent enforcement of your organization's virus and content security policies.

Secure Configuration and Component Download

The secure configuration feature allows you to configure security levels to access the Management Console. The component download feature enables you to download these components:

- Virus pattern
- Scan engine

Task Delegation

System administrators can give personalized accounts with customized privileges to Control Manager management console users. User accounts define what the user can see and do to the Control Manager network. You can track account usage using the user logs.

Command Tracking

The command tracking feature allows you to monitor all commands executed using the Control Manager management console. Command tracking helps to determine whether the Control Manager successfully performs long-duration commands like virus pattern update and deployment.

On-Demand Product Control

The Control Manager provides you with real-time product control. Control Manager immediately carries out predetermined virus scan actions and applies configuration modifications made on the management console to the managed products. System administrators can run manual scans from the management console. This feature is indispensable during a virus outbreak.

Centralized Update Control

Centralized updates of spam rules, virus patterns, scan engines, and other antivirus and content security components ensure that all products contain the latest malware protection. You can view your entire network's protection status from a single management console.

Centralized Monitoring

Centralized monitoring gives you an overview of the antivirus and content security product performance using comprehensive logs and reports. The Control Manager collects logs from all its managed products; you do not need to check the logs of each individual product.

Control Manager tasks are different from ServerProtect tasks. ServerProtect tasks are customized, and saved for later use. Control Manager tasks are predefined and executed immediately. ServerProtect and Control Manager tasks can run simultaneously without interfering with each other.

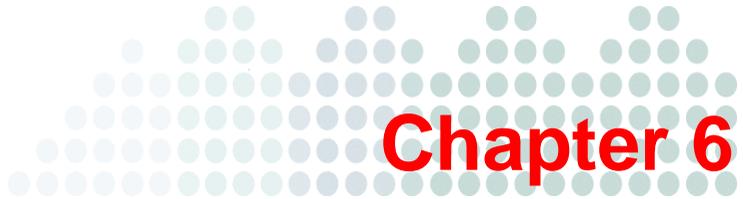
Use the Control Manager Web-console to perform the following Control Manager tasks:

- Perform a manual scan (**Start Scan Now**).
- Enable a Real-time Scan.
- Deploy a virus pattern file/cleanup templates.

This command will deploy virus pattern, Damage Cleanup templates and Spyware pattern together.

- Deploy a scan engine file.

This command will deploy virus scan engine, Damage Cleanup Engine and 32bits Anti-Rootkit Driver.



Chapter 6

Registering and Contacting Technical Support

This chapter contains information to help you register and contact technical support.

The topics included in this chapter are:

- *Technical Support Information* on page 6-1
- *Trend Micro Security Information* on page 6-2
- *Registering Trend Micro ServerProtect* on page 6-3
- *Using Knowledge Base* on page 6-3
- *Sending Trend Micro Your Viruses* on page 6-3
- *TrendLabs™* on page 6-4

Technical Support Information

A license to Trend Micro antivirus software includes the right to receive pattern file updates and technical support from Trend Micro or an authorized reseller, for one (1) year. Thereafter, you must renew Maintenance on an annual basis at Trend Micro's then-current maintenance fees to have the right to continue receiving these services.

Evaluation copies of all Trend Micro products can be downloaded from the Trend Micro Web site.

Refer to the following online resources for technical support:

Email: sales@trendmicro.com

support@support.trendmicro.com

Web Support: <http://esupport.trendmicro.com/support/smb>

Knowledge Base: <http://esupport.trendmicro.com/support/smb/search.do>

Virus Information Center: www.trendmicro.com/vinfo

Trend Micro Security Information

Comprehensive security information is available on the Internet at the Security Information section of the Trend Micro Web site:

www.trendmicro.com/vinfo/

Use Security Information to learn about:

- Computer virus hoaxes
- A weekly virus alert, listing the viruses that will trigger during the current week
- How to determine if a virus detection is a false alarm
- Trend Micro Virus Encyclopedia, which includes a comprehensive list of names and symptoms for known viruses and malicious mobile code
- A basic guide to computer viruses
- Trend Micro virus reading room, with dozens of articles about the latest issues in computer viruses, including the threat posed by Java applets and ActiveX controls
- Product details and white papers

You can also access Trend Micro Virus Encyclopedia from the Management Console. Click **View** > **View Virus Encyclopedia** on the main menu.

Registering Trend Micro ServerProtect

Trend Micro or an authorized reseller provides technical support, virus pattern downloads, and program updates for one (1) year to all registered users, after which you must purchase renewal maintenance.

To register ServerProtect visit the following Web site:

www.trendmicro.com/support/registration.asp

Using Knowledge Base

Trend Micro provides Knowledge Base, an online database filled with answers to technical product questions. Use Knowledge Base, for example, if you are getting an error message and want to find out what to do.

