

Trend Micro OfficeScan Client – User Guide

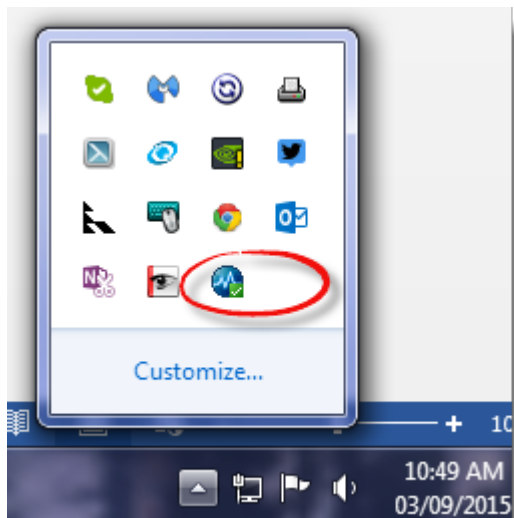
Overview

The purpose of this document is to provide users with information on the Trend Micro OfficeScan anti-virus client. OfficeScan is the new anti-virus/anti-malware solution selected by IT Services to replace Microsoft Forefront for endpoint protection.

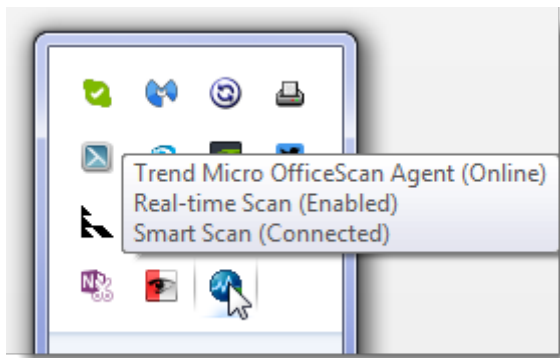
While much of what the OfficeScan agent does in terms of protecting a workstation is managed by IT Services, the agent console application does allow end users some interaction. This document outlines the different components of the agent software.

OfficeScan Agent Features

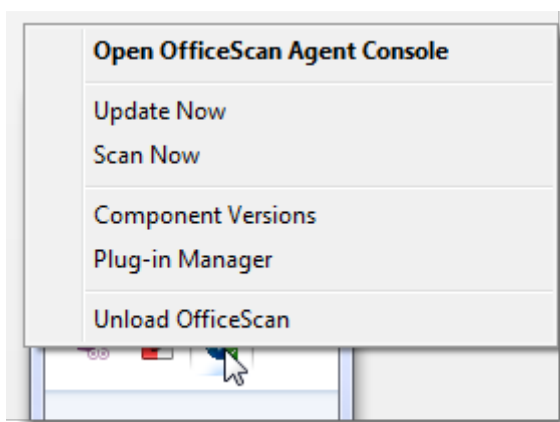
Accessing the OfficeScan Client



The icon for the OfficeScan client can be found in the system tray of your workstation desktop.



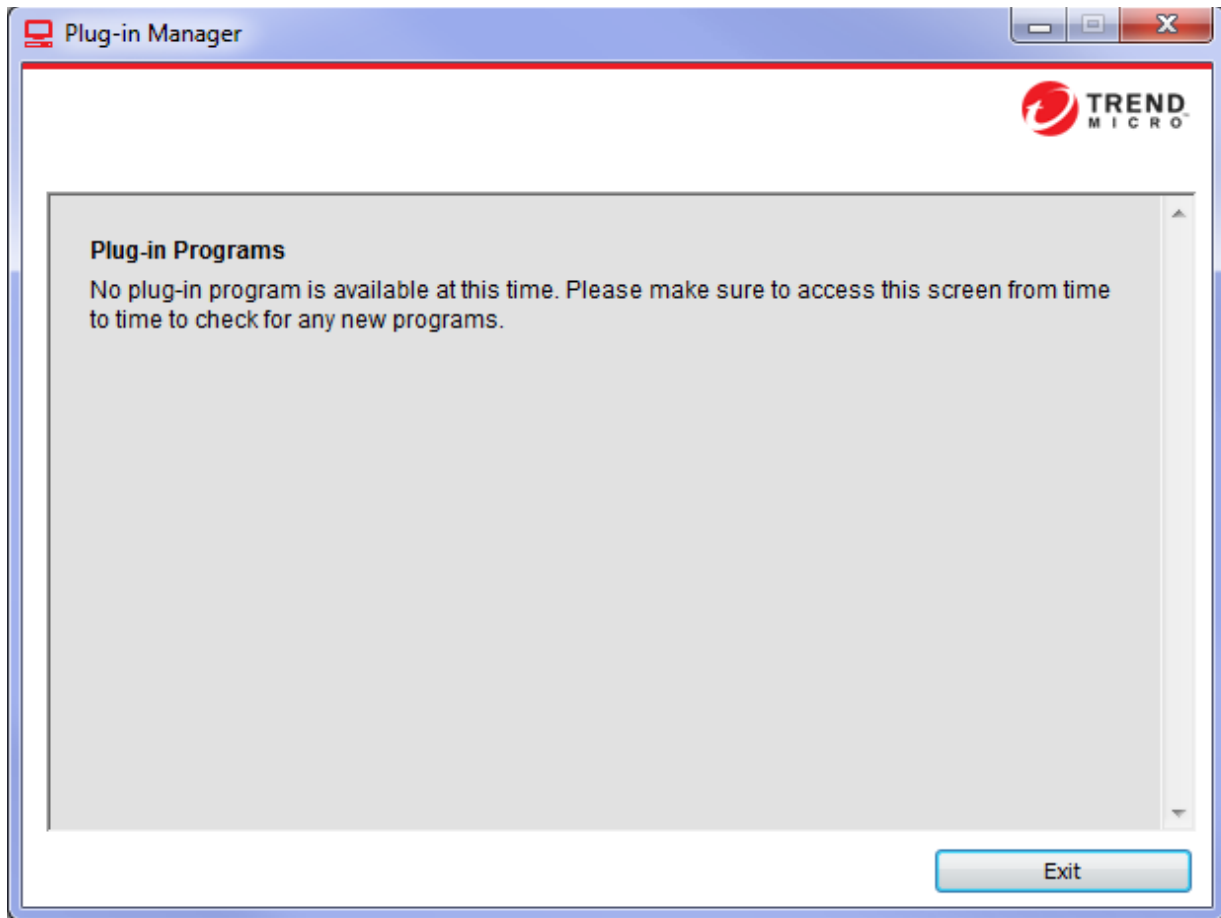
Placing the mouse arrow over the icon will provide the current working status of the OfficeScan agent.



