

Trend Micro

Installation process

Downloading the product

The manufacturer's website offers everything you would expect from a commercial website, and it is easy to find what you're looking for. Unfortunately, Trend Micro has adopted the practice of offering suites consisting of individual products, without offering an installer that will install them all in the right order.

Product installation

Until recently, only Version 5, Repack 2 was available, which would only work with Windows Server 2003 or earlier. During our tests, Trend Micro brought out Repack 3, which also supports Windows Server 2008. A few days later, version 5.5 of the Control Manager was released, which we then used for our review. Even then there was another hurdle to get over. The Control Manager cannot be installed on a server that is acting as a domain controller. Thus we decided to install the Control Manager on a client PC with Windows 7, in order to simulate an administration computer that is used to manage the Trend Micro security environment. We begin with the installation of the Trend Micro management console. The message above informs us that additional software packets are necessary and will be installed. There is also a message to let us know that installation will require Microsoft's IIS service to be restarted. When we have confirmed that we wish to continue, the Control Manager installer starts. We accept the licence agreement. The next step is the investigation of the environment, and a report on this is displayed. We can then choose an installation folder. The licence key now needs to be entered. Trend Micro also asks whether we wish to join their threat network and send feedback. The next step is to choose the security level and IP or hostname of the Control Manager server. We then enter details of the web server used for Trend Micro administration. Now we come to choosing a location for updates and backups. The database settings are the next task. If there is no SQL server available in the network, SQL Express can be installed with the Trend Micro suite. After verification of the database, we have to create a Root (administrator) Account. Now we can configure routing and notification settings, and enter proxy server details if necessary. When installation is complete, we can begin configuration.

The management interface

Having logged in, we see the dashboard, which gives an overview of the state of the system. The Control Manager is very well designed, and the clearly structured web interface makes it easy to find your way around. We are pleased to note that the information is presented in a clear and comprehensible way, allowing the user to keep an overview. In the "Dashboard" category, under the "Threat Statistics" tab, information about the threats found on the network is displayed. The "Compliance" tab shows relevant system information that can be used to check if the configuration complies with internal IT audit requirements. A very convenient feature is the ability to create your own tabs, which can be customised to display the information most important to you. Such a simple method of customising the tabs would not be out of place on some websites. Under the "Products" category, you can find installation packets and products which can be installed or distributed around the network. Under "Services" we find components that were selected for installation during the setup process, such as "Outbreak Prevention Services." Additionally, the latest messages from the manufacturer are displayed on the "Trend Labs Message Board". Next we take a look at the

“Logs/Report” area. The enormous experience of Trend Micro is shown here. The logging and reporting system can be precisely customised to suit the administrator’s individual needs. You have the choice of repeating queries which have already been made, or running a so-called “Ad Hoc Query”, which runs a wizard that will extract the precise information you want. Thus it is easy to create the most important queries and run these again when necessary, using just a few clicks. The other reporting functions are also very well designed. For example, there are 8 default templates for commonly used reports, or more experienced users can create their own templates for customised reports. In the area of reporting and log options, the Control Manager has everything you could possibly want. In the “Updates” category, you will also find everything you need. The update settings can be configured down to the last detail, and the Control Manager is well suited to even complex network environments in this respect. We were impressed to see that there is an individual control with which you can precisely control how specific updates can be distributed. The “Administration” area is responsible for the management of the Management Console itself. You can add new Control Manager users, or change settings for existing ones. There is a convenient choice of using Trend Micro’s internal user management, or adding a user from Active Directory. “Command Tracking” can also be found in this area. This gives an overview of which actions were carried out by which user at what time. These functions in the Administration area are well thought-out and make the Control Manager suitable for use in large networks which have their own security teams. The clear and simple web interface and clear structure mean that Control Manager is able to display a huge amount of data in a comprehensible manner. We now move on to the installation of the server protection software, ServerProtect. Anyone who has worked with Trend Micro corporate products in recent years will find the installation process of the current version very straightforward, as the layout has remained the same for the last 5 years. We begin with the installation of ServerProtect. There is the usual licence agreement to accept. We then enter the registration data. After this, we can choose the individual functions of ServerProtect. Next, we enter credentials of an administrator account to be used to manage ServerProtect. Next we enter the “Information Server” password and the domain. The next point concerns the creation of a program group in the Windows Start Menu. The installer now has enough information to begin the setup process. On completion of the installation, we start the ServerProtect Management Interface.

