



# Home Network Security Services



Version 1.1

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# Trend Micro™ Home Network Security Services: Overview

Trend Micro, in cooperation with leading router manufacturers, has designed the first complete security solution for home networks. Trend Micro Home Network Security has three components: the Trend Micro dashboard, Trend Micro Internet Security, and router-based Parental Controls.

## Trend Micro dashboard

After you activate your services, the dashboard is free for unlimited use. From the dashboard, you can:

- Scan your computer and entire network for security vulnerabilities
- View individual computer and network-wide security reports
- Detect and remove spyware
- View attempts to access Web content restricted by Parental Controls
- Purchase subscriptions for Parental Controls and Trend Micro Internet Security

## Trend Micro Internet Security

You can install Trend Micro Internet Security on up to ten computers and try it free for 60 days. This award-winning program has powerful features including:

- Real-time and scheduled scanning to detect and remove viruses, spyware, Trojans, and other Internet threats
- Personal firewall
- Network intruder detection
- Anti-spam

## Router-based Parental Controls

Parental Controls help prevent home network users from accessing inappropriate Web content. This service is free for 60 days. When you register your free trial of Trend Micro Internet Security, your Parental Controls 60-day trial is extended to one year.

## System Requirements

Following are the minimum hardware and software requirements for running Trend Micro Home Network Security Services:

- Intel™ Pentium™ 233MHz or equivalent processor
- 64MB of RAM
- 256MB of available hard disk space
- A broadband Internet connection
- A router from a Trend Micro certified partner
- Microsoft™ Windows™ 98
- Microsoft Internet Explorer version 5.5

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**Note:** The Trend Micro dashboard requires Microsoft Internet Explorer version 5.5 or later. If you are using a non-Microsoft browser or an earlier version of Internet Explorer, please install Internet Explorer 5.5 or later before continuing.

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# Installing Home Network Security

This chapter has the following sections:

- *Installing the Trend Micro Dashboard* on page 2-1
- *Activating Your Free Services* on page 2-4
- *Configuring Router-Based Parental Controls* on page 2-12

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**Note:** Before installing Home Network Security, remove any existing antivirus and Internet security programs. Running multiple antivirus and security programs will slow your system down.

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## Installing the Trend Micro Dashboard

**To install the dashboard:**

1. Make sure your computer is connected to the router and your Internet connection is working. Open an Internet Explorer browser window. In the address bar, type:  
**`http://tmss.trendmicro.com/dashboard`**
2. A screen picturing your router appears. Click **Continue**. The ActiveX™ download screen appears.
3. If a security warning message box opens, click **Install** or **Yes** to continue. In Windows XP, a yellow information bar may appear at the top of the screen. To continue, click the yellow bar and then click **Install ActiveX control**.

After a few seconds, the Trend Micro dashboard appears. Figure 2-1 shows the dashboard's Home screen.



**FIGURE 2-1.** The Trend Micro dashboard Home screen

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**Note:** To protect your entire network, install the dashboard on all of your computers.

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## Installing the dashboard: troubleshooting

Installing the dashboard requires downloading the Trend Micro ActiveX control. If you are unable to download the ActiveX control, please check your Internet Explorer security settings.

The Trend Micro ActiveX control is a "signed" ActiveX control, meaning it has a digital signature authenticating Trend Micro as the author. Your Internet Explorer default security settings permit the downloading of signed ActiveX downloads.

### To restore your Internet Explorer default security settings:

1. On the Internet Explorer Tools menu, click **Internet Options**. The Internet Options box opens.
2. Click the **Security** tab, and then click **Custom Level**. The Security Settings box opens.

3. Choose the following settings:

Setting	Choose
Download signed ActiveX controls	Prompt
Script ActiveX control marked safe for scripting	Enable
Run ActiveX controls and plug-ins	Enable
Java permissions	High safety
Active scripting	Enable
Scripting of Java applets	Enable

4. Click **OK** to close the Security Settings box. Click **OK** again to close the Internet Options box.

To install the dashboard after restoring your default security settings, type the following URL in the browser's address bar:

**<http://tms.trendmicro.com/dashboard>**

A screen picturing your router appears. Click **Continue**. The ActiveX download screen appears.

If a security warning message box opens, click **Install** or **Yes** to continue. In Windows XP, a yellow information bar may appear at the top of the screen. Click the yellow bar, and then click **Install ActiveX control**.

After a few seconds, the Trend Micro dashboard will appear.

## Activating Your Free Services

Before you activate your services:

- the dashboard's Security Scan and Anti-Spyware services are free for 60 days
- Trend Micro Internet Security and Parental Controls are not available

After you activate your services:

- the dashboard's Security Scan and Anti-Spyware services are free for unlimited use
- Trend Micro Internet Security is free for 60 days
- the Parental Controls service is free for 60 days, extended to one year when you register your free trial of Trend Micro Internet Security

Activation requires three simple steps:

1. *Registering a Trend Micro customer account* on page 2-4
2. *Installing Trend Micro Internet Security* on page 2-8
3. *Registering Trend Micro Internet Security* on page 2-10

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**Note:** To receive the Parental Controls service free for one year, download Trend Micro Internet Security and register your Internet Security trial subscription.

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## Registering a Trend Micro customer account

**To register a Trend Micro account:**

1. Start the dashboard by clicking **Trend Micro Security Services** in the Start menu or the  icon in your browser's toolbar.
2. Click the **Service Summary** tab. The Service Summary screen appears (Figure 2-2).

**Service Summary**

**My Services**

You still need to activate your services and only have **59 days** to continue using Security Scan. Activate now to take full advantage of Trend Micro Security Services including unlimited use of Security Scan!

