



2.0 TREND MICRO™ Safe Lock™ Intelligent Manager Service Pack 1 Patch 2 Administrator's Guide

A powerful lockdown solution for fixed-function computers



Endpoint Security

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<http://docs.trendmicro.com/en-us/enterprise/trend-micro-safe-lock.aspx>

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Preface

This Administrator's Guide introduces Trend Micro Safe Lock Intelligent Manager and covers all aspects of product management.

Topics in this chapter include:

- *About the Documentation on page vii*
- *Audience on page viii*
- *Document Conventions on page viii*
- *Terminology on page ix*

About the Documentation

Trend Micro Safe Lock Intelligent Manager documentation includes the following:

TABLE 1. Trend Micro Safe Lock Intelligent Manager Documentation

DOCUMENTATION	DESCRIPTION
Installation Guide	A PDF document that discusses requirements and procedures for installing Safe Lock Intelligent Manager.
Administrator's Guide	A PDF document that discusses getting started information and Safe Lock Intelligent Manager usage and management.
Readme file	Contains a list of known issues. It may also contain late-breaking product information not found in the printed documentation.
Knowledge Base	An online database of problem-solving and troubleshooting information. It provides the latest information about known product issues. To access the Knowledge Base, go to the following website: http://esupport.trendmicro.com

Download the latest version of the PDF documents and Readme at:

<http://docs.trendmicro.com>


Audience




Trend Micro Safe Lock Intelligent Manager documentation is intended for administrators responsible for Safe Lock Intelligent Manager management, including agent installation. These users are expected to have advanced networking and server management knowledge.

Document Conventions

The following table provides the official terminology used throughout the Trend Micro Safe Lock Intelligent Manager documentation:

TABLE 2. Document Conventions

CONVENTION	DESCRIPTION
UPPER CASE	Acronyms, abbreviations, and names of certain commands and keys on the keyboard
Bold	Menus and menu commands, command buttons, tabs, and options
<i>Italics</i>	References to other documents
Monospace	Sample command lines, program code, web URLs, file names, and program output
Navigation > Path	The navigation path to reach a particular screen For example, File > Save means, click File and then click Save on the interface
 Note	Configuration notes

CONVENTION	DESCRIPTION
 Tip	Recommendations or suggestions
 Important	Information regarding required or default configuration settings and product limitations
 WARNING!	Critical actions and configuration options

Terminology

The following table provides the official terminology used throughout the Trend Micro Safe Lock Intelligent Manager documentation:

TABLE 3. Safe Lock Intelligent Manager Terminology

TERMINOLOGY	DESCRIPTION
Server	The Safe Lock Intelligent Manager server program
Server endpoint	The host where the Safe Lock Intelligent Manager server is installed
Agents	The hosts running the Safe Lock program
NAT agents	The agents that are built under the routers with the Network Address Translation (NAT) function enabled
Managed agents Managed endpoints	The hosts running the Safe Lock program that are known to the Safe Lock Intelligent Manager server program
Target endpoints	The hosts where the Safe Lock Intelligent Manager managed agents will be installed

TERMINOLOGY	DESCRIPTION
Administrator (or Safe Lock Intelligent Manager administrator)	The person managing the Safe Lock Intelligent Manager server
Web console	The user interface for configuring and managing Safe Lock Intelligent Manager settings and managed agents
CLI	Command line interface
License activation	Includes the type of Safe Lock Intelligent Manager server installation and the allowed period of usage that you can use the application
Agent installation folder	The folder on the host that contains the Safe Lock agent files. If you accept the default settings during installation, you will find the installation folder at the following location: <code>"c:\Program Files\Trend Micro\Safe Lock"</code>
Server installation folder	The folder on the host that contains the Safe Lock Intelligent Manager server files. If you accept the default settings during installation, you will find the installation folder at the following location: <code>"c:\Program Files\Trend Micro\Safe Lock Intelligent Manager"</code>

Chapter 1

Introduction

Trend Micro Safe Lock Intelligent Manager delivers a simple, no-maintenance solution to lock down and protect fixed-function computers, helping protect businesses against security threats and increase productivity.

Topics in this chapter include:

- *About Trend Micro™ Safe Lock Intelligent Manager™ on page 1-2*
- *About Trend Micro Safe Lock on page 1-10*

About Trend Micro™ Safe Lock Intelligent Manager™

Trend Micro™ Safe Lock Intelligent Manager™ provides centralized monitoring and management of Safe Lock agent deployment, status, and events. For example, administrators can remotely deploy agents, create initial agent Approved Lists, and change agent Application Lockdown states. Additionally, Safe Lock Intelligent Manager performs malware scans and administrators can view root cause information on files blocked from running by Safe Lock agents, reducing the time and effort needed to verify events and allowing quick responses to incidents.

What's New in Trend Micro Safe Lock Intelligent Manager 2.0 SP 1 Patch 2

Trend Micro Safe Lock Intelligent Manager 2.0 SP1 Patch 2 includes the following new features and enhancements:

TABLE 1-1. Features

FEATURE	DESCRIPTION
Scheduled reports enabled	This Safe Lock Intelligent Manager release now allows users to configure scheduled report settings to generate and send automatic security reports on a daily, weekly, or monthly basis. For more information, see Scheduled Reports on page 3-17 .
SMTP server settings added	Users can configure SMTP server settings in the newly-added SMTP Server Settings menu under Administration . This will allow users to specify the SMTP server, as well as the port and sender email. For more information, see Configuring SMTP Server Settings on page 4-9 .

FEATURE	DESCRIPTION
Improvements to the Agent Management screen	<p>Safe Lock Intelligent Manager enabled the following new agent commands in this release:</p> <ul style="list-style-type: none"> • Check Connection: Users can now check an agent's connection to Safe Lock Intelligent Manager. Selecting the Check Connection command allows users to see if the agents are disconnected on the Agent Management screen <p>For more information, see Checking Agent Connections on page 2-13.</p> <ul style="list-style-type: none"> • Update Approved List: Safe Lock Intelligent Manager now allows users to update Approved Lists on selected agents. <p>For more information, see Updating the Approved List on Safe Lock Agents on page 2-11.</p> <ul style="list-style-type: none"> • Users may now also filter agents according to Last Connection. <p>For more information, see Searching for Agents on page 2-3.</p>
Remote Tasks Tool enhancement	<p>New commands have been added to the Remote Tasks Tool (<code>sltasks.exe</code>) that allows users to remotely change and/or update the Safe Lock agent password with Safe Lock Intelligent Manager.</p> <p>For more information, see Updating the Agent Password Remotely on page 7-34.</p>
Platform support enhancements	<ul style="list-style-type: none"> • Windows 10 Anniversary Update • Windows 10 Creators Update (Red Stone 2) 32/64-bit • Windows Server 2016 (Standard) (64-bit)

FEATURE	DESCRIPTION
New exception path configuration for Safe Lock agents	<p>New type options in the <code>exception path</code> allows users to specify regular expression formats for path information.</p> <p>For more information, see Feature Section on page 9-13.</p>
Online synchronization for product license renewal	<p>Online license synchronization allows users to obtain the lost current Safe Lock Intelligent Manager licenses through use of a Refresh button on the License Management screen.</p> <p>For more information, see Changing Activation Codes on page 4-15.</p>

Server Features and Benefits

Trend Micro Safe Lock Intelligent Manager includes the following features and benefits.

TABLE 1-2. Features and Benefits

FEATURE	BENEFIT
Dashboard	<p>The web console dashboard provides summarized information about monitored Safe Lock agents. Administrators can check deployed Safe Lock agent status easily, and can generate security reports related to Safe Lock agent activity for specified periods.</p>
Quick Scan	<p>Trend Micro Intelligent Manager provides malware scans of files blocked by application protection and sets actions for the affected files, such as delete, quarantine, or add to Approved List.</p>
Centralized Agent Management	<p>Administrators can monitor Safe Lock agent status, examine connection status, view configurations, collect agent logs on-demand or by policy, and remotely turn agent Application Lockdown on or off.</p>

FEATURE	BENEFIT
Centralized Event Management	On endpoints protected by Safe Lock agents, administrators can monitor events and status and respond when files are blocked from running. Safe Lock Intelligent Manager provides event management features that let administrators know about blocked file events quickly and allows them to manage these events. For example, events can be marked open or closed for tracking, and the detailed event information needed to resolve events can be collected quickly and easily.
Root Cause Information Analysis	When blocked file events happen, administrators can determine if they are the result of a significant incident or not. Safe Lock Intelligent Manager provides malware scanning features and root cause information and diagrams to help administrators investigate blocked files quickly. For example, administrators can check if a blocked file is required to launch a mission-critical program, or if the blocked file is detected as malware. Administrators can also learn where blocked files are run from and what process launched them.
Server Event Auditing	Operations performed by Safe Lock Intelligent Manager web console accounts are logged. Safe Lock Intelligent Manager records an operating log for each account, tracking who logs on, who deletes event logs, and more.

Safe Lock Intelligent Manager Requirements



Important

1. Trend Micro Safe Lock Intelligent Manager has specific requirements that vary based on other software running on the server endpoint.
2. See the latest Safe Lock Intelligent Manager readme file for the most up-to-date list of supported operating systems.

TABLE 1-3. Required Software for Safe Lock Intelligent Manager

REQUIRED SOFTWARE	SPECIFICATIONS
Operating systems	<p>Windows Clients:</p> <ul style="list-style-type: none"> • Windows XP SP2/SP3 (Professional) (32-bit) • Windows 7 No-SP/SP1 (Enterprise/Ultimate) (32-bit and 64-bit) • Windows 8 No-SP (Professional/Enterprise) (32-bit and 64-bit) • Windows 8.1 No-SP (Professional/Enterprise) (32-bit and 64-bit) • Windows 10 (Enterprise/IoT Enterprise) (32-bit and 64-bit) <ul style="list-style-type: none"> • Anniversary Update • Creators Update (Red Stone 2) <p>Windows Server:</p> <ul style="list-style-type: none"> • Windows Server 2003 No-SP/SP1/SP2 (Standard/Enterprise/Storage) (32-bit and 64-bit) • Windows Server 2003 R2 No-SP/SP2 (Standard/Enterprise/Storage) (32-bit and 64-bit) • Windows Server 2008 SP1/SP2 (Standard/Enterprise/Storage) (32-bit and 64-bit) • Windows Server 2008 R2 No-SP/SP1 (Standard/Enterprise/Storage) (64-bit) • Windows Server 2012 No-SP (Foundation/Essentials/Standard/Datacenter) (64-bit) • Windows Server 2012 R2 No-SP (Foundation/Essentials/Standard/Datacenter) (64-bit) • Windows Server 2012 R2 for Embedded Systems No-SP (64-bit) • Windows Server 2016 (Standard) (64-bit)



REQUIRED SOFTWARE	SPECIFICATIONS
Web browser (for Safe Lock Intelligent Manager web console access)	<p data-bbox="528 293 575 334"> Note</p> <p data-bbox="585 334 1157 410">Safe Lock Intelligent Manager does not support any exporting functions from its web console when accessed via iOS systems.</p> <hr/> <ul data-bbox="528 456 1130 570" style="list-style-type: none"> <li data-bbox="528 456 1085 480">• Microsoft Internet Explorer 9.0, 10.0, 11.0 (32/64bit) <li data-bbox="528 500 1130 524">• The latest version of Google Chrome / Chrome Portable <li data-bbox="528 544 811 568">• Mozilla Firefox 6 or later <hr/> <p data-bbox="528 618 575 659"> Note</p> <p data-bbox="585 659 1139 708">Older versions of Internet Explorer are unsupported for security enhancement.</p>

TABLE 1-4. Required Hardware for Safe Lock Intelligent Manager (without Safe Lock agent)

REQUIRED HARDWARE	SPECIFICATION
RAM	<ul data-bbox="753 885 1085 950" style="list-style-type: none"> <li data-bbox="753 885 948 909">• 2 GB minimum <li data-bbox="753 927 1085 950">• 4 GB or more recommended
Processor	<ul data-bbox="753 982 1153 1047" style="list-style-type: none"> <li data-bbox="753 982 1013 1006">• 1 CPU core minimum <li data-bbox="753 1024 1153 1047">• 1 CPU core or more recommended
Available disk space	<ul data-bbox="753 1073 1099 1138" style="list-style-type: none"> <li data-bbox="753 1073 962 1097">• 10 GB minimum <li data-bbox="753 1115 1099 1138">• 20 GB or more recommended

TABLE 1-5. Required Hardware for Safe Lock Intelligent Manager (with Safe Lock agent)

REQUIRED HARDWARE	SPECIFICATION
RAM	<ul data-bbox="753 1305 1085 1370" style="list-style-type: none"> <li data-bbox="753 1305 948 1330">• 2 GB minimum <li data-bbox="753 1347 1085 1370">• 4 GB or more recommended

REQUIRED HARDWARE	SPECIFICATION
Processor	<ul style="list-style-type: none"> • 1 CPU core minimum • 2 CPU cores or more recommended
Available disk space	<ul style="list-style-type: none"> • 10 GB minimum • 20 GB or more recommended

TABLE 1-6. Required Hardware for Safe Lock Intelligent Manager (with or without Safe Lock agent) + SQL Express 2008

REQUIRED HARDWARE	SPECIFICATION
RAM	<ul style="list-style-type: none"> • 4 GB minimum • 8 GB or more recommended
Processor	<ul style="list-style-type: none"> • 1 CPU core minimum • 2 CPU cores or more recommended
Available disk space	<ul style="list-style-type: none"> • 30 GB minimum • 50 GB or more recommended


TABLE 1-7. Required Hardware for Safe Lock Intelligent Manager (with or without Safe Lock agent) + SQL Server

REQUIRED HARDWARE	SPECIFICATION
RAM	<ul style="list-style-type: none"> • 32 GB or more required
Processor	<ul style="list-style-type: none"> • 2 CPU cores minimum • 4 CPU cores or more recommended
Available disk space	<ul style="list-style-type: none"> • 1 TB minimum • 2 TB or more recommended

Server Accounts Overview

Trend Micro Safe Lock Intelligent Manager features web console accounts with different privileges and limitations. Use these accounts to configure Safe Lock Intelligent Manager and to monitor or manage Safe Lock agents.

The following table outlines typical Safe Lock Intelligent Manager tasks and the account privileges required to perform them.

	TASK	ACCOUNT PRIVILEGE REQUIRED
1	Add Safe Lock Intelligent Manager accounts.	<ul style="list-style-type: none"> admin
2	Use remote deployment tools (<code>SLrst.exe</code>) to centrally deploy agents from the server.	<ul style="list-style-type: none"> N/A <hr/>  Note Using the <code>SLrst.exe</code> tool does not require specific account privileges, but does require the Safe Lock agent password to deploy tasks.
3	Use the Safe Lock Intelligent Manager console and remote deployment tools (<code>SLtasks.exe</code>) to manage the Approved List and Write Protection List on Safe Lock agents.	<ul style="list-style-type: none"> admin Full Control
4	Monitor Server Event logs.	<ul style="list-style-type: none"> admin Full Control
5	Monitor Agent Event logs.	<ul style="list-style-type: none"> admin Full Control Storage Device Control Read Only

	TASK	ACCOUNT PRIVILEGE REQUIRED
6	Download Trend Micro Safe Lock agent installer image.	<ul style="list-style-type: none"> • admin • Full Control • Storage Device Control • Read Only
7	Change the administrator password remotely	<ul style="list-style-type: none"> • admin
8	Update Safe Lock Intelligent Manager license information	<ul style="list-style-type: none"> • admin • Full Control

About Trend Micro Safe Lock

Trend Micro Safe Lock protects fixed-function computers like Industrial Control Systems (ICS), Point of Sale (POS) terminals, and kiosk terminals from malicious software and unauthorized use. By using fewer resources and without the need for regular software or system updates, Safe Lock can reliably secure computers in industrial and commercial environments with little performance impact or downtime.

What's New in Trend Micro Safe Lock 2.0 SP1 Patch 2

Trend Micro Safe Lock 2.0 SP1 Patch 2 includes the following new features and enhancements.

TABLE 1-8. Features

FEATURE	DESCRIPTION
Initialize Approved List through Setup option	Users can configure the <code>setup.ini</code> file to automate the Approved List initialization during installation.

FEATURE	DESCRIPTION
Platform support enhancements	<ul style="list-style-type: none"> • Windows 10 Anniversary Update • Windows 10 Creators Update (Red Stone 2) 32/64-bit • Windows Server 2016 (Standard) (64-bit) <p>For more information, see Operating Systems on page 1-13.</p>
New exception path configuration for Safe Lock agents	<p>New type options in the <code>exception path</code> allows users to specify regular expression formats for path information.</p> <p>For more information, see Feature Section on page 9-13.</p>

Agent Features and Benefits

Trend Micro Safe Lock includes the following features and benefits.

Application Lockdown

By preventing programs, DLL files, drivers, and scripts not specifically on the Approved List of applications from running (also known as application white listing), Safe Lock provides both improved productivity and system integrity by blocking malicious software and preventing unintended use.

Safe Lock write protection blocks modification and deletion of files, folders, and registry entries.

Exploit Prevention

Known targeted threats like Downad and Stuxnet, as well as new and unknown threats, are a significant risk to ICS and kiosk computers. Systems without the latest operating system updates are especially vulnerable to targeted attacks.

Safe Lock provides both intrusion prevention, which helps prevent threats from spreading to the endpoint, and execution prevention, which helps prevent threats from spreading to the endpoint or from running.

Easy Management

When software needs to be installed or updated, the Trusted Updater and Predefined Trusted Updater List provide an easy way to make changes to the endpoint and automatically add new or modified files to the Approved List, all without having to unlock Trend Micro Safe Lock.

Small Footprint

Compared to other endpoint security solutions that rely on large pattern files that require constant updates, application lockdown uses less memory and disk space, without the need to download updates.

Role Based Administration

Trend Micro Safe Lock provides a separate administrator and Restricted User account, providing full control during installation and setup, as well as simplified monitoring and maintenance after deployment.

Graphical and Command Line Interfaces

Anyone who needs to check the software can use the console, while system administrators can take advantage of the command line interface (CLI) to access all of the features and functions available.

Trend Micro Portable Security Compatible

Out-of-the-box compatibility with Trend Micro Portable Security ensures straightforward removal of any threats that do get on to the endpoint, without the need to update the Approved List or unlock the endpoint.

Safe Lock Requirements

This section introduces Safe Lock system requirements and upgrade limitations.

Hardware Requirements

Trend Micro Safe Lock does not have specific hardware requirements beyond those specified by the operating system, with the following exceptions:

TABLE 1-9. Required Hardware for Safe Lock

HARDWARE/SOFTWARE	DESCRIPTION
Available disk space	200MB minimum 300MB recommended
Monitor resolution	640x480



Important

Safe Lock cannot be installed on a system that already runs one of the following:

- Trend Micro OfficeScan
- Trend Micro Titanium
- Another Trend Micro endpoint solution



Operating Systems







Note


Memory Randomization, API Hooking Prevention, and DLL Injection Prevention are not supported on 64-bit platforms.



TABLE 1-10. List of Supported Operating Systems


WINDOWS VERSION TYPE	WINDOWS VERSION NAME
Windows Clients	Windows 2000 SP4 (32-bit)
	 Note Safe Lock installed on Windows 2000 SP4 (without update rollup), Windows XP SP1, or Windows Server 2003 does not support the following functions: DLL/Driver Lockdown, Script Lockdown, Integrity Monitoring, USB Malware Protection, Storage Device Blocking, and Predefined Trusted Updater.
	Windows XP SP1*/SP2/SP3 (32-bit) (except Starter and Home editions)
	 Note <ul style="list-style-type: none"> • Safe Lock installed on Windows 2000 SP4 (without update rollup), Windows XP SP1, or Windows Server 2003 does not support the following functions: DLL/Driver Lockdown, Script Lockdown, Integrity Monitoring, USB Malware Protection, Storage Device Blocking, and Predefined Trusted Updater. • Safe Lock does not support a custom action of “quarantine” on Windows XP or Windows 2003.
	Windows Vista No-SP/SP1/SP2 (32-bit) (except Starter and Home editions)
	Windows 7 No-SP/SP1 (32-bit and 64-bit) (except Starter and Home editions)
	Windows 8 No-SP (32-bit and 64-bit)
Windows 8 No-SP (Professional/Enterprise) (32-bit and 64-bit)	

WINDOWS VERSION TYPE	WINDOWS VERSION NAME
	<p data-bbox="568 282 1171 334">Windows 8.1 No-SP (Professional/Enterprise with Bing) (32-bit and 64-bit)</p> <hr/> <p data-bbox="568 358 956 383">Windows 8.1 No-SP (32-bit and 64-bit)</p> <hr/> <ul data-bbox="568 407 1163 548" style="list-style-type: none"> <li data-bbox="568 407 1163 459">• Windows 10 (Enterprise/IoT Enterprise) (32-bit and 64-bit) <ul data-bbox="612 480 973 548" style="list-style-type: none"> <li data-bbox="612 480 857 505">• Anniversary Update <li data-bbox="612 524 973 548">• Creators Update (Red Stone 2) <hr/> <p data-bbox="575 597 682 638"> Note</p> <ul data-bbox="633 643 1177 816" style="list-style-type: none"> <li data-bbox="633 643 1177 719">• Make sure to unlock the endpoint before updating your Windows 10 operating system to the Anniversary Update or Creator's Update. <li data-bbox="633 740 1177 816">• Memory Randomization is not supported on operating systems running Windows 10 Fall Creators Update. <hr/>
Windows Server	<p data-bbox="568 850 928 875">Windows 2000 Server SP4* (32-bit)</p> <hr/> <p data-bbox="575 924 682 964"> Note</p> <p data-bbox="633 969 1166 1122">Safe Lock installed on Windows 2000 SP4 (without update rollup), Windows XP SP1, or Windows Server 2003 does not support the following functions: DLL/Driver Lockdown, Script Lockdown, Integrity Monitoring, USB Malware Protection, Storage Device Blocking, and Predefined Trusted Updater.</p> <hr/> <p data-bbox="568 1154 969 1179">Windows Server 2003 SP1/SP2 (32-bit)</p>

WINDOWS VERSION TYPE	WINDOWS VERSION NAME
	 Note <ul style="list-style-type: none"> • Safe Lock installed on Windows 2000 SP4 (without update rollup), Windows XP SP1, or Windows Server 2003 does not support the following functions: DLL/Driver Lockdown, Script Lockdown, Integrity Monitoring, USB Malware Protection, Storage Device Blocking, and Predefined Trusted Updater. • Safe Lock does not support a custom action of “quarantine” on Windows XP or Windows 2003.
	Windows Server 2003 R2 No-SP/SP2 (Standard/Enterprise/Storage) (32-bit)
	 Note <ul style="list-style-type: none"> • Safe Lock installed on Windows 2000 SP4 (without update rollup), Windows XP SP1, or Windows Server 2003 does not support the following functions: DLL/Driver Lockdown, Script Lockdown, Integrity Monitoring, USB Malware Protection, Storage Device Blocking, and Predefined Trusted Updater. • Safe Lock does not support a custom action of “quarantine” on Windows XP or Windows 2003.
	Windows Server 2008 SP1/SP2 (32-bit and 64-bit)
	Windows Server 2008 R2 No-SP/SP1 (64-bit)
	Windows Server 2012 No-SP (64-bit)
	Windows Server 2012 R2 No-SP (64-bit)
Windows Server 2016 (Standard) (64-bit)	
Windows Embedded Standard	Windows (Standard) XP Embedded SP1*/SP2 (32-bit)

WINDOWS VERSION TYPE	WINDOWS VERSION NAME
	 Note <ul style="list-style-type: none"> • Safe Lock installed on Windows 2000 SP4 (without update rollup), Windows XP SP1, or Windows Server 2003 does not support the following functions: DLL/Driver Lockdown, Script Lockdown, Integrity Monitoring, USB Malware Protection, Storage Device Blocking, and Predefined Trusted Updater. • Safe Lock does not support a custom action of “quarantine” on Windows XP or Windows 2003.
	Windows Embedded Standard 2009 (32-bit)
	Windows Embedded Standard 7 (32-bit and 64-bit)
	Windows Embedded Standard 8 (32-bit and 64-bit)
	Windows Embedded 8 Standard No-SP (32-bit and 64-bit)
	Windows Embedded Standard 8.1 (32-bit and 64-bit)
	Windows Embedded 8.1 Standard (Professional/Industry Pro) (32-bit and 64-bit)
Windows Embedded POSReady	Windows Embedded POSReady (32-bit)
	Windows Embedded POSReady 2009 (32-bit)
	Windows Embedded POSReady 7 (32-bit and 64-bit)
Windows Embedded Enterprise	Windows Embedded Enterprise XP SP1*/SP2/SP3 (32-bit)

WINDOWS VERSION TYPE	WINDOWS VERSION NAME
	<div data-bbox="478 289 588 326">  Note </div> <ul data-bbox="538 331 1072 586" style="list-style-type: none"> • Safe Lock installed on Windows 2000 SP4 (without update rollup), Windows XP SP1, or Windows Server 2003 does not support the following functions: DLL/Driver Lockdown, Script Lockdown, Integrity Monitoring, USB Malware Protection, Storage Device Blocking, and Predefined Trusted Updater. • Safe Lock does not support a custom action of “quarantine” on Windows XP or Windows 2003. <hr/> <div data-bbox="471 621 926 646">Windows Embedded Enterprise Vista (32-bit)</div> <hr/> <div data-bbox="471 670 995 695">Windows Embedded Enterprise 7 (32-bit and 64-bit)</div>
Windows Embedded Server	<div data-bbox="471 721 989 745">Windows Embedded Server 2003 SP1/SP2 (32-bit)</div> <hr/> <div data-bbox="478 794 588 831">  Note </div> <ul data-bbox="538 836 1072 1091" style="list-style-type: none"> • Safe Lock installed on Windows 2000 SP4 (without update rollup), Windows XP SP1, or Windows Server 2003 does not support the following functions: DLL/Driver Lockdown, Script Lockdown, Integrity Monitoring, USB Malware Protection, Storage Device Blocking, and Predefined Trusted Updater. • Safe Lock does not support a custom action of “quarantine” on Windows XP or Windows 2003. <hr/> <div data-bbox="471 1127 926 1151">Windows Embedded Server 2003 R2 (32-bit)</div>

WINDOWS VERSION TYPE	WINDOWS VERSION NAME
	<div data-bbox="575 285 682 321">  Note </div> <ul style="list-style-type: none"> <li data-bbox="633 329 1166 516">• Safe Lock installed on Windows 2000 SP4 (without update rollup), Windows XP SP1, or Windows Server 2003 does not support the following functions: DLL/Driver Lockdown, Script Lockdown, Integrity Monitoring, USB Malware Protection, Storage Device Blocking, and Predefined Trusted Updater. <li data-bbox="633 532 1147 586">• Safe Lock does not support a custom action of “quarantine” on Windows XP or Windows 2003. <hr/> <div data-bbox="568 618 1094 643">Windows Embedded Server 2008 (32-bit and 64-bit)</div> <hr/> <div data-bbox="568 667 1022 691">Windows Embedded Server 2008 R2 (64-bit)</div> <hr/> <div data-bbox="568 716 986 740">Windows Embedded Server 2012 (64-bit)</div> <hr/> <div data-bbox="568 764 1022 789">Windows Embedded Server 2012 R2 (64-bit)</div>

**Note**

See the latest Safe Lock readme file for the most up-to-date list of supported operating systems for agents.

