



APPENDIX **B**

Using CSC SSM with Trend Micro Control Manager

This appendix describes how to manage Trend Micro InterScan for CSC SSM from Trend Micro Control Manager (TMCM), and includes the following sections:

- [About Control Manager, page B-1](#)
- [Control Manager Interface, page B-2](#)

About Control Manager

You should have already installed the TMCM agent and registered CSC SSM with TMCM using the CSC SSM Administration > Register to TMCM window. TMCM is a central management console that runs on its own server, separate from CSC SSM. It allows you to manage multiple Trend Micro products and services from a single console. Control Manager allows you to monitor and report on activities such as infections, security violations, or virus entry points.

In the Control Manager, CSC SSM is a managed product, and appears as an icon in the Control Manager management console Product Directory. You can configure and manage CSC SSM and other products individually or by group through the Product Directory.

With TMCM, you can download and deploy updated components throughout the network, to ensure that protection is consistent and up-to-date. Examples of updated components include virus pattern files, scan engines, and anti-spam rules. Control Manager allows both manual and scheduled updates.

Control Manager provides the following:

- Enterprise-Wide Coordination
- Proactive Outbreak Management
- Vulnerability Assessment (optional component)
- Outbreak Prevention Services (optional component)
- Damage Cleanup Services (optional component)
- Multi-tier Management Structure
- Flexible and Scalable Configuration of Installed Products

Control Manager Interface

This section describes the Control Manager interface, and includes the following topics:

- [Using the Management Console, page B-2](#)
- [Opening the Control Manager Console, page B-3](#)
- [Downloading and Deploying New Components, page B-4](#)

Trend Micro Control Manager uses a management console to administer managed products. When you log in to TCM, the Home window appears, as shown in [Figure B-1](#).

Figure B-1 The Control Manager Management Console Home Window.

TREND MICRO Control Manager™ Logged on as: root | Log Off | Help

Home Services Products Reports Administration

Welcome root

The last time you logged on was 11/15/2005 2:29:05 PM.

[View my account](#)

Security Information and News

- > [Security Information](#)
- > [Knowledge Base](#)

✖ The Control Manager period ended on 2005/9/30.

Display summary for: Last Week

Status Summary from 11/10/2005 12:00:00 AM

| Antivirus Summary | | Content Security Summary | | Web Security Summary | | Network Virus Summary | |
|-------------------|----------|--------------------------|------------|----------------------|------------|-----------------------|------------|
| Action | Viruses | Action | Violations | Policy/Rule | Violations | Policy/Rule | Violations |
| Cleaned | 0 | Deleted | 0 | File name | 0 | Passed | 0 |
| Deleted | 0 | Attachments removed | 0 | Webmail site | 0 | Dropped | 0 |
| Quarantined | 0 | Notified | 0 | Web server | 0 | Quarantined | 0 |
| Passed | 0 | Delivered | 0 | URL pattern | 0 | Other | 0 |
| Renamed | 0 | Postponed | 0 | JavaScript/VBScript | 0 | | |
| Unsuccessful | 0 | Quarantined | 0 | True file type | 0 | | |
| Other | 0 | Other | 0 | User defined | 0 | | |
| | | | | Other | 0 | | |
| Total | 0 | Total | 0 | Total | 0 | Total | 0 |

Violation Status

| Violation | Last updated | Total |
|--------------------|--------------|-------|
| Service Violations | n/a | 0 |

Component Status

| Component | Latest Version | Outdated | Current | Total |
|------------------------------------|----------------|----------|---------|-------|
| Virus pattern file | 1.855.00 | 0 | 2 | 2 |
| Anti-spam rule | n/a | 0 | 0 | 0 |
| Damage cleanup template | 312 | 0 | 0 | 0 |
| Damage cleanup engine | 3.900.1020 | 0 | 0 | 0 |
| Network outbreak rule | n/a | 0 | 0 | 0 |
| Network virus pattern file for NVW | n/a | 0 | 0 | 0 |
| Network VirusWall 1200 engine | n/a | 0 | 0 | 0 |

Using the Management Console

The management console consists of the following elements:

- The title bar drop-down menu, which provides links to the Control Manager online help, the Trend Micro Knowledge Base, Trend Micro Security Information, and the About screen for Control Manager.
- Below the title bar drop-down menu, the main menu provides links to the Home, Services, Products, Reports, and Administration windows, which you use to administer TCM and managed products.
- Located in the left-frame of the management console, when you choose a main menu item, the navigation menu refreshes to display the available options for the item selected.

