

Trend Micro™

# LEVEL PLATFORMS INTEGRATION GUIDE

## INTRODUCTION

[Trend Micro™ Worry-Free™ Business Security Services](#) is a server-free security solution that provides protection anytime and anywhere for your business data. It secures PCs, Macs, Androids, 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.

Level Platforms Managed Workplace offers a powerful cloud-based and on-premise remote management and monitoring (RMM) platform for IT professionals and managed service providers (MSPs), and it delivers flexible IT automation to organizations.

Managed Workplace's advanced hybrid agentless architecture provides complete visibility and unified management of the entire IT infrastructure, including all devices, applications, networks, and cloud - while providing ease of use, security, and control.

Worry-Free Business Security Services can integrate with the Level Platforms Managed Workplace system to simplify support of customers who use it. In this guide, we'll show you how to take advantage of just some of the ways Worry-Free Business Security Services works with Managed Workplace to provide superior protection to your Windows-based systems.

## INTEGRATING WORRY-FREE BUSINESS SECURITY SERVICES WITH MANAGED WORKPLACE

### 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 software deployment capabilities within Level Platforms Managed Workplace.

#### Download Worry-Free Business Security Services MSI File

1. Log into 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 are using Internet Explorer:

1. When the first security warning opens, click **Run**
2. When the second security warning opens, click **Run**. The agent installer will continue downloading
3. Once the Agent installer opens, click **Next** and choose a location to extract the WFBS-SVC\_Agent\_Installer.msi file

#### If you are using Firefox:

1. When prompted, save the file to a convenient location on the computer.
2. Once the file WFBS-SVC\_Agent\_Downloader.exe has been downloaded, double-click it to start downloading and installing the Agent.
3. Once the Agent installer opens, click **Next** and choose a location to extract the WFBS-SVC\_Agent\_Installer.msi file.

## Create a deployment script

Managed Workplace provides a number of scripts that can be used to perform a variety of tasks at managed sites. Here, we'll create a copy of a built-in MSI installer script and use it to deploy Worry-Free Business Security Services using a scheduled task.

1. In **Service Center**, click **Automated Tasks** and then click **Script Management**
2. In the right pane, expand **Software Distribution**
3. Select the **Install MSI** checkbox
4. Click **Copy**
5. The **Copy Script** page opens. In the **Script Name** field, type **Install Trend Micro WFBSS** and then click **Create**
6. Click **Install Trend Micro WFBSS**
7. The **Script Information** page opens. Select the **Run on Onsite Manager** checkbox
8. Click the **Trashcan** icon next to **64bitfile**
9. On the **parms** row, in the **Default** column, type **/qn**
10. Click **Save**

## Create a deployment task

1. Click **Add Task**
2. The Add Task page opens. In the **Task Name** field, type **Deploy Trend Micro WFBSS**
3. In the **Script Category** list, click **Software Distribution**
4. In the **Script** list, click **Install Trend Micro WFBSS**
5. In the **32 bit file** field, click **Browse**
6. The **File Upload** dialog box opens. Browse to the location of the **WFBS-SVC\_Agent\_Installer.msi** file, click the file and then click **Open**
7. In the **Targets** section, click **Add Devices**
8. The Select Devices window opens. In the **Site** list, click the company you want to deploy to, and then click **Filter**
9. In the bottom portion of the screen, select the check boxes for the devices you want to deploy to, and then click **Add**
10. The upload will start. Wait for the upload to complete
11. In the **Schedule** field, click the schedule you want to use
12. Click **Save**

### Parameters

32-bit File	<input type="text" value="WFBS-SVC_Agent_Installer.msi"/>	*	<input type="button" value="Browse..."/>
Restart Device	<input type="text" value="1"/>		
Other Parameters	<input type="text" value="/qn"/>		

Figure 1 - Parameters for the Deployment Script

## Check the status of the deployment task

Managed Workplace provides a number of scripts that can be used to perform a variety of tasks at managed sites. Here, we'll create a copy of a built-in MSI installer script and use it to deploy Worry-Free Business Security Services using a scheduled task.

1. Click **Task Timeline**
2. In the right pane, look for the **Deploy Trend Micro WFBSS** task. If the **Status** column reads "Succeeded", Trend Micro WFBSS has been deployed to the targets selected above

## MONITORING WORRY-FREE BUSINESS SECURITY SERVICES IN MANAGED WORKPLACE

You can monitor Worry-Free Business Security Services on computers using policy modules in Managed Workplace. The policy modules specify what should be monitored, and what actions should be taken when an alert is raised, including creating a helpdesk ticket.