Single-clicking on the client icon will display a pop-up menu. The following table lists each menu option and the function it performs.

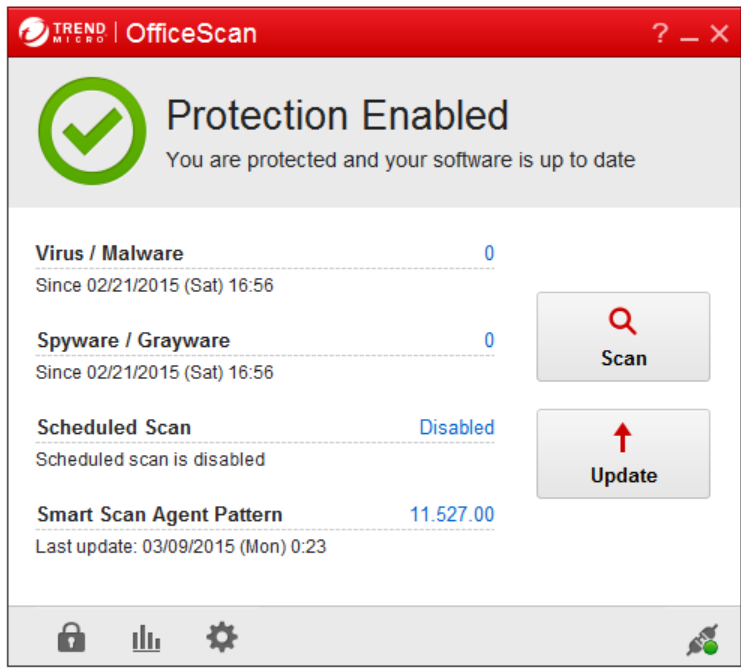
Menu Options and Features

MENU ITEM	FUNCTION
Open OfficeScan Agent Console	Opens the main console for the OfficeScan client. All of the agent functions available to the end user can be accessed through the agent console.
Update Now	Sends a request to the OfficeScan Manager to update the agent with the latest virus/malware signatures. (Normally, this is done automatically)
Scan Now	Allows the user to run a manual scan of local drives
Component Versions	Lists the current version of OfficeScan agent components
Plug-in Manager	See screen shot below
Unload OfficeScan	(This function is not available to users)



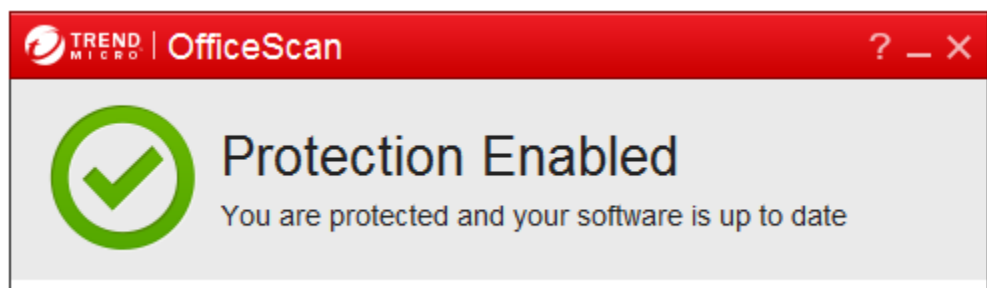
The *Plug-in Manager* allows for the downloading and installation of OfficeScan plug-ins as and when they are available.