**Important**

Ensure that the following root certification authority (CA) certificates are installed with intermediate CAs, which are found in `WKSrv.exe`. These root CAs should be installed on the Safe Lock agent environment to communicate with Intelligent Manager.

- Intermediate_Symantec Class 3 SHA256 Code Signing CA
- Root_VeriSign Class 3 Public Primary Certification Authority - G5

To check root CAs, refer to the Microsoft support site: <https://technet.microsoft.com/en-us/library/cc754841.aspx>

Agent Upgrade Preparation




WARNING!

Before upgrading, take the appropriate action below for your installation method and installed Safe Lock agent version.

Download the latest updates from the Trend Micro Software Download Center. Go to <http://downloadcenter.trendmicro.com/>.

TABLE 1-11. Upgrade Actions Required by Installation Method and Installed Agent Version

INSTALLATION METHOD	INSTALLED AGENT VERSION	REQUIRED ACTION	SETTINGS RETAINED
Local installation using Windows Installer	1.0	No preparation needed	No settings retained
	1.1	No preparation needed	Compatible settings retained
	2.0 or later	No preparation needed	No settings retained
Local installation using Command Line Interface Installer	1.0	Manually uninstall	No settings retained
	1.1	No preparation needed	Compatible settings retained
	2.0 or later	Manually uninstall	No settings retained

INSTALLATION METHOD	INSTALLED AGENT VERSION	REQUIRED ACTION	SETTINGS RETAINED
Remote installation	1.0	Manually uninstall	No settings retained
 Note Safe Lock supports remote installation using Safe Lock Intelligent Manager.	1.1	Manually uninstall	No settings retained
	2.0 or later	Manually uninstall	No settings retained

Supported Methods for Updating Safe Lock Agents

Safe Lock agents can be updated using various methods depending on its current version.

TABLE 1-12. Supported Methods for Updating Safe Lock Agents

CURRENT VERSION	TARGET VERSION	SUPPORTED METHOD FOR UPDATING SAFE LOCK AGENTS			
		LOCAL INSTALLATION		REMOTE INSTALLATION	
		USING AN INSTALLER	USING A PATCH MODULE	REMOTE SETUP TOOL	REMOTE TASKS TOOL
1.1	Latest version	✓			
2.0			✓	✓	
2.0 Patch 1			✓	✓	
2.0 SP 1			✓	✓	✓
2.0 SP1 Patch 1			✓	✓	✓

**Note**

If you are running Safe Lock Intelligent Manager on Windows 2003 or earlier versions, we recommend applying the hotfix for enforcing TLSv10 (tmsl_20_win_en_hfb_enforce_TLSv10.exe) to avoid possible communication issues between the Intelligent Manager and the agent. Refer to the **Product Patch** tab on the [Trend Micro Download Center](#) for details.

Agent Use Overview

Trend Micro Safe Lock is a whitelist solution that locks down computers, preventing all applications not on the Approved List from running. Safe Lock can be configured and maintained using the graphical user interface (GUI) agent console or the command line interface (CLI). System updates can be applied without turning off Application Lockdown at the endpoint through the Predefined Trusted Updater List or by using the Trusted Updater.

Consider this typical use case scenario:

1. Set up the Approved List and turn on Application Lockdown on the endpoint so that unapproved applications cannot be run.
2. Use the Trusted Updater to update or install software whose installer is not on the Predefined Trusted Updater list.
3. Configure and enable the Restricted User account for later maintenance.

If someone tries to run an application not specifically on the Approved List, the following message displays:

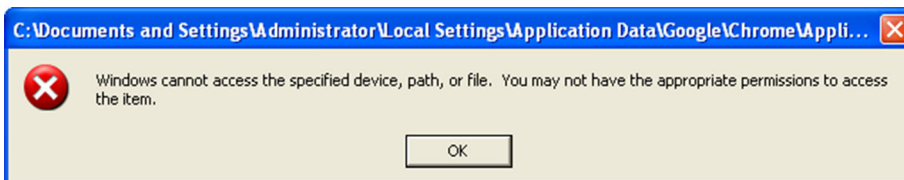


FIGURE 1-1. Trend Micro Safe Lock blocking message

Chapter 2

Managing Safe Lock Agents

This chapter introduces the web console screen for agent management.

Topics in this chapter include:

- *About the Agent Management Screen on page 2-2*
- *Managing the Agent Tree on page 2-2*
- *Configuring Agent Settings on page 2-8*

About the Agent Management Screen

To display the **Agent Management** screen, go to **Agents** in the navigation at the top of the web console. This screen displays a list of agents managed by Safe Lock Intelligent Manager and allows you to perform configuration tasks.

For more information, see:

- [Managing the Agent Tree on page 2-2](#)
- [Configuring Agent Settings on page 2-8](#)

Managing the Agent Tree

Safe Lock Intelligent Manager allows you to organize the agent tree and manage Safe Lock agent information.

TABLE 2-1. Agent Tree Management Tasks

TASK	DETAILS
Search for agents/ endpoints	For more information, see Searching for Agents on page 2-3 .
Create agent groups	For more information, see Grouping Agents on page 2-4 .
Remove agent groups	For more information, see Removing Agents and Groups on page 2-4 .
View individual agent information	For more information, see Checking Agent Statuses and Settings on page 2-5 .
Move agents or groups	Select one or more agents or groups and click Move .
Edit tags	Edit tags to help you identify and search for agents. For more information, see Editing Tags on page 2-7 .

TASK	DETAILS
Export agent settings and summary in a CSV file	Select one or more agents and click Export .

Searching for Agents

Procedure

- Go to **Agents** in the navigation at the top of the web console.
The **Agent Management** screen appears.
- Search for specific endpoints by selecting criteria from the drop-down list and specifying additional search criteria as required.



Tip

Safe Lock Intelligent Manager supports partial string matching.

OPTION	DESCRIPTION
Endpoint	Type the full endpoint host name to locate the specific endpoint.
Tags	Type the tag name.
IP Address	Type the IPv4 address.
IP Range	Type the IPv4 address.
Operating System	Select an operating system.
Application Lockdown State	Select the Application Lockdown state: Application Lockdown On or Application Lockdown Off .
Last Connection	Select from the default time ranges or Custom and specify your own range.

3. Click **Search** (if required).

Safe Lock Intelligent Manager displays all hosts that match the search criteria.

Grouping Agents

Group agents according to location, type, or purpose to help you manage multiple agents.

Procedure

1. Go to **Agents** in the navigation at the top of the web console.
The **Agent Management** screen appears.
2. From the directory on the left, click the group folder where you want to add a sub group, and click **Add Group**.



- The group name must be within 64 characters.
 - You can establish up to 9 layers of subfolders to the Group directory, with up to 1000 folders at each group layer.
-

3. Click **All Agents** from the directory, select agents from the table, and click **Move**.
-



Alternatively drag-and-drop agents and groups to another group in the directory.

Removing Agents and Groups

Remove groups, ungroup agents, or unregister agents from the Safe Lock Intelligent Manager server.

Agents unregister from Safe Lock Intelligent Manager during uninstallation. However, if you are unable to uninstall an agent before removing it from the environment, the agent

may continue to appear on the **Agent Management** screen. To remove the endpoints that Safe Lock Intelligent Manager no longer manages from the list of monitored agents, use the **Remove** feature to “unregister” the agents.

**Note**

Removing an agent from the list of monitored agents does not delete any preexisting agent event logs.

Procedure

1. Go to **Agents** in the navigation at the top of the web console.
The **Agent Management** screen appears.
 2. Select the agents and groups in the list that you want to remove, ungroup, or unregister.
 3. Click **Remove**.
 4. Confirm that you want to remove, ungroup, or unregister the selected items.
Safe Lock Intelligent Manager removes the agents from the list.
-

Checking Agent Statuses and Settings

You can look up the following information of a managed endpoint from the **Agent Management** screen.

- Endpoint information: This includes the IP address, operating system, and tags.
- Agent summary: This includes summary information such as the last update time of the Approved List, NAT frequency, last NAT connection time, license status, license expiration date, agent version, and the last agent upgrade time.
- Agent settings: This includes the current agent settings and the date and time for the last change.
- Pending commands: This is a list of commands to be deployed to NAT agents upon their next connection with the Intelligent Manager. For more information on

configuring the connection frequency, see [Customizing Installation Parameters on page 8-14](#).

Procedure

1. Go to **Agents** in the navigation at the top of the web console.

The **Agent Management** screen appears.

2. Click a target endpoint.

The **Agent Status** screen appears.

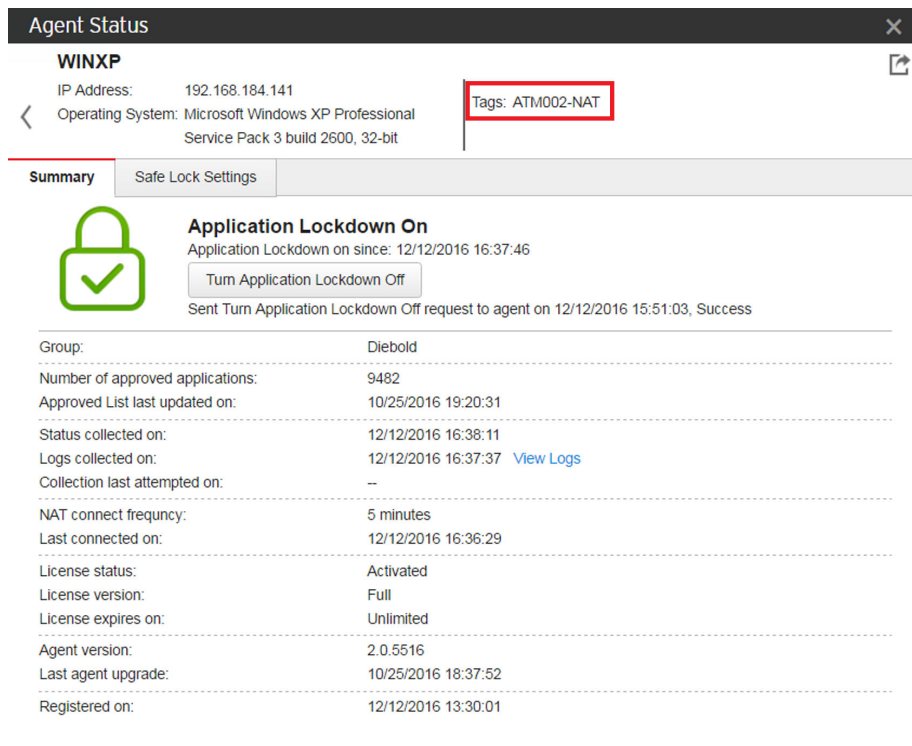


Note

You can use the **Export** function to export and download the endpoint information to a comma-separated value (.csv) file.

Editing Tags

You can edit tags to help you identify and search for agents.



Agent Status


WINXP

IP Address: 192.168.184.141

Operating System: Microsoft Windows XP Professional Service Pack 3 build 2600, 32-bit

Tags: ATM002-NAT

Summary | Safe Lock Settings

 **Application Lockdown On**

Application Lockdown on since: 12/12/2016 16:37:46

Sent Turn Application Lockdown Off request to agent on 12/12/2016 15:51:03, Success

Group:	Diebold
Number of approved applications:	9482
Approved List last updated on:	10/25/2016 19:20:31
Status collected on:	12/12/2016 16:38:11
Logs collected on:	12/12/2016 16:37:37 View Logs
Collection last attempted on:	--
NAT connect frequency:	5 minutes
Last connected on:	12/12/2016 16:36:29
License status:	Activated
License version:	Full
License expires on:	Unlimited
Agent version:	2.0.5516
Last agent upgrade:	10/25/2016 18:37:52
Registered on:	12/12/2016 13:30:01

To edit tags, follow the steps below.

Procedure

1. Go to **Agents** in the navigation at the top of the web console.
The **Agent Management** screen appears.
2. Select one or more agents.

3. Click **Edit Tags**.
4. Type or modify the agent tags.

**Tip**

Safe Lock Intelligent Manager does not use a delimiter for tags.

5. Click **OK**.
-

Configuring Agent Settings

You can use the **Send Command** menu located on the **Agent Management** screen to control agent configuration settings.

TABLE 2-2. Safe Lock Agent Commands

TASK	DETAILS
Configure Application Lockdown	For more information, see Remotely Changing Application Lockdown Status on page 2-9 .
Configure Device Control	Allow or block storage devices (CD/DVD drives, floppy disks, and network drives) from accessing the managed endpoint Select one or more endpoints and click Send Command > Configure Device Control .
Add trusted files	Configure agents to allow all files and installers added to the list to run based on hash values For more information, see Remotely Adding Trusted Applications and Files on page 2-10 .
Update Approved List	Update the Approved List on selected agents by performing an inventory scan For more information, see Updating the Approved List on Safe Lock Agents on page 2-11 .
Collect event logs	For more information, see Collecting Event Logs on page 2-12 .

TASK	DETAILS
Check Connection	Check the connection status of selected Safe Lock Agents For more information, see Checking Agent Connections on page 2-13 .
Export Settings	Export the Approved List or configuration settings for selected agents For more information, see Remotely Exporting Agent Settings on page 2-13 .
Import Settings	Import the Approved List or configuration settings for selected agents For more information, see Remotely Importing Agent Settings on page 2-14 .

Remotely Changing Application Lockdown Status



Note

Safe Lock agent administrators can also change the Application Lockdown status from the Safe Lock agent console.

Procedure

1. Go to **Agents** in the navigation at the top of the web console.
2. For a single agent, click the endpoint name to display agent status details, and then click the button to change the Application Lockdown status.
 - **Turn Application Lockdown On**
 - **Turn Application Lockdown Off**
3. For multiple agents and groups, select these items from the **Agent Management** table, click **Send Command**, select **Configure Application Lockdown**, and click the button to change the Application Lockdown status.
 - **Turn On**

- **Turn Off**
-

Remotely Adding Trusted Applications and Files

Remotely allow applications and files to run on managed endpoints using hash values.

Procedure

1. Go to **Agents** in the navigation at the top of the web console.

The **Agent Management** screen appears.

2. Select one or more agents and groups.
3. Click **Send Command** and select **Add Trusted Files**.

The **Add Trusted Files** screen appears.

4. Click **Download File Hash Generator** to download the tool for calculating hash values. For detailed steps, see [Calculating the Hash Values on page 2-10](#).
5. Click **Add** to add a single hash value or click **Import** to add a batch of hash values.
6. Mark application installers in the Installer column.



Note

This allows the files created or modified by these installers to be automatically added to the Approved List on the selected endpoints.

Calculating the Hash Values

Use File Hash Generator to calculate hash values. To download this tool, see [Remotely Adding Trusted Applications and Files on page 2-10](#).

Procedure

1. Execute WKFileHashGen.exe from the downloaded folder.
The Trend Micro File Hash Generator screen appears.
2. Use any of the following methods to select files and calculate hash values:



Note

- To ensure that all necessary files are calculated for hash values, Trend Micro recommends adding the root folder of the target application to the File Hash Generator for calculation.
- The **Add Folder** button will only calculate installer files, script files, and files in the Portable Executable format.

-
- Drag-and-drop folders or files to the File Hash Generator screen.
 - Click the drop-down button and click **Add Files** to select files.
 - Click the drop-down button and click **Add Folder** to add all the files in the selected folder.

Hash values appear in the File Hash (SHA-1) column.

3. For a single file, right-click the item and select **Copy hash**. For multiple files, click **Export All** to generate a list of hash values.
-

Updating the Approved List on Safe Lock Agents

You may want to periodically update the Approved List on Safe Lock Agents after installing new applications that you want to run during a Lockdown situation. Updating the Approved List performs an inventory scan on selected agents and adds any new applications found on the agent to the global Approved List.

Procedure

1. Go to **Agents** in the navigation at the top of the web console.

The **Agent Management** screen appears.

2. Select one or more agents and groups.
3. Click **Send Command** and select **Update Approved List**.

The **Update Approved List** dialog appears.

4. Click **Update** to begin inventorying the selected agents.



Do not restart or turn off the endpoint during the update. The update process may take more than 30 minutes to complete.

You can monitor the status of the Approved List update using the **Command Deployment Status** screen. The icons on the **Approved List** column display the current progress status.

Collecting Event Logs

Logs contain information about agent activity. Collecting event logs updates the Safe Lock Intelligent Manager database with the latest information from the selected agents.

Procedure

1. Go to **Agents** in the navigation at the top of the web console.

The **Agent Management** screen appears.

2. Select one or more agents.
3. Click **Send Command** and select **Collect Event Logs**.

Safe Lock Intelligent Manager updates the date and time displayed in the **Last Connection** column after each Safe Lock agent successfully sends logs and status to Safe Lock Intelligent Manager.

Checking Agent Connections

Procedure

1. Go to **Agents** in the navigation at the top of the web console.

The **Agent Management** screen appears.

2. Select one or more agents and groups.
3. Click **Send Command** and select **Check Connection**.

Safe Lock Intelligent Manager automatically attempts to contact the selected Safe Lock Agents.



Important

Intelligent Manager is unable to check the connection to NAT agents due to a lack of direct communication.

After the connection check completes, a list of all Safe Lock Agents to which Safe Lock Intelligent Manager was unable to connect to displays.

4. Ensure that **Show disconnected agents in Agent Management** is selected and click **Close** to display a complete list of disconnected agents in the agent tree search results.

After determining which agents cannot connect to the Safe Lock Intelligent Manager server, Trend Micro recommends checking the network connectivity of the disconnected agents.

Remotely Exporting Agent Settings

You can remotely obtain agent configuration settings and Approved Lists by exporting and downloading them from the Intelligent Manager.

Procedure

1. Click **Agents** from the Intelligent Manager console.

The **Agent Management** screen appears.

2. Select a target endpoint.
3. Click **Send Command**, select **Export Settings**, and select one of the following:
 - **Approved List**
 - **Agent Configuration**

The Intelligent Manager starts issuing the command. The progress can be viewed from the pop-up **Command Deployment Status** window.

4. To export more settings, repeat the above steps.

When the exports are complete, you will be confirmed by this message on the top of the screen:

 One or more agent settings are exported and ready for download. [View Details](#)

5. Click **View Details** to download the exported settings.



Note

Intelligent Manager can keep up to 20 sets of exported settings and cleans any file from this list as soon as the file is downloaded.

Remotely Importing Agent Settings

You can remotely apply new agent settings to agents or agent groups from the Intelligent Manager web console. This feature allows you to:

- remotely overwrite agent configurations
- remotely overwrite Approved Lists

- remotely add approved items to Approved Lists

Procedure

1. Prepare a customized agent configuration file or Approved List.
 - a. Export and download an agent configuration file or Approved List. For detailed steps, see [Remotely Exporting Agent Settings on page 2-13](#).
 - b. Customize the downloaded file.



Note

Intelligent Manager can only import an Approved List of up to 20 MB and a configuration file of up to 1 MB.

2. Click **Agents** from the Intelligent Manager console.

The **Agent Management** screen appears.
3. To import the customized file to one or more ungrouped agents or agents in different groups, follow the steps below.
 - a. From the Endpoint column, select one or more agents.
 - b. Click **Send Command**.
 - c. Select **Import Settings**.
 - d. Select **Approved List** or **Agent Configuration**.

The import dialog appears.
4. To import the customized file to an agent group, follow the steps below.
 - a. From the left panel, right-click an agent group and go to **Send Command > Import Settings**.
 - b. Select **Approved List** or **Agent Configuration**.

The import dialog appears.
5. By default, Intelligent Manager does the following:

- **Approved List:** accumulates items from the customized Approved List to the target Approved Lists. To replace the target Approved Lists with the customized Approved List, select **Overwrite the existing Approved List**.
 - **Agent Configuration:** overwrites the target Approved Lists with the customized Approved List.
6. Click **Browse** to select the customized file.
 7. Click **Import and Apply**.
-

Chapter 3

Monitoring Safe Lock

This chapter introduces Trend Micro Safe Lock Intelligent Manager monitoring practices.

Topics in this chapter include:

- *About the Dashboard on page 3-2*
- *About the Agent Events Screen on page 3-9*
- *About the Server Events Screen on page 3-13*
- *Maintaining Logs on page 3-15*

About the Dashboard

The Safe Lock Intelligent Manager dashboard provides at-a-glance information using tabs and widgets. The dashboard displays the following components in a customized view for each web console account:

- **Tabs:** Allow users to organize widgets on customizable screens
- **Widgets:** Provide various data summaries on a tab

Use the **Generate Report** screen to manually download Safe Lock Intelligent Manager reports in Adobe PDF format (.PDF). For information on scheduling custom reports, see [Scheduled Reports on page 3-17](#).

About Web Console Accounts and the Dashboard

Each web console account can customize the dashboard tabs and widgets for that account's specific needs. Customizing the tabs or widgets for one account has no effect on the tabs or widgets for a different account.



Note

When an account logs on to Safe Lock Intelligent Manager for the first time, default tabs and widgets appear on the dashboard.

See [About Default Tabs on page 3-3](#).

About Dashboard Tabs

The Safe Lock Intelligent Manager dashboard uses tabs to provide a flexible data monitoring solution for administrators. Tabs provide a container for widgets, allowing web console accounts to create their own customized dashboard. The dashboard supports up to 30 tabs per account.

Closing tabs permanently removes them from that account. There is no way to recover closed tabs, but you can re-create similar tabs later. Closing a tab has no impact on the dashboard of other user accounts.

Use the slide show function to assist in monitoring widgets on different tabs by using the following controls:

- Click **Play Tab Slide Show** to rotate through tabs automatically at a specified interval.



Tip

Configure the duration of rotation intervals in **Tab Settings**.

See *Configuring Tab Settings on page 3-5*.

- Click **Pause Tab Slide Show** to stop the slide show at the current tab.



Tip

Navigating to a different tab also stops the slide show.

About Default Tabs

The dashboard provides the following default tabs:

- **Event Overview:** This tab contains widgets that display information relating to agent events on managed Safe Lock endpoints.

WIDGET	DESCRIPTION
Open Warnings	Displays the latest open warnings.
Top Blocked Files	Displays the files that are blocked the most.
Blocked Event History	Displays blocked events during the specified time period.
Top Endpoints Triggering Blocked Events	Displays the endpoints that triggered the most blocked events.
Blocked File Scan Results	Displays malware scan results for blocked files.

- **Agent Overview:** This tab contains widgets that display information relating to managed Safe Lock endpoints.

WIDGET	DESCRIPTION
Application Lockdown State	Displays the Application Lockdown status for agents.
Versions	Displays the number of endpoints with specific versions of Safe Lock installed.
Latest Component Updates	Displays the latest versions of components.

**Note**

Change the default names of tabs on the **Tab Settings** screen.

See *Configuring Tab Settings* on page 3-5.

Adding Tabs

Add tabs to the dashboard to provide a customized information summary to your Safe Lock Intelligent Manager account.

Procedure

1. Go to **Dashboard** in the navigation at the top of the web console.
2. Click the + tab.
The **New Tab** screen appears.
3. In the **Title** field, type a meaningful title for the tab.
4. Select a layout for the tab.

**Note**

The number of widgets that you can add to a tab depends on the layout for the tab. Once the tab contains the maximum number of widgets, you must remove a widget from the tab or create a new tab for the widget.

5. Configure slide show and auto-fit settings.

6. Click **Save**.

The empty tab appears on the dashboard.

7. Click **Add Widgets** to populate the tab with widgets.

Configuring Tab Settings

Procedure

1. Go to **Dashboard** in the navigation at the top of the web console.

2. Click **Tab Settings**.

The **Tab Settings** screen appears.

3. In the **Title** field, type a meaningful title for the tab.

4. Select a layout for the tab.

5. Configure slide show and auto-fit settings.

You may specify the length of time each tab displays before switching to the next tab. The number must be an integer between 5 and 3,600.

About Widgets

Widgets are the core components for the dashboard. Tabs provide the layout and widgets provide the actual data summary for the dashboard.

The following widgets are available:

WIDGET	CATEGORY	DESCRIPTION
Application Lockdown State	Agent Status	Displays the Application Lockdown State for agents.

WIDGET	CATEGORY	DESCRIPTION
Versions	Agent Status	Displays the number of endpoints with specific versions of Safe Lock installed.
Open Warnings	Events	Displays the latest open warnings.
Top Endpoints Triggering Blocked Events	Events	Displays the endpoints that triggered the most blocked events.
Blocked Event History	Events	Displays blocked events during a specified time period.
Top Blocked Files	Events	Displays the files that are blocked the most.
Blocked File Scan Results	Events	Displays malware scan results for blocked files.
Latest Component Updates	Server Status	Displays the latest versions of components.


You can configure the data scope on many widgets individually. For example, some widgets allow you to specify the following:

- Time period
- Pie chart or line chart
- Legend

Move widgets in tabs by dragging and dropping widgets to various locations on a tab. The layout for a tab determines where you can move a widget.

Using Widgets

Perform the following tasks on each widget:

TASK	STEPS
Move a widget	<p>Move widgets on tabs by clicking and holding on the title bar at the top of the widget and dragging to various locations on a tab.</p> <hr/> <p> Tip The layout for a tab determines where you can move a widget. As you drag, a red, dotted border appears when the widget is able to move to an area.</p>
Resize a widget	<p>Horizontally resize a widget on a multi-column tab by doing the following:</p> <ol style="list-style-type: none"> 1. Hover the pointer at the edge of a widget. A vertical, gray bar appears. 2. Drag the pointer left or right. <p>Vertically resize widgets on a multi-column tab by enabling Auto-fit in the Tab Settings. This automatically adjusts widgets to be the same height as the widgets beside them.</p>
Refresh widget data	Click the Refresh icon at the top of the widget.
Specify automatic refresh settings	<ol style="list-style-type: none"> 1. Click the More Options icon at the top of the widget. 2. Select Refresh Settings. The Refresh Settings screen appears. 3. To enable automatic refresh for this widget, do the following: <ol style="list-style-type: none"> a. Select Automatically refresh the widget. b. Specify a frequency.
Rename a widget	<ol style="list-style-type: none"> 1. Click the More Options icon at the top of the widget. 2. Select Widget Settings. The Widget Settings screen appears. 3. Type a meaningful title for the widget.