- The Product Directory tabs, parent server, or child server tabs.
- A working area where you can administer managed products or child server settings, invoke tasks, or view system status, logs, and reports. In addition to the navigation menu items, choose **Products** from the main menu to include managed product or child server tabs in the working area.

Opening the Control Manager Console

This section describes how to access the Control Manager console, and includes the following topics:

- [Accessing the HTTPS Management Console, page B-3](#)
- [About the Product Directory, page B-4](#)

You can access the Control Manager console locally from the Control Manager server, and/or remotely through a web browser from any connected computer.

To open the TMCM console from a remote computer:

Step 1 To open the Log-on screen, in the browser address field, enter the following:

http://{hostname}/ControlManager

Where *hostname* is the fully qualified domain name (FQDN) for the Control Manager server, IP address, or server name. The TMCM Log-on screen appears.

Step 2 Enter a TMCM username and password in the field and click **Enter**.

Step 3 When the TMCM console opens, click **Products** in the top menu bar and locate the entry for CSC SSM.

The initial screen shows the status summary for the entire Control Manager system, which is the same as the status summary generated from the Product Directory. User privileges determine the Control Manager functions you can access.

Accessing the HTTPS Management Console

You can encrypt the configuration data as it passes from the web-based console to the Control Manager server. You must first assign web access to Control Manager and then alter the management console URL to use HTTPS through port 443. For details about how to set up HTTPS access, see the TMCM documentation.

To open the TMCM console using HTTPS:

Enter the URL for encrypted communication (HTTPS) in the following format:

https://{hostname}:443/ControlManager

Where *hostname* is the fully qualified domain name (FQDN) for the Control Manager server, IP address, or server name. The port number allotted to an HTTPS session is 443.



Note

When you access a secure Control Manager site, it automatically sends you its certificate, and Internet Explorer displays a lock icon on the status bar.

About the Product Directory

For administering managed products, the Product Directory is a logical grouping of managed products in the TCMC console that allows you to perform the following:

- Configure products.
- View product information, as well as details about the operating environment (for example, product version, pattern file and scan engine versions, and operating system information).
- View product-level logs.
- Deploy updates to the virus pattern, scan engine, anti-spam rule, and programs.

Newly registered managed products usually appear in the TCMC New entity folder, depending on the user account specified during the agent installation. Control Manager determines the default folder for the managed product by the privileges of the user account specified during the product installation.

You can use the TCMC Product Directory to administer CSC SSM after it has been registered with the Control Manager server.



Note

Your ability to view and access the folders in the TCMC Product Directory depends on the account type and folder access rights assigned to your TCMC log-on credentials. If you cannot see CSC SSM in the TCMC Product Directory, contact the TCMC administrator.

Downloading and Deploying New Components

This section describes downloading and deploying new components, and includes the following topics:

- [Deploying New Components from the TCMC Product Directory, page B-5](#)
- [Viewing Managed Products Status Summaries, page B-5](#)
- [Configuring CSC SSM Products, page B-6](#)
- [Issuing Tasks to the CSC SSM, page B-6](#)
- [Querying and Viewing Managed Product Logs, page B-7](#)

Update Manager is a collection of functions that help you update the antivirus and content security components on your Control Manager network. Trend Micro recommends updating the antivirus and content security components to remain protected from the latest virus and malware threats. By default, Control Manager enables virus pattern, damage cleanup template, and vulnerability assessment pattern downloads, although there is no managed product registered on the Control Manager server.

The components to update follow, listed according to the frequency of recommended updates:

- Pattern files and cleanup templates refer to virus pattern files, damage cleanup templates, vulnerability assessment patterns, network outbreak rules, and network virus pattern files.
- Anti-spam rules refer to import and rule files used for anti-spam and content filtering.
- Engines refer to the virus scan engine, damage cleanup engine, and VirusWall engine for Linux.
- Product program refers to product-specific components (for example, Product Upgrades).



Note

Only registered users are eligible for component updates. For more information, see the online help topic, “Registering and Activating your Software > Understanding product activation.”