The OfficeScan Agent Console

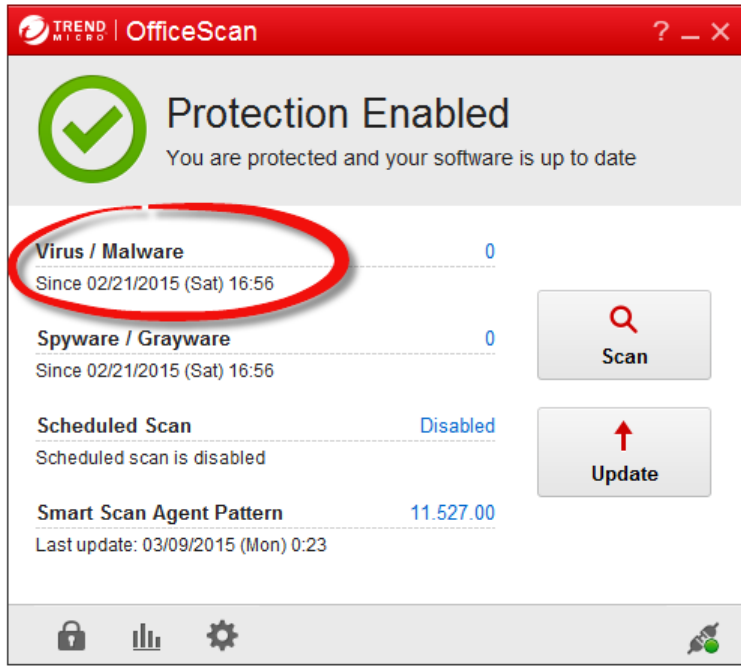


This is the “home” screen of the OfficeScan agent console. The main purpose of this screen is to provide the current status of the protection components of the agent. These protection components are detailed as follows:

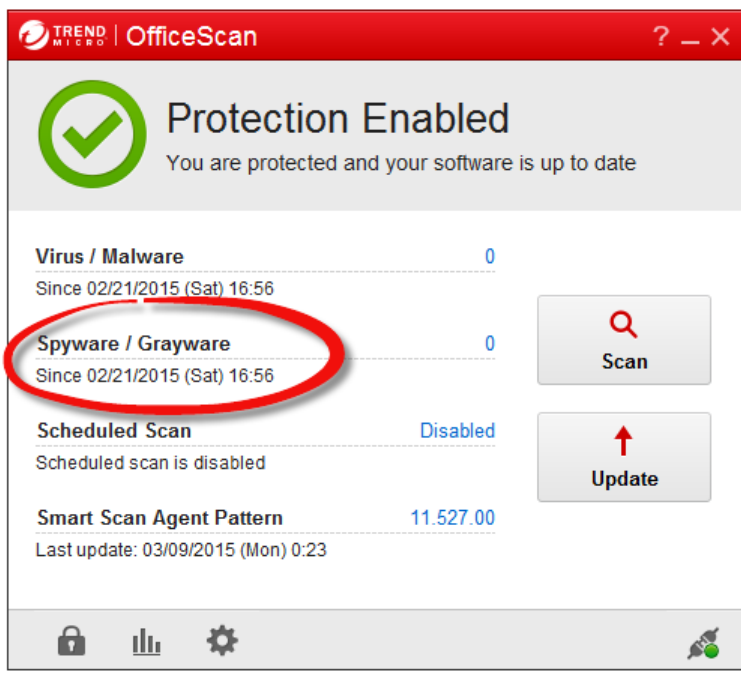
General Protection Status



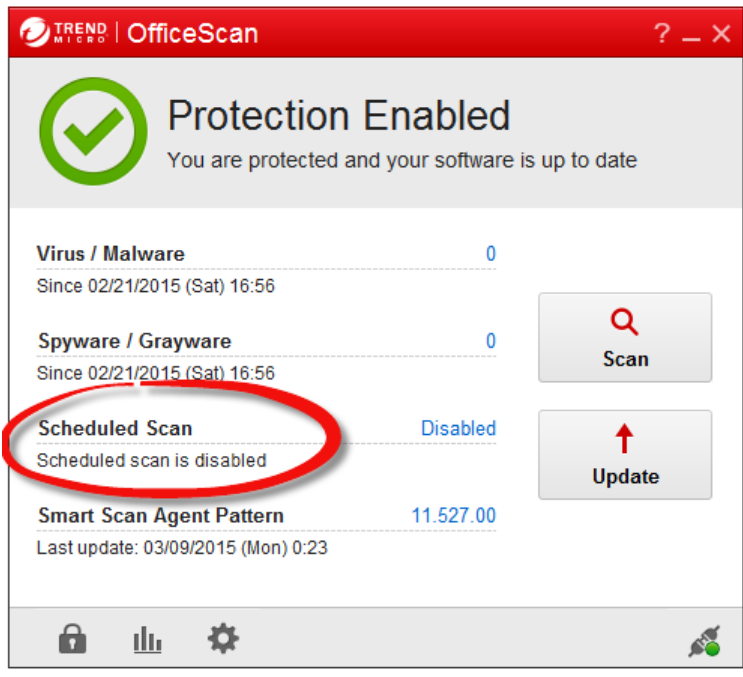
This status shows that the agent is running with up-to-date software.