<http://esupport.trendmicro.com/support/smb/search.do>

New solutions are added daily. However, if you don't find the answer you seek, you can submit your question online, where the personnel at TrendLabs™ will provide you with an answer or contact you for more information.

Sending Trend Micro Your Viruses

ServerProtect detects infected files by means of pattern-matching (comparing files being scanned to the "fingerprints" of known viruses) and heuristics (monitoring the behavior of a file for tell-tale virus-like behavior). While these two methods are sufficient for most users, you also receive the support of Trend Micro antivirus engineers.

If you find a suspicious file (that is, ServerProtect does not identify it as a virus but you find that it exhibits strange behavior), or find a file that causes a "false alarm" (that is, you know that the file is not infected but ServerProtect identifies it as a virus), we invite you to send it to Trend Micro virus engineers for further analysis.

To submit a file to Trend Micro Virus Doctor:

1. Select a Normal Server on the domain name tree.
2. Click **Do > Submit File** on the main menu. The **Submit File** screen appears.
3. Type your name, company, phone and email address in the appropriate text boxes.

4. Type a brief description of the nature of the problem.
5. Type the name of the SMTP server that you want to use.
6. Click **Browse** to select the file you want to attach. The **Select File** dialog appears.
7. Select the file you want to submit, and then click **OK**.
8. Click **Submit** to send the message.

Our team of engineers will "dissect" the file to identify and characterize any virus(es) it may contain and return the cleaned file to you usually within 48 hours.

TrendLabs™

TrendLabs 24x7 global antivirus research and support centers form the backbone of Trend Micro service infrastructure. A team of more than 250 engineers operates around the clock at sites spanning the globe to keep customers informed and protected against the latest security threats. TrendLabs includes service centers in Tokyo, Paris, California, Taipei, Munich and its ISO 9002-certified headquarters in Metro Manila.



Appendix A

Converting the ServerProtect Trial Version and FAQs

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

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

The topics included in this chapter are:

- *The Software Evaluation Period Window* on page A-2
- *Viewing the Serial Number List* on page A-2
- *Updating a Serial Number* on page A-4
- *Frequently Asked Questions (FAQs)* on page A-6

The Software Evaluation Period Window

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

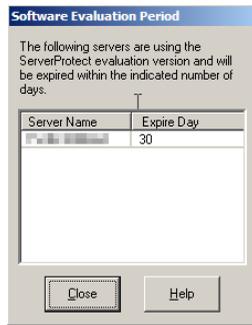


FIGURE A-1. Software Evaluation Period dialog

Viewing the Serial Number List

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

To view the serial number list:

1. Click **Help > About** on the main menu. The **About ServerProtect Management Console** dialog appears.

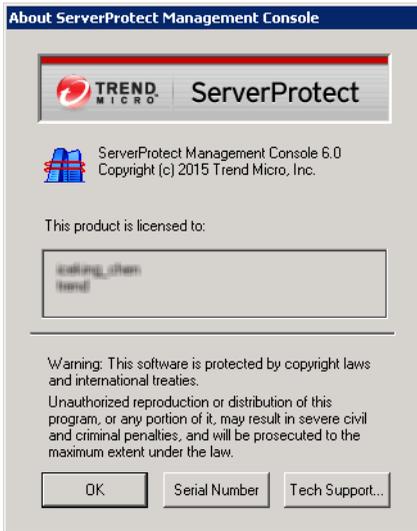


FIGURE A-2. About ServerProtect Management Console dialog

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

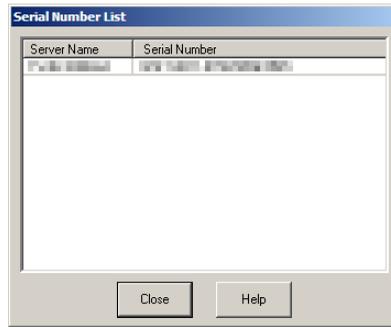


FIGURE A-3. ServerProtect Serial Number List Window

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

Updating a Serial Number

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

To update a serial number:

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



FIGURE A-4. Enter New Serial Number dialog

3. Type the new serial number in the **New serial number** text boxes.
4. Click **OK**. Otherwise, click **Cancel** to close the dialog.

Frequently Asked Questions (FAQs)

Virus Scan for NetApp Device

- **Why ServerProtect can not detect viruses in NetApp Device but can detect them in other locations?**

File extensions that you want to scan for viruses are need to be specified on NetApp Device. You can check the current registered file extensions using command `vscan` on NetApp Device's console.

- **Why ServerProtect scan the directories/files that I have already added to Exclusion List?**

ServerProtect scans all the files that are requested by NetApp Devices, even if the directories/files are added to Exclusion List on NetApp Devices.