Service Name	Status	Action
<b>Security Scan:</b>	<b>59 days left</b>	
<b>Internet Security:</b> antivirus, anti-spam, personal firewall	Not activated	Activate My Services
<b>Parental Controls</b>	Not activated	
<b>Anti-Spyware</b>	<b>59 days left</b>	

**Free Services**

[Virus Encyclopedia](#) - everything you want to know about computer viruses  
[HouseCall](#) - Ease your mind and scan your PC for viruses

**My Router**

NETGEAR router, model WGT624  
Trend Micro Security Services version 1.1, build 1024W1.0.17\_1.0.1  
Installation Date: 6/2/2005  
[Login to router Web console](#) (use the router Web console user name and password).

**Top Threats in the World**

- [PE\\_ELKERN.D](#) is a high risk alert
- [PE\\_VALLA.A](#) is a low risk alert
- [PE\\_FUNLOVE\\_4099](#) is a medium alert
- [WORM\\_LOVGATE.G](#) is a low risk alert
- [TROJ\\_NTSERV.A](#) is a low risk alert

[View all](#)

**Online Support**

**Technical Support**

- [Search our Knowledge Base](#)
- [FAQ](#)

**Antivirus Resources**

- [Antivirus and Security Tips](#)
- [Subscribe to our FREE Newsletters](#)
- [Download User's Guide](#)

**FIGURE 2-2. The dashboard's Service Summary screen**

3. On the Service Summary screen, click **Activate My Services**. The Three Easy Steps screen appears. Click **Next**. The account registration screen appears (Figure 2-3).

**TREND MICRO Home Network Security Services**

Home Service Summary Security Scan Parental Controls

**1 Register a Trend Micro Customer Account**

**Please enter the following:**

First name:

Last name:

User ID (Email):   
Enter a valid email address to activate your account immediately

Password:   
Minimum 8 characters

Confirm password:

Country/region:

Preferred language:

**Already Registered with Trend Micro? SIGN IN NOW!**  
(User ID is the same as your Trend Micro Customer Care Center ID)

**User ID:**

**Password:**

**Login Now**  
Forgot User ID / Password?

**Subscriptions (optional):**

**Virus Alerts:** Be informed of virus outbreaks, as they happen

**Weekly Virus Report:** Learn about viruses that are circulating and infecting systems

**Product News and Updates:** Find out about our new product releases and special programs

**NOTICES:** The above online form asks for contact information, including certain personal data. By inputting such information and clicking on the Next button at the bottom of the form, you are giving your express consent for Trend Micro and its authorized agents to collect such personal information and to process and store such personal information in countries, such as the United States, where Trend Micro has offices and where the personal information protection laws may not be as strict as in your home country.

As part of its compliance with U.S. export control laws, Trend Micro may also share certain information you provide with third-party service providers operating in the U.S. and Canada. This shared information is not retained by the third-party service providers once it has been verified that your use of the software will not violate U.S. export control laws.

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**FIGURE 2-3. The account registration screen**

- On the account registration screen, type your name, email address, and other required information, and then click **Next**. The Check Information screen appears.

**Note:** If you already have a Trend Micro customer account, type your user ID and password, click **Log in Now**, and then click **Next**.

5. If the information on the screen is correct, click **Submit**. The Registration Sent screen appears.
6. To return to the dashboard, click **Continue**. Close the dashboard window.

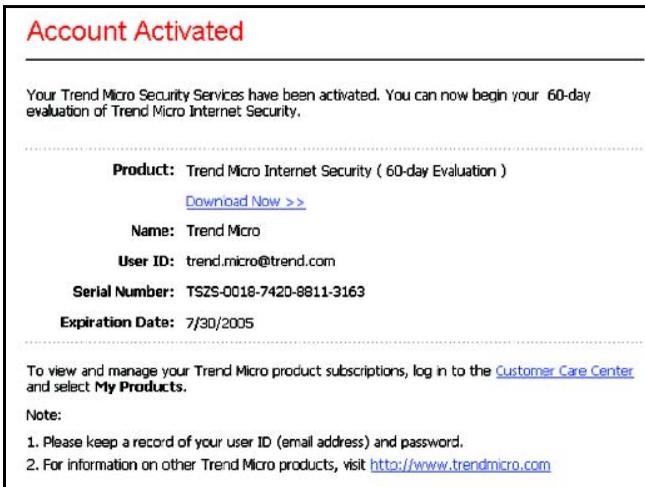
Trend Micro sends a verification message to the email address you entered as your user ID. To activate your account, click the link in this message.

---

**Note:** Trend Micro does not activate your account until you click the link in the verification message.

---

When you click the link in the verification message, the Account Activated screen appears (Figure 2-4).



**FIGURE 2-4.** The Account Activated screen

The Account Activated screen shows your Trend Micro Internet Security serial number. Please write it down, as you will need it to install the program. Click **Download Now**. The Download Now screen appears (Figure 2-5).

Please proceed to the next section, *Installing Trend Micro Internet Security*.

## Installing Trend Micro Internet Security

From the Download Now screen (Figure 2-5), you can download Trend Micro Internet Security to all of the computers on your network.



**FIGURE 2-5.** The Download Now screen

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**Note:** To access the Download Now screen at any time, click the Trend Micro Internet Security download link on the dashboard's Service Summary screen.

