



Using CSC SSM with Trend Micro Control Manager

This appendix describes how to begin managing Trend Micro InterScan for CSC SSM from Trend Micro Control Manager™ (TMCM). This Appendix assumes that you have already installed the TMCM agent and registered CSC SSM with TMCM using the CSC SSM the **Administration > Register to TMCM** screen.

About Control Manager

Trend Micro Control Manager™ (TMCM) is a central management console that allows you to manage multiple Trend Micro products and services from a central console. Control Manager allows you to monitor and report on activities such as infections, security violations, or virus entry points

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

With TMCM you can download and deploy update components throughout the network, helping ensure that protection is consistent and up-to-date. Example update components include virus pattern files, scan engines, and anti-spam rules. Control Manager allows both manual and pre-scheduled updates, and allows the configuration and administration of products as groups or as individuals.

Control Manager benefits include:

- 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

An explanation of the TMCM interface begins on the next page.

Control Manager Interface

Trend Micro Control Manager uses a management console for administration of managed products. When you first log in to TMCM, the default screen is the **Home** screen shown below:

Figure B-1 The Control Manager Management Console “Home” Screen.

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 View

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:

- **Header menu:** Running across the top, the header menu provides links to the Control Manager online help, the Trend Micro Knowledge Base, Trend Micro Security Information, and the About screen for Control Manager.
- **Main menu:** Located below the header menu, the main menu provides links to the **Home, Services, Products, Reports, and Administration** menus to administer TMCM and managed products.
- **Navigation menu:** Located in the left-frame of the management console; when you select a Main Menu item, the Navigation Menu refreshes to display the available options for the menu selected.
- **Tab area:** Provides the Product Directory tabs, parent server, or child server tabs.

- **Working area:** This is 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** options, the **Working Area** also includes managed product or Child server Tabs when you select **Products** from the Main Menu.

Opening the Control Manager Console

There are two ways to access the Control Manager console, locally, from the Control Manager server, and remotely, via Web browser from any connected computer. The latter method is explain below.

To open the TMCM console from a remote computer:

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- Step 1** Type the following at your browser's address field to open the Log on page:
`http://{hostname}/ControlManager`
- Where {hostname} is the Control Manager server's fully qualified domain name (FQDN), IP address, or server name. The TMCM log on screen appears.
- Step 2** Type a TMCM **user name** 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. Upon opening the console, the initial screen will show the status summary for your whole Control Manager system. This is identical to the status summary generated from the Product Directory. User rights determine the Control Manager functions you can access.
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Access the HTTPS Management Console

If you want to encrypt the configuration data as it passes from the Web-based console to the Control Manager server, you must first assign HTTP to Control Manager Web access and then alter the management console URL to use the HTTPS protocol through port 443. For details on how to set up HTTPS access, refer to your TMCM documentation.

To open the TMCM console using HTTPS:

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- Step 1** Type the URL for encrypted communication (HTTPS) in the following format:
`https://{hostname}:443/ControlManager`
- Where {hostname} is the Control Manager server's fully qualified domain name (FQDN), IP address, or server name. The number 443 is the port allotted during an HTTPS session.

**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 Control Manager Product Directory

The Product Directory is a logical grouping of managed products in the TMCM console that allows you to perform the following for administering managed products:

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

Newly registered managed products usually appear in the TCM 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 agent installation.

You can use the TCM 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 TCM Product Directory depends on the Account Type and folder access rights assigned to your TCM log on credentials. If you cannot see CSC SSM in the TCM Product Directory, contact the TCM administrator.

Download and Deploy New Components

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 against the latest virus and malware threats. By default, Control Manager enables virus pattern, damage cleanup template, and Vulnerability Assessment pattern download even if there is no managed product registered on the Control Manager server.

The following are the components to update (listed according to the frequency of recommended update):

- **Pattern files/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** - refers to virus scan engine, damage cleanup engine, and VirusWall engine for Linux.
- **Product program** - these are product specific components (for example, Product Upgrades).

**Note**

Only registered users are eligible for component updates. For more information, **Registering and Activating your Software > Understanding product activation** in the Control Manager online help.

Deploy 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. This is useful especially during virus outbreaks. Download new components before deploying updates to specific or groups of managed products.

To manually deploy new components using the Product Directory:

- Step 1** From the TCM console, click **Products** on the main menu.
- Step 2** On the leftmost menu, select **Managed Products** from the list and then click **Go**.
- Step 3** On the left-hand menu, select the desired managed product or folder.

- Step 4** On the working area, click the **Tasks** tab.
- Step 5** Select **Deploy** *component_name* from the **Select task** list 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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View 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.

There are two ways to view the managed products status summary:

- From the Home page
- From the Product Directory

To access through the Home page

- Upon opening the Control Manager management console, the **Status Summary** tab of the **Home** page shows the summary of the entire Control Manager system. This summary is identical to the summary provided by the **Product Status** tab in the **Product Directory Root** folder

To access through the Product Directory:

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



Note

By default, **Status Summary** displays a week's worth of information ending with the day of your query. You can change the scope to Today, Last Week, Last Two Weeks, or Last month available in the **Display Summary** list.

Configure 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 performing a group configuration, verify that you want all managed product 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 product's Web console or a Control Manager-generated console

To configure a product:

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- Step 1** From the TMCM console, click **Products** on the main menu.
- Step 2** On the leftmost menu, select **Managed Products** from the list and then click **Go**.
- Step 3** On the left-hand menu, select the desired managed product or folder.
- Step 4** On the working area, click the **Configuration** tab.
- Step 5** Select the product to configure from the **Select product** list.
- Step 6** At the **Select configuration** list, select the product feature to access or configure.
- Step 7** Click **Next**. The managed product Web-based console or Control Manager-generated console appears.
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Issuing Tasks to CSC SSM

Use the **Tasks** tab to invoke available actions to 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/cleanup templates
- Deploy program files
- Enable/Disable Real-time Scan
- Start Scan Now

You can deploy the latest spam rules, patterns, or scan engine to managed products with outdated components (the Control Manager server already be updated with the latest components from the Trend Micro ActiveUpdate server). Perform a manual download to ensure that current components are already present in the Control Manager server.

To issue tasks to managed products:

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- Step 1** From the TMCM console, access the **Product Directory**.
- Step 2** On the left-hand menu, select the desired managed product or folder.
- Step 3** On the working area, click the **Tasks** tab.
- Step 4** Select the task from the **Select task** list.
- Step 5** Click **Next**.
- Step 6** Monitor the progress through Command Tracking. Click the **Command Details** link at the response screen to view command information.
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Query and View 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:

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- Step 1** From the TMCM console, access the **Product Directory**.
- Step 2** On the left-hand menu, select the desired managed product or folder.

- Step 3** On the working area, click the **Logs** tab.
- Step 4** Select the client log type. The **Query Result** screen displays the results in a table format.
- Step 5** The **Generated at** entity column of the result table indicates the Control Manager server time.
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For additional information and instructions on using Trend Micro Control Manager, see that product's online help and PDF documentation.