Deploying New Components from the TCM Product Directory

Manual deployments allow you to update the virus patterns, spam rules, and scan engines of CSC SSM on demand, which is particularly useful during virus outbreaks. Download new components before deploying updates to a specific group or groups of managed products.

To manually deploy new components using the Product Directory, perform the following steps:

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- Step 1** From the TCM console, click **Products** on the main menu.
 - Step 2** On the left-hand menu, choose **Managed Products** from the list and then click **Go**.
 - Step 3** On the left-hand menu, choose the desired managed product or folder.
 - Step 4** Click the **Tasks** tab.
 - Step 5** From the Select task list, choose **Deploy *component_name*** and then click **Next>>**.
 - Step 6** Click **Deploy Now** to start the manual deployment of new components.
 - Step 7** Monitor the progress via Command Tracking.
 - Step 8** Click the **Command Details** link to view details for the Deploy Now task.
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Viewing Managed Products Status Summaries

The Product Status screen displays the Antivirus, Content Security, and Web Security summaries for all managed products present in the Product Directory tree.

You can view the managed products status summary from the Home screen or the Product Directory.

To access managed products through the Home window, open the Control Manager management console.

The Status Summary tab of the Home screen shows a summary of the entire Control Manager system. This summary is identical to the summary provided in the Product Status tab in the Product Directory Root folder.

To access managed products through the Product Directory, perform the following steps:

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- Step 1** From the TCM console, click **Products** on the main menu.
 - Step 2** On the left-hand menu, choose the desired folder or managed product.
 - If you click a managed product, the Product Status tab displays the managed product summary.
 - If you click the Root folder, New entity, or another user-defined folder, the Product Status tab displays Antivirus, Content Security, and Web Security summaries.

**Note**

By default, the Status Summary tab displays a complete week of information, ending with the day of the query. In the Display Summary list, you can change the scope to Today, Last Week, Last Two Weeks, or Last month available.

Configuring CSC SSM Products

You can configure one or more instances of CSC SSM from TCM, either individually or in groups, according to folder division. When configuring a group, verify that you want all managed products in a group to have the same configuration. Otherwise, add managed products that should have the same configuration to Temp to prevent the settings of other managed products from being overwritten.

The Configuration tab shows either the web console or a Control Manager-generated console.

To configure a product, perform the following steps:

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- Step 1** From the TCM console, click **Products** on the main menu.
 - Step 2** On the left-hand menu, choose **Managed Products** from the list and then click **Go**.
 - Step 3** On the left-hand menu, choose the desired managed product or folder.
 - Step 4** Click the **Configuration** tab.
 - Step 5** From the Select product list, choose the product to configure.
 - Step 6** In the Select configuration list, choose the product feature to access or configure.
 - Step 7** Click **Next**.

The web-based console or Control Manager-generated console appears.

Issuing Tasks to the CSC SSM

Use the Tasks tab to make certain tasks available for a group or specific managed product. Depending on the managed product, all or some of the following tasks are available:

- Deploy engines.
- Deploy pattern files or cleanup templates.
- Deploy program files.
- Enable or disable Real-time Scan.
- Start Scan Now.

You can deploy the latest spam rules, patterns, or scan engine to managed products with outdated components.



Note

The Control Manager server has already been updated with the latest components from the Trend Micro ActiveUpdate server.

You can perform a manual download to ensure that current components are already present in the Control Manager server.

To issue tasks to managed products perform the following steps:

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- Step 1** From the TCM console, go to the Product Directory.
 - Step 2** On the left-hand menu, choose the desired managed product or folder.
 - Step 3** Click the **Tasks** tab.
 - Step 4** Choose the task from the Select task list.

- Step 5** Click **Next**.
 - Step 6** Monitor the progress through Command Tracking.
 - Step 7** To view command information, click the **Command Details** link at the response screen.
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Querying and Viewing Managed Product Logs

Use the Logs tab to query and view logs for a group or specific managed product.

To query and view managed product logs, perform the following steps:

- Step 1** From the TCM console, go to the Product Directory.
- Step 2** On the left-hand menu, choose the desired managed product or folder.
- Step 3** Click the **Logs** tab.
- Step 4** Choose the client log type.

The Query Result screen displays the results in a table.

The Generated at entity column of the result table indicates the Control Manager server time.

For additional information and instructions about using Trend Micro Control Manager, see the online help and PDF file documentation.