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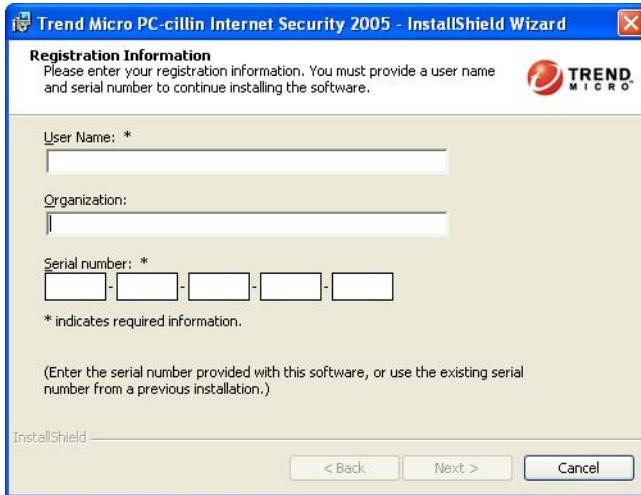
### To install Trend Micro Internet Security:

1. On the Download Now screen, click **Start Download & Install**. A file download message box opens.
2. Click **Run** or **Open**, and then wait while Setup downloads the installation files. If a second message box opens asking "Do you want to run this software?", click **Run**. After downloading the files, the Location to Save Files screen appears.
3. To save the installation files in the default location, click **Next**. To change the location, click **Change**, specify a new location, and then click **Next**. The license agreement screen appears.
4. Read the license agreement. If you accept the terms, click **I accept the terms in the license agreement**, and then click **Next**. Setup scans the system memory, boot sector, and critical files. After scanning, the Registration Information screen appears (Figure 2-6).

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**Note:** When you activated your account, Trend Micro sent you a second email message. This message contains your Trend Micro Internet Security serial number.

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The screenshot shows a registration window titled "Trend Micro PC-cillin Internet Security 2005 - InstallShield Wizard". The window contains the following elements:

- Registration Information**: A heading followed by the instruction: "Please enter your registration information. You must provide a user name and serial number to continue installing the software." The Trend Micro logo is visible in the top right corner.
- User Name: \***: A text input field with an asterisk indicating it is required.
- Organization:**: A text input field.
- Serial number: \***: A form with five separate input boxes separated by hyphens, with an asterisk indicating it is required.
- \* indicates required information.**: A note below the serial number field.
- (Enter the serial number provided with this software, or use the existing serial number from a previous installation.)**: A note below the serial number field.
- InstallShield**: A small logo in the bottom left corner.
- Navigation Buttons**: Three buttons at the bottom: "< Back", "Next >", and "Cancel".

**FIGURE 2-6.** The Registration Information screen

5. Type the required information, and then click **Next**. The Installation Location screen appears.
6. To install Trend Micro Internet Security in the default location, click **Next**. To change the location, click **Change**, specify a new location, and then click **Next**. The Installation Type screen appears.
7. For best results, select **Full** and click **Next**. The Configuration Type screen appears. Select **Recommended** and click **Next**. The Ready to Install screen appears.
8. Click **Install**. When installation completes, click **Yes** to restart your computer.

After restarting your computer, please proceed to the next section: *Registering Trend Micro Internet Security*.

## Registering Trend Micro Internet Security

After installing Internet Security, register your software to get free updates to scanning components during the trial period, and free use of Parental Controls for one year. Registration is done only once, and covers up to ten computers.

### To register Trend Micro Internet Security:

1. Click **Trend Micro PC-cillin Internet Security** in the Start menu or the  icon at the bottom-right corner of your desktop. The main Internet Security screen appears.
2. Click **Updates and Registration**, and then click **Registration**. The Registration screen appears (Figure 2-7).

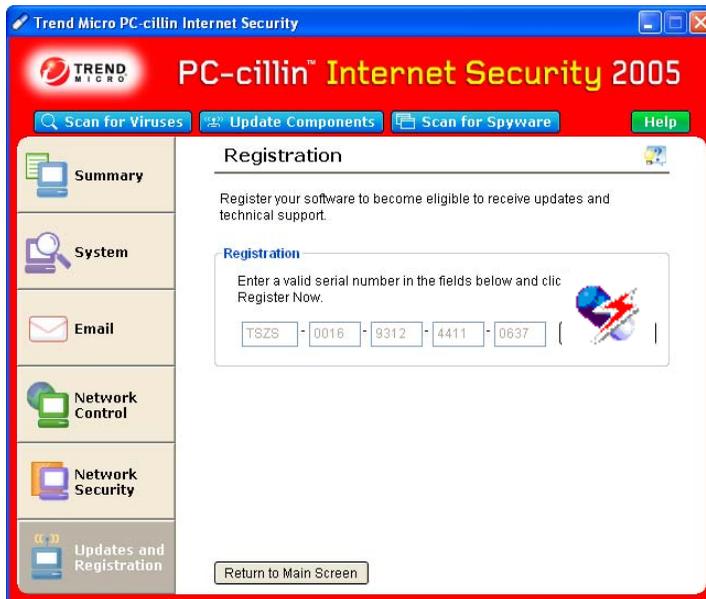


FIGURE 2-7. The Registration screen

3. Click **Register Now**. The Account Confirmed screen appears (Figure 2-8).



**FIGURE 2-8.** The Account Confirmed screen

The Account Confirmed screen shows your Trend Micro Internet Security serial number and the expiration date of your trial subscription. To purchase an annual subscription now, click **Upgrade Now**.

To protect your entire network, install Trend Micro Internet Security on all of your computers.

**To install Trend Micro Internet Security on additional computers:**

1. Install the Trend Micro dashboard. (See *Installing the Trend Micro Dashboard* on page 2-1.)
2. Start the dashboard, click the **Service Summary** tab, and then click the Trend Micro Internet Security download link on the Service Summary screen. The Download Now screen appears.
3. Click **Start Download & Install**, and then follow the on-screen instructions to install the program.