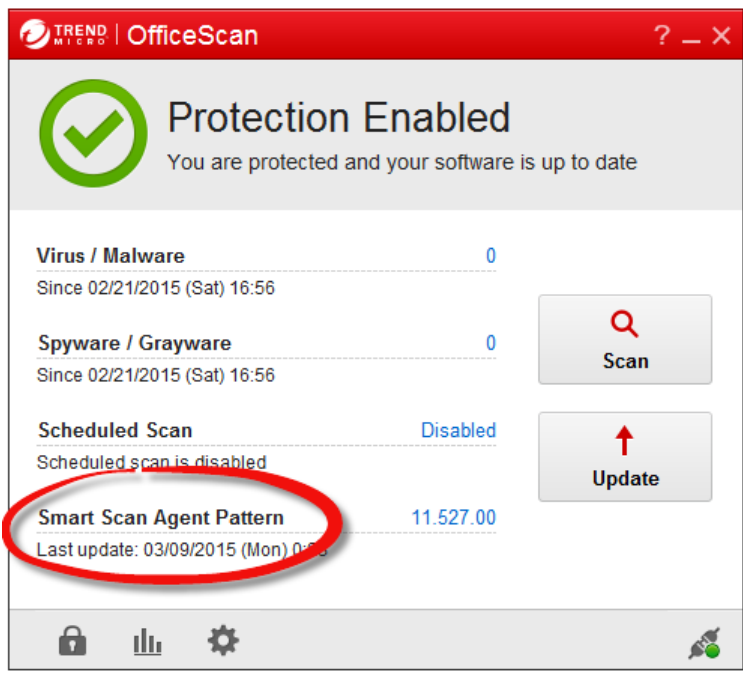
This status shows the number of virus/malware items detected since the displayed date.



This shows the number of spyware/grayware items that have been detected since the displayed date. Grayware refers to potentially unwanted programs that can be downloaded without the user's intent or consent.

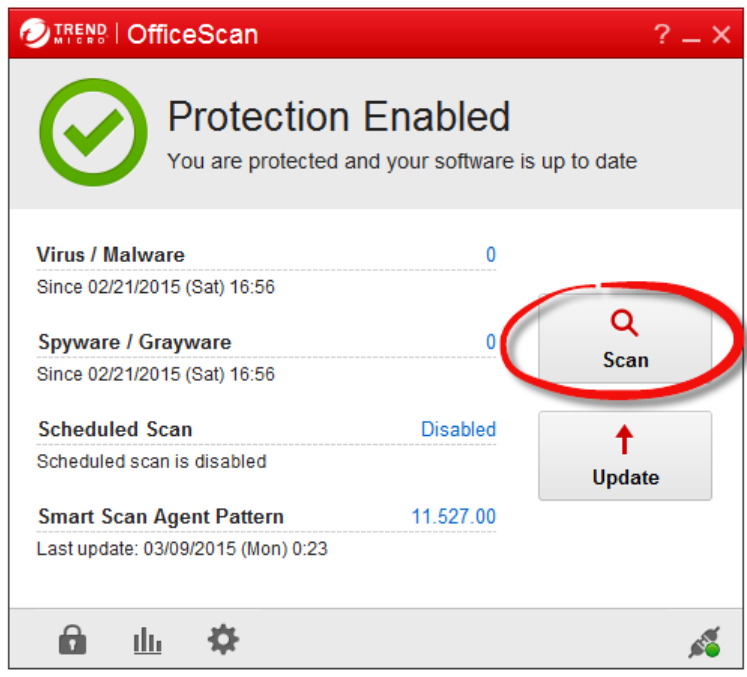


The *Scheduled Scan* feature is not available to end users. This function is controlled by the OfficeScan Manager. Scheduled scans are set to run once per week and are intended to augment the ongoing real-time scanning.

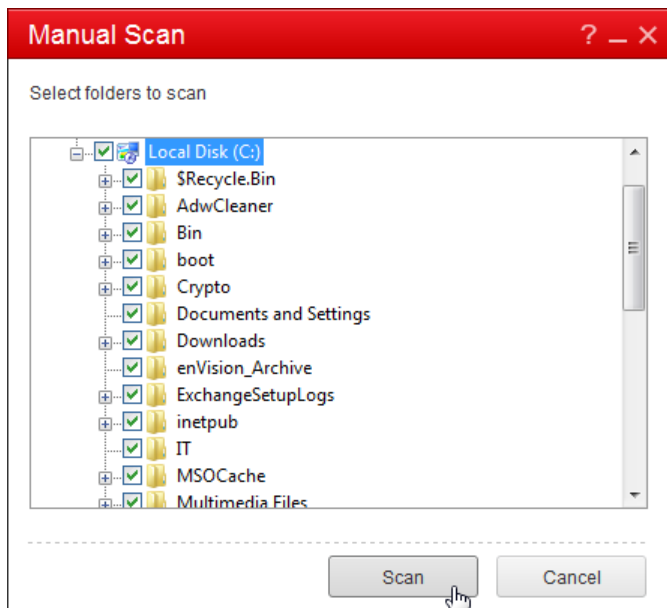


This section shows how current the virus signatures are.

