

Worry-Free Business Security 6.0

External FAQ

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Contents

Introducing Worry-Free Business Security	3
What is Worry-Free Business Security?.....	3
When is Worry-Free Business Security available?.....	3
Why should I choose Worry-Free Business Security vs. a competing offering?.....	3
Version 6.0 Key New Features	4
Smart Protection Network.....	4
What is the Trend Micro Smart Protection Network?	4
Protection.....	5
For Partners.....	6
Integrated installation with Worry-Free Remote Manager.....	6
Import/Export configuration settings	6
Worry-Free Remote Manager	7
When will Worry-Free Remote Manager support Worry-Free Business Security 6.0?.....	7
Pricing, migration, upgrading	7
Is there a price increase for version 6.0?	7
Is there cost to upgrade from a previous version to version 6.0?.....	7
Do I need to first uninstall previous versions before I can install Worry-Free Business Security version 6.0?.....	7

Introducing Worry-Free Business Security

What is Worry-Free Business Security?

Worry-Free™ Business Security is the name for our small business security solutions. We define small businesses as those that usually have part-time IT resources and five to 99 employees. Small businesses have diverse approaches to managing IT assets. To effectively meet a wide range of small-business needs, we offer the following editions of Worry-Free Business Security:

Worry-Free Business Security 6.0 Edition	Protection
Hosted	Small offices that have multiple PCs and possibly a server.
Standard (formerly Client Server Security for SMB)	Small businesses with Microsoft PCs and file servers, such as Small Business Servers* and Essential Business Servers*.
Advanced (formerly Client Server Security Messaging for SMB + InterScan Messaging Hosted Security Standard)	All Standard Edition capabilities plus hosted mail filtering, integrated Microsoft Exchange server protection, and anti-spam. The Advanced edition is a bundle that includes a software component (formerly Client Server Messaging Security for SMB) and InterScan Messaging Hosted Security Advanced. Together, these make up the Worry-Free Business Security Advanced offering.

* For integrated messaging protection choose Advanced.

When is Worry-Free Business Security available?

The global marketing launch date is May 19, 2008.

- English - 1st June – Available on update centre for download, WFRM 2.1 English Available
- German, French - 5th June – Available on update centre for download, WFRM 2.1 French and German Available
- 5th June General Availability for Purchase - English French and German

Why should I choose Worry-Free Business Security instead of a competing offering?

Worry-Free Business Security is safer, smarter, and simpler than competitors' products:

- **Includes Web Threat Protection** – Stops threats from the web before they reach PCs
- **Includes Smart Scan** – Continually keeps endpoints updated against new threats, provides faster scanning, and minimizes impact on PCs over time. Offloads 80% of signatures from the client to the Smart scan server. Helps extend the effective life of the hardware
- **Includes URL Filtering** – Provides more protection against web threats and helps improve productivity with category based Website filtering rules and a time based engine.
- **Includes multi-layer spam protection** – Stops spam before reaching Exchange servers with a hosted email security element as well as locally provides protection and anti-spam for Exchange servers.
- **Includes central manageability for customers (Worry-Free Remote Manager support for resellers)** – Manage multiple customers who are using multiple products from single console

Version 6.0 Key New Features

Smart Protection Network

What is the Trend Micro Smart Protection Network?

The Trend Micro Smart Protection Network™ is a security infrastructure that improves overall protection for customers. The Smart Protection Network is at the core of the technologies integrated with Worry-Free Business Security, including Web Threat Protection, email reputation, Smart Scan, and Smart Feedback.

For detailed information about Smart Protection Network, visit <http://itw.trendmicro.com/smart-protection-network/>.

What is Smart Scan and how does it benefit customers?

Smart Scan uses the Smart Protection Network to provide more effective protection with less impact on performance. Smart Scan uses an innovative virus protection approach that takes 80% or more of pattern file information off of local PCs and servers. It allows Worry-Free Business Security to scan faster and update quicker while minimizing the impact to PC performance.

What is Smart Feedback and how does it help provide more effective protection for customers?

Smart Feedback allows Trend Micro to respond quicker to new threats by automatically feeding back security-related events from our customers to Trend Micro where the information is analyzed.

Frequently Asked Questions (External) Worry-Free™ Business Security 6.0

Based on this data, the Trend Micro anti-malware team updates Trend Micro threat databases to instantly protect all customers against new threats.

How do I participate in Smart Feedback?

Smart Feedback is a voluntary opt-in service. During installation, simply choose to participate. Users can opt out at any time.

Protection

What is URL filtering and what benefit does it provide?

URL filtering proactively blocks access to Web sites that are considered to be offensive, non-work-related, or otherwise inappropriate. Users can configure filter strength (High, Medium, Low), filtering rules, and specific business or leisure hours to view sites. In addition, users can also define an approved URL list. URL filtering provides additional protection against web threats and helps keep employees focused.

Can you set different URL filtering settings for different employees?

Yes. For example, you could apply one set of URL filtering rules to the owner of a company and a different set to employees.

If Worry-Free Business Security already has Web Threat Protection, why is there a need for URL filtering?