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**Note:** Use the same serial number each time you install Trend Micro Internet Security. You can install the program on up to ten computers using this serial number.

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## Configuring Router-Based Parental Controls

Parental Controls are configured on your router's setup screen. To access this screen, click the dashboard's **Service Summary** tab, click **Log in to the router setup screen**, and then type your router's user name and password. On the setup screen, locate the Parental Controls configuration area.

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**Note:** After making changes on the router setup screen, click Apply to save changes.

---

### **There are four main steps to configure Parental Controls:**

1. Choose General or Per-User mode. In General mode, all users have the same access profile. Per-User mode allows you to choose a different access profile for each user on the network. In Per-User mode, all users must log in before accessing the Internet.
2. Choose an access profile. The access profile determines the type of content that Parental Controls will block. You can choose one of the predefined profiles or create a custom profile. In General mode, the profile you choose applies to all users. In Per-User mode, you can choose a different profile for each user. To give a specified user unrestricted Internet access, choose the "No Restrictions" profile.
3. Set a Parental Controls bypassing password (General mode only). This password allows users to view blocked Web pages. You can also use this password on the dashboard's Parental Controls screen to override Parental Controls for a specified period.
4. Choose whether to enable Parental Controls all the time, or according to a specified schedule.

For detailed information on configuring Parental Controls, refer to the instructions on your router's setup screen.

# Renewing Your Services

After you activate your services, Anti-Spyware and Security Scan are free for unlimited use, and Trend Micro Internet Security and Parental Controls are free for a trial period. Before the trial period ends, renew your Internet Security and Parental Controls services by purchasing annual subscriptions online at the Trend Micro Customer Care Center.

## To renew your services at the Customer Care Center:

1. On the dashboard's Service Summary screen, click **Buy/Renew**. A window appears, asking "Do you have a prepaid or promotional subscription code?"
2. If you have purchased a prepaid subscription, or if a prepaid subscription was included with your router, click **Yes**. Follow the on-screen instructions to redeem your prepaid subscription. If you do not have a prepaid subscription, click **No**. The Customer Care Center login screen appears (Figure 3-1).

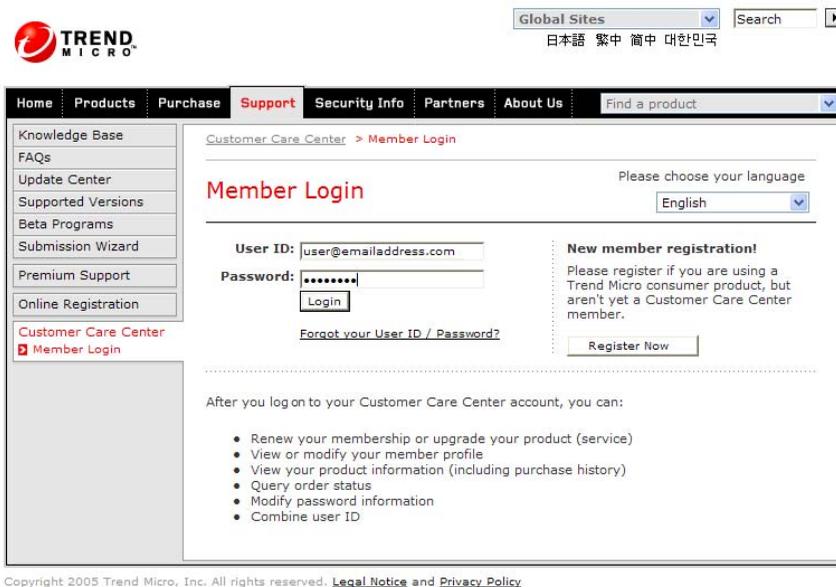


FIGURE 3-1. The Trend Micro Customer Care Center login screen

3. In the **User ID** box, type the email address you used to register your customer account. In the **Password** box, type the password you chose when you registered your account. Click **Login**. The My Products screen appears.
4. In the Group column, select "TMSS". In the Renew/Upgrade column, select the services you want to renew (Internet Security, Parental Controls).
5. Click **Renew/Upgrade Now**. The Product Information screen appears.
6. Select a subscription quantity according to the number of computers on your network. For example, if there are three computers on your home network, select **3-4**.
7. Click **Buy Now**. The Checkout screen appears. Follow the on-screen instructions to complete your order.

# Using the Trend Micro Dashboard

This chapter has the following sections:

- *Starting the Dashboard* on page 4-1
- *Using the Service Summary Screen* on page 4-1
- *Using Security Scan and Anti-Spyware* on page 4-5
- *Using the Parental Controls screen* on page 4-11

## Starting the Dashboard

To start the dashboard, click **Trend Micro Security Services** in the Start menu or the  icon in your browser's toolbar.

For online help while using the dashboard, click the  icon in the top-right corner of the screen.

## Using the Service Summary Screen

On the Service Summary screen, you can:

- *Renew your services*
- *Download Trend Micro Internet Security*
- *Log in to the router setup screen*
- *Access your Trend Micro customer account*
- *Scan your computer for viruses*
- *Get technical support*
- *Get antivirus and computer security information*
- *Change your user account*

To access the Service Summary screen (Figure 4-1), start the dashboard and then click the **Service Summary** tab.