Running a Manual Scan



Click on the **Scan** button to launch a manual scan of your hard drive or other locally attached drives.

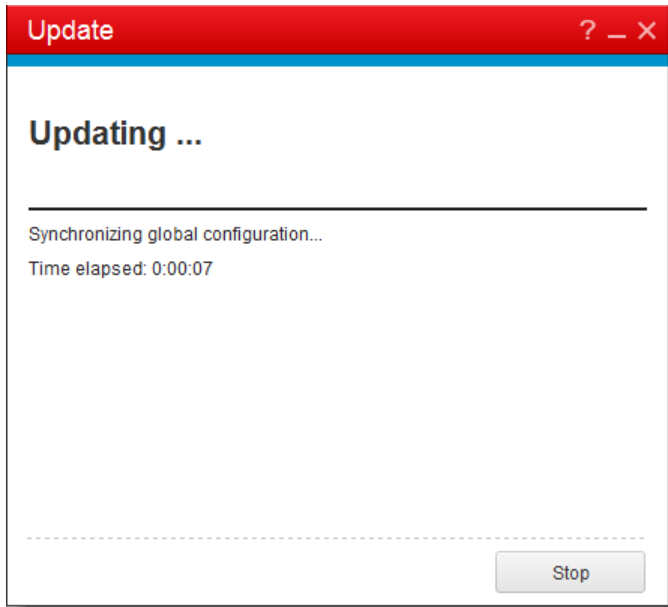


To scan your local hard drive, you can either select the entire drive or individual folders and files for scanning. After selecting, click the **Scan** button to begin scanning.

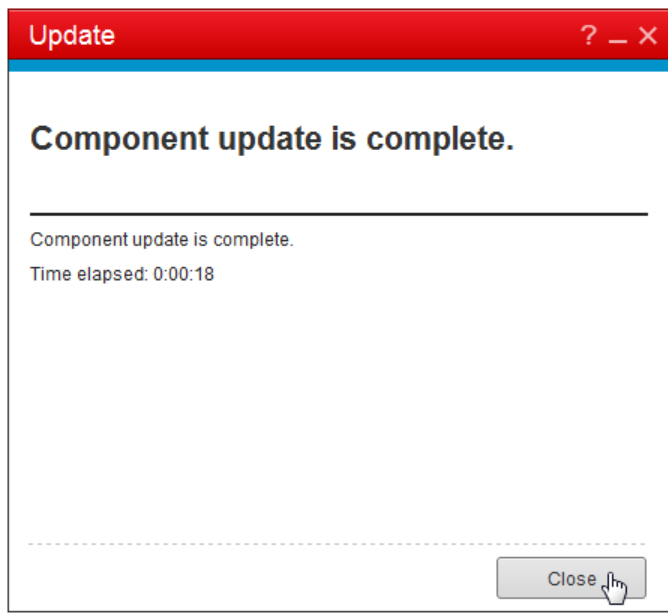
Manually Update Virus Signatures



To manually update virus patterns/signatures, click on the **Update** button. This normally takes place automatically and doesn't usually require user intervention.



This screen will display while OfficeScan agent updates are being downloaded.



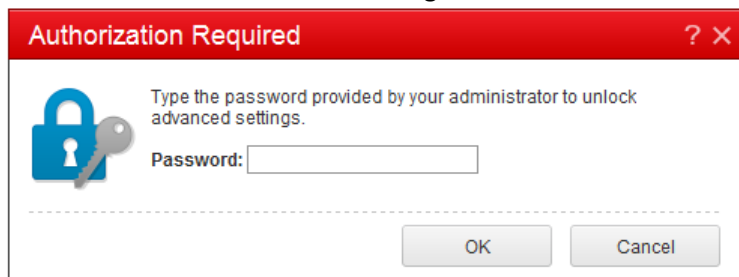
This screen will display once the update has completed.