TASK	STEPS
Close a widget	<ol style="list-style-type: none"> 1. Click the More Options icon at the top of the widget. 2. Select Close Widget.

Adding Widgets

The number of widgets that you can add to a tab depends on the layout for the tab. Once the tab contains the maximum number of widgets, you must remove a widget from the tab or create a new tab for the widget.

Procedure

1. Go to **Dashboard** in the navigation at the top of the web console.
2. Go to the tab on the dashboard that you want to add the widget to.
3. Click **Add Widget**.

The **Add Widget** screen appears.

4. Optionally, click one of the following to filter the widgets that display:

CATEGORY	DESCRIPTION
Most Recent Widgets	Queries for widgets added to a tab recently
All Widgets	Queries for all widgets available
Agent Status	Queries for only widgets that display data about managed Safe Lock agents.
Events	Queries for only widgets that display data about managed Safe Lock agent events.
Server Status	Queries for only widgets that display data about Safe Lock Intelligent Manager.

5. Select one or more widgets to add to the current tab.

6. Click **Add**.

About the Agent Events Screen

To display the **Agent Events** screen, go to **Logs & Reports > Agent Events** in the navigation at the top of the web console.

This screen displays a list of events related to applications not in the Approved List on agents managed by Safe Lock Intelligent Manager.

When Lockdown is off and a file not on an agent's Approved List attempts to run or make changes to the endpoint, Safe Lock logs the event but allows the file to run.

When Lockdown is on and a file not on an agent's Approved List attempts to run or make changes to the endpoint, Safe Lock stops the file and may prompt the user for the appropriate action. Event logs contain information from managed agents about files not in the Approved List and any action taken.

You can take the following actions on files not in the Approved List when Lockdown is on:

- “Add to Approved List”: Prevent the file from executing for this instance but add the file to the agent's Approved List.
- “Ignore”: Prevent the file from executing but do not move or change the file.
- “Quarantine”: Prevent the file from executing and hold the file in quarantine for later analysis.
- “Delete”: Prevent the file from executing and delete the file.

Querying Agent Event Logs

Querying refines the list of displayed agent event logs.

Procedure

1. Go to **Logs & Reports > Agent Events** in the navigation at the top of the web console.

The **Agent Events** screen appears.

2. Click the drop-down list under **Agent Events**.

A list of criteria to search by appears.

3. Select the type of criteria to search by.

Appropriate search fields appear for the selected criteria.

4. Follow the appropriate steps depending on the selected criteria:

OPTION	DESCRIPTION
All Events	Displays all events logged by agents
Time Period	Do one of the following: <ul style="list-style-type: none"> • Select a listed time range. • Specify a custom time range. <ol style="list-style-type: none"> a. Go to Custom in the list. b. Specify your custom time range. c. Click Search.
Level	Select an event level: <ul style="list-style-type: none"> • Information • Warning
Source	Select an event source: <ul style="list-style-type: none"> • Safe Lock • Portable Security
Event	Select a specific event.

OPTION	DESCRIPTION
Endpoint	Type the beginning or all of an endpoint host name and click Search .
Tags	Type all or part of the tag and click Search .
IP Address	Type the IPv4 address and click Search .
IP Range	Type the IPv4 address range and click Search .
Blocked File Name	Type all or part of a file name and click Search .
Blocked File Hash	Type a file hash and click Search .
Marked	Select Open or Closed .
Integrity Monitoring	a. Select one of the following: <ul style="list-style-type: none"> • File or folder • Registry key or value b. Type the search criteria and click Search .

Your search results appear in the list of events.

Exporting Agent Events

Save data about selected agent event log entries as a CSV file.

Procedure

1. Go to **Logs & Reports > Agent Events** in the navigation at the top of the web console.

The **Agent Events** screen appears.

2. Select the events in the list that you want to export information for.
3. Click **Export**.

4. Save the file.
-

Importing Agent Events

Safe Lock Intelligent Manager supports importing agent events from the following applications:

- Trend Micro Safe Lock Intelligent Manager: Logs exported by Safe Lock Intelligent Manager 2.0 in CSV format
- Trend Micro Portable Security: Collect logs from Safe Lock agents running versions 1.1 and 2.0 in DB format



Portable Security exports Safe Lock logs to the `tms11log.db` file by default.

Procedure

1. Go to **Logs & Reports > Agent Events** in the navigation at the top of the web console.

The **Agent Events** screen appears.

2. Click **Import**.

The **Import** screen appears.

3. Select the CSV file you want to import.
4. Click **Open**.
5. Click **OK**.

The event logs are imported into Safe Lock Intelligent Manager.

**Note**

If you interrupt or cancel the import, no data will be added to the Safe Lock Intelligent Manager database.

Marking Warning Events

To help you track **Warning** events, change the status displayed for them under **Marked** in the list.

**Note**

Safe Lock Intelligent Manager does not display a **Marked** status for **Information** events.

Procedure

1. Go to **Logs & Reports > Agent Events** in the navigation at the top of the web console.
The **Agent Events** screen appears.
 2. Select the **Warning** event or events you want to change the status of.
 3. Change the status by doing one of the following:
 - Click **Mark Open**.
 - Click **Mark Closed** .
-

About the Server Events Screen

To display the **Server Events** screen, go to **Logs & Reports > Server Events** in the navigation at the top of the web console.

This screen displays a log of audited Safe Lock Intelligent Manager web console account activity.

**Note**

Server event logs contain collected information about actions taken by Safe Lock Intelligent Manager web console account users and policies.

Querying Server Event Logs

Querying refines the list of displayed server event logs.

Procedure

1. Go to **Logs & Reports > Server Events** in the navigation at the top of the web console.

The **Server Events** screen appears.

2. Click the drop-down list under **Server Events**.

A list of search criteria.

3. Select the type of search criteria.

Appropriate search fields appear for the selected criteria.

4. Follow the appropriate steps depending on the selected criteria:

OPTION	DESCRIPTION
Time Period	Do one of the following: <ul style="list-style-type: none">• Select a listed time range.• Specify a custom time range.<ol style="list-style-type: none">a. Go to Custom in the list.b. Specify your custom time range.c. Click Search.
User Name	Type the beginning or all of a Safe Lock Intelligent Manager account user name.

OPTION	DESCRIPTION
Event	Select a specific event.

Your search results appear in the list of server event logs.

Exporting Server Event Logs

Save data about selected server event log entries as a CSV file.

Procedure

1. Go to **Logs & Reports > Server Events** in the navigation at the top of the web console.
The **Server Events** screen appears.
2. Select the server log entries in the list that you want to export information for.
3. Click **Export**.
4. Save the file.

Maintaining Logs

Purge older logs to reduce the size of the Safe Lock Intelligent Manager database.

Procedure

1. Go to **Logs & Reports > Log Settings** in the navigation at the top of the web console.
The **Log Settings** screen appears.
2. Click the **Maintenance** tab.
3. Under **Purge agent event log entries older than**, specify the maximum age of agent event log entries to keep.

4. Under **keep at most**, specify the maximum number of agent event entries to keep.



Note

- Safe Lock Intelligent Manager only purges the agent events marked **Closed**.
 - If the number of entries exceeds the limit set under **keep at most**, Safe Lock Intelligent Manager purges agent event logs newer than the age specified in the **Purge agent event log entries older than** field.
-

5. Under **Purge server auditing log entries older than**, specify the maximum age of server event log entries that will be preserved.
6. To prohibit automatically purging without a backup, do the following:
 - a. Select **Always back up logs before automatically purging**.
 - b. Click **Backup Path**.
 - c. Specify the full path for backups.
 - d. If you want Safe Lock Intelligent Manager to create folders in the specified path that do not exist, select **Create missing folders**.
7. To manually purge log entries based on their age, do the following:
 - a. In the **Manual Purge** section, select the minimum age of entries to preserve.
 - b. Click **Purge Now**.



WARNING!

Safe Lock Intelligent Manager does not automatically back up manually purged log entries.

To back up existing log entries, perform the appropriate steps to export the entries manually.


See *Exporting Agent Events on page 3-11*.

See *Exporting Server Event Logs on page 3-15*.

Scheduled Reports

The **Scheduled Reports** screen provides a list of all reports that automatically generate on a user-defined schedule. You can use this screen to view basic information about previously configured scheduled reports, report content, recipients, as well as enabling and disabling scheduled reports.

The following table outlines the available tasks on the **Scheduled Reports** screen.

TASK	DESCRIPTION
Enable sending scheduled reports	Select the Send scheduled reports check box to enable scheduled reports.
Edit scheduled report content	Select the type of content you want to include in your report. For more information, see About Default Tabs on page 3-3
Send scheduled reports	Set the frequency and time for the scheduled reports on a daily, weekly, or monthly basis. <div style="border: 1px solid black; padding: 5px;">  Note Scheduled tasks will be skipped for the months that do not contain the specific day. To carry out the task regularly, we recommend avoiding the 29th, 30th, or 31st. </div>
Specify scheduled report recipients	A valid email address is required for specifying the report recipients.



Important

Ensure that your SMTP server settings are properly configured in order to send scheduled reports.

For more information, see [Configuring SMTP Server Settings on page 4-9](#).

Forwarding Events to an External Syslog Server

You can forward server and agent event logs to an external syslog server for additional managing and monitoring capabilities. The Intelligent Manager forwards logs in the Common Event Format (CEF). Make sure your syslog server supports the Common Event Format (CEF).

Procedure

1. Go to **Logs & Reports > Log Settings**.
 2. Click the **Syslog Server** tab.
 3. Select **Forward logs to syslog server (CEF only)**.
 4. Specify the protocol, IP address, and port of the syslog server.
-

Chapter 4

Configuring Administration Settings

This chapter introduces Trend Micro Safe Lock Intelligent Manager administration settings.

Topics in this chapter include:

- *About the Component Updates Screen on page 4-2*
- *Configuring Component Download Locations on page 4-5*
- *Configuring Notification Settings on page 4-5*
- *About the Account Management Screen on page 4-10*
- *Configuring Proxy Settings on page 4-13*
- *About the License Management Screen on page 4-14*

About the Component Updates Screen

To display the **Component Updates** screen, go to **Administration > Components > Updates** in the navigation at the top of the web console.

This screen displays the list of components used by Safe Lock Intelligent Manager.

Perform the following tasks from this screen:

FUNCTION	DESCRIPTION
Update	Manually update the components you select.
Schedule Updates	Configure the update schedule. Enable or disable scheduled updates for each component.
Download Agent Installer Package	Download an up-to-date agent installer package.

Manually Updating Components

Procedure

1. Go to **Administration > Components > Updates** in the navigation at the top of the web console.

The **Component Updates** screen appears.

2. Click **Update**.
3. Select the components you want to update.
4. Click **Update**.

The **Update Progress** screen appears. Safe Lock Intelligent Manager updates **Current Version** and **Latest Update** information after components update successfully.

Scheduling Component Updates

Procedure

1. Go to **Administration > Components > Updates** in the navigation at the top of the web console.

The **Component Updates** screen appears.

2. Click **Scheduled Updates**.
3. Enable the components you want to update on a schedule.
4. In the **Update Schedule** section, select the schedule you want to use.



Important

If you select **Monthly, on day** and select a number higher than the actual number of days in a given month, Safe Lock Intelligent Manager updates selected components on the last day of that month instead.

To ensure that your tasks are properly scheduled, we recommend avoiding selecting the 29th, 30th, or 31st of each month.

Downloading an Up-to-Date Agent Installer Package

Procedure

1. Go to **Administration > Components > Updates** in the navigation at the top of the web console.

The **Component Updates** screen appears.

2. Click **Download Agent Installer Package**.
3. Select the language the installation package.

Your browser downloads the most up-to-date agent installer package.

**Note**

The agent installer package is considered up-to-date by Safe Lock Intelligent Manager based on the component versions displayed on the **Component Updates** screen. If the cached agent installer package is not up-to-date, Safe Lock Intelligent Manager prepares and caches an up-to-date package before starting the download.

Preparing an up-to-date agent installer package is system-intensive. Depending on the hardware running Safe Lock Intelligent Manager, preparing an up-to-date agent installer package can take a while.

4. To use the downloaded agent installer package for remote installations using the **SLrst** program at the command line interface (CLI), copy the downloaded agent installer package to the path used by **SLrst**.

For example, if you installed Safe Lock Intelligent Manager to the default path on the C drive, copy the downloaded agent installer package to the following path: c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentSetupTool\.

**Important**

Users should manually compress the downloaded file into the package file (.zip).

The package file name must follow the format:

TMSL2.0_<language_abbreviation>.zip

For example:

VALID	NOT VALID
TMSL2.0_EN.zip	TMSL2.0_EN (1).zip
TMSL2.0_JA.zip	TMSL2.0_EN_1.zip

About Modifying the Agent Installer Package

Safe Lock Intelligent Manager supports specific modifications to the agent installer package. If you choose to modify the agent installer package, use caution and observe the following requirements:

- Modify only the `Setup.ini` and `trend.cer` files.
- Maintain the internal directory structure of the agent installer package.
- Modify the agent installer package at your own risk.

Configuring Component Download Locations

Procedure

1. Go to **Administration > Components > Update Source** in the navigation at the top of the web console.

The **Server Update Source** screen appears.

2. Select the appropriate download location for your environment:

OPTION	DESCRIPTION
Trend Micro ActiveUpdate server	Use the Trend Micro-managed update server on the Internet.
Internet or local server	Specify an update server that does not require authentication.
Local server requiring authentication	Specify a local, private update server that requires authentication.

Configuring Notification Settings

Safe Lock Intelligent Manager sends the following types of notifications based on configured settings:

- **General:** Notification of information and warning messages sent to Safe Lock Intelligent Manager by endpoints after blocking files

Trend Micro Safe Lock Intelligent Manager Scan Result

Trend Micro Safe Lock blocked access to the file FileHash_20170612110747.txt.bat.
Safe Lock required action to the file on 10-02-2017 20:09:06.

Safe Lock scanned the file. Scan results are displayed below.
To manage this event, go to <https://10.1.192.3:443/UI/EventDetail.html#%7B%22LogGUID%22%3A%22e5eddb80-d0b6-4c1c-a27e-56d925f23294%22%7D>.

Scan Result

Scan result:	No malware detected
Threat ID:	--
Threat name:	--
Virus Scan Engine:	9.850.1008
Virus Pattern:	12.475.00
Spyware Pattern:	1.723.00
IntelliTrap Pattern:	0.227.00
IntelliTrap Exception Pattern:	1.283.00

Trend Micro Safe Lock Intelligent Manager

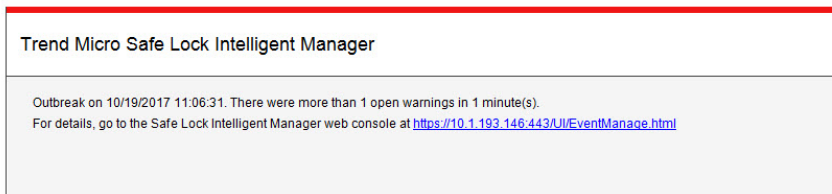
Action required

Trend Micro Safe Lock detected a warning event that requires attention.
Safe Lock blocked access to the file FileHash_20170612110747.txt.bat on 10-02-2017 20:09:06. File not found in approved list.
Your action is required.

To manage this event, go to <https://10.1.192.3:443/UI/EventDetail.html#%7B%22LogGUID%22%3A%22E5EDDB80-D0B6-4C1C-A27E-56D925F23294%22%7D>.

Event Information

- **Outbreak:** Notification sent when the specified number of open warning messages in the specified time period has passed the threshold



See *Example Notification Messages on page 4-8*.

Procedure

1. Go to **Administration > Notification Settings** in the navigation at the top of the web console.

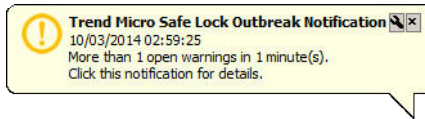
The **Notification Settings** screen appears, open to the **General** tab.

2. To send general notifications using email:
 - a. Select **Send notifications using email**.
 - b. Specify the recipient email addresses.
 - c. Specify your SMTP server settings. For details, see *Configuring SMTP Server Settings on page 4-9*.
 - d. If your SMTP server requires authentication, select **SMTP authentication** and specify credentials.
 - e. To send a test message using this configuration, click **Send Test**.

For more information, see *Configuring SMTP Server Settings on page 4-9*

3. To send general notifications using SNMP:
 - a. Select **Send notifications using SNMP**.
 - b. Specify your SNMP server IPv4 address or Fully Qualified Domain Name (FQDN).

- c. Specify your SNMP Community string.
4. To send general notifications using third party applications:
 - a. Select **Launch a third-party application**.
 - b. Specify the full path to the third-party application.
 - c. Optionally, specify any run-time parameters for the application.
5. To send outbreak notifications:
 - a. Go to the **Outbreak** tab.
 - b. Select **Send outbreak notifications**.
 - c. Specify the threshold number of open warnings in a time period.
 - d. Specify the threshold time period of those warnings.
 - e. To display a Windows notification on the screen of the physical Safe Lock Intelligent Manager server endpoint during outbreaks, select **Display pop-up outbreak notification balloon on the physical Trend Micro Safe Lock Intelligent Manager server**.



Example Notification Messages

If you configure Safe Lock Intelligent Manager to send SMTP or SNMP notifications, Safe Lock Intelligent Manager sends the notifications for all types of events.

TABLE 4-1. Example Notifications

EVENT TYPE	CAUSE	EXAMPLE NOTIFICATION MESSAGE
Outbreak	Outbreak	Trend Micro Safe Lock: Outbreak notification

EVENT TYPE	CAUSE	EXAMPLE NOTIFICATION MESSAGE
Action Required	Blocked file	Trend Micro Safe Lock: [Action required] File access blocked on <computer_name> (<file_name>)
Scan Result	Malware detection	Trend Micro Safe Lock: [Scan Result] Malware detected on <computer_name> (<file_name>)
Warning	Unauthorized change	Trend Micro Safe Lock: [Warning] Unauthorized change of File/Folder allowed on <computer_name>
Warning	Application Lockdown status change	Trend Micro Safe Lock: [Warning] Application Lockdown Turned Off on <computer_name>
Warning	Device access blocked	Trend Micro Safe Lock: [Warning] Device access blocked on <computer_name>

Configuring SMTP Server Settings

This screen allows users to specify SMTP server settings for sending out notifications and scheduled reports.

Procedure

1. Go to **Administration > SMTP Server Settings**.

The **SMTP Server Settings** screen appears.

2. Type the IP address or fully qualified domain name (FQDN) of the SMTP server in the **SMTP server** field.
3. Type the port number.
4. Type the sender's email address in the **Sender** field.
Safe Lock Intelligent Manager uses this address as the sender address (a requirement for some SMTP servers).
5. If the SMTP server requires authentication, select **SMTP authentication**.

6. Type the user name and password.
7. Click **Save**.

To send a test email from Safe Lock Intelligent Manager, select the **Send Test Email** button.



Note

You can send a test email to only one email address or recipient at a time.

About the Account Management Screen

To display the **Account Management** screen, go to **Administration > Account Management** in the navigation at the top of the web console.

Use this screen to manage Safe Lock Intelligent Manager web console accounts.

Trend Micro Safe Lock Intelligent Manager web console accounts have the following privileges:

ACCOUNT TYPE	PRIVILEGES
Administrator	<ul style="list-style-type: none"> • Add, edit, enable, disable, or delete Safe Lock Intelligent Manager web console accounts from the Account Management screen. • Modify their own account description, email address, and password • Specify actions to take on files blocked by agents • View the Safe Lock Intelligent Manager web console Logs & Reports > Server Events screen • Allow or block storage device access on managed endpoints.

ACCOUNT TYPE	PRIVILEGES
Full Control	<ul style="list-style-type: none"> • Modify their own account description, email address, and password • Specify actions to take on files blocked by agents • View the Safe Lock Intelligent Manager web console Logs & Reports > Server Events screen • Allow or block storage device access on managed endpoints.
Storage Device Control	<ul style="list-style-type: none"> • Modify their own account description, email address, and password • Allow or block storage device access on managed endpoints.
Read Only	<ul style="list-style-type: none"> • Modify their own account description, email address, and password

**Note**

The default account created during installation is named “admin” and is the only account that has Administrator privileges.

Adding Accounts

Procedure

1. Log on the web console using the “admin” account.
2. Go to **Administration > Account Management** in the navigation at the top of the web console.

The **Account Management** screen appears.

3. Click **Add**.

The **Add User** screen appears.

4. Specify the privileges for the account.

See *About the Account Management Screen on page 4-10*.

5. Specify the account name.



Only lowercase a to z, 0 to 9, - and _ are supported.

6. Specify whether the account should be **Enabled** or **Disabled** upon creation.
7. Optionally, type an account description.



The following characters are not supported:

> < & " ' "

8. Optionally, specify an email address for this account.
9. Specify the password.



The password must be 8 to 64 alphanumeric characters. The following characters are not supported:

| > " : < \ spaces

Editing Accounts

Only an account with Administrator privileges is able to add, enable or disable, or delete accounts. All other accounts are only able to edit their own account description, email address, and password.

Procedure

1. Go to **Administration > Account Management** in the navigation at the top of the web console.

The **Account Management** screen appears.

2. Click the user name of the account.

The **Edit User** screen appears.

3. Modify settings.
-

Configuring Proxy Settings

Procedure

1. Go to **Administration > Proxy Settings** in the navigation at the top of the web console.

The **Proxy Settings** screen appears.

2. To configure proxy settings for updates:
 - a. Select **Use a proxy server for pattern and engine updates**.
 - b. Specify the IPv4 address or FQDN of the proxy server.
 - c. Specify the port.
 - d. If your proxy server requires authentication, select **Proxy server authentication** and specify credentials.
3. To configure proxy settings used by Safe Lock Intelligent Manager when sending messages to Safe Lock agents:
 - a. Select **Use a proxy server when Safe Lock Intelligent Manager communicates to Safe Lock agents**.

- b. Specify the IPv4 address or FQDN of the proxy server.
- c. Specify the port.
- d. If your proxy server requires authentication, select **Proxy server authentication** and specify credentials.

**Tip**

To configure proxy settings used by Safe Lock agents when sending messages to Safe Lock Intelligent Manager:

- Before remote installation: Add the proxy information to the configuration file used by the agent installer package.
- After remote installation: Use the **SLCmd.exe** Command Line Interface tool on the local Safe Lock agent.

About the License Management Screen

To display the **License Management** screen, go to **Administration > License Management** in the navigation at the top of the web console.

The following details appear on this screen:

ITEM	DESCRIPTION
Status	Displays "Activated" or "Expired"
Type	Displays "Full" or "Trial"
Expiration	Displays the date when features and support end
Activation Code	Displays the Activation Code For more information, see Changing Activation Codes on page 4-15
Last Updated	Displays the last time the Activation Code was updated

Changing Activation Codes

Procedure

1. Go to **Administration > License Management** in the navigation at the top of the web console.

The **License Management** screen appears.

2. Click **Specify Activation Code**.
3. Type your new Trend Micro Safe Lock Intelligent Manager Activation Code.

To remotely renew agent licenses, see [Renewing Agent Licenses on page 7-27](#).



Note

Click **Refresh** to update your product license. A connection with the Trend Micro server is required.

Chapter 5

Using the Agent Console

This chapter describes how to configure Trend Micro Safe Lock using the agent console on the endpoint.

Topics in this chapter include:

- *Setting Up the Approved List on page 5-2*
- *About the Agent Console on page 5-6*
- *About the Approved List on page 5-10*
- *Account Types on page 5-17*
- *About Feature Settings on page 5-19*

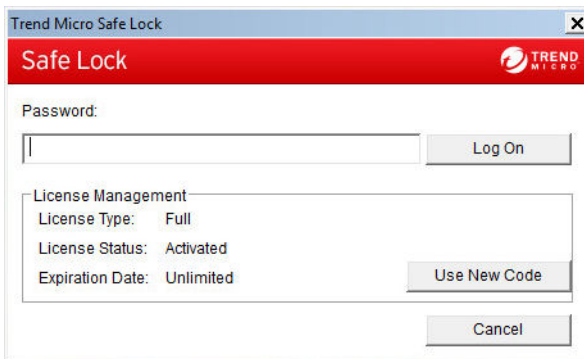
Setting Up the Approved List

Before Trend Micro Safe Lock can protect the endpoint, it must check the endpoint for existing applications and installers necessary for the system to run correctly.

Procedure

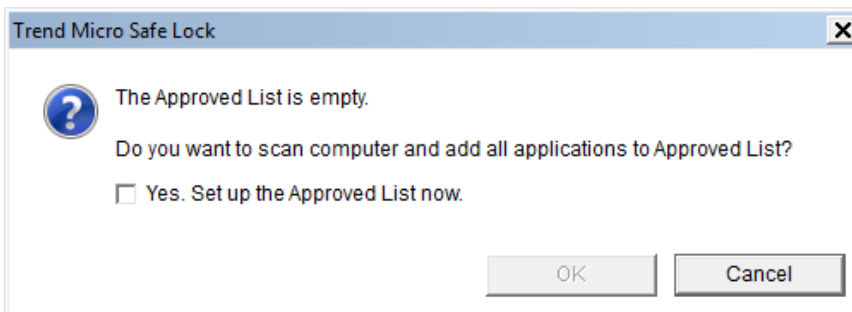
1. Open the Safe Lock console.

The Safe Lock log on screen appears.



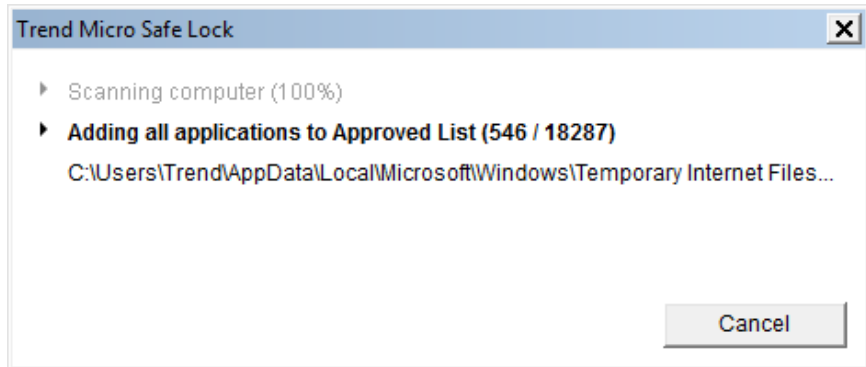
2. Provide the password and click **Login**.