**Service Summary**

**My Account**  
 Name: Your Name  
 User ID: your\_name@yahoo.com  
[Login to Trend Micro Customer Account](#)

**My Services**

Service Name	Status	Action
<b>Security Scan</b>	Activated	
<b>Internet Security:</b> antivirus, anti-spam, personal firewall	Trial Activated -16 days left	
<b>Parental Controls</b>	Trial Activated -16 days left	Buy / Renew
<b>Anti-Spyware</b>	Activated	

• To download Trend Micro Internet Security, click [here](#).

**Free Services**  
[Virus Encyclopedia](#) - everything you want to know about computer viruses  
[HouseCall](#) - Ease your mind and scan your PC for viruses

**My Router**  
 NETGEAR router, model WGT624  
 Trend Micro Security Services version 1.1, build 1024W1.0.17\_1.0.1  
 Installation Date: 6/2/2005  
[Login to router setup screen](#) (use your router's user name and password).

**Top Threats Worldwide**

- PE\_ELKERN.D  
high risk alert
- PE\_VALLA.A  
low risk alert
- PE\_FUNLOVE.4099  
medium alert
- WORM\_LOVGATE.G  
low risk alert
- TROJ\_NTSEVA.A  
low risk alert

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**Antivirus Resources**

- [Antivirus and security Tips](#)
- [Subscribe to our FREE Newsletters](#)
- [Download User's Guide](#)

If you are not Your Name, click [here](#).

FIGURE 4-1. The Service Summary screen

## Renew your services

To renew your Trend Micro Internet Security and Parental Controls services, click **Buy/Renew** and then follow the instructions in *Renewing Your Services* on page 3-1.

## Download Trend Micro Internet Security

To download Trend Micro Internet Security, click the download link in the My Services area of the Service Summary screen. The Download Now screen appears. To begin, click **Start Download & Install**. For detailed downloading and installation instructions, refer to *Installing Trend Micro Internet Security* on page 2-8.

## Log in to the router setup screen

Parental Controls are configured on your router's setup screen. To access router setup, click **Log in to the router setup screen** and then type your router's user name and password. On the setup screen, locate the Parental Controls configuration area.

## Access your Trend Micro customer account

To access the Trend Micro Customer Care Center, click **Log in to your Trend Micro customer account**. The Trend Micro Customer Care Center login screen appears. In the **User ID** box, type the email address you used to register your customer account. In the **Password** box, type the password you chose when you registered your account.

At the Customer Care Center you can buy and renew services, manage your customer account, and access product information.

## Scan your computer for viruses

To scan your computer for viruses from the dashboard, click **HouseCall** and then follow the on-screen instructions.

If you think your computer is infected with a virus, click **I think my computer is infected, what should I do?** and then follow the on-screen instructions for assistance.

## Get technical support

**To search the Trend Micro Knowledge Base:**

1. On the dashboard's Service Summary screen, click **Search our Knowledge Base**. The Knowledge Base page appears.
2. Select "Search by Product". In the product list, click **Home Network Security**.
3. For information about Trend Micro Internet Security, return to the product list and click **PC-cillin Internet Security**.

**To view frequently asked questions:**

1. On the dashboard's Service Summary screen, click **FAQ**. The Trend Micro product FAQ page appears.
2. On the FAQ page, click **Home Network Security**. For information about Trend Micro Internet Security, click **PC-cillin Internet Security**.

To view the latest version of this User's Guide, click **Download User's Guide**.

## Get antivirus and computer security information

The Service Summary screen provides links to the following general information:

- Antivirus and security tips
- Free newsletters on computer security

- The Trend Micro Virus Encyclopedia
- Details of recent virus outbreaks and other Internet security threats. To view this information, click the name of a threat under "Top Threats Worldwide" or click **View all**.

## Change your user account

To change the Trend Micro user ID that is assigned to your router, click the "If you are not..." link in the Online Support area of the Service Summary screen (Figure 4-2).



If you are not <name>, click [here](#).

**FIGURE 4-2.** Change user link

## Using Security Scan and Anti-Spyware

On the Security Scan screen, you can:

- View individual computer and network-wide security reports
- Detect and remove spyware
- Get an overall risk assessment, details of what Security Scan checked, and tips for fixing any problems found

To access the Security Scan screen (Figure 4-3), start the dashboard and then click the **Security Scan** tab.



FIGURE 4-3. The Security Scan screen

### Generating a Security Scan report and removing spyware

To generate a Security Scan report and remove spyware, click **Scan Now**. Security Scan generates a security report (Figure 4-4). If spyware is found, you can remove it using Anti-Spyware.

The screenshot displays the 'Security Report for My Computer' interface. At the top, there are navigation tabs: Home, Service Summary, Security Scan (selected), and Parental Controls. Below the tabs, the report title is 'Security Report for My Computer'. There are two links: 'View My Computer Report' and 'View Network Report'. A main alert box states: 'Your computer is vulnerable to attacks from viruses and other Internet threats. Risk: High'. It explains that Trend Micro Security Services has detected 1 vulnerability rated as High risk. Below this, a table lists five checks:

Microsoft Vulnerability Check	⊗ 1 high risk threat(s) found	Show ↓
Trojan Horse Check	⊕ No Trojan horse found	Show ↓
Spyware Check	⊕ No spyware found	Show ↓
File Sharing Check	⊕ No shared folder found	Show ↓
Security Software Check	⚠ 2 virus protection software found	Show ↓

To the right of the table is a legend for risk levels: High risk (⊗), Medium risk (⚠), Low risk (⚡), and Risk free (⊕). There is also a 'Print the full report' button and a link 'How we determine the risks'. At the bottom right, there is a 'Home Network Security Services' banner with an 'Internet Security' icon and a 'Find out more...' link.

**FIGURE 4-4. Sample Security Scan report**

For information on vulnerabilities found and suggested solutions, click **Show**.