- **Why I cannot scan any virus on NetApp Device even though I am connected to the Device?**

Check whether **Vscan** is enabled on NetApp Device or not. Enabling **Vscan** also enables scanning for viruses on all Vfilers.

- **How can I enable scanning for viruses on each Vfiler?**

Check whether **Vscan** is enabled on NetApp Devices or not. Enabling **Vscan** also enables scanning for viruses on all Vfilers.

Upgrading ServerProtect

- **Can I rollback ServerProtect to the previous version?**

No. You cannot rollback ServerProtect to the previous version after the upgrade.

Note: To receive the latest virus protection, it is highly recommended to update your virus pattern files and virus scan engine immediately after the installation. Also, you should modify the default Deploy task, and add the Spyware pattern, Virus Cleanup Template, Virus Cleanup Engine, and Anti-rootkit Driver as the update components.

ServerProtect Virus Scan

- **Why the file name and file path in Scan Result are not displayed correctly and appears to be truncated; and the Restore button is inactive?**

The entry field for the file name and file path in **Scan Result** window can display the file name (including file path) up to 256 characters. If it exceeds 256 characters, the file name or file patch will be truncated and the Restore button will be inactive.

- **Why the Deny White List does not work?**

The Deny White List does not work if Real-time Scan is disabled. Enable the Real-time scan to activate Deny White List.

- **Why the pop-up notification messages do not appear, even though I have set the alert method to display pop-up message box for notifications?**

If the **Messenger** service is not activated on Windows Server 2003, the pop up messages will not appear. However, since Windows Server 2008, Windows does not support Messenger service. Therefore, the pop-up message notification will not work after Windows Server 2008.

- **Why the Result in Log detail information shows the virus as cleanable, even if it is not a cleanable virus?**

If the **Action** is set to **Clean** in the **Set Action** window, the virus will be correctly shown as cleanable or uncleanable. However, if the **Action** is not set to "**Clean**", the virus will always be shown as cleanable in Log detail information.

Miscellaneous

- **Why there are old logs in Control Manager when installing CMAgent? Where did they come from?**

After Control Manager agent is installed, ServerProtect sends all pre-existing logs to the Control Manager Server. However, this may generate additional network traffic. To avoid redundancy, purge all logs from the Management Console before installing the CMAgent.

- **I have installed Information Server in the computer system, which is having multiple network cards belonging to different network segments. Why the Information Server could not be displayed in the Information Server list when Management Console is open, and the link between Information Servers and Normal Servers is broken?**

The Information Server could not be displayed in the Information Server list because when Information Server/Normal Server attempts to connect to the correct network, it could not reach the network. To resolve the problem, uninstall both the Information Server and the Normal Server and reinstall them

- **Why I can not see the Normal Server's icons in the system tray?**

If you use a remote desktop connection, the Normal Server's icons may not be displayed in the system tray.

- **Why I cannot see the Pattern and Engine of Normal Server?**

Normal Server Pattern and Engine and other related information will not displayed in the Management Console if the Normal Server is disconnected from the Information Server. A cross sign will be displayed in the Management Console status window if the link between Normal Server and Information Server is broken.

- **If I enable "ExcludeUNCPath" in Admin.ini, will ServerProtect exclude UNC paths in all environments?**

The function may not work when User Access Control (UAC) is enabled in Windows 2008 even though **ExcludeUNCPath** is enabled in **Admin.ini**.

- **I have installed ServerProtect for Storage on Windows Server 2003. Why ServerProtect displays the login failure error if the password is blank?**

Since Windows Server 2003 has user account restriction, users' password must be set; the ServerProtect displays login failure error if the password field is blank and password is not set.

Index

A

- ActiveAction 1-27
 - advantages 1-27
 - when to select 1-27
- Additional features 1-28

B

- Bait folder 1-29
- Benchmark testing 1-5

C

- Compatibility 1-29
- Compressed files 1-24
- Configuring
 - Deploy Now 3-36
 - outbreak alert 3-54
 - Proxy Server Settings 3-34
 - scheduled scan 3-73
 - standard alert 3-52
- Contacting technical support 6-1
- Control Manager
 - agent
 - features 5-7
 - tasks 5-9
 - benefits of using 5-2
- Converting
 - ServerProtect trial version A-1
- Corporate networks 1-1

D

- Damage Cleanup Services 1-26
- Default task creation 3-45
- Deploy Now configuration 3-36
- Deploy updates 3-35
- Download Now configuration 3-32
- Download updates 3-30

E

- Existing task
 - deleting 3-51
 - list 3-45
 - modifying 3-47
 - running 3-46
 - viewing 3-49