Safe Lock asks if you want to set up the Approved List now.

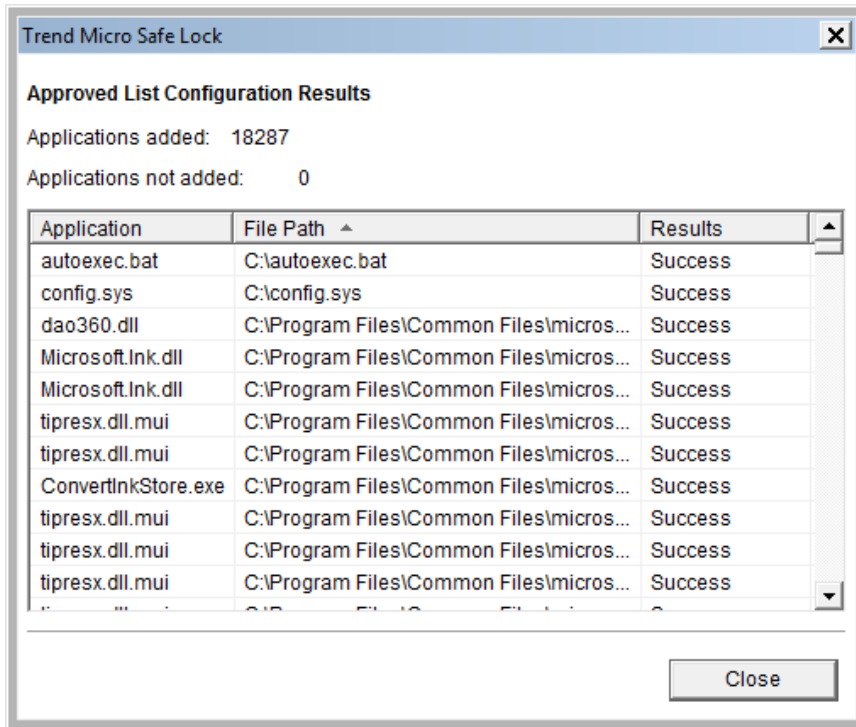


3. At the notification window, select **Yes. Set up the Approved List now** and click **OK**.

Safe Lock scans the endpoint and adds all applications to the Approved List.



Safe Lock displays the Approved List Configuration Results.



Note

When Trend Micro Safe Lock Application Lockdown is on, only applications that are in the Approved List will be able to run.

4. Click **Close**.

Configuring Pop-up Notifications for Blocked Files

The administrator can set up a notification that displays on managed endpoints when Safe Lock blocks and prevents unapproved files from running or making changes to managed endpoints. This notification alerts the administrator of any blocking event and provides details about the blocked file.



Note

- This feature is disabled by default.
 - Safe Lock only supports feature customization using the agent Setup.ini file and requires re-deployment to apply the customization.
-

TABLE 5-1. Configuring Pop-up Notifications for Blocked Files

SETTING	DEFAULT	WHERE TO ACCESS THE SETTING	
		BEFORE AGENT DEPLOYMENT	AFTER AGENT DEPLOYMENT
Enable the notification	Disabled	Customize the <code>BlockNotification</code> section of the agent <code>Setup.ini</code> file.	Use agent Command Line Interface to issue a <code>blockedfilenotification</code> command.
Request for administrator password when closing the notification	Enabled (if the notification feature is enabled)		Not supported
Display event details (file name, file path, and event time)			Not supported
Customize the notification title and message	<ul style="list-style-type: none"> Title: Application Blocked Message: A program has been blocked by Trend Micro Safe Lock. Please contact your help desk or administrator. 		Not supported

About the Agent Console

The agent console provides easy access to commonly used features in Trend Micro Safe Lock.

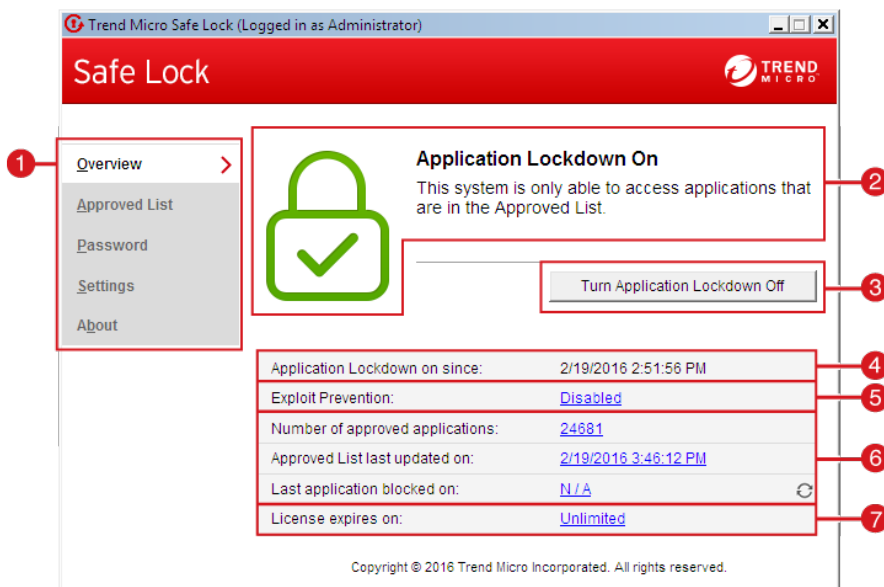



FIGURE 5-1. The Safe Lock console

The following table describes the features available on the console:

TABLE 5-2. Console Feature Descriptions

#	ITEM	DESCRIPTION
1	Overview	Display the software status
	Approved List	Display applications allowed to run and let users manage the list
	Password	Change the Safe Lock administrator or Restricted User passwords (only available to administrators)
	Settings	Enable or disable vulnerability protection settings and export or import the system configuration
	About	Display the product and component version numbers

#	ITEM	DESCRIPTION
2	Status information	The current status of the software
3	Turn Application Lockdown On	Lock down the system, blocking applications not on the Approved List from running
	Turn Application Lockdown Off	<p>Release the system from lock down, allowing applications not on the Approved List to run</p> <hr/> <p> Note After disabling Lockdown mode, Safe Lock Intelligent Manager switches to a “monitor” mode. Safe Lock Intelligent Manager does not block any applications from running, but logs when applications that are not in the Approved List run. You can use these logs to assess if the Approved List contains all the applications required on the endpoint.</p>
4	Application Lockdown on since	The date and time that Application Lockdown was last turned on
	Application Lockdown off since	The date and time that Application Lockdown was last turned off
5	Exploit Prevention	<p>Enabled: All Exploit Prevention features are enabled</p> <p>Click the status to open the settings screen.</p>
		<p>Enabled (Partly): Some Exploit Prevention features are enabled</p> <p>Click the status to open the settings screen.</p>
		<p>Disabled: No Exploit Prevention features are enabled</p> <p>Click the status to open the settings screen.</p>

#	ITEM	DESCRIPTION
6	Approved List status	Click the number of Approved List items or last updated date to open the Approved List. Click the last application blocked date to open the Blocked Application Event Log.
7	License expires on	The time and date that the software expires Click the date to provide a new Activation Code.

Viewing Safe Lock Statuses





You can view your Safe Lock statuses as indicated by the system tray icons.





Note

System Tray icons display if they were enabled during installation.

TABLE 5-3. Status Icon Descriptions

CONSOLE ICON	SYSTEM TRAY ICON	STATUS	DESCRIPTION
		Locked	The Approved List is being enforced. Unauthorized applications cannot be run.
		Unlocked	The Approved List is not being enforced. Unauthorized applications can be run.

CONSOLE ICON	SYSTEM TRAY ICON	STATUS	DESCRIPTION
N/A		Expired	The Safe Lock license has expired, and the system cannot be locked. Update the Activation Code by clicking on the expiration date.
N/A		Blocked	The Safe Lock has blocked and prevented an unapproved application not from running or making changes to the managed endpoint.

About the Approved List

Use the Approved List to display the files that Safe Lock allows to run or make changes to the endpoint.

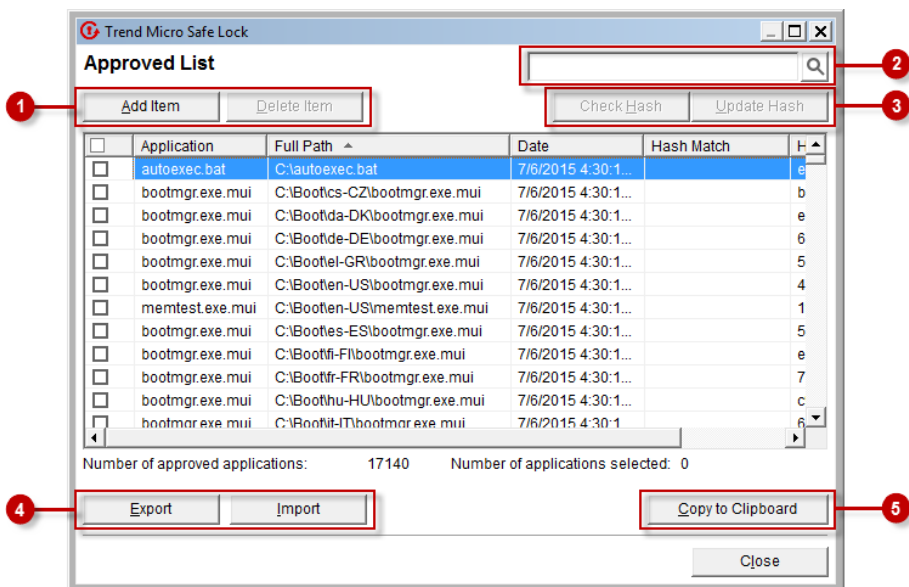


FIGURE 5-2. The Safe Lock Approved List

The following table describes the features available on the **Approved List**.

TABLE 5-4. Approved List Item Descriptions




#	ITEM	DESCRIPTION
1	Add Item/Delete Item	Adds or removes selected items to or from the Approved List.
2	Search bar	Searches the Application and File Path columns.
3	Check Hash/Update Hash	Checks or updates the hash values for applications in the Approved List.
4	Export/Import	Exports or imports the Approved List using a SQL database (.db) file.
5	Copy to Clipboard	Copies the Approved List to the clipboard in the comma separated values (CSV) format for easy review or reporting.

About Hashes

Safe Lock calculates a unique hash value for each file in the Approved List. This value can be used to detect any changes made to a file, since any change results in a different hash value. Comparing current hash values to previous values can help detect file changes.

The following table describes the hash check status icons.

TABLE 5-5. Hash Check Status Icons

ICON	DESCRIPTION
	The calculated hash value matches the stored value.
	The calculated hash value does not match the stored value.
	There was an error calculating the hash value.

Moving or overwriting files manually (without using the Trusted Updater) can result in the hash values not matching, but the mismatch could result from other applications (including malware) altering or overwriting existing files. If unsure why a hash value mismatch has occurred, scan the endpoint for threats with Trend Micro Portable Security.

Checking or Updating Hashes

Checking the hash value of files in the Approved List can help verify the integrity of files currently permitted to run.

Procedure

1. Open the Trend Micro Safe Lock console using the desktop icon (if available) or the **Start** menu by clicking **All Programs > Trend Micro Safe Lock**.
2. Provide the password and click **Login**.
3. Click the **Approved List** menu item to open the list.

To check the file hash values:

- a. Select the files to check. To check all files, select the check box at the top of the Approved List.
- b. Click **Check Hash**.

To update the file hash values:

- a. Select the files to update.
- b. Click **Update Hash**.



Important

If unsure why a hash value mismatch has occurred, scan the endpoint for threats.

Configuring the Approved List

After setting up the Approved List, users can add new programs by clicking **Add Item**, which displays the options in the following table.

TABLE 5-6. Methods for Adding Applications to the Approved List

OPTION	WHEN TO USE
<p>Manually browse and select files</p>	<p>Choose this option when the software already exists on the endpoint and is up-to-date. Adding a file grants permission to run the file, but does not alter the file or the system.</p> <p>For example, if Windows Media Player (<code>wmplayer.exe</code>) is not in the Approved List after initial setup, users can add it to the list using the console.</p>
<p>Automatically add files created or modified by the selected application installer (Trusted Updater)</p>	<p>Choose this option when you need to update or install new applications to your managed endpoint without having to unlock Trend Micro Safe Lock. Trend Micro Safe Lock will add any new or modified files to the Approved List.</p> <p>For example, if Mozilla Firefox needs to be installed or updated, select this option to allow the installation or update, and also add any files created or modified in the process to the Approved List.</p>

Adding or Removing Files

Procedure

1. Open the Trend Micro Safe Lock console using the desktop icon (if available) or the **Start** menu by clicking **All Programs > Trend Micro Safe Lock**.
2. Provide the password and click **Login**.
3. Click the **Approved List** menu item to open the list.

To add an item:

- a. Click **Add Item**, select **Manually browse and select files**, and click **Next**.
- b. In the window that opens, choose **Specific applications**, **All applications in selected folders**, or **All applications in a specified path** from the drop-down list.

A selection window appears.

- c. Select the desired application or folder to add, and click **Open** or **OK**.
- d. Click **OK**. Confirm the items to be added, and click **Approve**.
- e. After adding the desired items to the Approved List, click **Close**.

To remove an item:

- a. Search the Approved List for the application to remove.
 - b. Select the check box next to the file name to be removed, and click **Delete Item**.
 - c. When asked to remove the item, click **OK**.
 - d. Click **OK** again to close the confirmation window.
-

Updating or Installing Using the Trusted Updater

Trend Micro Safe Lock automatically adds applications to the Approved List after the Trusted Updater adds or modifies the program files.

Procedure

1. Open the Trend Micro Safe Lock console using the desktop icon (if available) or the **Start** menu by clicking **All Programs > Trend Micro Safe Lock**.
2. Provide the password and click **Login**.
3. Click the **Approved List** menu item to open the list.
4. To install or update an application, select the installer that the Trusted Updater should temporarily allow to run:
 - a. Click **Add Item**, select **Automatically add files created or modified by the selected application installer**, and click **Next**.
 - b. In the window that opens, choose **Specific installers**, **All installers in folders and subfolders**, or **All installers in a folder** from the drop-down list.
 - c. Select the desired installation package or folder to add, and click **Open**.



Note

Only existing EXE, MSI, BAT, and CMD files can be added to the Trusted Updater.

- d. Check that the correct items appear on the list, and click **Start**.
The **Safe Lock Trusted Updater** window displays.



FIGURE 5-3. The Safe Lock Trusted Updater

5. Install or update the program as usual. When finished, click **Stop** on the Trusted Updater.
6. Check that the correct items appear on the Approved List, and click **Approve**, and then click **Close**.

Exporting or Importing the Approved List

Users can export or import the as a database (.db) file for reuse in mass deployment situations. **Copy to Clipboard** creates a CSV version of the list on the Windows clipboard.



WARNING!

The operating system files used by the exporting and importing endpoints must match exactly. Any difference between the operating system files on the endpoints can lead to operating system malfunctions or system lock-out after importing.

Procedure

1. Open the Trend Micro Safe Lock console using the desktop icon (if available) or the **Start** menu by clicking **All Programs > Trend Micro Safe Lock**.
2. Provide the password and click **Login**.
3. Click the **Approved List** menu item to open the list.

To export the Approved List:

- a. Click **Export**, and choose where to save the file.
- b. Provide a filename, and click **Save**.

To import an Approved List:

- a. Click **Import**, and locate the database file.
 - b. Select the file, and click **Open**.
-

Account Types

Trend Micro Safe Lock Intelligent Manager provides role-based administration, allowing administrators to grant users access to certain features on the main console. Through the configuration file, Safe Lock administrators can specify the features available to the Restricted Users account.

TABLE 5-7. Safe Lock Accounts

ACCOUNT	DETAILS
Administrator	<ul style="list-style-type: none"> • Default account • Full access to Safe Lock functions • Can use both the console and command line interface (CLI)

ACCOUNT	DETAILS
Restricted User	<ul style="list-style-type: none"> • Secondary maintenance account • Limited access to Safe Lock functions • Can only use the console

To enable the Restricted User account, see *Configuring Passwords on page 5-18*. To sign in with a specific account, specify the password for that account.

Configuring Passwords

While the Safe Lock administrator and Restricted User passwords can be changed from the console, only the administrator can change passwords. To log on the console as the administrator account, provide the administrator password when launching the console.



Important

The Safe Lock administrator and Restricted User passwords cannot be the same.

Procedure

1. Open the Trend Micro Safe Lock console using the desktop icon (if available) or the **Start** menu by clicking **All Programs > Trend Micro Safe Lock**.
2. Provide the Safe Lock administrator password and click **Login**.
3. Click the **Password** menu item to display the administrator password page.

To change the Safe Lock administrator password:

- a. Provide the current password, specify and confirm the new password, and click **Save**.



WARNING!

The only way to recover after losing the Safe Lock administrator password is by reinstalling the operating system.

To create a Restricted User password:

- a. Click **Restricted User** at the top of the console.
- b. Select the **Enable Restricted User** check box.
- c. Specify and confirm the password, and click **Save**.

To change an existing Restricted User password:

- a. Specify and confirm the new password, and click **Save**.

About Feature Settings

Safe Lock offers the following protection features.

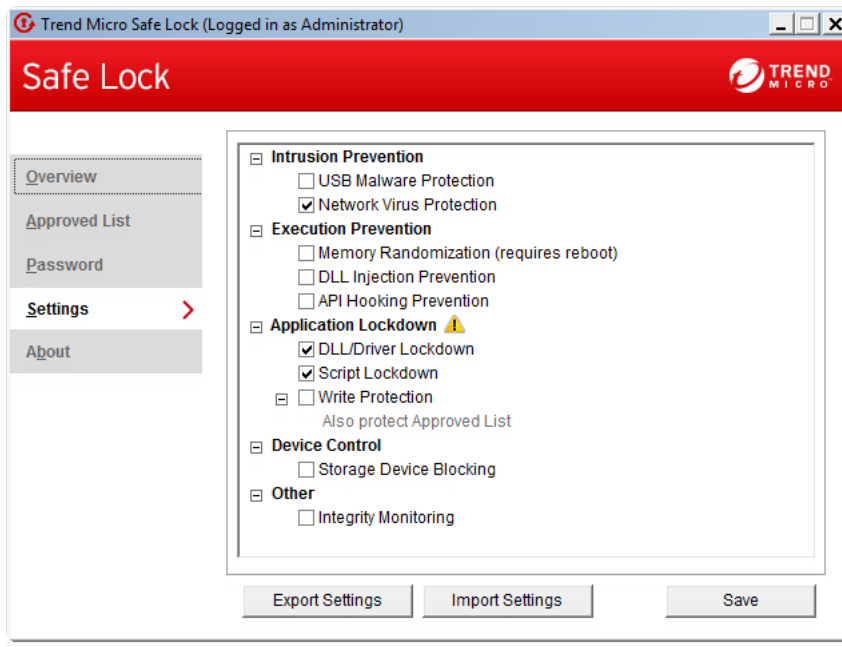



FIGURE 5-4. Safe Lock settings screen

TABLE 5-8. Intrusion Prevention

SETTING	DESCRIPTION
USB Malware Protection	<p>USB Malware Protection prevents automated threats on USB or remote drives from infecting the endpoint. Just viewing the contents of the drive may be enough to pass along an infection.</p> <p>Enable this feature to prevent files on USB devices from automatically infecting the endpoint.</p>
Network Virus Protection	<p>Network Virus Protection scans incoming and outgoing network traffic, blocking threats from infected computers or other devices on the network.</p> <p>Enable this feature to prevent threats on the network from infecting the endpoint.</p>

TABLE 5-9. Execution Prevention

SETTING	DESCRIPTION
Memory Randomization	<p>Address Space Layout Randomization helps prevent shellcode injection by randomly assigning memory locations for important functions, forcing an attacker to guess the memory location of specific processes.</p> <p>Enable this feature on older operating systems such as Windows XP or Windows Server 2003, which may lack or offer limited Address Space Layout Randomization (ASLR) support.</p> <hr/> <p> Note The endpoint must be restarted to enable or disable Memory Randomization.</p> <hr/>
DLL Injection Prevention	<p>DLL Injection Prevention detects and blocks API call behaviors used by malicious software. Blocking these threats helps prevent malicious processes from running.</p> <p>Never disable this feature except in troubleshooting situations since it protects the system from a wide variety of serious threats.</p>

SETTING	DESCRIPTION
API Hooking Prevention	<p>API Hooking Prevention detects and blocks malicious software that tries to intercept and alter messages used in critical processes within the operating system.</p> <p>Never disable this feature except in troubleshooting situations since it protects the system from a wide variety of serious threats.</p>

TABLE 5-10. Application Lockdown



SETTING	DESCRIPTION	
DLL/Driver Lockdown	DLL/Driver Lockdown prevents unapproved DLLs or drivers from being loaded into the memory of protected endpoints.	 Important To enable DLL/Driver Lockdown, Script Lockdown, or Write Protection, make sure that Application Lockdown is also enabled on the managed endpoint.
Script Lockdown	Script Lockdown prevents unapproved script files from being run on protected endpoints.	
Write Protection	Write Protection prevents write access to objects (files, folders, and registry entries) in the Write Protection List and optionally prevents write access to files in the Approved List.	

TABLE 5-11. Device Control

SETTING	DESCRIPTION
Storage Device Blocking	Blocks storage devices, including USB drives, CD/DVD drives, floppy disks, and network drives from accessing the managed endpoint.

TABLE 5-12. Other

SETTING	DESCRIPTION
Integrity Monitoring	<p>Integrity Monitoring logs events related to changes for files, folders, and the registry on the managed endpoint.</p> <hr/> <p> Note To view Integrity Monitoring logs on the managed endpoint, go to Start > Control Panel > Administrative Tools and access Event Viewer.</p>

Enabling or Disabling Feature Settings



Note

By default, Trend Micro Safe Lock enables the **DLL/Driver Lockdown** and **Script Lockdown** features of the Exploit Prevention settings. If Network Virus Protection was not included in the initial installation, it cannot be selected. Reinstall Trend Micro Safe Lock if Network Virus Protection is not available.

Procedure

1. Open the Trend Micro Safe Lock console using the desktop icon (if available) or the **Start** menu by clicking **All Programs > Trend Micro Safe Lock**.
2. Provide the password and click **Login**.
3. Click the **Settings** menu item to configure Exploit Prevention settings.
4. Enable or disable the desired features.
5. Click **Save**.

Chapter 6

Using the Agent Command Line Interface (CLI)

This chapter describes how to configure and use Trend Micro Safe Lock using the command line interface (CLI).

Topics in this chapter include:

- *Using SLCmd at the Command Line Interface (CLI) on page 6-2*

Using SLCmd at the Command Line Interface (CLI)

Administrators can work with Trend Micro Safe Lock directly from the command line interface (CLI) using the **SLCmd.exe** program.