The ServerProtect management console

The first step is to enter the password into the familiar logon dialog box. Next we have to decide if we want tips for using the console to be displayed. We were pleased to see that an update is immediately recommended. It seems that Trend Micro have adopted the motto “*Never change a running system*” as their company philosophy. The ServerProtect management console has not changed at all in the last 5 years. Nonetheless, the console is straightforward and functional. On the left are links to the individual areas that can be configured. The ServerProtect system is structured simply. There are Information Servers, which are responsible for the updates and administration of ServerProtect branch servers. This master/slave method ensures that the system can be scaled appropriately. The console is perfectly functional, but a graphical facelift would definitely not hurt. This would not affect functionality or use, but would fit in better with modern operating systems.

Installation of Trend Micro OfficeScan10

We begin the installation of OfficeScan. There’s the usual licence agreement to accept. Next we can choose between a local installation, and remote installation to one or more different computers. The

option is provided of scanning the target computer for threats before installation. Next we choose the installation folder. Now we have the chance to enter any proxy settings necessary. Next we enter the web server that will be responsible for managing OfficeScan on this PC. Here we can choose whether the client should be located by its Windows hostname (“domain name”) or IP address. In the next step, we activate the product. Next we need to enter activation codes for the various services. At this point, we have the chance to install a Smart Scan Server, which runs a fast Cloudbased scanning service. We choose to install the Smart Scan Server, and now we can choose additional functions. There is of course the usual enquiry as to whether to join the manufacturer’s feedback mechanism, Smart Protection Network. Now we can enter administrator credentials for the OfficeScan management console. Unfortunately there is no option here to use an existing AD account. Next, we have to state a source folder from which clients will obtain software update packets. This is followed by the option of installing the Trend Micro client firewall. Next, we can decide whether to use the “assessment mode”, which ascertains whether some potentially unwanted applications are legitimate or not. Now we come to the next dialog box where we can decide on the folder to use for Trend Micro shortcuts in the Windows Start Menu. At last the installer has enough information to proceed. The installation of OfficeScan takes rather longer than that of competing products.

The management interface OfficeScan 10

We are greeted by the login dialog of the console. Here again, Trend Micro sticks with a familiar and proven interface. To protect a computer with OfficeScan, we go to Networked Computers | Client Installation | Remote. To select a client, we have to enter the appropriate login credentials. Next we are informed that Remote Installation will not work with Windows XP Home or Vista Basic. There are other methods to deploy the software - login script, MSI packager, exe, web install, etc. There are various methods of installing the client software. There is the choice of remote installation via the OfficeScan console, sending an email with a link to the installation files, or using a login script. Once the software has been installed, the client can be managed using the management console. The OfficeScan console impressed us with its clear structures and self-explanatory menus.

Exchange 2007 protection

We begin the installation of Trend Micro ScanMail. We accept the licence agreement. Now we even have to state what the target server for installation. The login credentials for the target server have to be entered. Here too we can state the path to the desired installation folder. Next we have to enter the web server settings. We are surprised to see the next dialog. Now the installer confirms the information which we have had to enter manually. The installer still needs more input from the user, namely proxy settings. Next we have to enter the activation code. Again we are asked if we want to take part in the manufacturer’s data sharing program, called World Virus Tracking Program. Every detail is asked separately. Now we have to decide what to do with spam mails. In this step, we can use AD to select a group to manage ScanMail. Finally the installer has gathered all the necessary information. Our Exchange server is now protected by ScanMail.

The ScanMail management interface

The ScanMail management console uses the same design as that of OfficeScan, and so anyone familiar with OfficeScan will find their way around easily. The detailed summary page of the console is particularly good, giving an overview of all important information. Here too, the self-explanatory

descriptions used are extremely helpful, so it is easy to find and use all the functionality. The scope of the functions in ScanMail is very good, leaving nothing to be desired. Thus, apart from the truly poor installer, there is nothing here to criticise.

Summary

Manufacturer's website

The Trend Micro website (www.trendmicro.com) is suitably designed and easy to find your way around. It conforms to normal Internet standards. The site gives information about current threats and contains all the normal antivirus functions. An online scanner is also available.

The installation process

The installation of the individual products requires a lot of information to be entered manually. Once you have worked your way through the installers for OfficeScan and ScanMail, you will find a very useable interface which allows easy configuration.

The administrator console

Despite the fact that the administration interface of OfficeScan and ScanMail has hardly changed in recent years, it remains very practical to use. It was a very well-designed interface when it came out, and proves that some designs are so effective that they do not need to be changed.

Deployment areas

The Trend Micro suite is equally suited to both small and large networks.

Antivirus clients

The OfficeScan client is certainly one of the simplest clients on the market. It runs unnoticed on the client PC, and with a well configured OfficeScan console, no intervention is required.

Summary

Trend Micro is a suite that fits the requirements of both large and small networks. After a somewhat more demanding installation, the administrator can expect a proven interface with a functional design. The Control Manager can be customised easily to your own requirements.