Other Agent Console Functions

Advanced Settings

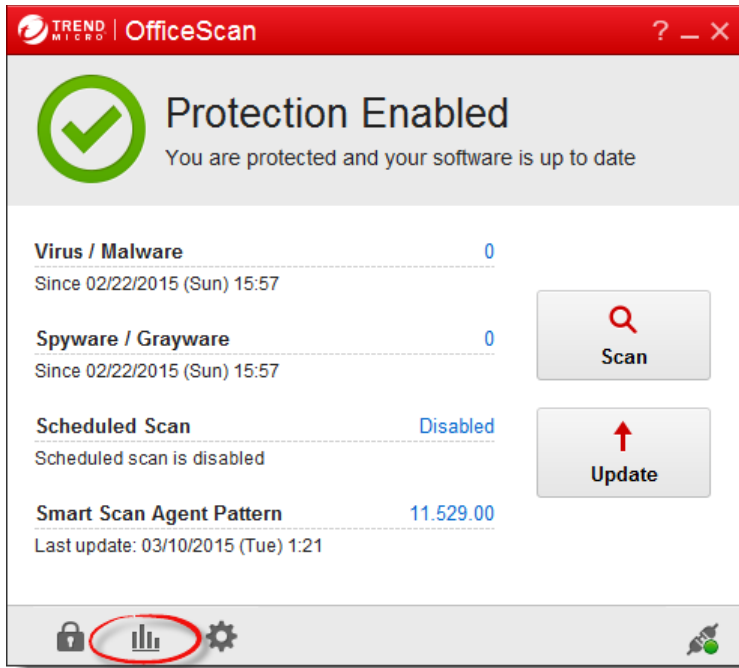


This icon is for the Advanced Settings feature.

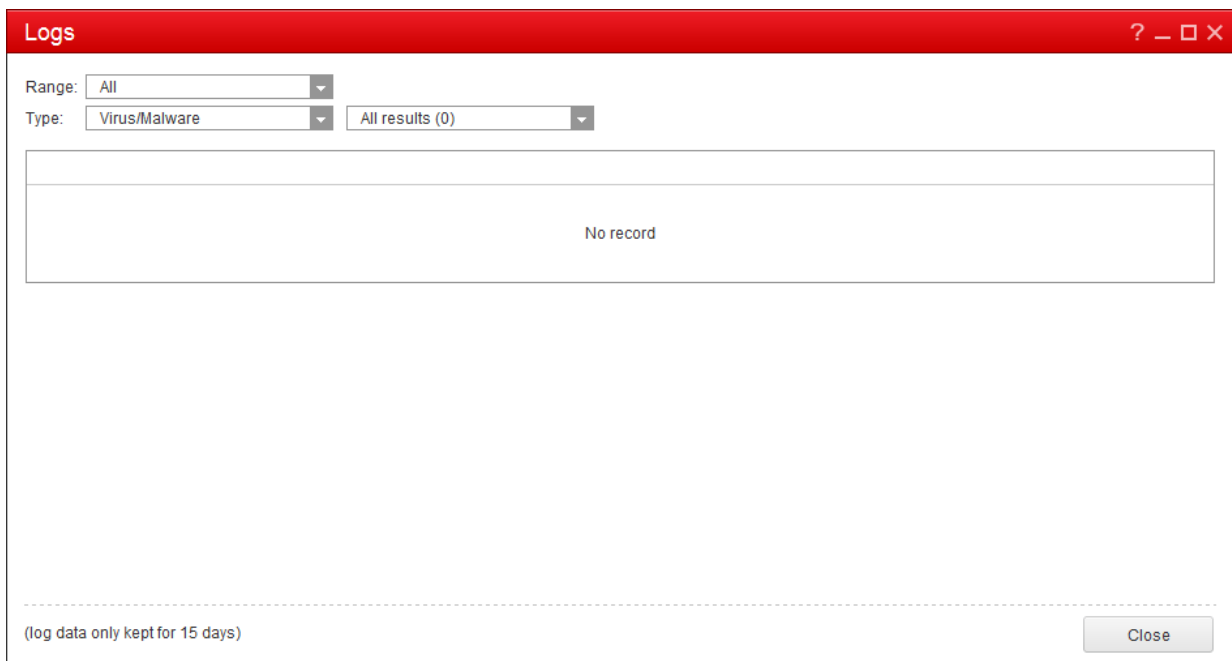


Clicking on the “lock” icon will result in this dialog box popping up. Please note that these advanced settings are not available to end users.

Access Scan Logs

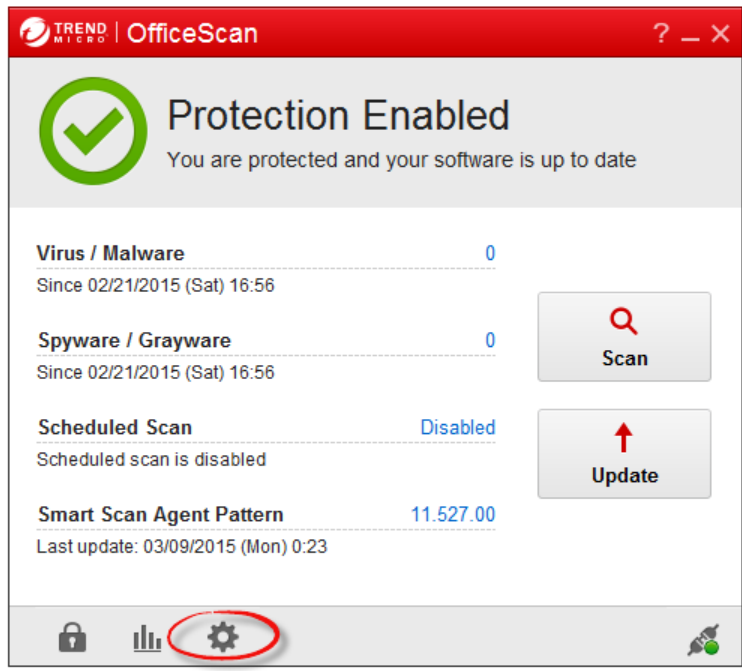


Click on the “bar graph” icon to access scan logs.