I

- Icons
 - CM agent setting group 3-7
 - notification group 3-6
 - Scan Now group 3-5
 - scan result group 3-5
 - set scan action group 3-6
 - task group 3-5
 - update group 3-6
 - view log group 3-6
- Information Server
 - icon 3-7
 - installing an 2-14
 - managing 3-12
 - recommended system requirements 2-2
 - removing an 2-28
 - selecting an 3-12
- Installation
 - environment 2-5
 - scenarios 2-5
- Installing
 - a Normal Server
 - from the setup program 2-20
 - an Information Server 2-14
 - ServerProtect 2-1
 - in silent mode 2-24
 - the Management Console 2-17
- IntelliScan 1-26
 - benefits of using 1-26
- Intranets 2-9

K

Knowledge Base 6-3

L

Local Area Networks (LANs) 2-5

Logs 1-21

M

MacroTrap 1-24

Management Console

- configuration area 3-9

- domain browser tree 3-7

- header icon 3-7

- installing 2-17

- main menu 3-4

- main view 3-3

- opening the 3-2

- recommended system requirements 2-3

- removing the 2-29

- side bar 3-5

- using the 3-2, 4-2

Managing ServerProtect 3-1

Mapped network drive scan 1-28

N

NetworkTrap 1-29

Normal Server

- icons 3-8

- installing

 - from the setup program 2-20

- managing 3-13

- moving 3-13

 - between Information Servers 3-14

 - between ServerProtect domains 3-12–3-13

- recommended system requirements 2-2

- removing a 2-28

Notification

- events 3-51

- messages

 - configuring 3-51

 - outbreak alerts 3-54

 - standard alerts 3-51

O

OLE layer scan 1-26

Outbreak alerts 3-54

P

Pattern matching 1-23

Proxy server settings 3-34

R

Real-time Scan configuration 3-65

Real-time Scan versus on-demand scan (Scan Now)
1-18

Register 6-3

Removing

- a Normal Server 2-28

- a Normal Server for Windows

 - .NET/2000/NT 2-28

- an Information Server 2-28

- ServerProtect 2-28

- the Management Console 2-29

Roll-back 3-38

S

Scan Now

- configuration 3-69

- tool 3-72

Scanning

- file types 3-83

- manual 3-69

- mapped network drive 1-28

- OLE layer 1-26

- profiles 3-61

- real-time 3-65

- scheduled 3-73

- statistics 1-29

- viruses 3-58

Serial number

- updating A-4

- viewing A-2
 - ServerProtect
 - additional features 1-28
 - architecture 1-3
 - before installing 2-9
 - centralized management 1-28
 - communication methods 1-3
 - compatibility 1-29
 - domain
 - creating a 3-9
 - delete 3-11
 - icons 3-8
 - managing 3-9
 - rename 3-11
 - renaming 3-11
 - how it manage servers 1-3
 - how it works 1-2, 1-5
 - installing
 - in silent mode 2-24
 - management console 1-4
 - managing across WAN 2-9
 - managing with Control Manager 5-1
 - network security 1-28
 - normal server 1-6
 - recommended system requirements 2-2
 - registering 6-3
 - removing 2-28
 - update features 1-22
 - virus detection technology 1-23, 1-29
 - Silent mode installation 2-24
 - Software evaluation period window A-2
 - Specifying a target for Scan Now 3-44
 - Standard alerts 3-51
 - System requirements 2-2
- T**
- Task
 - create a 3-42
 - default 3-41
 - managing a 3-40
 - scheduled 3-43
 - wizard 3-40
 - Three-tier technology 1-3
 - Trend Micro
 - security information 6-2
 - sending viruses to 6-3
 - technical support information 6-1
 - Trend Micro Control Manager
 - registering 3-85
 - unregistering 3-88
 - verifying ServerProtect status 3-88
 - TrendLabs 6-4
- U**
- Update
 - components 3-26
 - features 1-22
 - server 3-28
 - Updates
 - configuring 3-26
 - deploying 1-22, 3-35
 - download 3-30
 - how they work 3-28
 - scheduled 3-37
 - Updating
 - serial number(s) A-4
- V**
- Viewing
 - existing task 3-49
 - serial number list A-2
 - Virus
 - actions 1-19, 1-23, 3-59
 - detection technology 1-23, 1-29
 - logs 1-21
- W**
- Wide Area Network (WAN)
 - managing ServerProtect across the network 2-9

Wide Area Networks (WANs) 2-5



TREND MICRO INCORPORATED

10101 North De Anza Blvd. Cupertino, CA., 95014, USA

Tel: +1(408)257-1500 / 1-800 228-5651 Fax: +1(408)257-2003 info@trendmicro.com

www.trendmicro.com

Item Code: SPEM66779/141120