

Trend Micro™

Worry-Free Business Security Services Integration with LabTech

Introduction

Trend Micro™ Worry-Free™ Business Security Services is a server-free solution that provides protection for your business data, anytime and anywhere. It secures PCs, laptops, servers, and other Windows-based devices, such as point-of-sale machines and tablets. Worry-Free Business Security Services can be centrally managed—so you have security on your server and all your computers wherever they're connected—whether in the office, at home, or on the road.

LabTech provides a powerful remote management and monitoring (RMM) platform for IT professionals and managed service providers (MSPs) that deliver flexible IT automation to organizations. LabTech delivers increased speed, real-time agent deployment status, and unprecedented centralized visibility into customers' systems.

Trend Micro Worry-Free Business Security Services can integrate with LabTech's RMM system to simplify support to customers using LabTech services. In this paper, you will learn how to take advantage of the ways Worry-Free Business Security Services can work with LabTech to provide superior protection to your Windows-based systems.

Deploying Worry-Free Business Security Services

Worry-Free Business Security Services provides a number of installation methods to suit your needs. These steps will guide you through the process of downloading a Windows installer that you can use to create and deploy a software package using LabTech's software deployment capabilities.

1. Log in to the Worry-Free Business security Services console with Internet Explorer or Firefox.
2. Click **Computers**.
3. Click **Add** and then click **Add Computers**.
4. Expand **Additional Installation Options**.
5. Click the URL under **Download URL**.
6. When the web page opens, click **Download**.

If you're using Internet Explorer:

7. When the first security warning opens, click **Run**.
8. When the second security warning opens, click **Run**. The Agent installer will continue downloading.
9. Once the Agent installer opens, proceed to Step 13.

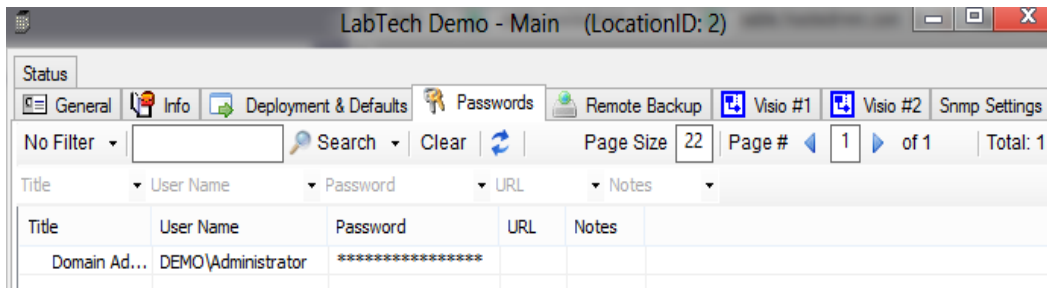
If you're using Firefox:

10. When prompted, save the file to a convenient location on the computer.
11. Once the file WFBS-SVC_Agent_Downloader.exe has been downloaded, double-click it to start downloading and installing the Agent.
12. Once the Agent installer opens, proceed to Step 13.
13. Click **Next** and choose location to extract the WFBS-SVC_Agent_Installer.msi file.
14. Place the WFBS-SVC_Agent_Installer.msi file into a network share accessible on your network.

For demonstration purposes, we'll place this file into a shared folder called [\\SERVER\Software](#), in a directory called WFBS.

Check Deployment Account in LabTech

1. Log in to the LabTech Control Center.
2. In the console, click **Navigation Tree**.
3. In the Navigation Tree pane, expand **Clients**, and then expand the client you want to edit.
4. Double-click the location you want to edit.
5. The location window opens. Click the **Passwords** tab.
6. Right-click the empty table and then click **Add Entry**.
7. The Edit Entry window opens. Enter the description, username, and password of the user account you want to use to deploy Worry-Free Business Security Services.



Create a Deployment Script

Once the credentials have been set, you can now create a script to deploy Worry-Free Business Security Services to computers from the network share folder you created earlier. For demonstration purposes, we will assume the Worry-Free Business Security Services installer has been placed into a shared folder called [\\SERVER\Software](#) in a directory called WFBSS.