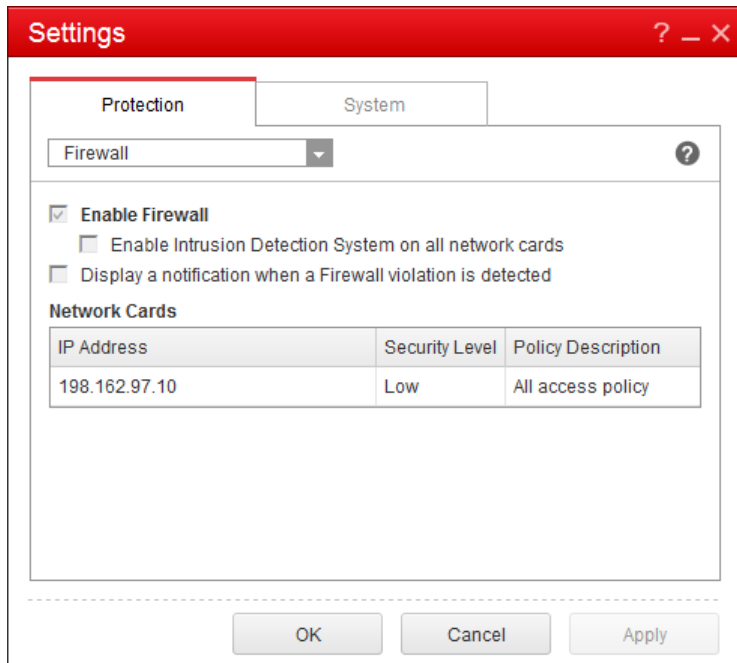


This window will display any viruses/malware that have been detected during the last 15 days. Having nothing showing up in the scan log is good news.

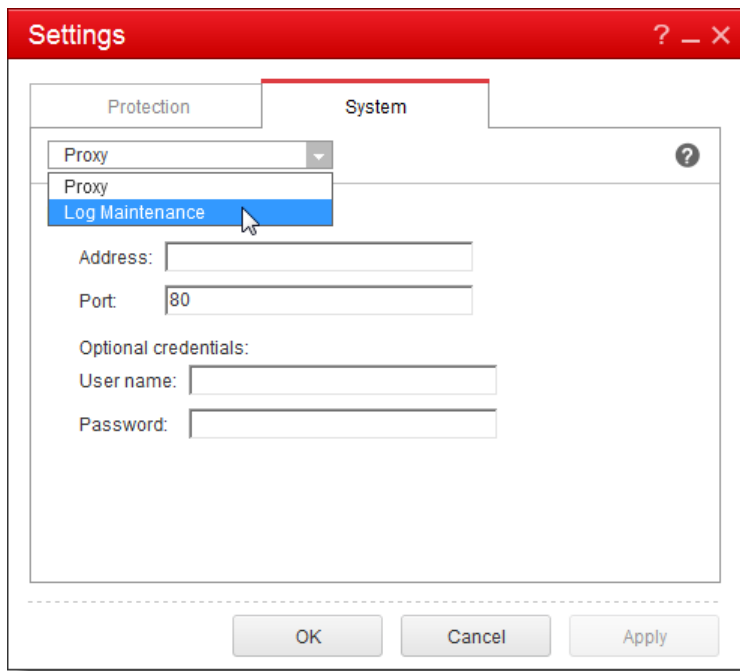
Agent Console Settings



Clicking the “gear” icon will display the current system settings.