Procedure

1. Open a command prompt window with Windows administrator privileges.
2. Navigate to the Trend Micro Safe Lock installation folder using the **cd** command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Trend Micro Safe Lock\"
```

3. Type **SLCmd.exe**.
-

SLCmd Program and Console Function Comparison

The following table lists the Trend Micro Safe Lock features available in SLCmd program and the Safe Lock console program..

TABLE 6-1. SLCmd Program at the Command Line Interface (CLI) and Console Function Comparison

FUNCTION	SLCMD PROGRAM AT THE COMMAND LINE INTERFACE (CLI)	CONSOLE
Account Management	Yes	Yes
Approved List Management	Yes	Yes
Decrypt/Encrypt configuration file	Yes	No
Display the blocked log	Yes	Yes
Export/Import Approved List	Yes	Yes

FUNCTION	SLCMD PROGRAM AT THE COMMAND LINE INTERFACE (CLI)	CONSOLE
Export/Import configuration	Yes	Yes
Install	Yes	Yes
Windows Update Support	Yes	No
Application Lockdown	Yes	Yes
Write Protection	Yes	Yes
Write Protection Exceptions	Yes	No
Integrity Monitoring	Yes	Yes
Exception Paths	Yes	No
License Management	Yes	Yes
Administrator password	Yes	Yes
Turn on/off Application Lockdown	Yes	Yes
Enable/disable pop-up notifications for blocked files	Yes	No
Start/Stop Trusted Updater	Yes	Yes
Trusted Hash List	Yes	No
Start/Stop the service	Yes	No
Uninstall	No	No
Storage Device Control	Yes	Yes

Not all settings are available through the command line interface (CLI) or console. See *Working with the Agent Configuration File on page 9-2* for information about modifying the system configuration.

SLCmd Program Commands

The following tables list a summary commands available using the **SLCmd** program at the command line interface (CLI). To use the program, type **SLCmd** and the desired command. Type **SLCmd** and press ENTER to display the list of available commands.



Note

Only a Safe Lock administrator with Windows administrator privileges can use **SLCmd** at the command line interface (CLI). **SLCmd** will prompt for the administrator password before running certain commands.

The following is a full list of commands available using the **SLCmd** program.

General Commands

Perform general actions using the Command Line Interface.

The following table lists the available abbreviated forms of parameters.

TABLE 6-2. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
adminpassword	ap	Manage the Safe Lock administrator password
lock	lo	Manage Application Lockdown status
blockedlog	bl	Manage the applications blocked by Safe Lock
license	lc	Manage the Safe Lock license
settings	set	Manage the Safe Lock settings
service	srv	Manage the Safe Lock service

The following table lists the commands, parameters, and values available.

TABLE 6-3. General Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
help			<p>Display a list of Safe Lock commands</p> <p>For example, type:</p> <pre>SLCmd.exe help</pre>
activate		<activation_code>	<p>Activate the Safe Lock program using the specified Activation Code</p> <p>For example, type:</p> <pre>SLCmd.exe activate XX-XXXX-XXXXX-XXXXX-XXXXX-XXXXX</pre>
set	adminpassword	<new_password>	<p>Change the currently logged on administrator password to the newly specified password</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> set adminpassword P@ssW0Rd</pre>
			<p>Prompt the currently logged on administrator to specify a new password</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> set adminpassword</pre>
set	lock	enable	<p>Turn on Application Lockdown</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> set lock enable</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
		disable	Turn off Application Lockdown For example, type: <code>SILCmd.exe -p <admin_password> set lock disable</code>
			Display the current Safe Lock Application Lockdown status For example, type: <code>SILCmd.exe -p <admin_password> set lock</code>
set	blockedfilenotification	enable	Display a notification on the managed endpoint when Safe Lock blocks a file. For example, type: <code>SILCmd.exe -p <admin_password> set blockedfilenotification enable</code>
		Disable	Do not display any notification when Safe Lock blocks a file. For example, type: <code>SILCmd.exe -p <admin_password> set blockedfilenotification disable</code>
			Display the current notification setting For example, type: <code>SILCmd.exe -p <admin_password> set blockedfilenotification</code>

COMMAND	PARAMETER	VALUE	DESCRIPTION
show	blockedlog		<p>Display a list of applications blocked by Safe Lock</p> <p>For example, type:</p> <pre>SILCmd.exe -p <admin_password> show blockedlog</pre>
show	license		<p>Display the current Safe Lock license information</p> <p>For example, type:</p> <pre>SILCmd.exe show license</pre>
show	settings		<p>Display the current status of the vulnerability attack prevention features</p> <p>For example, type:</p> <pre>SILCmd.exe -p <admin_password> show settings</pre>
start	service		<p>Start the Safe Lock service</p> <p>For example, type:</p> <pre>SILCmd.exe start service</pre>
status			<p>Display the current status of Application Lockdown and the auto update function of the Approved List</p> <p>For example, type:</p> <pre>SILCmd.exe -p <admin_password> status</pre>
stop	service		<p>Stop the Safe Lock service</p> <p>For example, type:</p>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<code>SLCmd.exe -p <admin_password> stop service</code>
<code>version</code>			Display the current versions of Safe Lock components For example, type: <code>SLCmd.exe -p <admin_password> version</code>

Central Management Commands

Configure central management features using the Command Line Interface by typing your command in the following format:

`SLCmd.exe -p <admin_password> <command> <parameter> <value>`

The following table lists the available abbreviated forms of parameters.


TABLE 6-4. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
<code>managedmodeconfiguration</code>	<code>mmc</code>	Manage the configuration file
<code>servercertification</code>	<code>sc</code>	Manage server certificate files
<code>managedmode</code>	<code>mm</code>	Manage agent "Managed Mode"

The following table lists the commands, parameters, and values available.

TABLE 6-5. Central Management Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
<code>decrypt</code>	<code>managedmodeconfiguration</code>	<code><path_of_encrypted_file></code> <code><path_of_decrypted_output_file></code>	Decrypt the configuration file used by Managed Mode

COMMAND	PARAMETER	VALUE	DESCRIPTION
encrypt	managedmodeconfiguration	<path_of_file> <path_of_encrypted_output_file>	Encrypt the configuration file used by Managed Mode
export	managedmodeconfiguration	<path_of_encrypted_output>	Export the encrypted configuration file used by Managed Mode
	servercertification	<path_of_certification_file>	Export the encrypted Safe Lock Intelligent Manager SSL communication certificate file
import	managedmodeconfiguration	<path_of_encrypted_input>	Import the encrypted configuration file used by Managed Mode
	servercertification	<path_of_certification_file>	Import the encrypted Safe Lock Intelligent Manager SSL communication certificate file
set	managedmode	enable [-cfg <path_of_encrypted_file>] [-sc <path_of_certification_file>]	Enable Managed Mode <hr/>  Note Using the optional <code>-cfg</code> value specifies the path of the configuration file. Using the optional <code>-sc</code> value specifies the path of the certificate file.
	managedmode		Display the current Managed Mode status

COMMAND	PARAMETER	VALUE	DESCRIPTION
show	managedmodeconfiguration		Display the configuration used by Managed Mode
test	managedmode		Connect a test Managed Mode session with Safe Lock Intelligent Manager

Optional Feature Commands

Configure optional security features using the Command Line Interface by typing your command in the following format:

SLCmd.exe -p <admin_password> <command> <parameter> <value>

The following table lists the available abbreviated forms of parameters.

TABLE 6-6. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
apihookingprevention	api	Manage API Hooking Prevention
customaction	ca	Manage actions taken when Safe Lock blocks specific types of events
dlldriverlockdown	dd	Manage DLL/Driver Lockdown
dllinjectionprevention	dll	Manage DLL Injection Prevention
exceptionpath	ep	Manage exceptions to Application Lockdown
integritymonitoring	in	Manage Integrity Monitoring
memoryrandomization	mr	Manage Memory Randomization


PARAMETER	ABBREVIATION	USE
networkvirusprotection	net	Manage Network Virus Protection
script	scr	Manage Script Lockdown
storagedeviceblocking	sto	Allows or blocks storage devices (CD/DVD drives, floppy disks, and network drives) from accessing the managed endpoint.
usbmalwareprotection	usb	Manage USB Malware Protection
writeprotection	wp	Manage Write Protection
writeprotection- includes-approvedlist	wpal	Manage Write Protection includes Approved List

The following table lists the commands, parameters, and values available.

TABLE 6-7. Optional Feature Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
set	apihookingprevention	enable	Enable API Hooking Prevention For example, type: <code>SLCmd.exe -p <admin_password> set apihookingprevention enable</code>
		disable	Disable API Hooking Prevention For example, type: <code>SLCmd.exe -p <admin_password> set</code>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p><code>apihookingprevention disable</code></p> <p>Display the current status of API Hooking Prevention</p> <p>For example, type:</p> <pre>SICmd.exe -p <admin_password> set apihookingprevention</pre>
<code>set</code>	<code>customaction</code>	<code>ignore</code>	<p>Ignore blocked files or processes when Application Lockdown blocks any of the following events:</p> <ul style="list-style-type: none"> • Process launch • DLL loading • Script file access <p>For example, type:</p> <pre>SICmd.exe -p <admin_password> set customaction ignore</pre>
		<code>quarantine</code>	<p>Quarantine blocked files or processes when Application Lockdown blocks any of the following events:</p> <ul style="list-style-type: none"> • Process launch • DLL loading • Script file access <p>For example, type:</p> <pre>SICmd.exe -p <admin_password> set customaction quarantine</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note Safe Lock does not support a custom action of “quarantine” on Windows XP or Windows 2003.
		ask	Ask what to do for blocked files or processes when Application Lockdown blocks any of the following events: <ul style="list-style-type: none"> • Process launch • DLL loading • Script file access For example, type: <pre>SLCmd.exe -p <admin_password> set customaction ask</pre>
			Display the current setting for actions taken when Safe Lock blocks specific types of events
set	dlldriverlockdown	enable	Enable DLL/Driver Lockdown For example, type: <pre>SLCmd.exe -p <admin_password> set dlldriverlockdown enable</pre>
		disable	Disable DLL/Driver Lockdown For example, type:

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p><code>SLCmd.exe -p <admin_password> set dlldriverlockdown disable</code></p> <p>Display the current status of DLL/Driver Lockdown</p> <p>For example, type:</p> <p><code>SLCmd.exe -p <admin_password> set dlldriverlockdown</code></p>
set	dllinjectionprevention	enable	<p>Enable DLL Injection Prevention</p> <p>For example, type:</p> <p><code>SLCmd.exe -p <admin_password> set dllinjectionprevention enable</code></p>
		disable	<p>Disable DLL Injection Prevention</p> <p>For example, type:</p> <p><code>SLCmd.exe -p <admin_password> set dllinjectionprevention disable</code></p>
			<p>Display the current status of DLL Injection Prevention</p> <p>For example, type:</p> <p><code>SLCmd.exe -p <admin_password> set dllinjectionprevention</code></p>
set	exceptionpath	enable	<p>Enable exceptions to Application Lockdown</p>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			For example, type: <code>SLCmd.exe -p <admin_password> set exceptionpath enable</code>
		disable	Disable exceptions to Application Lockdown For example, type: <code>SLCmd.exe -p <admin_password> set exceptionpath disable</code>
			Display current setting for using exceptions to Application Lockdown For example, type: <code>SLCmd.exe -p <admin_password> set exceptionpath</code>
set	integritymonitoring	enable	Enable Integrity Monitoring For example, type: <code>SLCmd.exe -p <admin_password> set integritymonitoring enable</code>
		disable	Disable Integrity Monitoring For example, type: <code>SLCmd.exe -p <admin_password> set integritymonitoring disable</code>
			Display the current status of Integrity Monitoring

COMMAND	PARAMETER	VALUE	DESCRIPTION
			For example, type: <code>SLCmd.exe -p <admin_password> set integritymonitoring</code>
set	memoryrandomization	enable	Enable Memory Randomization For example, type: <code>SLCmd.exe -p <admin_password> set memoryrandomization enable</code>
		disable	Disable Memory Randomization For example, type: <code>SLCmd.exe -p <admin_password> set memoryrandomization disable</code>
			Display the current status of Memory Randomization For example, type: <code>SLCmd.exe -p <admin_password> set memoryrandomization</code>
set	networkvirusprotection	enable	Enable Network Virus Protection For example, type: <code>SLCmd.exe -p <admin_password> set networkvirusprotection enable</code>

COMMAND	PARAMETER	VALUE	DESCRIPTION
		disable	Disable Network Virus Protection For example, type: <code>SLCmd.exe -p <admin_password> set networkvirusprotection disable</code>
			Display the current status of Network Virus Protection For example, type: <code>SLCmd.exe -p <admin_password> set networkvirusprotection</code>
set	script	enable	Enable Script Lockdown For example, type: <code>SLCmd.exe -p <admin_password> set script enable</code>
		disable	Disable Script Lockdown For example, type: <code>SLCmd.exe -p <admin_password> set script disable</code>
			Display the current status of Script Lockdown For example, type: <code>SLCmd.exe -p <admin_password> set script</code>
set	storagedeviceblocking	enable	Enable Storage Device Blocking

COMMAND	PARAMETER	VALUE	DESCRIPTION
			For example, type: <code>SLCmd.exe -p <admin_password> set storagedeviceblocking enable</code>
		disable	Disable Storage Device Blocking For example, type: <code>SLCmd.exe -p <admin_password> set storagedeviceblocking disable</code>
			Display the current status of Storage Device Blocking For example, type: <code>SLCmd.exe -p <admin_password> set storagedeviceblocking</code>
set	usbmalwareprotection	enable	Enable USB Malware Protection For example, type: <code>SLCmd.exe -p <admin_password> set usbmalwareprotection enable</code>
		disable	Disable USB Malware Protection For example, type: <code>SLCmd.exe -p <admin_password> set usbmalwareprotection disable</code>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			Display the current status of USB Malware Protection For example, type: <pre>SLCmd.exe -p <admin_password> set usbmalwareprotection</pre>
set	writeprotection	enable	Enable Write Protection For example, type: <pre>SLCmd.exe -p <admin_password> set writeprotection enable</pre>
		disable	Disable Write Protection For example, type: <pre>SLCmd.exe -p <admin_password> set writeprotection disable</pre>
			Display the current status of Write Protection For example, type: <pre>SLCmd.exe -p <admin_password> set writeprotection</pre>
set	writeprotection -includes- approvedlist	enable	Enable protection of the Approved List (in addition to the Write Protection List) when Write Protection is enabled For example, type: <pre>SLCmd.exe -p <admin_password> set writeprotection-</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<code>includes-approvedlist enable</code>
		disable	<p>Disable protection of the Approved List (in addition to the Write Protection List) when Write Protection is enabled</p> <p>For example, type:</p> <pre>SICmd.exe -p <admin_password> set writeprotection- includes-approvedlist disable</pre>
			<p>Display the current status of Write Protection includes Approved List</p> <p>For example, type:</p> <pre>SICmd.exe -p <admin_password> set writeprotection- includes-approvedlist</pre>

Restricted User Account Commands

Configure the Restricted User Account using the Command Line Interface by typing your command in the following format:

```
SICmd.exe -p <admin_password> <command> <parameter> <value>
```

The following table lists the available abbreviated forms of parameters.

TABLE 6-8. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
user	us	Manage the Restricted User account

PARAMETER	ABBREVIATION	USE
userpassword	up	Manage the Restricted User password

The following table lists the commands, parameters, and values available.

TABLE 6-9. Restricted User Account Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
set	user	enable	Enable the Restricted User account For example, type: <code>SLCmd.exe -p <admin_password> set user enable</code>
		disable	Disable the Restricted User account For example, type: <code>SLCmd.exe -p <admin_password> set user disable</code>
			Display the the Restricted User account status For example, type: <code>SLCmd.exe -p <admin_password> set user</code>
set	userpassword	<new_password>	Change the Restricted User account password to the newly specified password For example, type: <code>SLCmd.exe -p <admin_password> set userpassword P@ssW0rd</code>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p>Prompt the currently logged on administrator to specify a new Restricted User account password</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> set userpassword</pre>

Script Commands

Deploy scripts using the Command Line Interface by typing your command in the following format:

SLCmd.exe -p <admin_password> <command> <parameter> <value>

The following table lists the available abbreviated forms of parameters.


TABLE 6-10. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
script	scr	Manage script commands

The following table lists the commands, parameters, and values available.

TABLE 6-11. Script Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
add	script	<extension> <interpreter1 > [interpreter2] ...	<p>Add the specified script extension and the interpreter(s) required to execute the script</p> <p>For example, to add the script extension <code>JSP</code> with the interpreter file <code>jscript.js</code>, type:</p>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<pre>SLCmd.exe -p <admin_password> add script jsp C:\Scripts\jscript.js</pre>
remove	script	<extension> [interpreter1] [interpreter2] ...	<p>Remove the specified script extension and the interpreter(s) required to execute the script</p> <p>For example, to remove the script extension <code>JSP</code> with the interpreter file <code>jscript.js</code>, type:</p> <pre>SLCmd.exe -p <admin_password> remove script jsp C:\Scripts \jscript.js</pre> <hr/> <p> Note</p> <p>If you do not specify any interpreter, the command removes all interpreters related to the script extension. If you specify interpreters, the command only removes the interpreters specified from the script extension rule.</p>
show	script		<p>Display all script rules</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> show script</pre>

Approved List Commands

Configure the Approved List using the Command Line Interface by typing your command in the following format:

SLCmd.exe -p <admin_password> <command> <parameter> <value>


The following table lists the available abbreviated forms of parameters.

TABLE 6-12. Abbreviations and Uses



PARAMETER	ABBREVIATION	USE
approvedlist	al	Manage files in the Approved List
list	li	Manage the Approved List import and export functions

The following table lists the commands, parameters, and values available.

TABLE 6-13. Approved List Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
add	approvedlist	[-r] <file_or_folder_path>	<p>Add the specified file to the Approved List</p> <p>For example, to add all Microsoft Office files to the Approved List, type:</p> <pre>SLCmd.exe -p <admin_password> add approvedlist -r "C:\Program Files\Microsoft Office"</pre> <hr/> <p> Note Using the optional -r value includes the specified folder and related subfolders.</p>
remove	approvedlist	<file_path>	<p>Remove the specified file from the Approved List</p> <p>For example, to remove notepad.exe from the Approved List, type:</p> <pre>SLCmd.exe -p <admin_password> remove</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<code>approvedlist C:\Windows\notepad.exe</code>
show	<code>approvedlist</code>		<p>Display the files in the Approved List</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> show approvedlist</pre>
check	<code>approvedlist</code>	<code>-f</code>	<p>Update the hash values in the Approved List and displays detailed results</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> check approvedlist -f</pre>
		<code>-q</code>	<p>Update the hash values in the Approved List and displays summarized results</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> check approvedlist -q</pre>
		<code>-v</code>	<p>Compare the hash values in the Approved List with the hash values calculated from the actual files and prompts the user after detecting mismatched values</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> check approvedlist -v</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
export	list	<output_file>	<p>Export the Approved List to the file path and file name specified</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> export list c:\approvedlist\ap.db</pre> <hr/> <p> Note</p> <p>The output file type must be DB format.</p>
import	list	[-o] <input_file>	<p>Import an Approved List from the file path and file name specified</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> import list c:\approvedlist\ap.db</pre> <hr/> <p> Note</p> <p>The input file type must be DB format.</p> <p>Using the optional -o value overwrites the existing list.</p>

Application Lockdown Commands

Perform actions related to Application Lockdown using the Command Line Interface by typing your command in the following format:

```
SLCmd.exe -p <admin_password> <command> <parameter> <value>
```

The following table lists the available abbreviated forms of parameters.

TABLE 6-14. Abbreviations and Uses




PARAMETER	ABBREVIATION	USE
quarantinedfile	qf	Manage quarantined files
exceptionpath	ep	Manage exceptions to Application Lockdown


The following table lists the commands, parameters, and values available.

TABLE 6-15. Application Lockdown Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
show	quarantinedfile		Display a list of quarantined files
restore	quarantinedfile	<id> [-a1] [-f]	Restore the specified file from quarantine Using the optional -a1 value also adds the restored file to Approved List. Using the optional -f value forces the restore.
remove	quarantinedfile	<id>	Delete the specified file
show	exceptionpath		Display current exceptions to Application Lockdown For example, type: SLCmd.exe -p <admin_password> show exceptionpath
add	exceptionpath	-e <file_path> -t file	Add an exception for the specified file For example, type: SLCmd.exe -p <admin_password> add exceptionpath -e c:\sample.bat -t file

COMMAND	PARAMETER	VALUE	DESCRIPTION
		-e <folder_path> -t folder	Add an exception for the specified folder For example, type: SLCmd.exe -p <admin_password> add exceptionpath -e c: \folder -t folder
		-e <folder_path> -t folderandsub	Add an exception for the specified folder and related subfolders For example, type: SLCmd.exe -p <admin_password> add exceptionpath -e c: \folder -t folderandsub
		-e <regular_expr ession> -t regexp	Add an exception using the regular expression. For example, type: <ul style="list-style-type: none"> • SLCmd.exe -p <admin_password> add exceptionpath -e c:\ \folder\.* -t regexp • SLCmd.exe -p <admin_password> add exceptionpath -e \\\ \computer\folder\.* \file\.* -t regexp
remove	exceptionpath	-e <file_path> -t file	Remove an exception for the specified file For example, type: SLCmd.exe -p <admin_password> remove exceptionpath -e c:\sample.bat -t file

COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note Specify the exact <file_path> originally specified in the corresponding add command.
		-e <folder_path> -t folder	Remove an exception for the specified folder For example, type: SLCmd.exe -p <admin_password> remove exceptionpath -e c:\folder -t folder <hr/>  Note Specify the exact <folder_path> originally specified in the corresponding add command.
		-e <folder_path> -t folderandsub	Remove an exception for the specified folder and related subfolders For example, type: SLCmd.exe -p <admin_password> remove exceptionpath -e c:\folder -t folderandsub <hr/>  Note Specify the exact <folder_path> originally specified in the corresponding add command.

COMMAND	PARAMETER	VALUE	DESCRIPTION
		<pre>-e <regular_expression> -t regexp</pre>	<p>Remove an exception using the regular expression.</p> <p>For example, type: <code>SLCmd.exe -p <admin_password> remove exceptionpath -e c:\\test\\.* -t regexp</code></p> <hr/> <p> Note</p> <p>Specify the exact <code><regular_expression></code> originally specified in the corresponding add command.</p>
test	exceptionpath	<pre><regular_expression> <string> -t regexp</pre>	<p>Check if the regular expression matches the string.</p> <p>For example, type: <code>SLCmd.exe -p <admin_password> test exceptionpath C:\\test\\.* C:\\test\\sample.exe -t regexp</code></p>

Write Protection Commands

Configure Write Protection List and Write Protection Exception List using the Command Line Interface by typing your command in the following format:

```
SLCmd.exe -p <admin_password> <command> <parameter> <value>
```

The following table lists the available abbreviated forms of parameters.

TABLE 6-16. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
writeprotection	wp	Manage the Write Protection feature


PARAMETER	ABBREVIATION	USE
writeprotection-file	wpfi	Manage files in the Write Protection List
writeprotection-folder	wpfo	Manage folders in the Write Protection List
writeprotection-regvalue	wprv	Manage registry values and associated registry keys in the Write Protection List
writeprotection-regkey	wprk	Manage registry keys in the Write Protection List
writeprotection-file-exception	wpfie	Manage files in the Write Protection Exception List
writeprotection-folder-exception	wpfoe	Manage folders in the Write Protection Exception List
writeprotection-regvalue-exception	wprve	Manage registry values and associated registry keys in the Write Protection Exception List
writeprotection-regkey-exception	wprke	Manage registry keys in the Write Protection Exception List


The following tables list the commands, parameters, and values available.


TABLE 6-17. Write Protection List “File” Commands


COMMAND	PARAMETER	VALUE	DESCRIPTION
show	writeprotection		Display the entire Write Protection List
	writeprotection-file		Display the files in the Write Protection List For example, type: <code>SLCmd.exe -p <admin_password> show writeprotection-file</code>


COMMAND	PARAMETER	VALUE	DESCRIPTION
	writeprotection-file-exception		<p>Display the files in the Write Protection Exception List</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> show writeprotection-file-exception</pre>
	writeprotection-folder		<p>Display the folders in the Write Protection List</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> show writeprotection-folder</pre>
	writeprotection-folder-exception		<p>Display the folders in the Write Protection Exception List</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> show writeprotection-folder-exception</pre>
add	writeprotection-file	<file_path>	<p>Add the specified file to the Write Protection List</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> add writeprotection-file archive.txt</pre>


COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note The <file_path> value pattern matches from the end of the path toward the beginning of the path. For example, specifying <code>userfile.txt</code> matches <code>c:\Windows\userfile.txt</code> and <code>c:\Temp\userfile.txt</code> .
	<code>writeprotection-file-exception</code>	<code>-t <file_path></code> <code>-p</code> <code><process_path></code> <code>></code>	Add the specified file and a specific process path for that file to the Write Protection Exception List For example, to add write access by a process named <code>notepad.exe</code> to a file named <code>userfile.txt</code> , type: <pre>SLCmd.exe -p <admin_password> add writeprotection-file-exception -t userfile.txt -p notepad.exe</pre>


COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p> Note</p> <p>The <code>-p</code> and <code>-t</code> values pattern match from the end of the path toward the beginning of the path. For example, specifying <code>userfile.txt</code> matches <code>c:\Windows\userfile.txt</code> and <code>c:\Temp\userfile.txt</code>.</p> <hr/> <p><code>-t <file_path></code> Add the specified file to the Write Protection Exception List</p> <p>For example, to add write access by any process to a file named <code>userfile.txt</code>, type:</p> <pre>SILCmd.exe -p <admin_password> add writeprotection-file- exception -t userfile.txt</pre>



COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p> Note</p> <p>The <code>-t</code> value pattern matches from the end of the path toward the beginning of the path. For example, specifying <code>userfile.txt</code> matches <code>c:\Windows\userfile.txt</code> and <code>c:\Temp\userfile.txt</code>.</p> <hr/> <p><code>-p</code> <code><process_path</code> <code>></code></p> <p>Add the specified process path to the Write Protection Exception List</p> <p>For example, to add write access by a process named <code>notepad.exe</code> to any files, type:</p> <pre>SLCmd.exe -p <admin_password> add writeprotection-file-exception -p notepad.exe</pre>


COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note The <code>-p</code> value pattern matches from the end of the process path toward the beginning of the path. For example, specifying <code>notepad.exe</code> matches <code>c:\Windows\notepad.exe</code> and <code>c:\Temp\notepad.exe</code> .
	writeprotection-folder	[-r] <folder_path>	Add the specified folder(s) to the Write Protection List For example, type: <pre>SLCmd.exe -p <admin_password> add writeprotection-folder -r userfolder</pre>



COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note Using the optional <code>-r</code> value includes the specified folder and related subfolders. The <code><folder_path></code> value pattern matches from the end of the path toward the beginning of the path. For example, specifying <code>userfile.txt</code> matches <code>c:\Windows\userfolder</code> and <code>c:\Temp\userfolder</code> .
	<code>writeprotection- folder-exception</code>	<code>[-r] -t <folder_path> -p <process_path> ></code>	Add the specified folder and processes run from the specified path to the Write Protection Exception List For example, to add write access by a process named <code>notepad.exe</code> to a folder and related subfolders at <code>c:\Windows\System32\Temp</code> , type: <pre>SLCmd.exe -p <admin_password> add writeprotection- folder-exception -r -t c:\Windows \System32\Temp -p notepad.exe</pre>


COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p> Note</p> <p>Using the optional <code>-r</code> value includes the specified folder and related subfolders.</p> <p>The <code>-p</code> and <code>-t</code> values pattern match from the end of the path toward the beginning of the path. For example, specifying <code>userfile.txt</code> matches <code>c:\Windows\userfile.txt</code> and <code>c:\Temp\userfile.txt</code>.</p> <hr/> <p><code>[-r] -t</code> <code><folder_path></code></p> <p>Add the specified folder(s) to the Write Protection Exception List</p> <p>For example, to add write access by any process to a folder at <code>userfolder</code>, type:</p> <pre>SLCmd.exe -p <admin_password> add writeprotection- folder-exception -r -t userfolder</pre>


COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p> Note</p> <p>Using the optional <code>-r</code> value includes the specified folder and related subfolders.</p> <p>The <code>-t</code> value pattern matches from the last part of the folder path toward the beginning of the path. For example, specifying <code>userfolder</code> matches <code>c:\Windows\userfolder</code> and <code>c:\Temp\userfolder</code>.</p> <hr/> <p><code>-p</code> <code><process_path</code> <code>></code></p> <p>Add processes run from the specified paths to the Write Protection Exception List</p> <p>For example, to add write access by a process named <code>notepad.exe</code> to any folder, type:</p> <pre>SLCmd.exe -p <admin_password> add writeprotection- folder-exception -p c: \Windows\notepad.exe</pre>


COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note The <code>-p</code> value pattern matches from the end of the process path toward the beginning of the path. For example, specifying <code>notepad.exe</code> matches <code>c:\Windows\notepad.exe</code> and <code>c:\Temp\notepad.exe</code> .
<code>remove</code>	<code>writeprotection-file</code>	<code><file_path></code>	Remove the specified file from the Write Protection List For example, type: <pre>SLCmd.exe -p <admin_password> remove writeprotection-file archive.txt</pre> <hr/>  Note Specify the exact <code><file_path></code> originally specified in the corresponding add command.
	<code>writeprotection-file-exception</code>	<code>-t <file_path></code> <code>-p</code> <code><process_path></code> <code>></code>	Remove the specified file and process path from the Write Protection Exception List For example, type:

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<pre>SICmd.exe -p <admin_password> remove writeprotection-file- exception -t userfile.txt -p notepad.exe</pre> <hr/> <p> Note Specify the exact <file_path> and <process_path> originally specified in the corresponding add command.</p> <hr/>
		-t <file_path>	<p>Remove the specified file from the Write Protection Exception List</p> <p>For example, type:</p> <pre>SICmd.exe -p <admin_password> remove writeprotection-file- exception -t userfile.txt</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p data-bbox="817 256 862 295"> Note</p> <p data-bbox="876 295 1094 597">The <code>-t</code> value pattern matches from the end of the path toward the beginning of the path. For example, specifying <code>userfile.txt</code> matches <code>c:\Windows\userfile.txt</code> and <code>c:\Temp\userfile.txt</code>.</p> <hr/> <p data-bbox="637 636 798 701"><code>-p</code> <process_path> ></p> <p data-bbox="811 636 1094 701">Remove the specified process path from the Write Protection Exception List</p> <p data-bbox="811 727 999 750">For example, type:</p> <pre data-bbox="811 776 1072 938">SLCmd.exe -p <admin_password> remove writeprotection-file-exception -p notepad.exe</pre> <hr/> <p data-bbox="817 987 862 1026"> Note</p> <p data-bbox="876 1026 1094 1351">The <code>-p</code> value pattern matches from the end of the process path toward the beginning of the path. For example, specifying <code>notepad.exe</code> matches <code>c:\Windows\notepad.exe</code> and <code>c:\Temp\notepad.exe</code>.</p>

COMMAND	PARAMETER	VALUE	DESCRIPTION
	writeprotection- folder	<code>[-r] <folder_path></code>	<p>Remove the specified folder(s) from the Write Protection List</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> remove writeprotection-folder -r c:\Windows</pre> <hr/> <p> Note</p> <p>Using the optional <code>-r</code> value includes the specified folder and related subfolders.</p> <p>Specify the exact <code><folder_path></code> and <code>-r</code> value originally specified in the corresponding add command.</p>
	writeprotection- folder-exception	<code>[-r] -t <folder_path> -p <process_path> ></code>	<p>Remove the specified folder and process path from the Write Protection Exception List</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> remove writeprotection- folder-exception -r -t c:\Windows \System32\Temp -p c: \Windows\notepad.exe</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p> Note</p> <p>Using the optional <code>-r</code> value includes the specified folder and related subfolders.</p> <p>Specify the exact <code><folder_path></code>, <code><process_path></code>, and <code>-r</code> value originally specified in the corresponding add command.</p> <hr/> <p><code>[-r] -t</code> <code><folder_path></code></p> <p>Remove the specified folder(s) from the Write Protection Exception List</p> <p>For example, type:</p> <pre>SLCmd.exe -p <admin_password> remove writeprotection- folder-exception -r -t userfolder</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note Using the optional <code>-r</code> value includes the specified folder and related subfolders. The <code>-t</code> value pattern matches from the last part of the folder path toward the beginning of the path. For example, specifying <code>userfolder</code> matches <code>c:\Windows\userfolder</code> and <code>c:\Temp\userfolder</code> .
		<code>-p</code> <code><process_path</code> <code>></code>	Remove the specified process path from the Write Protection Exception List For example, type: <pre> SICmd.exe -p <admin_password> remove writeprotection- folder-exception -p c: \Windows\System32 </pre>







COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note The <code>-p</code> value pattern matches from the end of the process path toward the beginning of the path. For example, specifying <code>notepad.exe</code> matches <code>c:\Windows\notepad.exe</code> and <code>c:\Temp\notepad.exe</code> .



TABLE 6-18. Write Protection List “Registry” Commands



COMMAND	PARAMETER	VALUE	DESCRIPTION
show	<code>writeprotection</code>		Display the entire Write Protection List
	<code>writeprotection-regvalue</code>		Display the registry values in the Write Protection List
	<code>writeprotection-regvalue-exception</code>		Display the registry values in the Write Protection Exception List
	<code>writeprotection-regkey</code>		Display the registry keys in the Write Protection List
	<code>writeprotection-regkey-exception</code>		Display the registry keys in the Write Protection Exception List
add	<code>writeprotection-regvalue</code>	<code><path_of_registry_key></code> <code><registry_value></code>	Add the specified registry value and its related registry key to the Write Protection List For example, to add the registry value of “testvalue” in the “HKEY\test” registry key to the Write Protection List, type:



COMMAND	PARAMETER	VALUE	DESCRIPTION
			<pre>SIcmd.exe -p <admin_password> add writeprotection-regvalue HKEY\test testvalue</pre>
	writeprotection- regvalue- exception	-t <path_of _registry _key> <registry _value> -p <process _path>	Add the specified registry value and its related registry key and a specific process path for that value to the Write Protection Exception List <hr/>  Note This command allows write access by the specified process to the specified registry values. The -p value pattern matches from the end of the path toward the beginning of the path.
		-t <path_of _registry _key> <registry _value>	Add the specified registry value and its related registry key to the Write Protection Exception List <hr/>  Note This command allows write access by any process to the specified registry value.
		-p <process _path>	Add the specified process to the Write Protection Exception List



COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note This command allows write access by the specified process to any registry values. The <code>-p</code> value pattern matches from the end of the process path toward the beginning of the path.
	<code>writeprotection-regkey</code>	<code>[-r] <path_of_registry_key></code>	Add the specified registry key to the Write Protection List  Note Using the optional <code>-r</code> value includes the specified registry key and related subkeys.
	<code>writeprotection-regkey-exception</code>	<code>[-r] -t <path_of_registry_key> -p <process_path></code>	Add the specified registry key and processes run from the specified path to the Write Protection Exception List

COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note This command allows write access by the specified process to the specified registry keys. Using the optional <code>-r</code> value includes the specified registry key and related subkeys. The <code>-p</code> value pattern matches from the end of the process path toward the beginning of the path.
		<code>[-r] -t <path_of _registry _key></code>	Add the specified registry key to the Write Protection Exception List <hr/>  Note This command allows write access by any process to the specified registry keys. Using the optional <code>-r</code> value includes the specified registry key and related subkeys.
		<code>-p <process _path></code>	Add processes run from the specified paths to the Write Protection Exception List

COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note This command allows write access by the specified process to any registry keys. The <code>-p</code> value pattern matches from the end of the process path toward the beginning of the path.
remove	<code>writeprotection-regvalue</code>	<code><path_of_registry_key> <registry_value></code>	Remove the specified registry value from the Write Protection List <hr/>  Note Specify the exact <code><path_of_registry_key></code> and <code><registry_value></code> originally specified in the corresponding add command.
	<code>writeprotection-regvalue-exception</code>	<code>-t <path_of_registry_key> <registry_value> -p <process_path></code>	Remove the specified registry value and process path from the Write Protection Exception List

COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note Specify the exact <path_of_registry_key>, <registry_value>, and <process_path> originally specified in the corresponding add command. The -p value pattern matches from the end of the path toward the beginning of the path.
		-t <path_of_registry_key> <registry_value>	Remove the specified registry value from the Write Protection Exception List
		-p <process_path>	Remove the specified process path from the Write Protection Exception List  Note The -p value pattern matches from the end of the path toward the beginning of the path.
writeprotection-regkey		[-r] <path_of_registry_key>	Remove the specified registry key from the Write Protection List

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p> Note</p> <p>Specify the exact <code><path_of_registry_key></code> and <code>-r</code> value originally specified in the corresponding add command.</p> <p>Using the optional <code>-r</code> value includes the specified registry key and related subkeys.</p>
	writeprotection-regkey-exception	<pre>[-r] -t <path_of_registry_key> -p <process_path></pre>	<p>Remove the specified registry key and process path from the Write Protection Exception List</p> <hr/> <p> Note</p> <p>Specify the exact <code><path_of_registry_key></code>, <code><process_path></code>, and <code>-r</code> value originally specified in the corresponding add command.</p> <p>Using the optional <code>-r</code> value includes the specified registry key and related subkeys.</p> <p>The <code>-p</code> value pattern matches from the end of the path toward the beginning of the path.</p>
		<pre>[-r] -t <path_of_registry_key></pre>	<p>Remove the specified registry key from the Write Protection Exception List</p>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			 Note Using the optional <code>-r</code> value includes the specified registry key and related subkeys.
		<code>-p</code> <code><process_path></code>	Remove the specified process path from the Write Protection Exception List  Note The <code>-p</code> value pattern matches from the end of the path toward the beginning of the path.

Trusted Certification Commands

Configure Trusted Certificates using the Command Line Interface by typing your command in the following format:

SICmd.exe `-p` `<admin_password>` **<command>** `<parameter>` `<value>`

The following table lists the available abbreviated forms of parameters.

TABLE 6-19. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
trustedcertification	tc	Manage Trusted Certifications

The following table lists the commands, parameters, and values available.

TABLE 6-20. Trusted Certificate Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
set	trustedcertification	enable	Enable using Trusted Certifications
		disable	Disable using Trusted Certifications
			Display current setting for using Trusted Certifications
show	trustedcertification	[-v]	Display the certificate files in the Trusted Certifications List Using the optional -v value displays detailed information.
add	trustedcertification	-c <file_path> [-l <label>] [-u]	Add the specified certificate file to the Trusted Certifications List Using the optional -l value specifies the unique label for this certificate file. Using the optional -u value treats the file signed by this certificate file as a Trusted Updater.
remove	trustedcertification	-l <label>	Remove a certificate file from the Trusted Certifications List by specifying its label

Trusted Hash List Commands

Configure trusted hash values using the Command Line Interface by typing your command in the following format:

SLCmd.exe -p <admin_password> <command> <parameter> <value>

The following table lists the available abbreviated forms of parameters.



TABLE 6-21. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
trustedhash	th	Manage trusted hash values (files) added by the Safe Lock Intelligent Manager administrator.

The following table lists the commands, parameters, and values available.

TABLE 6-22. Trusted Hash List Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
set	trustedhash	enable	Enable using Trusted Hash List
		disable	Disable using Trusted Hash List
			Display current setting for using Trusted Hash List
show	trustedhash		Display the hash values in the Trusted Hash List For example, type: <code>SLCmd.exe -p <admin_password> show trustedhash</code>
add	trustedhash	-v <hash> [-l <label> [-u][-al][-t<file_path>][-n<note>]	Add the specified hash value to the Trusted Hash List For example, to add a trusted file with a hash value xxx to the Trusted Hash List, type: <code>SLCmd.exe -p <admin_password> add trustedhash -v xxx</code> Using the optional -l value specifies the unique label for this hash value.

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p>Using the optional <code>-u</code> value treats the file of the specified hash value as a Trusted Updater.</p> <hr/> <p> Note The <code>-u</code> value requires the Predefined Trusted Updater List enabled.</p> <hr/> <p>Using the optional <code>-al</code> value adds the file of the specified hash value to Approved List.</p> <p>Using the optional <code>-t</code> value specifies a file path to check for the hash value</p> <hr/> <p> Note The <code>-t</code> value pattern matches from the end of the path toward the beginning of the path. For example, specifying <code>userfile.txt</code> matches <code>c:\Windows\userfile.txt</code> and <code>c:\Temp\userfile.txt</code>.</p> <hr/> <p>Using the optional <code>-n</code> value adds a note for the file hash</p>
<code>remove</code>	<code>trustedhash</code>	<code>-l <label></code>	Remove a file from the Trusted Hash List by specifying its label
<code>remove</code>	<code>trustedhash</code>	<code>-a</code>	Remove all the hash values in the Trusted Hash List

Trusted Updater Commands

To execute installers or files not specified in agent Approved Lists, configure Trusted Updater by typing your command in the following format:

```
SLCmd.exe -p <admin_password> <command> <parameter> <value>
```


The following table lists the available abbreviated forms of parameters.


TABLE 6-23. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
trustedupdater	tu	Manage the Predefined Trusted Updater tool process

The following table lists the commands, parameters, and values available.

TABLE 6-24. Trusted Updater Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
start	trustedupdater	[-r] <path_of_installer>	<p>Start Trusted Updater to add installer files (EXE and MSI file types) to the specified folder of the Approved List.</p> <hr/> <p> Note Using the optional -r value includes the specified folder and related subfolders.</p> <hr/> <p>For example, to include all installation packages in the C:\Installers folder and all subfolders, type:</p> <pre>SLCmd.exe -p <admin_password> start trustedupdater -r C:\Installers</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
stop	trustedupdater	[-f]	<p>Disable Trusted Updater to stop adding new or updated files to the Approved List.</p> <hr/> <p> Note Using the optional -f value specifies that the Trusted Updater does not prompt the administrator before committing a file to the Approved List.</p> <hr/> <p>For example, to stop the Trusted Updater and commit all identified installers (identified before receiving the stop command) to the Approved List after receiving a prompt, type:</p> <pre>SLCmd.exe -p <admin_password> stop trustedupdater -f</pre>

Predefined Trusted Updater Commands



Important

The add command for adding files to the Predefined Trusted Updater List follows a different format than the general commands specified in the Predefined Trusted Updater Commands table. For details on adding files to the Predefined Trusted Updater List, see [Predefined Trusted Updater "Add" Command on page 6-63](#).

Configure Predefined Trusted Updater using the Command Line Interface by typing your command in the following format:

```
SLCmd.exe -p <admin_password> <command> <parameter> <value>
```


The following table lists the available abbreviated forms of parameters.

TABLE 6-25. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
predefinedtrustedupdater	ptu	Manage files in the Predefined Trusted Updater Lists

The following table lists the commands, parameters, and values available.

TABLE 6-26. Predefined Trusted Updater Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
add	predefinedtrustedupdater	-e <folder_or_file_exception>	<p>Add the specified file or folder to the Predefined Trusted Updater Exception List</p> <hr/> <p> Important</p> <p>The add command for adding files to the Predefined Trusted Updater List follows a different format than the other commands specified in the this list. For details on adding files to the Predefined Trusted Updater List (not the Predefined Trusted Updater Exception List), see Predefined Trusted Updater "Add" Command on page 6-63.</p> <hr/> <p>For example, to add notepad.exe to the</p>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			<p>Predefined Trusted Updater Exception List, type:</p> <pre>SLCmd.exe -p <admin_password> add predefinedtrustedupdater -e C:\Windows\notepad.exe</pre>
decrypt	predefinedtrustedupdater	<path_of_encrypted_file> <path_of_decrypted_output_file>	<p>Decrypt a file to the specified location</p> <p>For example, to decrypt C:\Notepad.xen to C:\Editors\notepad.exe, type:</p> <pre>SLCmd.exe -p <admin_password> decrypt predefinedtrustedupdater C:\Notepad.xen C:\Editors\notepad.exe</pre>
encrypt	predefinedtrustedupdater	<path_of_file> <path_of_encrypted_output_file>	<p>Encrypt a file to the specified location</p> <p>For example, to encrypt C:\notepad.exe to C:\Editors\notepad.xen, type:</p> <pre>SLCmd.exe -p <admin_password> encrypt predefinedtrustedupdater C:\Editors\notepad.exe C:\Notepad.xen</pre>

COMMAND	PARAMETER	VALUE	DESCRIPTION
export	predefinedtrustedupdater	<path_of_encrypted_output>	Export the Predefined Trusted Updater List to the specified encrypted file For example, type: <code>SLCmd.exe -p <admin_password> export predefinedtrustedupdater C:\Lists \ptu_list.xen</code>
import	predefinedtrustedupdater	<path_of_encrypted_input>	Import a Predefined Trusted Updater List from the specified encrypted file For example, type: <code>SLCmd.exe -p <admin_password> import predefinedtrustedupdater C:\Lists \ptu_list.xen</code>
remove	predefinedtrustedupdater	-l <label_name>	Remove the specified labeled rule from the Predefined Trusted Updater List For example, to remove the "Notepad" rule, type: <code>SLCmd.exe -p <admin_password> remove predefinedtrustedupdater -l Notepad</code>

COMMAND	PARAMETER	VALUE	DESCRIPTION
		-e <folder_or_file_exc eption>	Remove the specified exception from the Predefined Trusted Updater Exception List For example, to remove the <code>notepad.exe</code> exception, type: <code>SLCmd.exe -p <admin_password> remove predefinedtrustedupd ater -e C:\Windows \notepad.exe</code>
set	predefinedtruste dupdater	enable	Enable the Predefined Trusted Updater List
		disable	Disable the Predefined Trusted Updater List
show	predefinedtruste dupdater		Display the files in the Predefined Trusted Updater List For example, type: <code>SLCmd.exe -p <admin_password> show predefinedtrustedupd ater</code>
		-e	Display the files in the Predefined Trusted Updater Exception List For example, type: <code>SLCmd.exe -p <admin_password> show</code>

COMMAND	PARAMETER	VALUE	DESCRIPTION
			predefinedtrustedupdater -e

Predefined Trusted Updater "Add" Command

Add processes, files, or folders to the Predefined Trusted Updater List using the Command Line Interface by typing your command in the following format:

```
SICmd.exe -p <admin_password> add predefinedtrustedupdater -u
<folder_or_file> -t <type_of_object> [<optional_values>]
```

The following table lists the command, parameter, and base value.


TABLE 6-27. Predefined Trusted Updater "Add" Command



COMMAND	PARAMETER	VALUE	DESCRIPTION
add	predefinedtrustedupdater	<folder_or_file>	<p>Add a specified file or folder to the Predefined Trusted Updater List</p> <p>For example, to add <code>notepad.exe</code> to the Predefined Trusted Updater List, type:</p> <pre>SICmd.exe -p <admin_password> add predefinedtrustedupdater C:\Windows\notepad.exe</pre>

Append the following additional values at the end of the command:

TABLE 6-28. Predefined Trusted Updater "Add" Additional Values

VALUE	REQUIRED / OPTIONAL	DESCRIPTION	EXAMPLE
-u <folder_or_file>	Required	Add the specified file or folder to the Predefined Trusted Updater List	N/A

VALUE	REQUIRED / OPTIONAL	DESCRIPTION	EXAMPLE
			 Note This parameter requires the use of the -t <type_of_object> value.
-t <type_of_object>	Required	Specify the type of object to add to the Predefined Trusted Updater List located in -u <folder_or_file> Available objects types are as follows:	<pre>SLCmd.exe -p <admin_password > add predefinedtrust edupdater -u C: \Windows \notepad.exe -t process</pre>
process	Indicates only EXE file types		
file	Indicates only MSI and BAT file types		
folder	Indicates all EXE, MSI, and BAT files in the specified folder		
folderandsub	Indicates all EXE, MSI, and BAT files in the specified folder and related subfolders		
-p <parent_process>	Optional	Add the full file path to the specified parent process used to invoke the file(s) specified in -u <folder_or_file>	<pre>SLCmd.exe -p <admin_password > add predefinedtrust edupdater -u C: \Windows \notepad.exe -t</pre>

VALUE	REQUIRED / OPTIONAL	DESCRIPTION	EXAMPLE
			<pre>process -p C:\batch files\note.bat</pre>
-l <label_name>	Optional	Specify a label name for the file(s) specified in -u <folder_or_file>  Note When left blank, Safe Lock assigns an arbitrary label name.	<pre>SLCmd.exe -p <admin_password> > add predefinedtrust edupdater -u C:\Windows\notepad.exe -t process -l EDITOR</pre>
-al enable	Optional	Compare the hash values in the Approved List with the hash values calculated from the actual files  Note Enabled by default even when -al is not specified.	<pre>SLCmd.exe -p <admin_password> > add predefinedtrust edupdater -u C:\Windows\notepad.exe -t process -al enable</pre>
-al disable	Optional	Do not compare the hash values in the Approved List with the hash values calculated from the actual files	<pre>SLCmd.exe -p <admin_password> > add predefinedtrust edupdater -u C:\Windows\notepad.exe -t process -al disable</pre>

Windows Update Support

Configure Windows Update Support using the Command Line Interface by typing your command in the following format:

SLCmd.exe -p <admin_password> <command> <parameter> <value>

The following table lists the available abbreviated forms of parameters.

TABLE 6-29. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
windowsupdatesupport	wus	Allow Windows Update to run on the agent with the Application Lockdown on.

The following table lists the commands, parameters, and values available.

TABLE 6-30. Windows Update Support Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
set	windowsupdatesupport	enable	Enable Windows Update Support
		disable	Disable Windows Update Support
			Display current setting for Windows Update Support

Blocked File Notification Commands

Enable or disable notifications for file blocking using the Command Line Interface by typing your command in the following format:

SLCmd.exe -p <admin_password> <command> <parameter> <value>

The following table lists the available abbreviated forms of parameters.

TABLE 6-31. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
blockedfilenotification	bfn	Display notifications on the managed endpoint when Safe Lock Intelligent Manager blocks and prevents an application from running or making changes to the endpoint.

The following table lists the commands, parameters, and values available.

TABLE 6-32. Blocked File Notification Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
set	blockedfilenotification	enable	Enable pop-up notifications.
		disable	Disable pop-up notifications.
			Display the current setting.

Configuration File Commands

Perform actions on the configuration file using the Command Line Interface by typing your command in the following format:

SLCmd.exe -p <admin_password> <command> <parameter> <value>

The following table lists the available abbreviated forms of parameters.

TABLE 6-33. Abbreviations and Uses

PARAMETER	ABBREVIATION	USE
configuration	con	Manage the configuration file

The following table lists the commands, parameters, and values available.

TABLE 6-34. Configuration File Commands

COMMAND	PARAMETER	VALUE	DESCRIPTION
decrypt	configuration	<path_of_encrypted_file> <path_of_decrypted_output_file>	Decrypts a configuration file to the specified location For example, to decrypt C:\config.xen to C:\config.xml, type: SLCmd.exe -p <admin_password> decrypt configuration C:\config.xen C:\config.xml
encrypt	configuration	<path_of_file> <path_of_encrypted_output_file>	Encrypts a configuration file to the specified location For example, to encrypt C:\config.xml to C:\config.xen, type: SLCmd.exe -p <admin_password> encrypt configuration C:\config.xml C:\config.xen
export	configuration	<path_of_encrypted_output>	Export the configuration file to the specified location For example, type: SLCmd.exe -p <admin_password> export configuration C:\config.xen
import	configuration	<path_of_encrypted_input>	Import a configuration file from the specified location For example, type: SLCmd.exe -p <admin_password> import

COMMAND	PARAMETER	VALUE	DESCRIPTION
			configuration C: \config.xen

Chapter 7

Managing Agents Remotely

This chapter describes remote Trend Micro Safe Lock agent management.

Topics in this chapter include:

- *The Remote Setup Tool (SLrst) on page 7-2*
- *The Remote Tasks Tool (SLtasks) on page 7-22*

The Remote Setup Tool (SLrst)

You can use the Remote Setup Tool to perform silent installations, patching, and uninstallations of the Safe Lock agent program using a command line interface (CLI).

SLrst.exe remotely performs operations on target endpoints while target endpoints directly access the Safe Lock Intelligent Manager server.

By default, Safe Lock Intelligent Manager stores the SLrst.exe file in the following location:

```
<Safe_Lock_Intelligent_Manager_installation_folder>\CmdTools  
\RemoteAgentSetupTool\
```

The Remote Setup Tool uses the following syntax for all CLI functions:

```
SLrst <targets CSV file> <parameter>
```

Type **SLrst** at the command prompt and press ENTER to view an example of the Remote Setup Tool syntax.



Important

Only a Safe Lock Intelligent Manager administrator with Windows administrator privileges can use **SLrst** at the command line interface (CLI).




Tip

Optionally, copy the entire RemoteAgentSetupTool folder containing SLrst.exe from the Program Files folder to other locations to run the program. SLrst.exe is designed to run from within the RemoteAgentSetupTool folder on any endpoint in your network with .NET Framework 2.0 or 3.5 installed, with SLrst.exe added to the Safe Lock Approved List or with Application Lockdown turned off, and with access to the Safe Lock Intelligent Manager server.

The following table lists the functions available using the **SLrst** program.

TABLE 7-1. SLrst Remote Agent Setup Parameters

PARAMETER	FUNCTION
--install	Deploys and installs the Safe Lock agent on the endpoint See Remote Installation Considerations on page 7-3 .
--patch	Patches the Safe Lock agent
--reboot	Restarts the endpoint (required if you want to reinstall the Safe Lock agent) Restarting Agents Remotely on page 7-21  Note The <code>reboot</code> function is not compatible on systems running Windows 2000 platforms. Manually restart endpoints running Windows 2000 platforms if you want to reinstall the Safe Lock agent.
--uninstall	Uninstalls the Safe Lock agent from the endpoint Uninstalling Agents Remotely on page 7-20

Remote Installation Considerations

Before you remotely install Safe Lock agents, ensure the following:

- Safe Lock Intelligent Manager is installed on the server endpoint.
- Safe Lock agent versions earlier than 1.1 are not installed on target endpoints.
[See Agent Upgrade Preparation on page 1-20.](#)
- Network, target endpoints, and the server endpoint firewall settings allow for the following:
 - Safe Lock Intelligent Manager ports (by default 8000, 8001, and 14336)
 - File sharing services
 - WMI services

- IPC services
- Target endpoints have the following settings:
 - Simple File Sharing is disabled. (Windows XP)
 - File sharing is enabled.
 - A local account has access to the default share `admin$`.
 - Windows Management Instrumentation (WMI) service is enabled.
 - Windows Interprocess Communications (IPC) service is enabled.



Note

To keep firewall settings enabled on Windows-based endpoints, use the Remote Task Tool command `--applyupdate`. For details, see [Initializing Agent Approved Lists on page 7-23](#).

- Target endpoints are not running Windows Installer sessions. Specifically, confirm that Windows Update is not updating the endpoint in the background.

Preparing Windows Server 2003 for Remote Installations

Before running Safe Lock remote installations, follow this procedure to prepare components for the following Windows versions:

- Windows Server 2003
- Windows Server 2003 R2

Procedure

1. Turn off Windows Firewall.
2. Turn on File and Printer Sharing for Microsoft Networks.
 - a. Go to **Start > Control Panel > Network Connections**.
 - b. Right-click **Local Area Connection** and then select **Properties**.

- c. Select **File and Printer Sharing for Microsoft Networks**.
-

Preparing Windows Server 2008 for Remote Installations

Before running Safe Lock remote installations, follow this procedure to prepare components for the following Windows versions:

- Windows Server 2008
 - Windows Server 2008 R2
-

Procedure

1. Turn off Windows Firewall.
2. Turn off User Account Control by editing the registry.
 - a. Open **Registry Editor (regedit.exe)**.

For example, go to **Start > Run...**, type `regedit`, and then press ENTER.
 - b. Locate and click the following registry subkey: `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System`.
 - c. On the right, locate the following entry:
`LocalAccountTokenFilterPolicy`.

If the entry does not exist, do the following to create it:

 - i. Go to **Edit > New**.
 - ii. Select **DWORD Value**.
 - iii. Type `LocalAccountTokenFilterPolicy` and then press ENTER.
 - d. Right-click `LocalAccountTokenFilterPolicy` and then select **Modify**.
 - e. In the **Value** field, type `1`.
 - f. Click **OK**.

- iii. Type `LocalAccountTokenFilterPolicy` and then press **ENTER**.
 - d. Right-click `LocalAccountTokenFilterPolicy` and then select **Modify**.
 - e. In the **Value** field, type `1`.
 - f. Click **OK**.
 - g. Close **Registry Editor**.
 3. Turn on Network Discovery for each user account that will log on the endpoint.
 - a. Go to **Start > Control Panel > All Control Panel Items > Network and Sharing Center**.
 - b. From the left panel, click **Change advanced sharing settings** and click **Domain (current profile)** drop-down list.
 - c. Select **Turn on network discovery**.
-

Preparing Windows Server 2016 for Remote Installations

Before running Safe Lock remote installations, follow this procedure to prepare components for the following Windows versions:

- Windows Server 2016 (Standard) (64-bit)
-

Procedure

1. Turn off Windows Firewall.
2. Turn off User Account Control by editing the registry.
 - a. Open **Registry Editor (regedit.exe)**.

For example, go to **Start > Run...**, type `regedit`, and then press **ENTER**.
 - b. Locate and click the following registry subkey: `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System`.

- c. On the right, locate the following entry:
`LocalAccountTokenFilterPolicy`.

If the entry does not exist, do the following to create it:
 - i. Go to **Edit > New**.
 - ii. Select **DWORD Value**.
 - iii. Type `LocalAccountTokenFilterPolicy` and then press ENTER.
 - d. Right-click `LocalAccountTokenFilterPolicy` and then select **Modify**.
 - e. In the **Value** field, type 1.
 - f. Click **OK**.
 - g. Close **Registry Editor**.
3. Turn on Network Discovery for each user account that will log on the endpoint.
 - a. Go to **Start > Control Panel > All Control Panel Items > Network and Sharing Center > Advanced sharing settings**.
 - b. Select **Turn on network discovery** and **Turn on automatic setup of network connected devices**.
-

Preparing Windows XP for Remote Installations

Before running Safe Lock remote installations, follow this procedure to prepare components for the following Windows versions:

- Windows XP
-

Procedure

1. Turn off Windows Firewall.

See <http://support.microsoft.com/kb/283673/en>.
2. Turn on File and Printer Sharing for Microsoft Networks.

- a. Go to **Start > Control Panel > Network Connections**.
 - b. Right-click **Local Area Connection** and then select **Properties**.
 - c. Select **File and Printer Sharing for Microsoft Networks**.
3. Disable Simple File Sharing.
- See <http://support.microsoft.com/kb/307874/en>.
-

Preparing Windows 7 for Remote Installations

Before running Safe Lock remote installations, follow this procedure to prepare components for the following Windows versions:

- Windows 7
-

Procedure

1. Turn off Windows Firewall.
See <http://windows.microsoft.com/en-us/windows/turn-windows-firewall-on-off#turn-windows-firewall-on-off=windows-7>.
2. Turn off User Account Control by editing the registry.
 - a. Open **Registry Editor (regedit.exe)**.
For example, go to **Start > Run...**, type `regedit`, and then press ENTER.
 - b. Locate and click the following registry subkey: `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System`.
 - c. On the right, locate the following entry:
`LocalAccountTokenFilterPolicy`.
If the entry does not exist, do the following to create it:
 - i. Go to **Edit > New**.

- ii. Select **DWORD Value**.
 - iii. Type `LocalAccountTokenFilterPolicy` and then press ENTER.
 - d. Right-click `LocalAccountTokenFilterPolicy` and then select **Modify**.
 - e. In the **Value** field, type 1.
 - f. Click **OK**.
 - g. Close **Registry Editor**.
 3. Turn on Network Discovery for each user account that will log on the endpoint.
See <http://windows.microsoft.com/en-us/windows/enable-disable-network-discovery#1TC=windows-7>.
-

Preparing Windows 8 for Remote Installations

Before running Safe Lock remote installations, follow this procedure to prepare components for the following Windows versions:

- Windows 8
 - Windows 8.1
-

Procedure

1. Turn off Windows Firewall.
See <https://support.microsoft.com/en-us/products/windows?os=windows-8.1>.
2. Turn off User Account Control by editing the registry.
 - a. Open **Registry Editor** (`regedit.exe`).
For example, go to **Start > Run...**, type `regedit`, and then press ENTER.
 - b. Locate and click the following registry subkey: `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System`.

- c. On the right, locate the following entry:
`LocalAccountTokenFilterPolicy`.

If the entry does not exist, do the following to create it:
 - i. Go to **Edit > New**.
 - ii. Select **DWORD Value**.
 - iii. Type `LocalAccountTokenFilterPolicy` and then press ENTER.
 - d. Right-click `LocalAccountTokenFilterPolicy` and then select **Modify**.
 - e. In the **Value** field, type 1.
 - f. Click **OK**.
 - g. Close **Registry Editor**.
3. Turn on Network Discovery for each user account that will log on the endpoint.
 - a. Go to **Start > Control Panel > Network and Sharing Center**.
 - b. Right-click **Local Area Connection** and then select **Properties**.
 - c. Select **File and Printer Sharing for Microsoft Networks**.
-

Preparing Windows 10 for Remote Installations

Before running Safe Lock remote installations, follow this procedure to prepare components for the following Windows versions:

- Windows 10 Enterprise
- Windows 10 IoT Enterprise

Procedure

1. Turn off Windows Firewall.

See <https://support.microsoft.com/en-us/products/windows?os=windows-10>.

2. Turn off User Account Control by editing the registry.
 - a. Open **Registry Editor** (**regedit.exe**).

For example, go to **Start > Run...**, type `regedit`, and then press **ENTER**.
 - b. Locate and click the following registry subkey: `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System`.
 - c. On the right, locate the following entry:
`LocalAccountTokenFilterPolicy`.

If the entry does not exist, do the following to create it:

 - i. Go to **Edit > New**.
 - ii. Select **DWORD Value**.
 - iii. Type `LocalAccountTokenFilterPolicy` and then press **ENTER**.
 - d. Right-click `LocalAccountTokenFilterPolicy` and then select **Modify**.
 - e. In the **Value** field, type `1`.
 - f. Click **OK**.
 - g. Close **Registry Editor**.
 3. Turn on Network Discovery for each user account that will log on the endpoint.
 - a. Go to **Start > Control Panel > All Control Panel Items > Network and Sharing Center > Advanced sharing settings**.
 - b. Select **Turn on network discovery** and **Turn on automatic setup of network connected devices**.
-

Preparing the Agent Target Files

The Remote Setup Tool utilizes two files when processing commands.

- `endpoint_info.csv`: Stores relevant connection information for agent endpoints

- `targets.csv`: Targets specific endpoints for the current deployment

**Important**

To edit `endpoint_info.csv` or `targets.csv` files that are in the Program Files folder, copy them to a path with file write privileges, edit them, then copy them back to the suggested path below.

Procedure

1. Prepare the “endpoint info” file and save it as `endpoint_info.csv` in the following path:

```
<Safe_Lock_Intelligent_Manager_installation_folder>  
\CmdTools\RemoteAgentSetupTool\  

```

See *Endpoint Info File Specifications on page 7-14*.

2. Create the “targets” file or batches of files and save them in the following path:

```
<Safe_Lock_Intelligent_Manager_installation_folder>  
\CmdTools\RemoteAgentSetupTool\  

```

See *Targets File Specifications on page 7-13*.

Targets File Specifications

The “targets” file used during remote agent installation contains the IP address of target endpoints. The targets file uses CSV format and has the file name `targets.csv` by default.

**Tip**

Remote agent setup using the **SLrst** command line program can be done in batches using more than one targets file and the same endpoint info file. The endpoint info file can contain information for endpoints outside the scope of the target endpoints listed in the targets file.

To create customized “targets” CSV files, specify the IP address of each target endpoint. Use one line per record. Use of spaces, quotation marks, or other delimiters is not supported.

For example:

VALID
Targeted IP 10.1.199.199 10.1.199.201 192.168.1.20

NOT VALID
10.1.199.199,10.1.199.201
"10.1.199.199" "10.1.199.201" "192.168.1.20"

**Tip**

The targets file can be reused. Therefore, you can use the same targets file to deploy, patch, and uninstall a batch of target endpoints. Check the log information and make backups of any critical information each time you run the **SLrst** program. **SLrst** ignores and overwrites any log information in the file each time it is run.

Endpoint Info File Specifications

The “endpoint info” file used during remote agent installation contains the IP address, user name, and password of a local account on each target endpoint with access to the default share admin\$.

**Tip**

Trend Micro recommends using the local administrator account on each target endpoint for deployment.

The endpoint info file uses CSV format. The filename must be `endpoint_info.csv`.

**Note**

To create the “endpoint info” CSV file, divide the records into fields for IP address, user name, and password. Use one line per record. Separate these fields using a comma. Use of spaces, quotation marks, or other delimiters is not supported.

For example:

VALID
<pre>IP,Username,Password 10.1.199.199,Administrator,password1 10.1.199.200,Administrator,password2 10.1.199.201,Administrator,password3 192.168.1.20,Daniel,his_pwd 192.168.1.21,Sophia,her_pwd</pre>
NOT VALID
<pre>10.1.199.201,Administrator,password3,192.168.1.20,Daniel,his_pwd "10.1.199.199","Administrator","password1" "10.1.199.200","Administrator","password2" "10.1.199.201","Administrator","password3" "192.168.1.20","Daniel","his_pwd" "192.168.1.21","Sophia","her_pwd"</pre>

Microsoft Excel will save a chart as a CSV using valid formatting.

Downloading an Up-to-Date Agent Installer Package

Procedure

1. Go to **Administration > Components > Updates** in the navigation at the top of the web console.

The **Component Updates** screen appears.

2. Click **Download Agent Installer Package**.
3. Select the language the installation package.

Your browser downloads the most up-to-date agent installer package.

**Note**

The agent installer package is considered up-to-date by Safe Lock Intelligent Manager based on the component versions displayed on the **Component Updates** screen. If the cached agent installer package is not up-to-date, Safe Lock Intelligent Manager prepares and caches an up-to-date package before starting the download.

Preparing an up-to-date agent installer package is system-intensive. Depending on the hardware running Safe Lock Intelligent Manager, preparing an up-to-date agent installer package can take a while.

4. To use the downloaded agent installer package for remote installations using the **SLrst** program at the command line interface (CLI), copy the downloaded agent installer package to the path used by **SLrst**.

For example, if you installed Safe Lock Intelligent Manager to the default path on the C drive, copy the downloaded agent installer package to the following path: `c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentSetupTool\.`

**Important**

Users should manually compress the downloaded file into the package file (.zip).

The package file name must follow the format:

TMSL2.0_<language_abbreviation>.zip

For example:

VALID	NOT VALID
TMSL2.0_EN.zip	TMSL2.0_EN (1).zip
TMSL2.0_JA.zip	TMSL2.0_EN_1.zip

Installing Agents Remotely



Important

- Before remotely managing Safe Lock agents using the Remote Setup Tool, prepare the “endpoint info” and “targets” files.

See *Preparing the Agent Target Files on page 7-12*.

- Before remotely installing Safe Lock agents, download an up-to-date agent installer package.

See *Downloading an Up-to-Date Agent Installer Package on page 4-3*.

Use the **SLrst.exe** program at the command line interface (CLI) to install one or more Safe Lock agents connected to the network.

Procedure

1. Open a command prompt window with Windows administrator privileges.
2. Navigate to the Trend Micro Safe Lock Intelligent Manager “Safe Lock Remote Setup Tool” program folder using the **cd** command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentSetupTool\"
```

3. To remotely install agents using the default targets file `targets.csv`, type the following at the command prompt:

```
SLrst.exe targets.csv --install
```

The remote setup tool looks for targets in the `targets.csv` file. For large production environments, Trend Micro recommends that you install agents in batches. Run the remote setup tool separately for each CSV batch file.

4. At the prompt, provide a password used to access the Safe Lock agent program and then confirm the password.

5. Select the target language.
 6. Select to perform a prescan for malware on the target endpoints before installing the Safe Lock agent.
 7. Select to enable root cause analysis on the target endpoints.
 8. Monitor the progress of the remote installation process. Safe Lock writes log information directly in the CSV file (by default, `targets.csv`) specified in the command line argument.
-

Customizing Agent Installation Remotely Using a Setup.ini File

Procedure

1. Navigate to the “package” folder of the Trend Micro Safe Lock Intelligent Manager installation folder.

For example, type the following to reach the default location:

```
"C:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools  
\RemoteAgentSetupTool\package"
```

2. Unzip the `TMSL2.0_EN` file.
 3. In the unzipped file, open the `Setup.ini` file and make changes to installation parameters as required. For details on installation parameters and their possible values, see [Setup.ini File Arguments on page 8-15](#).
 4. Zip the `TMSL2.0_EN` file and make sure it is saved to the installed path.
 5. Install agents remotely. For details, see [Installing Agents Remotely on page 7-17](#).
-

Applying Patches and Hotfixes to Agents Remotely



Important

- Before remotely managing Safe Lock agents using the Remote Setup Tool, prepare the “endpoint info” and “targets” files.

See *Preparing the Agent Target Files on page 7-12*.

- Before remotely updating Safe Lock agents, download the latest agent patch or hotfix file using the Trend Micro Technical Support Download Center website: <http://downloadcenter.trendmicro.com/>

Use the **SLrst.exe** program at the command line interface (CLI) to install one or more Safe Lock agents connected to the network.

Procedure

1. Copy the downloaded agent patch or hotfix to the path used by **SLrst**.

For example, if you installed Safe Lock Intelligent Manager to the default path on the C drive, copy the downloaded agent installer patch or hotfix to the following path: `c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentSetupTool\package\`



Important

The patch or hot fix file name must follow the format:
TMSL2.0_Hotfix_<language_abbreviation>.zip

For example:

VALID	NOT VALID
TMSL2.0_Hotfix_EN.zip	TMSL2.0_Hotfix_EN (1).zip
TMSL2.0_Hotfix_JA.zip	TMSL2.0_Hotfix_EN_1.zip

2. Navigate to the Trend Micro Trend Micro “Safe Lock Remote Setup Tool” folder inside the installation folder using the **cd** command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentSetupTool\"
```

3. To remotely patch or hotfix agents using the default targets file `targets.csv`, type the following at the command prompt:

```
SLrst.exe targets.csv --patch
```

The remote setup tool looks for targets in the `targets.csv` file. For large production environments, Trend Micro recommends that you patch or hotfix agents in batches. Run the remote setup tool separately for each CSV batch file.

4. At the prompt, provide the password used to access the Safe Lock agent program.
 5. Monitor the progress of the remote patch or hotfix. Safe Lock writes log information directly in the CSV file (by default, `targets.csv`) specified in the command line argument.
-

Uninstalling Agents Remotely



Important

Before remotely managing Safe Lock agents using the Remote Setup Tool, prepare the “endpoint info” and “targets” files.

See *Preparing the Agent Target Files* on page 7-12.

Use the **SLrst.exe** program at the command line interface (CLI) to uninstall one or more Safe Lock agents connected to the network.

Procedure

1. Open a command prompt window with Windows administrator privileges.
2. Navigate to the Trend Micro Safe Lock Intelligent Manager “Safe Lock Remote Setup Tool” folder inside the installation folder using the **cd** command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentSetupTool\"
```

3. To remotely install agents using the default targets file `targets.csv`, type the following at the command prompt:

```
SLrst.exe targets.csv --uninstall
```

The remote setup tool looks for targets in the `targets.csv` file. For large production environments, Trend Micro recommends that you uninstall agents in batches. Run the remote setup tool separately for each CSV batch file.

4. At the prompt, provide the password used to access the Safe Lock agent program.
5. Monitor the progress of the remote uninstallation process. Safe Lock writes log information directly in the CSV file (by default, `targets.csv`) specified in the command line argument.
6. Restart endpoints to complete the uninstallation process.

Restarting Agents Remotely



Important

Before remotely managing Safe Lock agents using the Remote Setup Tool, prepare the “endpoint info” and “targets” files.

See *Preparing the Agent Target Files* on page 7-12.

Use the **SLrst.exe** program at the command line interface (CLI) to restart one or more Safe Lock agents connected to the network.

Procedure

1. Open a command prompt window with Windows administrator privileges.
2. Navigate to the Trend Micro Safe Lock Intelligent Manager “Safe Lock Remote Setup Tool” folder inside the installation folder using the **cd** command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentSetupTool"
```

3. To remotely install agents using the default targets file `targets.csv`, type the following at the command prompt:

```
SLrst.exe targets.csv --reboot
```

The remote setup tool looks for targets in the `targets.csv` file. For large production environments, Trend Micro recommends that you restart agents in batches. Run the remote setup tool separately for each CSV batch file.

4. Monitor the progress of the remote restart process. Safe Lock writes log information directly in the CSV file (by default, `targets.csv`) specified in the command line argument.

Endpoints restart automatically after receiving the command.

The Remote Tasks Tool (SLtasks)

You can use the Remote Tasks Tool to initialize agent Approved Lists, lockdown agents, match licenses, deploy patch or hotfixes without disabling firewall settings on agents, query the status of agents using a command line interface (CLI), and remotely change the administrator password.

By default, Safe Lock Intelligent Manager stores the `SLtasks.exe` file in the following location:

```
<Safe_Lock_Intelligent_Manager_installation_folder>\CmdTools\RemoteAgentTasksTool\
```



Important

Only a Safe Lock Intelligent Manager administrator with Windows administrator privileges can use **SLtasks** at the command line interface (CLI).

Initializing Agent Approved Lists

Procedure

1. Open a command prompt window with Windows administrator privileges.
2. Navigate to the Trend Micro Safe Lock Intelligent Manager “Safe Lock Remote Tasks Tool” folder inside the installation folder using the **cd** command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentTasksTool\"
```

3. Log on the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logon
```

4. Type your Safe Lock Intelligent Manager credentials.

The CLI confirms a successful log on to the server.



Important

- The logged on account must have “admin” or “Full Control” privilege to send tasks to agents.
 - To reduce network and endpoint impact, Safe Lock Intelligent Manager queries target agents for their configurations and then sends only tasks it determines are needed.
-

5. Generate a list of target agents. To limit the query to agents before or after a specific version, append **--minversion** and **--maxversion** to the command and type the agent version.

- **SLtasks.exe --query --minversion <agent_version>**
 - **SLtasks.exe --query --maxversion <agent_version>**
-



Important

The **<agent_version>** must be in the form of **x.x.xxxx**. For example, **2.0.5000**.

The results of the query are saved in `query_results.csv`.



Tip

Trend Micro recommends querying agent statuses before deploying any tasks. A warning message appears if the query results are out-of-date when attempting to deploy tasks.

6. Perform the necessary tasks using the following syntax:

```
SLtasks.exe <task_parameter>
```

TABLE 7-2. SLtasks Task Parameters

PARAMETER	TASK
<code>--init</code>	Initialize the Approved List.
<code>--lockdown</code>	Turn Application Lockdown on.



Tip

- To send tasks to a specific agent, append `--targetPC` to the command and type the computer name.

For example:

```
SLtasks.exe <task_parameter> --targetPC <computer_name>
```

- To ensure efficiency when updating multiple agents, append `--concurrentdownload` to limit the number of agents allowed for downloading the patch or hotfix at the same time.

For example:

```
SLtasks.exe --applyupdate <update_files> --concurrentdownload  
2
```

7. Log off the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logoff
```

The CLI confirms a successful log off from the server.

Removing Files from Agent Approved Lists

Procedure

1. Open a command prompt window with Windows administrator privileges.
2. Navigate to the Trend Micro Safe Lock Intelligent Manager “Safe Lock Remote Tasks Tool” folder inside the installation folder using the **cd** command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentTasksTool\"
```

3. Log on the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logon
```

4. Type your Safe Lock Intelligent Manager credentials.

The CLI confirms a successful log on to the server.



Important

- The logged on account must have “admin” or “Full Control” privilege to send tasks to agents.
 - To reduce network and endpoint impact, Safe Lock Intelligent Manager queries target agents for their configurations and then sends only tasks it determines are needed.
-

5. Generate a list of target agents. To limit the query to agents before or after a specific version, append **--minversion** and **--maxversion** to the command and type the agent version.

```
SLtasks.exe --query --minversion <agent_version>
```

- **SItasks.exe** --query --maxversion <agent_version>

**Important**

The <agent_version> must be in the form of x.x.xxxx. For example, 2.0.5000.

The results of the query are saved in `query_results.csv`.

**Tip**

Trend Micro recommends querying agent statuses before deploying any tasks. A warning message appears if the query results are out-of-date when attempting to deploy tasks.

6. List the target files in a CSV file of UTF-8 format without byte order mark (BOM). List the files in any of the following variations.
 - File name
 - File path with file name
 - File path with SHA-1 hash
 - File name and SHA-1 hash
 - SHA-1 hash

For example, the following are all valid ways of listing the files:

- `cal.exe,`
 - `C:\Windows\system32\calc.exe,`
 - `C:\Windows`
`\system32\9018A7D6CDBE859A430E794E73381F77C840BE0,`
 - `cal.exe,9018A7D6CDBE859A430E794E73381F77C840BE0`
 - `,9018A7D6CDBE859A430E794E73381F77C840BE0,`
7. Type the following syntax to remove items from all agent Approved Lists:

SItasks.exe --removeitems <target_list_file_name>

**Tip**

- To only remove approved items from a specific agent, append `--targetPC` to the command and type the computer name.

For example:

```
SLtasks.exe <task_parameter> --targetPC <computer_name>
```

8. Log off the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logoff
```

The CLI confirms a successful log off from the server.

Renewing Agent Licenses

Procedure

1. Update the Intelligent Manager license.
2. Open a command prompt window with Windows administrator privileges.
3. Navigate to the Trend Micro Safe Lock Intelligent Manager “Safe Lock Remote Tasks Tool” folder inside the installation folder using the `cd` command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools  
\RemoteAgentTasksTool\"
```

4. Log on the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logon
```

5. Type your Safe Lock Intelligent Manager credentials.

The CLI confirms a successful log on to the server.

**Important**

- The logged on account must have “admin” or “Full Control” privilege to send tasks to agents.
 - To reduce network and endpoint impact, Safe Lock Intelligent Manager queries target agents for their configurations and then sends only tasks it determines are needed.
-

6. Generate a list of target agents. To limit the query to agents before or after a specific version, append `--minversion` and `--maxversion` to the command and type the agent version.

- **SLtasks.exe** `--query --minversion <agent_version>`
 - **SLtasks.exe** `--query --maxversion <agent_version>`
-

**Important**

The `<agent_version>` must be in the form of `x.x.xxxx`. For example, `2.0.5000`.

The results of the query are saved in `query_results.csv`.

**Tip**

Trend Micro recommends querying agent statuses before deploying any tasks. A warning message appears if the query results are out-of-date when attempting to deploy tasks.

7. Type the following command.

```
SLtasks.exe --match
```

The license of the target agents are immediately updated to match the Safe Lock Intelligent Manager's license.

8. Log off the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logoff
```

The CLI confirms a successful log off from the server.

Deploying Patches and Hotfixes to Agents Remotely

Procedure

1. Download an agent patch or hotfix using the Trend Micro Technical Support Download Center website:

<http://downloadcenter.trendmicro.com/>

2. Copy the downloaded agent patch or hotfix to the patch used by **SLtasks**.

For example, if you installed Safe Lock Intelligent Manager to the default path on the C drive, copy the downloaded agent installer patch or hotfix to the following path: `c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentTasksTool\patch\`

3. Open a command prompt window with Windows administrator privileges.
4. Navigate to the Trend Micro Safe Lock Intelligent Manager “Safe Lock Remote Tasks Tool” folder inside the installation folder using the **cd** command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentTasksTool\"
```

5. Log on the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logon
```

6. Query agent statuses. To limit the query to agents before or after a specific version, append `--minversion` and `--maxversion` to the command and type the agent version.

- **SLtasks.exe** --query --minversion <agent_version>
- **SLtasks.exe** --query --maxversion <agent_version>

**Important**

The <agent_version> must be in the form of x.x.xxxx. For example, 2.0.5000.

7. Apply the hotfix by typing the following command and specify the file name:

```
SLtasks.exe --applyupdate <hotfix_file_name_with_extension>
```

Applying Message Time Groups

Message time groups use message-sending cycles to add additional bandwidth control to automated messages sent from Safe Lock agents to the Safe Lock Intelligent Manager.

During a message-sending cycle, agents in the active group send automated messages, which include log and status as well as quarantined files to be scanned, to Safe Lock Intelligent Manager. When a message-sending cycle ends, the next group of agents becomes active and sends automated messages.

Agents outside the active group do not send automated messages. However, agents in all groups respond as soon as possible to direct requests from Safe Lock Intelligent Manager. For example, a request to send logs and status from the web console will be replied to by the target agent as soon as network connectivity allows.

**Note**

The following conditions apply to automated messages:

By default, Safe Lock Intelligent Manager puts all agents into one "always on" group.

During a message-sending cycle, messages are sent in the following order:

- Higher priority first
 - Oldest (least recent) first
-

Applying Message Time Groups Using the Remote Tasks Tool

Use **SLtasks.exe** to apply message time groups to agents.

Procedure

1. Open a command prompt window with Windows administrator privileges.
2. Navigate to the Trend Micro Safe Lock Intelligent Manager “Safe Lock Remote Tasks Tool” folder inside the installation folder using the **cd** command.

For example, type the following command to reach the default location:

```
cd /d "c:\Program Files\Trend Micro\Safe Lock Intelligent Manager\CmdTools\RemoteAgentTasksTool\"
```

3. Log on the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logon
```

4. Type your Safe Lock Intelligent Manager credentials.

The CLI confirms a successful log on to the server.

5. Query message time groups by typing the following command:

```
SLtasks.exe --querygroup
```


The results of the query are saved in `group_info.csv`.



Important

Applying message time groups requires querying message time groups, editing the results as needed, and then applying the configured message time groups to agents. A warning message appears if the query results are out-of-date when attempting to apply message time groups to agents.

6. Edit the `group_info.csv` to configure the following message time group controls:

COLUMN NAME	CONTROL DESCRIPTION
Total Group Num	Divide agents into any number of groups. <hr/>  Tip Set this value to 1 to turn the feature off.
Own Group Index	Set the message group ID number for the Safe Lock agent.
Time Period	Set a duration for how long each group is allowed to send messages to Safe Lock Intelligent Manager when that group's message-sending cycle is active.

7. Apply message time groups to agents using the configured `group_info.csv` file by typing the following command:

```
SLtasks.exe --applygroups
```



Important

- The logged on account must have “admin” or “Full Control” privilege to apply message time groups to agents.
- Only agents listed in `group_info.csv` receive the command.

8. Log off the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logoff
```

The CLI confirms a successful log off from the server.