1. In the console, click **Navigation Tree**.
2. In the Navigation Tree pane, expand **Scripts**.
3. Right-click **Antivirus** and then click **Add Folder**.
4. Right-click **New Folder** and then click **Rename Folder**. For the name of the folder, type **Trend Micro**.
5. Right-click **Trend Micro**, point to **Scripts**, and then click **Add New Script**.
6. The Script window opens. In the **Name** field, type **Deploy WFBSS**.
7. Ensure that the **Computer Script** checkbox is selected.
8. In the **IF** list, click **Service is Running**.
9. In the **Service name** field, type **tmlisten**.
10. In the **Then** section, right-click the empty table and then click **Add**.
11. The Edit Script Step window opens. In the **Function** list, click **Script Log Message**.
12. In the Message field, type **Trend Micro WFBSS is already installed on %computername% at %clientname%**.
13. Click **Save Step**.
14. In the **Else** section, right-click the empty table and then click **Add**.
15. The Edit Script Step window opens. In the **Function** list, click **Script Note**.
16. In the **Remark** field, type: **Install and then click Save Step**.
17. Repeat steps 14-16, using the following Functions and parameters:
 - a. Shell as Admin – Command: `msiexec /i \\server\software\wfbss\wfbss-svc_agent_installer.msi /qn`
 - b. **Resend Software**
 - c. **IF File Check** – File Path: `C:\Program Files\Trend Micro\Client Server Security Agent\tmlisten.exe`
– Compare: **Exists** – Steps To Skip: **Success**
 - d. **IF File Check** – File Path: `C:\Program Files (x86)\Trend Micro\Client Server Security`

- Agent\tmlisten.exe – Compare: Exists – Steps To Skip: :Success**
- e. **Script Log Message** – Message: **Failed to install Trend Micro WFBSS on %computername% at %clientname%. The installer returned the message: %shellresult%.**
 - f. **Ticket Create** – Client ID: %ClientID% – Computer ID: %ComputerID% – Email: %ContactEmail% – Subject: **Failed to install Trend Micro WFBSS on %computername% at %clientname%.** – Body: **Failed to install Trend Micro WFBSS on %computername% at %clientname%.**
 - g. **Script Goto** – Steps to Skip: **0**
 - h. **Script Note** – Remark: **:Success.**
 - i. **Script Log Message** – Message: **Installed Trend Micro WFBSS on %computername% at %clientname%**
 - j. Reboot forced

18. Click Save and then click Close.

Once the installer script has been created, you can deploy Worry-Free Business Security Services by scheduling the script to run on a particular computer, a group, location, or client, automating the install process as much as you like.

Monitoring Worry-Free Business Security Services in LabTech

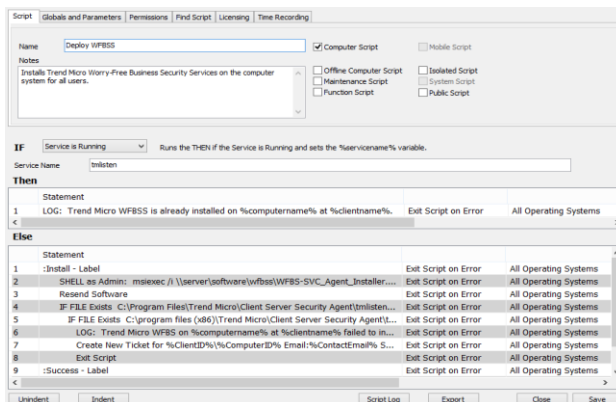
You can also monitor Worry-Free Business Security Services on individual computers by creating a service monitor on the computer. LabTech provides a number of alert templates that allow you to choose what actions to take when an alarm is raised, including creating a helpdesk ticket.

Create Service Monitors

When creating service monitors for Worry-Free Business Security Services, you can monitor the following service names for the Trend Micro Worry-Free Business Security Services components:

- SvcGenericHost - Trend Micro Client/Server Security Agent
- Tmlisten - Trend Micro Client/Server Security Agent Listener
- TmProxy - Trend Micro Client/Server Security Agent Proxy Service
- Nrtscan - Trend Micro Client Server Security Agent RealTime Scan
- TMBMServer - Trend Micro Unauthorized Change Prevention Service

1. In the console, expand **Clients**.
2. Expand the client and location where you want to create a service monitor.
3. Right-click a computer in the location, point to **Monitors**, and then click **Add New Monitor**.
4. The LT Client dialog box appears, asking if you would like to use the Wizard. Click **Yes**.
5. Click **Monitor Services and Processes** and then click **Next**.



The screenshot shows the 'Script' configuration window in LabTech. The 'Name' field is 'Deploy WFBSS' and 'Computer Script' is checked. The 'Notes' field contains: 'Installs Trend Micro Worry-Free Business Security Services on the computer system for all users.' Below this, there are several checkboxes for script types: 'Offline Computer Script', 'Isolated Script', 'Maintenance Script', 'System Script', 'Function Script', and 'Public Script'. The 'IF' condition is set to 'Service is Running' with the description 'Runs the THEN if the Service is Running and sets the %servicename% variable.' The 'Service Name' is 'tmlisten'. The 'Then' section contains a single statement: 'LOG: Trend Micro WFBSS is already installed on %computername% at %clientname%.' The 'Else' section contains a sequence of 9 statements: 1. Label 'Install - Label'; 2. Shell command 'msiexec /i \\server\software\wfbss\WFBSS-SVC_Agent_Installer...'; 3. 'Resend Software'; 4. 'IF FILE EXISTS C:\Program Files\Trend Micro\Client Server Security Agent\tmlisten...'; 5. 'IF FILE EXISTS C:\program files (x86)\Trend Micro\Client Server Security Agent\...'; 6. 'LOG: Trend Micro WFBSS on %computername% at %clientname% failed to in...'; 7. 'Create New Ticket for %ClientID%\%ComputerID% Email:%ContactEmail% S...'; 8. 'Exit Script'; 9. Label 'Success - Label'. The bottom of the window has buttons for 'Unindent', 'Indent', 'Script Log', 'Export', 'Close', and 'Save'.