Web Threat Protection powered by the Smart Protection Network actively blocks those web sites known to be infected with malware. URL filtering allows users to block sites that may not be infected with malware but still contain content that is inappropriate for work settings, such as pornography, social networking, online gambling, or MP3 download sites.

Can you set a URL white list?

You can set a URL white list (called an approved URL list). Sites added to this approved URL list will not be blocked by URL filtering or Web Threat Protection.

What is Application Behavior Monitoring and how does it protect customers?

Application Behavior Monitoring stops viruses, threats, and their variants without needing to rely on the latest updates. For example, if a certain malware behavior is known, such as behavior that calls certain operating system files or changes certain registry settings, Application Behavior Monitoring can block or prevent this malware from running. Even if a malware writer creates thousands of variants to avoid traditional detection, as long as the malware behavior is the same, the malware and all of its variants will be stopped.

What is improved in this version for Application Behavior Monitoring?

Version 6.0 improves performance and reduces false positives by dynamically updating its white list based on legitimate programs in the Windows Add/Remove program list.

What is USB device threat protection and how does it help protect customers?

One method that viruses use to infect PCs is through infected USB devices. When these infected USB devices are plugged into computers, they automatically run malware files and cause infection. USB device threat protection prevents files from automatically running to stop these types of infections. USB device threat protection provides another layer of protection against infected USB devices.

Does USB device threat protection scan USB devices?

No. It simply prevents automatically running of files on USB devices.

Which type of USB devices? What about USB CD/DVDs?

If a computer recognizes a device as a USB device, then it is prevented from automatically running files. USB device threat protection supports USB flash memory and USB hard disks. USB CD/DVDs are not blocked.

Can I still run the executable file on the USB device?

Yes. Manually running the file on a USB device is still possible.

What is scan performance control and how does it benefit customers?

Scan performance control automatically adjusts scanning performance based on how much the computer is being used, minimizing impact to users. By minimizing virus scanning performance impact, users can focus on their tasks and remain productive.

For Partners

Integrated Installation with Worry-Free Remote Manager

What is Worry-Free Remote Manager and what is the benefit for partners?

The Worry-Free Remote Manager agent is automatically installed after Worry-Free Business Security is installed. Installing both Worry-Free Business Security and the Worry-Free Remote Manager agent with one set-up package saves time and simplifies administration.

Import/Export Configuration Settings

What is it and what's the benefit for partners?

Configuration settings for desktops and servers can be saved and later imported for new desktops and servers. The settings are saved as a data file (.dat). Partners can save time and simplify application to other desktops or servers. This allows partners to avoid having to specify the same best practice settings for each customer.

Worry-Free Remote Manager

When will Worry-Free Remote Manager support Worry-Free Business Security 6.0 and IMHS (InterScan Messaging Hosted Security)?

At launch on the 1st June for English and 5th June for French and German. Spanish and Italian versions will also be upgraded at the same time to support IMHS and will be ready to support 6.0 on 24th July when 6.0 is available for download.

Pricing, Migration, and Upgrades

Is there a price increase for version 6.0?

We are raising the price of the Worry-Free Business Security Advanced bundle. 10% for EMEA except the UK that will rise by £15. This will come into force from 5th June 2009. The price rise is because of the addition of InterScan Messaging Hosted Security Advanced in the bundle.

Is there a cost to upgrade from a previous version to version 6.0?

No. As long as the customer is currently under maintenance, they receive a free upgrade to the new version of Worry-Free Business Security Software. For the IMHS element they will have to wait until renewal time to get the free upgrade to IMHS Advanced. From IMHS Standard.

Do I need to first uninstall previous versions before I can install Worry-Free Business Security version 6.0?

No. You can directly upgrade to version 6.0 from previous versions 3.5, 3.6 or 5.0, 5.1 to 6.0, while preserving existing configuration settings. There is no need to uninstall previous versions.

What are the additional benefits to the customer and reseller having IMHS Advanced in the WFBS Advanced Bundle?

Customer:-

- Better accuracy of SPAM capture – 99%
- Inbound and outbound Email scanning
- Increase in Email file Size limit (50MB)
- Increase in levels of configuration and policy control
- Ability to add on Email Encryption

Reseller:-

- Better accuracy of SPAM capture – 99% - So happier customer

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- Inbound and outbound Email scanning
- Increase in Email file Size limit (50MB)
- Increase in levels of configuration and policy control offering greater opportunity for service offerings
- Ability to upsell Email Encryption

When and who will upgrade to IMHS Advanced?

- All NEW WFBS 6.0 advanced purchases from the 5th June will include IMHS Advanced instead of IMHS Standard.
- All WFBS Advanced renewals from the 5th June will also receive an upgrade to IMHS Advanced
- All existing customers still within maintenance period will NOT be eligible for the free upgrade from IMHS Standard to IMHS Advanced until time of renewal.

Promotion Details

- **FREE IMHS Standard to Advanced upgrade key, for all Worry-Free Business Security advanced purchases**
- With every purchase of Worry Free Business Security 5.1 advanced between the 19th May and 5th June an upgrade from IMHS Standard to IMHS advanced can be purchased at 100% discount using the following Dealcode 09M0L2474A Valid – 19th May – End 4th June.