Managed Workplace has a policy module for a previous version of Worry-Free Business Security Services, and in this demonstration, we'll use this as the basis for creating a policy module for the current version.

### Identify Services

When modifying the policy module for Worry-Free Business Security Services, you can monitor the following service names for the 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
- Ntrtscan - Trend Micro Client Server Security Agent RealTime Scan
- TMBMServer - Trend Micro Unauthorized Change Prevention Service

### Add and configure the policy module

1. In the left pane, click **Configuration**
2. Click **Policy Modules**
3. In the right pane, click **Get More**
4. In the search field type **Trend** and then click the **Search** icon
5. Select the **Trend Micro Worry-Free Business Security Advanced** checkbox and then click **Install**
6. In the **Policy Modules** list, click **Trend Micro Worry-Free Business Security Advanced**
7. In the **Policy Set Membership** section, click **Add**
8. Select the **Basic Monitoring Service** checkbox and then click **Add**
9. Click the **Automatic Application** tab
10. In the **Auto-Application Rules** section click **And**
11. In the **Type** list, click **Or** and then click **Update**
12. Click **Add**
13. In the **Rule** list, click **Software**
14. In the **Operator** list, click **Equals**
15. In the **Value** field, type **Trend Micro Client/Server Security Agent**
16. Click **Add** and then click **Save**
17. Click the **Manual Application** tab
18. In the **Applied Devices** section, click **Add**
19. The **Select Devices** page appears. In the **Site** field, click the company you want to monitor, and then click **Filter**
20. Select the checkboxes for the devices you want to monitor and then click **Add**
21. Click **Close**

## Configure Monitors

1. Click the **Monitors** tab
2. Click **Trend Micro Client/Server Security Agent Personal Firewall**
3. Clear the **Enabled** checkbox and then click **Save**
4. Click **Trend Micro Plug-in Manager**
5. Clear the **Enabled** checkbox and then click **Save**
6. Click **Trend Micro Security Server Master Service**
7. Clear the **Enabled** checkbox and then click **Save**
8. Click **Add Monitor**
9. In the **Choose monitor type** list, click **Windows Services** and then click **Add Monitor**
10. The **Add Windows Services Monitor** page appears. In the **Title** field, type **Trend Micro Client/Server Security Agent**
11. In the **Display Name** field, select the **Other** checkbox
12. In the **Service Name** field, type **svcGenericHost**
13. In the **Monitoring Type** list, click **High**
14. Click the **Alerts** tab, and then click **Add Alert Configuration**
15. The Alert Configuration page appears. In the **Title** field, type **Service is Stopped**
16. In the Alert Rules section, click **Add Alert Rule**
17. The Windows Service Alert Rule page appears. Click **Save**
18. Click **Categorize Alert**
19. The Add/Remote Alert Categories page appears. Click **Security - AntiVirus**, click **Add**, and then click **OK**
20. Select the **Create Trouble Ticket** checkbox and then click **Save**
21. Repeat steps 8 through 20, this time specifying **Trend Micro Unauthorized Change Prevention Service** in the **Title** field and **TMBMServer** in the **Service Name** field
22. Click **Save**
23. Click **Close**

<input type="checkbox"/>	Trend Micro Client/Server Security Agent	Enabled	Windows Services	1
<input type="checkbox"/>	Trend Micro Client/Server Security Agent Listener	Enabled	Windows Services	1
<input type="checkbox"/>	Trend Micro Client/Server Security Agent Personal Firewall	Disabled	Windows Services	1
<input type="checkbox"/>	Trend Micro Client/Server Security Agent Proxy Service	Enabled	Windows Services	1
<input type="checkbox"/>	Trend Micro Client/Server Security Agent RealTime Scan	Enabled	Windows Services	1
<input type="checkbox"/>	Trend Micro Plug-in Manager	Disabled	Windows Services	1
<input type="checkbox"/>	Trend Micro Security Server Master Service	Disabled	Windows Services	1

Figure 2 - Service Monitoring in the Policy Module

## Apply the Policy Set

1. In the left pane, click **Configuration**
2. Click **Policy Sets**
3. In the right pane, click **Basic Monitoring Service**
4. In the **Sites** section, click **Add**
5. The Add Sites page appears. Select the checkboxes for the site you want to monitor and then click **Add**
6. Click **Save**
7. Click **Run Rules**
8. The Run Application Rules page appears. Click **OK**