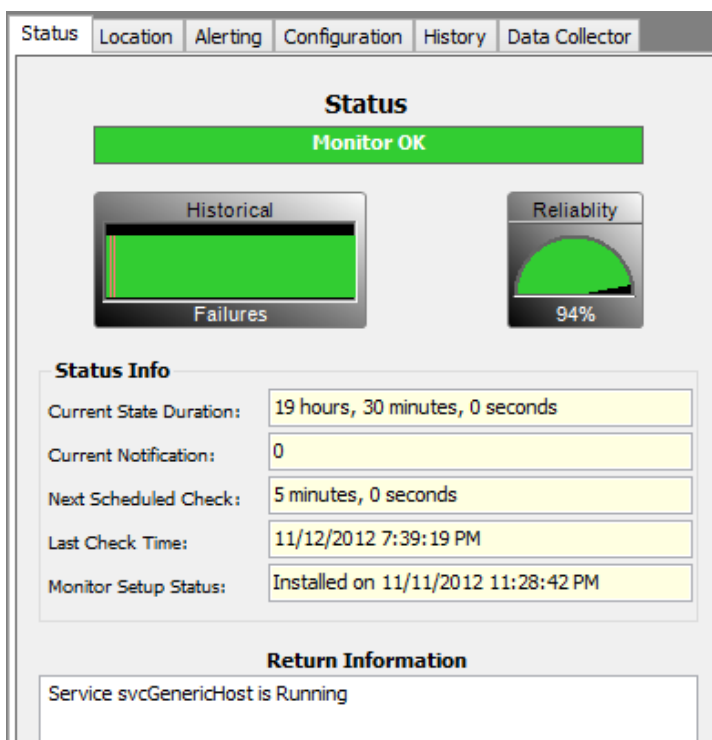
6. In the **Type** list, click **Services**.
7. In the **Service Name** list, click **svcGenericHost** and then click **Next**.
8. In the **Client** list, click the client you want to monitor.
9. In the **Location** list, click the location you want to monitor.
10. In the **Computer** list, click the computer you want to monitor.
11. Click **Next**.
12. In the **Frequency** field, click the interval you want you want the monitor to check that the service is running.
13. In the **Alert Style** field, click the option for how you want to be alerted.
14. In the **Select an Alert Template** list, click the alert template you want to use, and then click **Next** twice.
15. In the Finish New Monitor page, type a name for the agent monitor and then click **Finish**.
16. Repeat steps 3-15 for each of the five services that are part of Trend Micro Worry-Free Business Security Services.

Once the monitors are created, LabTech will take the actions defined in the alert template you chose, giving you flexibility in choosing how to handle a problem with Worry-Free Business Security Services on clients.

Create a Script to Restart Services

A service monitor will create an alert when one of the Worry-Free Business Security Services has stopped, but you can also use a script to check the status of Worry-Free Business Security Services and attempt to restart any of the services that have stopped.

1. In the console, click **Navigation Tree**.
2. In the Navigation Tree pane, expand **Scripts** and then expand **Antivirus**.
3. Right-click **Trend Micro**, point to **Scripts**, and then click **Add New Script**.
4. The Script window opens. In the **Name** field, type **Restart svcGenericHost**.



The screenshot displays the 'Status' page for a monitor. At the top, there are tabs for 'Status', 'Location', 'Alerting', 'Configuration', 'History', and 'Data Collector'. The main area features a green bar indicating 'Monitor OK'. Below this, there are two charts: 'Historical' showing 'Failures' and 'Reliability' showing a gauge at 94%. A 'Status Info' section contains the following data:

Current State Duration:	19 hours, 30 minutes, 0 seconds
Current Notification:	0
Next Scheduled Check:	5 minutes, 0 seconds
Last Check Time:	11/12/2012 7:39:19 PM
Monitor Setup Status:	Installed on 11/11/2012 11:28:42 PM

At the bottom, the 'Return Information' section states: 'Service svcGenericHost is Running'.

