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Scanning Tool Agent

The Scanning Tool Agent is a service by which the plugged-in Scanning Tool’s actions can be initiated. This includes scanning computers, updating components, and configuring as well as synchronizing settings with the Management Program. Actions can be started when a Scanning Tool is plugged in or scheduled to start periodically from a plugged-in Scanning Tool. Scheduled actions will be conducted according to the configuration in the Scanning Tool Agent. If there is more than one Scanning Tool plugged into an endpoint with Scanning Tool Agent installed, the actions will be executed one by one. That is, there can’t be more than one Scanning Tool active at the same time.

Actions that Scanning Tool Agent triggers includes:

- Automatically activating a Scanning Tool into Management Program mode
- Automatically updating components
- Auto scan
- Automatically synchronizing logs and settings
- Periodically scanning
- Periodically updating components

The Scanning Tool Agent is recommended for environments that require minimal handling and for endpoints that do not have a screen during normal use.

With the configuration generator (STAgentConfigGen.exe), users can create a customized configuration to save inside the installer before installation. When users need to auto-activate, they can use this configuration generator.

⚠️ Important

- This function is only available on Windows endpoints.

Installing or Upgrading the Scanning Tool Agent

The folder TMPSAgent under TMPS3 SYS in the Scanning Tool USB is the installation package. If you want to customize the Scanning Tool Agent configuration before installation, please follow the later section "Customizing the Configuration Before Installation".

Two modes of installation are available: with and without GUI.

⚠️ Note

- You must close the Scanning Tool console before continuing.
- Upgrading an existing Scanning Tool Agent won’t change the existing configuration.

Procedure with GUI

1. Plug the Scanning Tool USB device into the endpoint that you want to install the Scanning Tool Agent on.
2. Open the TMPSAgent folder in the TMPS3 SYS drive, and double-click the Setup.exe file.
3. The Setup program will check the system for Microsoft Visual C++ 2008 Redistributable and prompt you to install the package if necessary.

4. When the End-User License Agreement screen appears, read the agreement and click **Agree and Continue**.
5. When the Specify Destination screen opens, type or browse for a folder and click **Install**.
6. When the Installation Complete screen appears, click **Exit**.

By default, the Scanning Tool Agent console opens. To disable this function, clear the **Open Scanning Tool Agent Console** option.

**Procedure without GUI**

1. Open **Windows Command Prompt** with Administrator privilege.
2. Move the working directory to the **TMPSAgent** folder and then enter the command based on the operation you wish to perform:
   - **Fresh installation:** `Setup.exe -silent -install [full-path]`
     where [full-path] is optional, and the default path is `%ProgramFiles%\Trend Micro\Portable Security 3 Scanning Tool Agent\`
   - **Upgrading the existing Scanning Tool Agent:** `Setup.exe -silent -install`

**Uninstalling the Scanning Tool Agent**

There are also two ways to uninstall the Scanning Tool Agent.

**Note**

- Make sure the Scanning Tool is not plugged into the endpoint before continuing.
- Make sure to unlock Trend Micro Safe Lock™ before uninstalling the Scanning Tool Agent.

**Procedure with GUI:**

Uninstall the Scanning Tool Agent using your version of **Windows Control Panel**.

**Procedure without GUI:**

1. Open **Windows Command Prompt** with Administrator privilege.
2. Go to the installation directory of the Scanning Tool Agent and enter the command:
   - Uninstall.exe -silent
Scanning Tool Agent Console

The Scanning Tool Agent console allows you to perform some basic automated tasks after detecting a plugged in Scanning Tool on the endpoint. You can also use the Scanning Tool Agent to perform diagnostic tasks.

The following table outlines the options available under the **Settings** tab.