If Security Scan reports spyware on your computer, click **Show**. Select the spyware programs you want to remove (see the example in Figure 4-5), and then click **Clean**. To remove all spyware programs, click **Select All** and then click **Clean**.

**Microsoft Vulnerability Check** ❌ 1 high risk threat(s) found [Show ↓](#)

**Trojan Horse Check** ✅ No Trojan horse found [Show ↓](#)

**Spyware Check** ⚠️ 3 spyware program(s) found [Hide ↑](#)

**What we checked:**  
Checked if spyware applications tracked and reported personal information. Spyware is often installed secretly with legitimate programs downloaded from the Internet.

**Results:**  
Trend Micro Security Services detected 3 spyware program(s) on your computer.

**Spyware Name:** [Select All](#) | [Deselect All](#) [Clean](#)

[COOKIE\\_45](#),  [COOKIE\\_1020](#),  [COOKIE\\_2204](#)

**File Sharing Check** ✅ No shared folder found [Show ↓](#)

**Security Software Check** ⚠️ 2 virus protection software found [Show ↓](#)

**FIGURE 4-5.** Spyware detection example

## Generating a network-wide security report

To generate a security report for your entire network, first do a Security Scan on all of your computers. After scanning all of the computers on your network, click **Generate Report**. Security Scan generates a network-wide security report (Figure 4-6).

On the network security report screen, click **Show** to view information on vulnerabilities found and suggested solutions.

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**Note:** For a complete network security report, you must first do a Security Scan on all computers. Unscanned computers are not included in the report. If a computer has not been scanned for more than three weeks, the network security report shows its risk rating as High.

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Home Service Summary Security Scan Parental Controls

**Security Report for My Entire Network** [View My Computer Report](#) [View Network Report](#)

High risk Medium risk Low risk Risk free No results [How we determine the risks](#)

**Your network is vulnerable to attacks from viruses and other Internet threats. Risk: high**

- TMSS98 (192.168.0.7)
- WINME (192.168.0.3)
- TW-WANTSAY01 (192.168.0.2)

\*Maximum number of computers to display: 10

**WINME(192.168.0.3) security report**

Security Status: **High Risk** (Scan date: 03/18/2005) [Print the full report](#)

<b>Microsoft Vulnerability Check</b>	✗	16 high risk threat(s) found	<a href="#">Show ↓</a>
<b>Trojan Horse Check</b>	✓	No Trojan horse found	<a href="#">Show ↓</a>
<b>Spyware Check</b>	!	1 spyware program(s) found	<a href="#">Show ↓</a>
<b>File Sharing Check</b>	✓	No shared folder found	<a href="#">Show ↓</a>
<b>Security Software Check</b>	✗	System lacks antivirus software	<a href="#">Show ↓</a>

FIGURE 4-6. Network report example

## Vulnerabilities and corrective actions

Security Scan checks your system for the following vulnerabilities:

- Microsoft security vulnerabilities. These are security weaknesses that Microsoft has publicly identified. Microsoft periodically releases software updates that help prevent hackers, viruses, and other Internet threats from exploiting these weaknesses and damaging computers running Microsoft software.
- Trojan horse programs. Trojans are installed secretly and perform unauthorized, often malicious, actions such as displaying or sending messages, erasing files, and formatting disks.
- Spyware. Spyware is installed either secretly or disguised as a legitimate program. Spyware may track your Internet use and send your personal data to an illicit database. The information tracked can include your location, the Web sites you visit, your online purchases, and other private information.
- Folder and file sharing. A convenient feature of Microsoft Windows operating systems is the ability to share folders or files with other users on a network. But shared folders allow attackers easy access to the data they contain.
- Security software. Your system is vulnerable if you do not have well-known virus protection software installed. Even with virus protection software installed, your system remains vulnerable if the software has not been updated recently.

Table 4-1 lists suggested corrective actions when vulnerabilities are found.

**TABLE 4-1. Vulnerabilities checked by Security Scan**

	<b>What Security Scan Does</b>	<b>Corrective Action</b>
Microsoft vulnerabilities	Checks if known Microsoft vulnerabilities exist on your system	Visit the Microsoft Windows™ update site to download updates.
Trojan horse programs	Scans and detects Trojans	To remove Trojans, install Trend Micro Internet Security.
Spyware	Detects spyware and gives you the option to remove it	Use Anti-Spyware to remove spyware found by Security Scan. For real-time and scheduled spyware scanning, install Trend Micro Internet Security.
File sharing	Detects shared folders on your computer	Remove or restrict sharing permissions. To disable folder sharing, right-click the folder in Windows Explorer, click <b>Properties</b> , and then click <b>Sharing</b> . In Windows 2000 and XP, click <b>Do not share this folder</b> . In Windows 98 and ME, click <b>Not Shared</b> .
Security software	Checks if you have installed well-known virus protection software, and how recently it has been updated	If you do not have virus protection software, or if your software is out of date, install Trend Micro Internet Security.

## Risk assessment criteria

The Security Scan and network security reports give you an overall risk assessment. To calculate overall risk, Trend Micro uses the criteria shown in Table 4-2.