5. Ensure that the **Computer Script** checkbox is selected.
6. In the **IF** list, click **Service is Running**.
7. In the **Service name** field, type **svcGenericHost**.
8. In the **Else** section, right-click the empty table and then click **Add**.
9. The Edit Script Step window opens. In the **Function** list, click **Service Start**.
10. In the **Service Name** field, type **svcGenericHost** and then click **Save Step**.
11. Click **Save** and then click **Close**.
12. Repeat steps 3-11 for each of the 5 the five services that are part of Trend Micro Worry-Free Business Security Services.

Create a Search to find Worry-Free Business Security Services Clients

1. On the menu bar, click **Search**.
2. The Search window opens. Click the **Advanced** tab.
3. In the **Field** list, click **Related – Software Installed**.
4. In the **Related** list, click **Name (Software)**.
5. In the expression list, click **Like**.
6. In the **Values** list, click the ... button.
7. The Find window opens. In the **Look For** field, type **Trend Micro** and then click **Find**.
8. In the results pane, click **Trend Micro Client/Server Security Agent** and then click >>.
9. Click **OK**.
10. Click **Search** to run the search and show a list of clients with Worry-Free Business Security Services installed.
11. Above the Results pane, in the empty field, type **Antivirus – Trend Micro WFBSS** and then click Save.
12. In the Searches pane, click and drag **Antivirus – Trend Micro WFBSS to the Antivirus Software** folder.

Identify Registry Keys

You can use LabTech's powerful scripting capabilities to collect product information from Worry-Free Business Security Services registry keys, allowing you to perform actions based on the status of Worry-Free Business Security Services component.

There are several registry keys that contain product information that administrators may find useful. The paths to the keys differ slightly, depending on whether a system is 32-bit or 64-bit, as shown below.

For 32-bit Windows

HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\PC-cillinNTCorp\CurrentVersion

For 64-bit Windows

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\TrendMicro\PC-cillinNTCorp\CurrentVersion

- HostedAgent\Version – Product Version
- Schedule Update\TimeStamp – Last Update Time, given in epoch time
- Misc.\VsApiNT-Ver – Scan Engine Version
- Misc.\LastInfectedDateTime – Last time a virus was found
- Misc.\LastInfectedFileName – Name of file where last virus was found
- Misc.\LastInfectedVirusName – Name of last virus found
- Misc.\ProductName – Product Name
- HostedAgent\Rupdate\Version\NonCRCPtnVer – Pattern Version

Create a Script to Check the Last Update Time

Here, we will create a script that will create a ticket if Worry-Free Business Security Services has not performed an update for more than 24 hours.

1. In the left pane, expand **Scripts** and then expand **Antivirus**.
2. Right-click **Antivirus**, point to **Scripts** and then click **Add New Script**.
3. The Script window opens. In the **Name** field, type **Check Trend Micro WFBSS Update Time**.
4. In the **IF** list, click **Registry Check**.
5. In the **Registry Key** field, type **HKLM\SOFTWARE\TrendMicro\PC-cillinNTCorp\CurrentVersion\Schedule Update\TimeStamp**.
6. In the **Compare** field, click **Exists**.
7. In the **Then** section, right-click and then click **Add**.
8. The Edit Script step window opens.
9. In the **Function** list, click **Variable Set**.
10. In the **Set Type** list, click **Registry**.
11. In the **Parameter** field, type **HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\PC-cillinNTCorp\CurrentVersion\Schedule Update\TimeStamp**.
12. In the **Variable Name** field, type **LastUpdateEpoch**.
13. Click **Save Step**.
14. Repeat steps 7 through 13, using the following information for each step:
 - a) Function: **Variable Set**, Set Type: **SQL Query**, Parameter: **SELECT UNIX_TIMESTAMP()**, Variable Name: **NowEpoch**
 - b) Function: **Script Math**, Value: **@NowEpoch@**, Operator: **-**, Value **@LastUpdateEpoch@**
 - c) Function: **Variable Set**, Set Type: **Constant**, Parameter: **%mathresult%**, Variable Name: **SecondsSinceUpdate**
 - d) Function: **Script Math**, Value: **@SecondsSinceUpdate@**, Operator: ****, Value **3600**
 - e) Function: **Variable Set**, Set Type: **Constant**, Parameter: **%mathresult%**, Variable Name: **HoursSinceUpdate**
 - f) Function: **Variable Check**, Variable Name: **HoursSinceUpdate**, Compare: **<=**, To: **24**
 - g) Function: **Ticket Create**, Client ID: **%clientid%**, Computer ID: **%computerid%**, Email: **%ContactEmail%**, Subject: **%computername% at %clientname% may have out-of-date virus definitions**, Body: **Trend Micro Worry-Free Business Security Services on %computername% at %clientname% has not updated for @HoursSinceUpdate@ hours. Check to make sure update processes are working properly.**