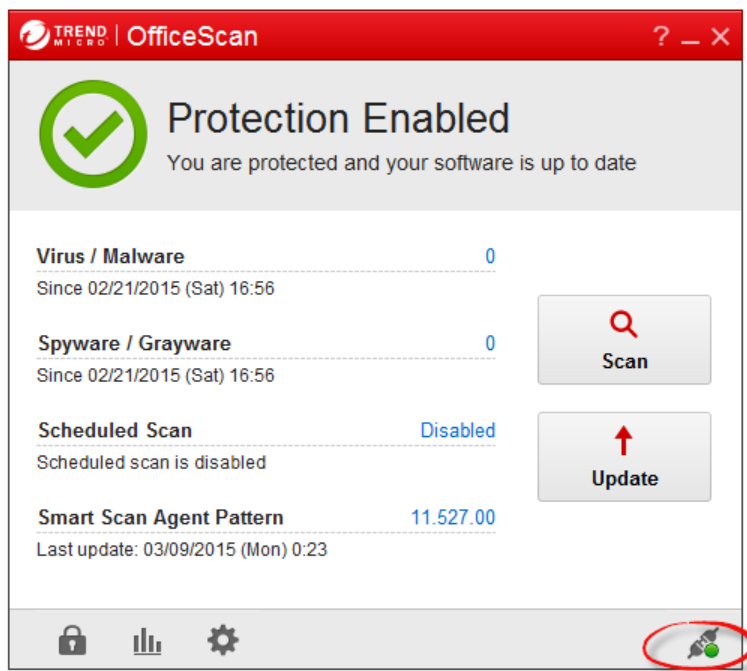


The **Protection** tab shows general information concerning local firewall status and the IP address of the workstation.

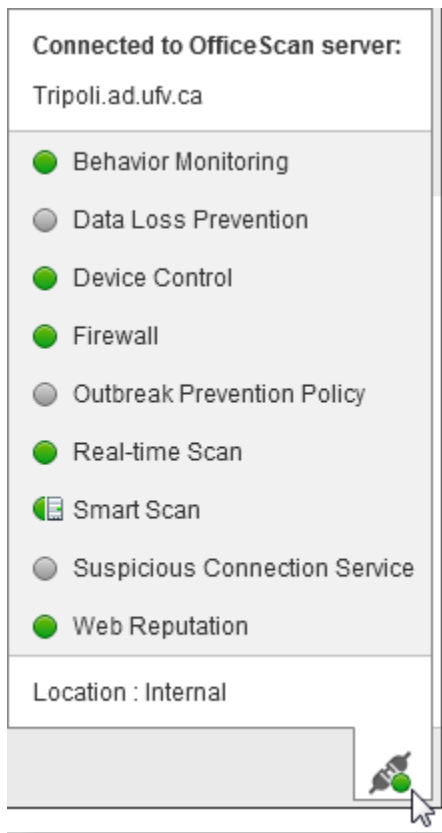


The **System** tab will display information related to proxy settings (there are none) and log maintenance statistics.

Checking Agent Status



At the bottom right-hand corner of the agent console is the agent status icon.

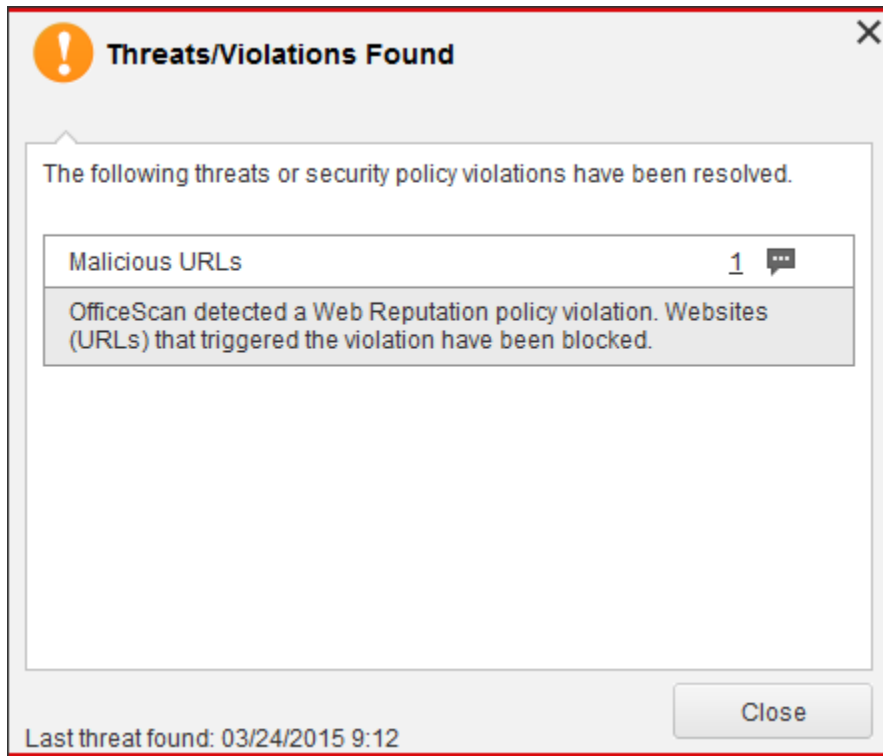


Placing the mouse arrow over the icon will launch a pop-up window showing the current status of the various protection components of the agent as well as connectivity to the OfficeScan server.

Note: Certain items such as *Data Loss Prevention*, *Outbreak Prevention Policy*, and *Suspicious Connection Service* appear greyed out because these features have not been licensed.

Detected Threats

Once a threat has been detected, the OfficeScan agent provides a user alert. Note the following example:



This is the type of pop-up alert that can be expected when a potentially malicious URL is detected. In this example, the agent detected a URL associated with a link in an email message.