**TABLE 4-2. Security Scan risk assessment criteria**

	<b>Risk level: High</b>	<b>Risk level: Medium</b>	<b>Risk level: Low</b>	<b>Risk-free</b>
Single computer	Scan finds one high or two medium risks	Scan finds one medium or two low risks	Scan finds one low risk	n/a
Entire network	Any computer has one high or two medium risks	Any computer has one medium or two low risks	Any computer has one low risk	n/a
Microsoft vulnerability	Scan finds one highly critical or critical risk	Scan finds at least one medium risk	Scan finds at least one low risk	No issues found
Trojan horse programs	Trojans found	n/a	n/a	No Trojans found
Spyware	n/a	Spyware found	n/a	No spyware found
Shared folders	A shared network resource has unlimited read/write access privileges	A shared network resource has unlimited read access privileges	n/a	All shared network resources password protected
Security software	No antivirus software detected, or the software has not been updated in the past month	Antivirus software detected, but it has not been updated in the past two weeks	Trend Micro antivirus software detected, but it has not been updated in the past three days	n/a

## Using the Parental Controls screen

On the Parental Controls screen, you can:

- View attempts to access blocked content by all computers on your network, and actual accesses
- Temporarily override Parental Controls for a specified period
- Log in to the router's setup screen to configure Parental Controls

To access the Parental Controls screen (Figure 4-7), start the dashboard and then click the **Parental Controls** tab.

**Parental Controls** Cancel Override

The table below displays the number of times computers in your network have accessed or attempted to access Web sites belonging to a certain category.

Name: Parents As of 06/06/2005

Category Name	Access Attempts	Times Accessed
Adult/Mature Content	0	0
Pornography	0	0
Sex Education	0	0
Intimate Apparel/Swimsuit	0	0
Nudity	0	0
Alcohol/Tobacco	0	0
Illegal/Questionable	0	0
Gambling	0	0
Violence/Hate/Racism	0	0
Weapons	0	0
Illegal Drugs	0	0
Hacking/Proxy Avoidance	0	0

**Parental Override**

Name: Parents

Password:

Override time: 1 hour

Override

**My Router**

To change these settings, log on to the [router's Web console](#) (use the router's Web console user name and password) and click the Parental Controls button.

**FIGURE 4-7. The Parental Controls screen (Per-User mode)**

The dashboard's Parental Controls screen shows the number of times computers on your network have accessed or attempted to access blocked content. In General mode, the report shows activity by all users. In Per-User mode, choose a user name from the list to view that user's activity.

### To configure Parental Controls:

1. Click **Log in to the router setup screen** and then type your router's user name and password.

2. On the router setup screen, locate the Parental Controls configuration area.
3. For configuration instructions, refer to the information on the router setup screen or consult the documentation that came with your router.

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**Note:** After making changes on the router setup screen, click Apply to save changes.

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**To override Parental Controls for a specified period:**

1. Choose an override time from the list.
2. In General mode, enter the bypassing password you set on the router setup screen. In Per-User mode, select "Parents" from the **Name** list, and then enter the login password you gave to the "Parents" user.
3. Click **Override**. Parental Controls will be overridden for the selected time.
4. To restore Parental Controls before the override period ends, click **Cancel Override**.

For detailed information on the content you can block using Parental Controls, please refer to [Content Blocking Categories](#) on page 5-3.

# Using Parental Controls

This chapter has the following sections:

- *Parental Controls: General Mode* on page 5-2
- *Parental Controls: Per-User Mode* on page 5-2
- *Content Blocking Categories* on page 5-3

Parental Controls are configured on your router's setup screen. To access this screen, click the dashboard's **Service Summary** tab, click **Log in to the router setup screen**, and then type your router's user name and password. On the setup screen, locate the Parental Controls configuration area.

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**Note:** For specific information on configuring Parental Controls, refer to the instructions on your router's setup screen. After making changes on this screen, click Apply to save changes.

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## There are four main steps to configure Parental Controls:

1. Choose General or Per-User mode. In General mode, all users share the same access profile. Per-User mode allows you to choose a different access profile for each user on the network. In Per-User mode, all users must log in before accessing the Internet.
2. Choose an access profile. The access profile determines the type of content that Parental Controls will block. You can choose one of the predefined profiles or create a custom profile. In General mode, the profile you choose applies to all users. In Per-User mode, you can choose a different profile for each user. To give a specified user unrestricted Internet access, choose the "No Restrictions" profile.
3. Set a Parental Controls bypassing password (General mode only). This password allows users to view blocked Web pages. You can also use this password on the dashboard's Parental Controls screen to override Parental Controls for a specified period.
4. Choose whether to enable Parental Controls all the time, or according to a specified schedule.

## Parental Controls: General Mode

General mode is the simplest way to use Parental Controls. In General mode, the same access profile applies to all network users, but you can set a password that allows mature users to view blocked Web pages. This password can also be used on the dashboard's Parental Controls screen to override Parental Controls for a specified period.

When you enable Parental Controls, the default profile blocks all content under the twelve potentially offensive content blocking categories. You can select another predefined profile, or create a custom profile.

Follow the instructions on your router's setup screen to enable Parental Controls, select General mode, set a bypassing password, and select the desired access profile.

To enter the setup screen, click the dashboard's **Parental Controls** tab, click **Log in to the router setup screen**, and then type your router's user name and password. On the setup screen, locate the Parental Controls configuration area.

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**Note:** After making changes on the router setup screen, click Apply to save changes.

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## Parental Controls: Per-User Mode

Per-User mode allows you to give each network user a different access profile. Each user has an individual user name and password, and must log in before accessing the Internet.

In Per-User mode, there is initially only one user: "Parents". This user, by default, has unrestricted Internet access. For new users that you add, the default access profile is "General blocking". This predefined profile blocks all content under the twelve potentially offensive content categories. You can give a new user another predefined profile, or create a custom profile. To allow a user unrestricted Internet access, select the "No Restrictions" access profile.