## REPORTING ON WORRY-FREE BUSINESS SECURITY SERVICES

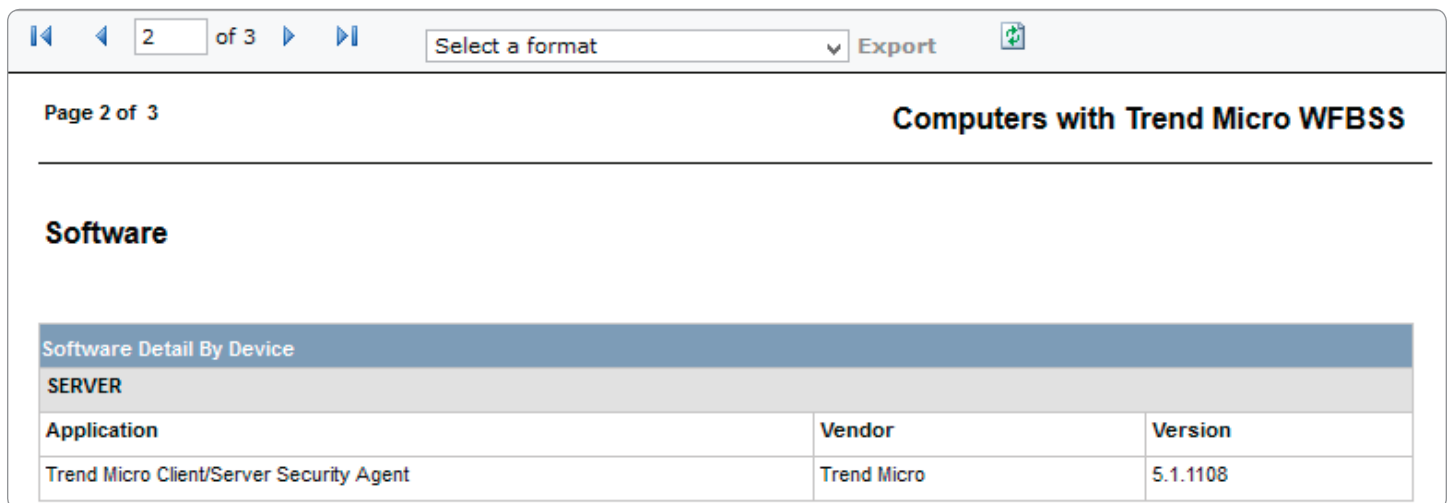
Managed Workplace allows you to create a variety of reports for managed sites. In this demonstration, we'll create and run a report that shows which computers have Worry-Free Business Security Services installed.

### Create a report

1. In the left pane, click **Reporting** and then click **Reports**
2. In the right pane, click **Create**
3. In the **Name** field, type **Computers with Trend Micro WFBSS**
4. In the **Category** list, click **Asset Management**
5. Click the **Content** tab
6. In the Report Sections section, click **Software Assets**
7. Select the **Filter by Application Name** checkbox
8. Click **Trend Micro Client/Server Security Agent** and then click the **right arrow**
9. Click **Save**

### Run the report

1. In the left pane, click **Reports**
2. In the right pane, in the **Asset Management** row, click the **arrow**
3. In the **Computers with Trend Micro WFBSS** row, click **Preview**
4. The Report Viewer page appears. Click **Preview**
5. The report appears. Browse through the report
6. Close the **Report Viewer**



The screenshot shows a report viewer interface. At the top, there are navigation controls including a page indicator '2 of 3', a 'Select a format' dropdown menu, and an 'Export' button. The main content area is titled 'Page 2 of 3' and 'Computers with Trend Micro WFBSS'. Below this, the section 'Software' is displayed. A table titled 'Software Detail By Device' is shown, with a sub-header 'SERVER'. The table has three columns: 'Application', 'Vendor', and 'Version'. The data row shows 'Trend Micro Client/Server Security Agent' as the application, 'Trend Micro' as the vendor, and '5.1.1108' as the version.

Software Detail By Device		
SERVER		
Application	Vendor	Version
Trend Micro Client/Server Security Agent	Trend Micro	5.1.1108

Figure 3 - Sample Report



Securing Your Journey to the Cloud

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