<table>
<thead>
<tr>
<th><strong>Options</strong></th>
<th><strong>Details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Automatic Tasks</strong></td>
<td></td>
</tr>
<tr>
<td>• <strong>Update security patterns and components</strong>: Select this to automatically update the Scanning Tool with the latest security patterns and components.</td>
<td></td>
</tr>
<tr>
<td>• <strong>Start scanning the computer</strong>: Select this to automatically start scanning. To view the result of this scan immediately after it is complete, select <strong>Always keep the scanning program open after scanning</strong>.</td>
<td></td>
</tr>
<tr>
<td>• <strong>Always keep the scanning program open after scanning</strong>: Select this to ensure that you can view scan logs immediately after a scan completes.</td>
<td></td>
</tr>
<tr>
<td>Important:</td>
<td>This option interrupts all automatic tasks by the Scanning Tool Agent including synchronization and scheduled updates.</td>
</tr>
<tr>
<td>• <strong>Sync logs and settings with the Management Program</strong>: Select this option to synchronize the Scanning Tool’s logs and settings with the Management Program.</td>
<td></td>
</tr>
</tbody>
</table>
| Important: | Ensure that there is a working network connection between the Scanning Tool Agent and the Management Program.  
This feature is only functional for Scanning Tools operating in Management Program Control mode. |
| **Scheduled Tasks** |  |
| • **Enable scheduled updates**: Select to have the Scanning Tool updated at the defined frequency and start time. |  |
| • **Enable scheduled scans**: Select to have the Scanning Tool scan the endpoint at the specified frequency and start time. After the scheduled scanning, the synchronization of the settings and logs will be executed as well. |  |
| Note | If both scheduled updates and scheduled scans are enabled, the Scanning Tool performs the update first. The Scanning Tool console automatically closes when both tasks are complete. |
Customizing the Configuration Before Installation

There are two executables in the Scanning Tool Agent installation package (TMPSAgent folder). Setup.exe is the installer, and STAgentConfigGen.exe is a wizard mode tool for customizing the configuration.

All settings are disabled by default. The following procedure helps you to get the customized configuration within your own installation package. You can then copy the whole package to endpoints where you would like to install the Scanning Tool Agent.

Procedure

1. Plug in the Scanning Tool USB device to a Windows endpoint and copy the TMPSAgent folder from the USB device onto your local drive.
2. Open the Command Prompt via the Windows menu, change to the directory to your local TMPSAgent folder, and then execute STAgentConfigGen.exe.

![Command Prompt - STAgentConfigGen.exe](image)

- The first part of the wizard is about "automatic activation", and please refer to the details in Activating the Scanning Tool via Scanning Tool Agent section below.

3. Follow the instructions given by the CLI Wizard to set your preferred configuration for the Scanning Tool Agent. The customized configuration file (tmps_agent_config.xml) will be saved in your local installation package once it’s complete.
Activating the Scanning Tool via Scanning Tool Agent

When you plug in one or more inactivated Scanning Tools into the Windows endpoint with Scanning Tool Agent installed, Scanning Tool Agent can automatically trigger the Management Program’s activation progress according to the configuration of the Scanning Tool Agent.

Configuration

The feature is disabled in the default configuration and cannot be changed after installation. For users that need this feature, they must customize the configuration.

Using the Scanning Tool Agent to activate the Scanning Tool with Management Program requires the IP(hostname), the listening port, and the password of your Management Program.

Important

- If you enable any of the Automatic Task Settings, these tasks will be started immediately after the activation.
- During the activation, you will see the LED of the Scanning Tool blinking in blue for few seconds, however time may vary on different Windows endpoints. Please don’t unplug the Scanning Tool while the activation process is running.
• To verify if the activation is finished, you can use the Scanning Tool by opening its **Launcher.exe** under the **TMP3 SYS** folder. Please make sure you close all consoles properly after this verification.

  ➢ An activated Scanning Tool will show a window like the one shown here.

  ➢ An inactivated Scanning Tool will show a window like the one shown here. Please make sure you have a correct configuration and an available network for the Management Program to use.

  ➢ If the Scanning Tool Agent is still performing the operation when **Launcher.exe** is run, you will see a warning message like the one shown here.
Diagnostic Tool Tab

Use the Diagnostic Tool to help Trend Micro Technical Support collect useful troubleshooting information. Only use the tool when instructed to do so by Trend Micro Technical Support.

Procedure

1. From the Scanning Tool Agent console, click the Diagnostic Tool tab.
2. Click Start Diagnostic Tool.
3. Click Start Diagnostic Logging to start collecting information.
4. Reproduce the issue you are investigating on the endpoint.
5. Click Stop Diagnostic Logging to stop recording system information.

   The Diagnostic Tool performs final system checks and saves the collected log data to a ZIP package.

6. Click Open Folder to open the folder containing the ZIP package.
7. Send the collected information to Trend Micro Technical Support for further analysis.