To configure Per-User mode, follow the instructions on your router's setup screen. On the router setup screen you can:

- **Add** a new user. Select a user name and password, an access profile for the new user, and the new user's status (Active or Inactive). A user with Inactive status cannot log in and cannot access any Internet sites.
- **Edit** an existing user. You can change the user name, password, access profile, and status.
- **Delete** a user.

To enter the router setup screen, click the dashboard's **Parental Controls** tab, click **Log in to the router setup screen**, and then type your router's user name and password. On the setup screen, locate the Parental Controls configuration area.

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**Note:** After making changes on the router setup screen, click Apply to save changes.

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## Content Blocking Categories

When Parental Controls are enabled in General mode, and when a new user is added in Per-User mode, the default access profile is "General blocking". This predefined access profile blocks content in all of the potentially offensive categories listed in Table 5-1. You can choose another predefined profile, or create a custom profile. When you create a custom profile, you can select which of the potentially offensive categories to block, and which categories to allow.

Category	Description
Adult/Mature Content	Sites that contain material of an adult nature but without excessive violence, sexual content, or nudity. These sites may include profane or vulgar content and other content inappropriate for children.
Alcohol/Tobacco	Sites that promote or sell alcohol or tobacco products, or that provide the means to create them. Also includes sites that glamorize or otherwise encourage alcohol or tobacco consumption. Does not include sites that sell alcohol or tobacco as a subset of another business.
Gambling	Sites at which users can place bets or participate in betting pools (including lotteries) online. Also includes sites that provide information, assistance, recommendations, or training on placing bets or participating in games of chance. Does not include sites that sell gambling related products or machines. Also does not include off-line casino and hotel sites, unless they meet one of the foregoing criteria.
Hacking/Proxy Avoidance	Sites providing information on illegal or questionable access to, or use of, communications equipment and software, or that provide information on how to bypass proxy server features or gain access to URLs in a way that bypasses the proxy server.
Illegal Drugs	Sites that promote, offer, sell, supply, encourage or otherwise advocate the illegal use, cultivation, manufacture or distribution of drugs, pharmaceuticals, intoxicating plants and chemicals, and related paraphernalia.

Category	Description
Illegal/Questionable	Sites that advocate or give advice on performing illegal acts such as service theft, evading law enforcement, fraud, burglary techniques, and plagiarism. Also includes sites that provide or sell questionable educational materials such as term papers.
Intimate Apparel/ Swimsuit	Sites that sell or contain images of swimsuits, intimate apparel, or other suggestive clothing. Does not include sites selling undergarments as a subset of another business.
Nudity	Sites that contain nude or seminude depictions of the human body. These depictions need not be sexual in intent or effect. May include sites containing nude paintings or photo galleries of an artistic nature. This category also includes nudist or naturist sites containing pictures of nude individuals.
Pornography	Sites that contain sexually explicit material for the purpose of arousing a sexual interest.
Sex Education	Sites that provide graphic information on reproduction, sexual development, safe sex practices, sexuality, birth control, and sexual development. Also includes sites that offer tips for better sex as well as products used for sexual enhancement.
Violence/Hate/Racism	Sites that depict extreme physical harm to people or property, or which advocate or provide instructions on how to cause such harm. Also includes sites that advocate or depict hostility or aggression toward, or the denigration of, an individual or group on the basis of race, religion, gender, nationality, ethnic origin, and so forth.
Weapons	Sites that sell, review, or describe weapons such as guns, knives, martial arts devices, and related accessories, or that provide information on their use or modification. Does not include sites that promote weapons collecting, or groups that either support or oppose weapons ownership.

**TABLE 5-1. Potentially offensive content categories**

# Getting Support

This chapter has the following sections:

- *Help with Home Network Security Services* on page 6-1
- *Help with Trend Micro Internet Security* starting on page 6-2

## Help with Home Network Security Services

Trend Micro provides the following free support resources for Home Network Security Services users:

- Online help. To access online help from any dashboard screen, click the  icon.
- User's Guide. To download the latest version of this User's Guide, click the link on the dashboard's Service Summary screen.
- Knowledge Base. On the dashboard's Service Summary screen, click **Search our Knowledge Base**. On the Knowledge Base page, select "Search by Product". In the product list, click **Home Network Security**.
- Frequently Asked Questions (FAQs). On the Service Summary screen, click **FAQ**. On the FAQ page, click **Home Network Security**.
- Home Network Security support portal. This site contains links to all available Home Network Security Services support information. To access the support portal, visit <http://www.trendmicro.com/en/support/tmss/overview.htm>
- Home Network Security technical support hotline. Send technical support questions to [tmss@support.trendmicro.com](mailto:tmss@support.trendmicro.com). In the United States, call the support team toll-free at **1-866-787-TMSS** (1-866-787-8677).

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**Note:** For information on configuring your router, consult the documentation that came with your router or visit the manufacturer's Web site.

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## Help with Trend Micro Internet Security

Trend Micro provides the following free support resources for Trend Micro Internet Security users:

- Online help. On any Internet Security screen, click the **Help** icon to access online help.
- Knowledge Base. On the Trend Micro dashboard's Service Summary screen, click **Search our Knowledge Base**. On the Knowledge Base page, select "Search by Product". In the product list, click **PC-cillin Internet Security**.
- Frequently Asked Questions (FAQs). On the dashboard's Service Summary screen, click **FAQ**. On the FAQ page, click **PC-cillin Internet Security**.
- Customer Care Center. The Customer Care Center contains the latest information about Trend Micro Internet Security. To visit the Customer Care Center, start Internet Security and then click **Help > Customer Care Center**. At the login screen, type the user ID (email address) and password you used to open your Trend Micro customer account.