Applying Message Time Groups Using the Configuration File

Procedure

1. Access the **Export/Import Configuration** section from the Trend Micro Safe Lock console.

- a. Open the Trend Micro Safe Lock console using the desktop icon (if available) or the **Start** menu by clicking **All Programs > Trend Micro Safe Lock**.
 - b. Provide the password and click **Login**.
 - c. Click the **Settings** menu item.
2. Export the configuration file as a database (.xen) file.
 - a. Click **Export**, and choose the location to save the file.
 - b. Provide a filename, and click **Save**.
 3. Decrypt the configuration file.
 4. From Windows Notepad or another text editor, edit the MessageRandomization parameter in the ManagedMode section:

COLUMN NAME	CONTROL DESCRIPTION
TOTAL_GROUP_NUM	Divide agents into any number of groups.
OWN_GROUP_INDEX	Set the message group ID number for the Safe Lock agent.
TIME_PERIOD	Set a duration for how long each group is allowed to send messages to Safe Lock Intelligent Manager when that group's message-sending cycle is active.

5. From the **Export/Import Configuration** section of the Trend Micro Safe Lock console, import the configuration file as a database (.xen) file.
 - a. Click **Import**, and locate the database file.
 - b. Select the file, and click **Open**.

Trend Micro Safe Lock overwrites the existing configuration settings with the new settings in the database file.

Applying Message Time Groups Using the Setup.ini File

Procedure

1. Edit the MESSAGERANDOMIZATION arguments in the Setup.ini file.
 - a. From the Trend Micro Safe Lock Intelligent Manager folder, double-click Setup.ini.
 - b. Edit the following arguments in the MESSAGERANDOMIZATION section:

COLUMN NAME	CONTROL DESCRIPTION
TOTAL_GROUP_NUMBER	Divide agents into any number of groups.
OWN_GROUP_INDEX	Set the message group ID number for the Safe Lock agent.
TIME_PERIOD	Set a duration for how long each group is allowed to send messages to Safe Lock Intelligent Manager when that group's message-sending cycle is active.

2. Install the Safe Lock Intelligent Manager using Windows Installer or the command line interface (CLI) installer. For details, see *Installing from Windows* and *Installation Using the Command Line* from the Trend Micro Safe Lock Intelligent Manager™ Installation Guide.

Updating the Agent Password Remotely

Update the Safe Lock agent password remotely using Safe Lock Intelligent Manager.



- This function is only available for users with administrator privileges. Full Control/Read Only/Storage Device Control should be unable to change admin password remotely.
- If you are running Safe Lock agents with expired licenses and versions older than SP1 Patch 2, updating the password remotely will not be functional.

Procedure

1. Open a command prompt window with Windows administrator privileges.
2. Navigate to the Trend Micro Safe Lock Intelligent Manager “Safe Lock Remote Tasks Tool” folder inside the installation folder using the **cd** command.
3. Log on the Safe Lock Intelligent Manager server by typing the following command:

```
SLtasks.exe --logon
```

4. Type your Safe Lock Intelligent Manager credentials.

The CLI confirms a successful log on to the server.

5. Generate a list of target agents. To limit the query to agents before or after a specific version, append **--minversion** and **--maxversion** to the command and type the agent version.

- **SLtasks.exe** --query --minversion <agent_version>
- **SLtasks.exe** --query --maxversion <agent_version>

The results of the query are saved in `query_results.csv`.

6. Set the new administrator password on the target agents identified in `query_results.csv` by typing the following command:

```
--changepassword
```



Note

- The password must be 8 to 64 alphanumeric characters. The following characters are not supported: | > < \ " spaces
- Safe Lock Intelligent Manager does not require the old agent password to create a new one.
- Ensure the new password matches the confirm password, otherwise the command will abort.

7. Log off the Safe Lock Intelligent Manager server by typing the following command:

SItasks.exe --logoff

The CLI confirms a successful log off from the server.

Chapter 8

Local Agent Installation

This chapter describes local Trend Micro Safe Lock agent installation and setup procedures.

Topics in this chapter include:

- *Local Installation Overview on page 8-2*
- *Installing from Windows on page 8-2*
- *Setting Up the Approved List on page 5-2*
- *Installation Using the Command Line on page 8-11*
- *Customizing Installation Parameters on page 8-14*

Local Installation Overview

Trend Micro Safe Lock can be installed using either the Windows Installer or the command line interface (CLI) installer.

TABLE 8-1. Safe Lock Local Installation Methods

INSTALLATION METHOD	BENEFITS
Windows Installer	The Windows Installer provides simplified step-by-step installation wizard for first-time or single installation and is also suitable for preparing for mass deployment for cloned computer systems.
Command line interface installer	The command line interface (CLI) installer provides silent installation and can be integrated into a batch file for mass deployment.



WARNING!

Depending on the installation method you select, Safe Lock versions require different preparation before upgrading. See [Agent Upgrade Preparation on page 1-20](#) for more information.

To customize installations using either the Windows Installer or the command line interface (CLI) installer, modify the Setup.ini file. See [Customizing Installation Parameters on page 8-14](#).

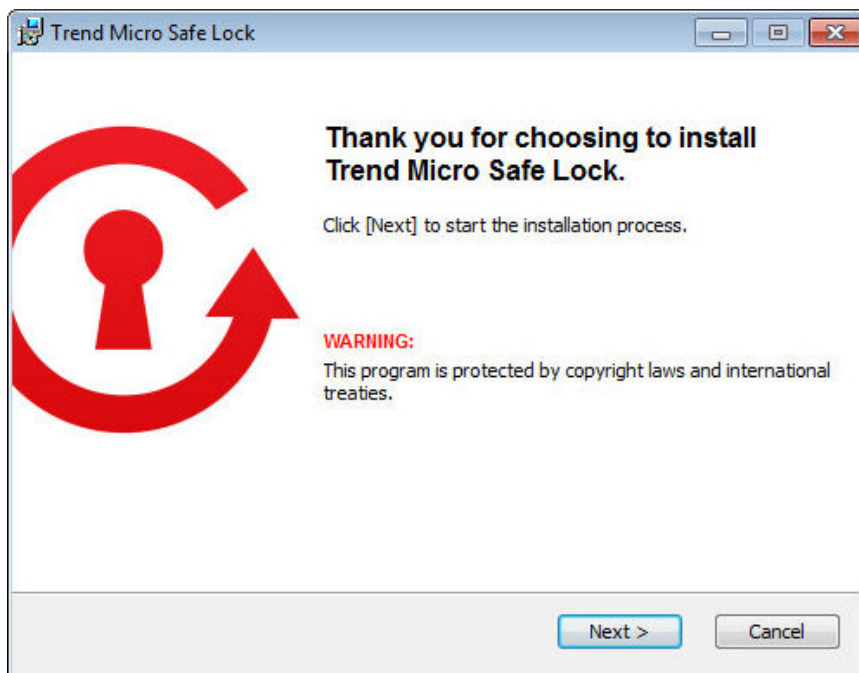
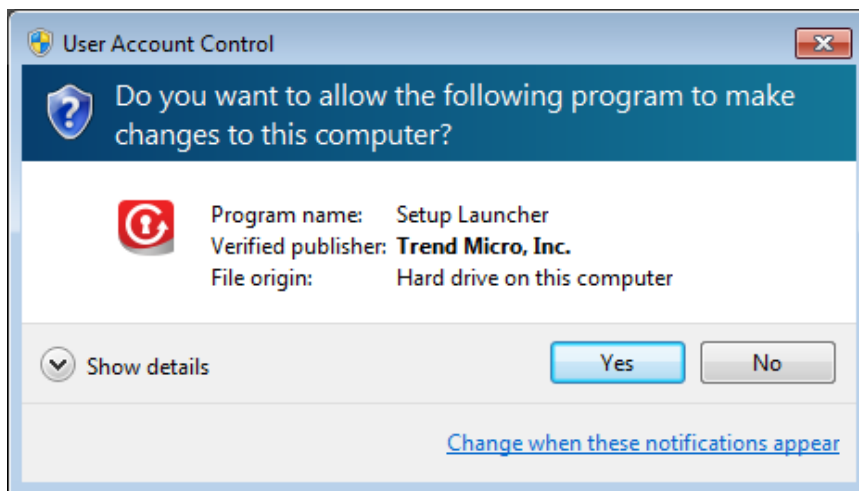
Installing from Windows

To install Trend Micro Safe Lock, you must log on using an account with administrator privileges.

Procedure

1. Double-click `SL_Install.exe`.

If a **User Account Control** warning from Windows appears, click **Yes**.

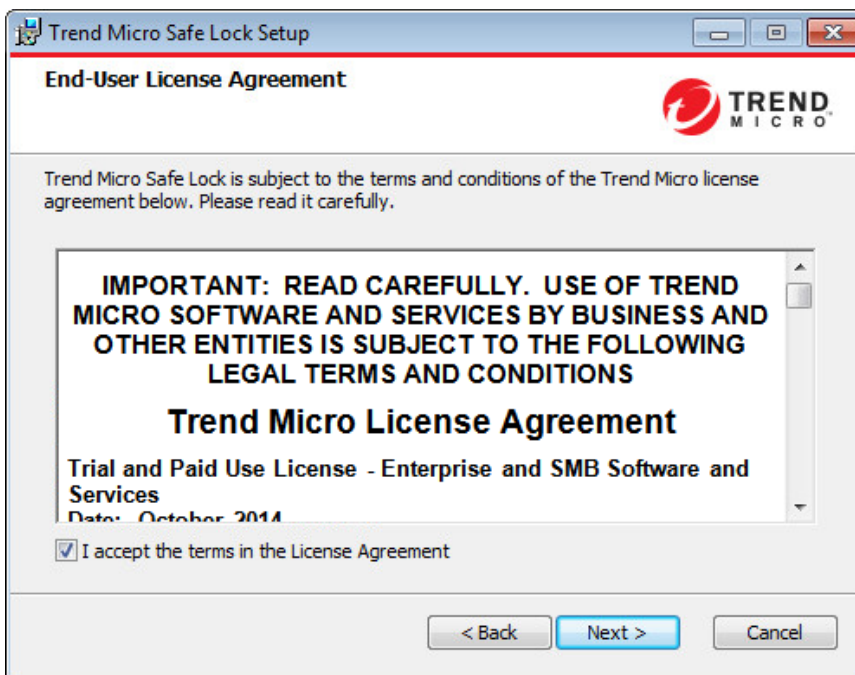


2. When the installation wizard opens, click **Next**.



If there is another version of Safe Lock on the endpoint, the installer will remove it before installing the latest version.

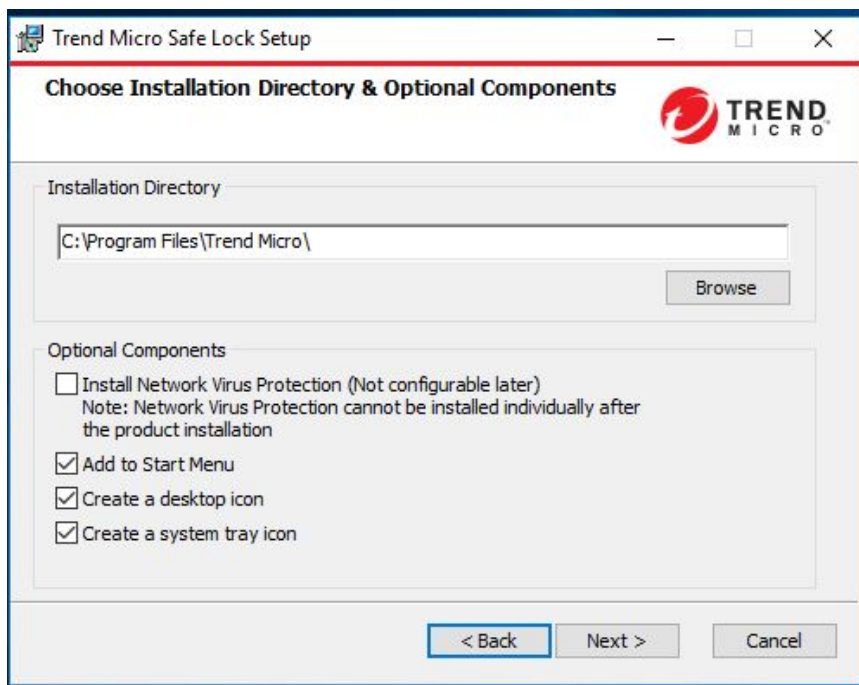
3. Read the license agreement, select **I accept the terms in the License Agreement**, and click **Next**.



4. Make any necessary changes to the installation options, and click **Next**.



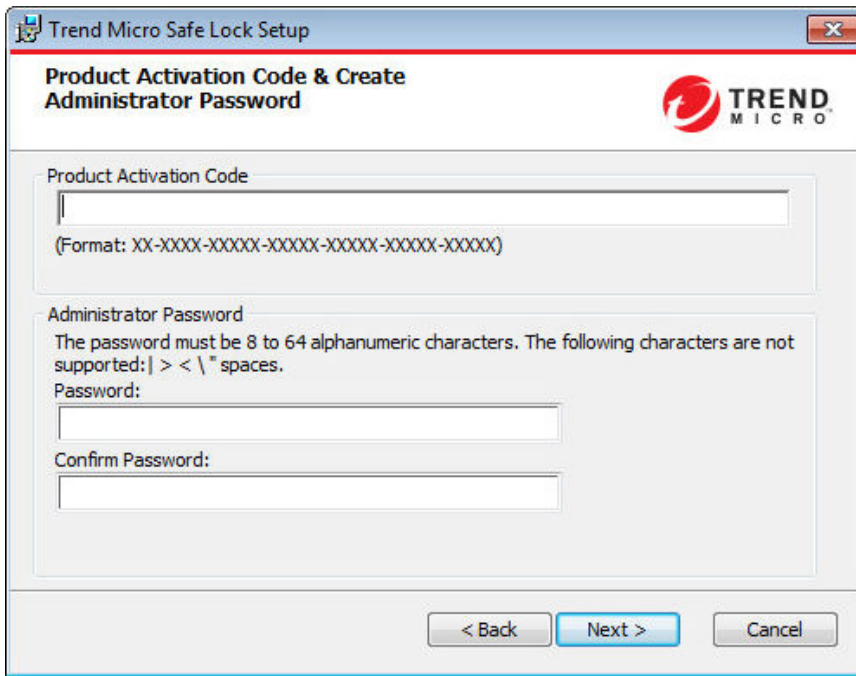
Network Virus Protection can only be installed during the initial program installation, but it can be disabled after installation, if necessary. See *Exploit Prevention Settings* in the Administrator's Guide for more information.



5. Provide the Activation Code and specify an administrator password for Trend Micro Safe Lock.

**Note**

The password must be 8 to 64 alphanumeric characters. The following characters are not supported: | > < \ " spaces. The Safe Lock administrator password is unrelated to the Windows administrator password.



The screenshot shows a Windows-style dialog box titled "Trend Micro Safe Lock Setup". The main heading is "Product Activation Code & Create Administrator Password". In the top right corner, there is the Trend Micro logo. The dialog is divided into two main sections. The first section is for the "Product Activation Code", which includes a text input field and a note: "(Format: XX-XXXX-XXXXX-XXXXX-XXXXX-XXXXX)". The second section is for the "Administrator Password", which includes a text input field and a note: "The password must be 8 to 64 alphanumeric characters. The following characters are not supported: | > < \ " spaces." Below this is a "Confirm Password:" label followed by another text input field. At the bottom of the dialog, there are three buttons: "< Back", "Next >" (highlighted in blue), and "Cancel".

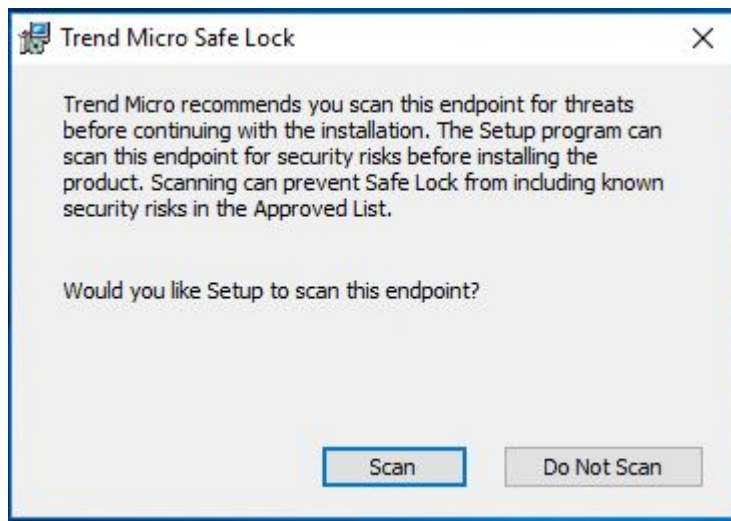


WARNING!

Do not forget the Safe Lock administrator password. The only way to recover after losing the Safe Lock administrator password is by reinstalling the operating system.

6. Click **Next**.

A message appears asking if you would like to scan the endpoint for threats before continuing with the installation.



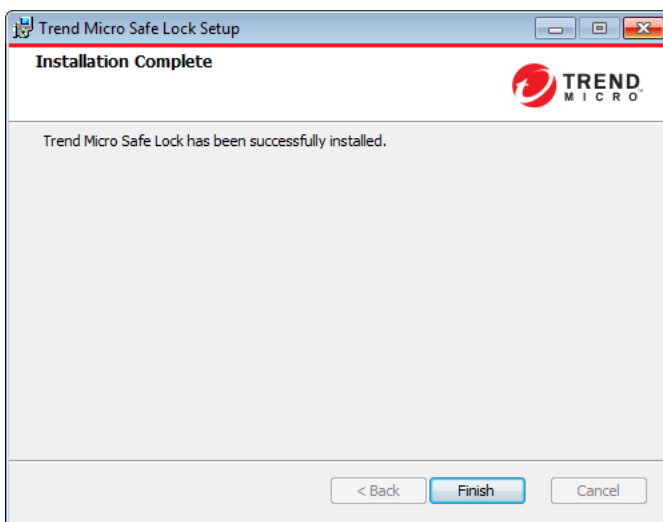
7. Optionally, scan the endpoint for threats before continuing with the installation. Trend Micro recommends you perform this scan.
 - To scan the endpoint for threats, click **Scan**.
 - a. The **Endpoint Prescan** window appears.
 - b. To customize the scan settings, click **Edit Scan Settings**.
 - c. Click **Scan Now**.

If Endpoint Prescan detects security risks, Trend Micro recommends canceling the installation. Remove threats from the endpoint and try again. If critical programs are detected as threats, confirm that the endpoint is secure and that the versions of the programs installed do not contain threats. Ignore detected threats only if you are absolutely certain that they are false positives.

**Tip**

Trend Micro provides solutions for detecting and removing threats. For endpoints with limited or no network access, Trend Micro recommends using Trend Micro Portable Security. See *Trend Micro Portable Security Compatible* on page 1-12. For more information about this and other solutions from Trend Micro, go to <http://trendmicro.com/>.

- To skip scanning, click **Do Not Scan**.
8. When the **Installation Complete** window displays, click **Finish**.

**Note**

Optionally enable memory randomization on older operating systems such as Windows XP or Windows Server 2003, which may lack or offer limited Address Space Layout Randomization (ASLR) support. See *Exploit Prevention Settings* in the Administrator's Guide for more information.

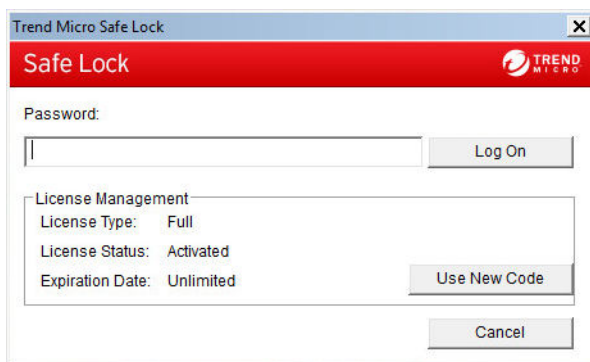
Setting Up the Approved List

Before Trend Micro Safe Lock can protect the endpoint, it must check the endpoint for existing applications and installers necessary for the system to run correctly.

Procedure

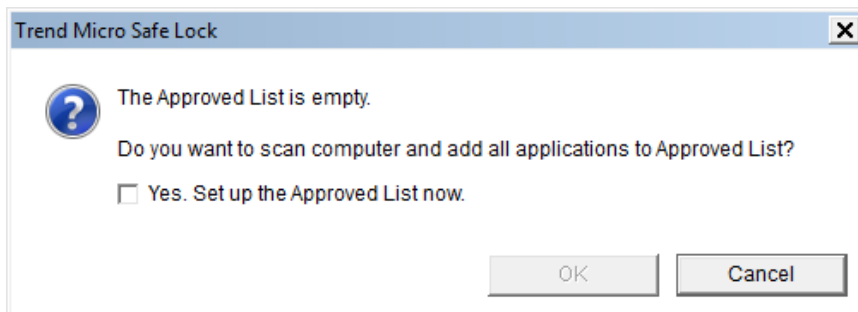
1. Open the Safe Lock console.

The Safe Lock log on screen appears.



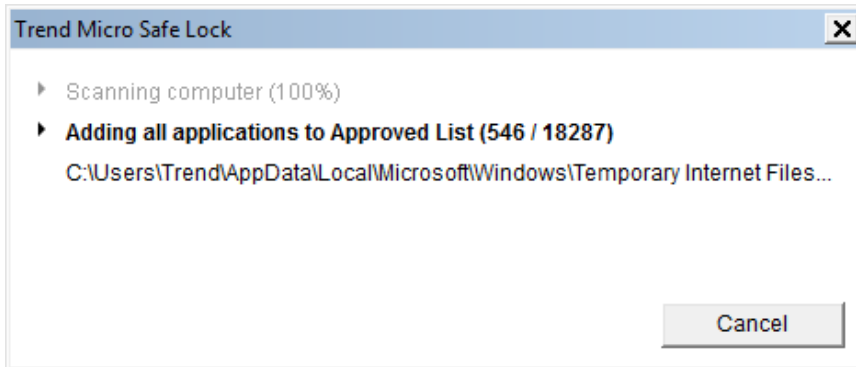
2. Provide the password and click **Login**.

Safe Lock asks if you want to set up the Approved List now.

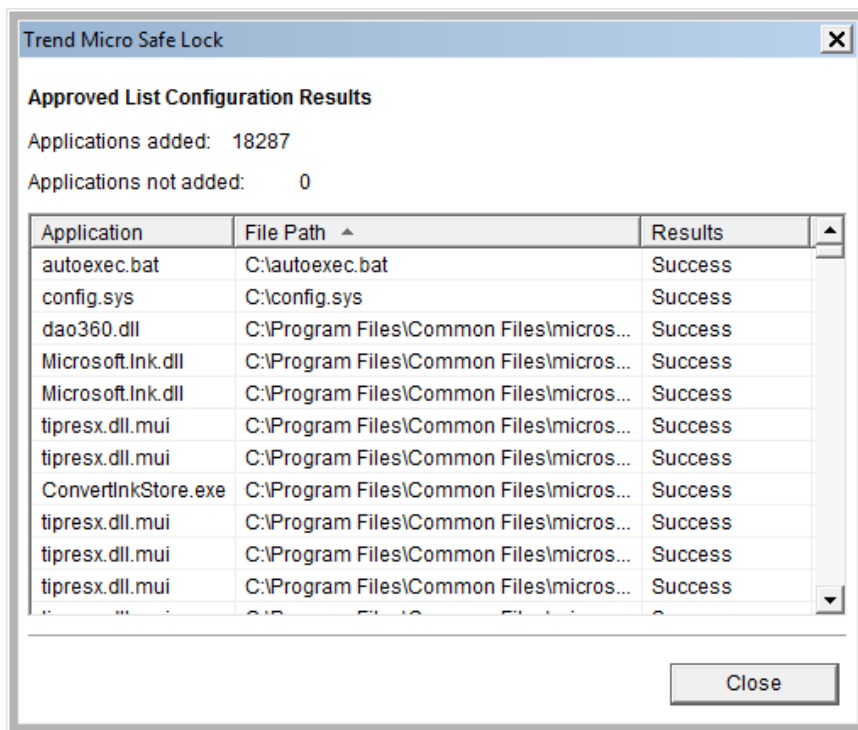


3. At the notification window, select **Yes. Set up the Approved List now** and click **OK**.

Safe Lock scans the endpoint and adds all applications to the Approved List.



Safe Lock displays the Approved List Configuration Results.



Note

When Trend Micro Safe Lock Application Lockdown is on, only applications that are in the Approved List will be able to run.

4. Click **Close**.

Installation Using the Command Line

Administrators can install Safe Lock from the command line interface (CLI) or using a batch file, allowing for silent installation and mass deployment. For mass deployment,

Trend Micro recommends first installing Safe Lock on a test computer since a customized installation may require a valid configuration file and Approved List. See the Trend Micro Safe Lock Administrator's Guide for more information about the Approved List and configuration file.



WARNING!

- Do not forget the Safe Lock administrator password. The only way to recover after losing the Safe Lock administrator password is by reinstalling the operating system.
- Make sure to enable memory randomization on older operating systems such as Windows XP or Windows Server 2003, which may lack or offer limited Address Space Layout Randomization (ASLR) support. See *Exploit Prevention Settings* in the Administrator's Guide for more information.



Important

Network Virus Protection can only be installed during the initial program installation, but it can be disabled after installation, if necessary. See *Exploit Prevention Settings* in the Administrator's Guide for more information.



Note



The password must be 8 to 64 alphanumeric characters. The following characters are not supported: | > < \ " spaces. The Safe Lock administrator password is unrelated to the Windows administrator password.

Installer Command Line Interface Parameters

The following table lists the commands available for `SL_Install.exe`.

TABLE 8-2. Safe Lock Intelligent Manager Installer Command Line Options

PARAMETER	VALUE	DESCRIPTION
-q		Run the installer silently
-p	<administrator_ password>	Specify the administrator password

PARAMETER	VALUE	DESCRIPTION
-d	<path>	Specify the installation path
-ac	<activation_code>	Specify the activation code
-nd		Do not create a desktop shortcut
-fw		Enable Network Virus Protection
-ns		Do not add a shortcut to the Start menu
-ni		Hide the task tray icon
-cp	<path>	Specify the Safe Lock configuration file  Note The Safe Lock configuration file can be exported after installing Safe Lock.
-lp	<path>	Specify the Approved List  Note After installing Safe Lock and creating the Approved List, the list can be exported.
-qp	<path>	Specify the folder path for quarantined files when custom action is set to "quarantine" mode.
-nrca		Disable the Root Cause Analysis (RCA) report
-nps		Do not execute Prescan
-ips		Do not cancel installation when Prescan detects threats

An example command line interface (CLI) install would look like this:

```
SL_Install.exe -q -ac XX-XXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX -p
P@ssW0Rd -nd
```

**Important**

An administrator password and Activation Code must be specified for the installation to continue.

Customizing Installation Parameters

**Note**

Arguments specified at the command line interface (CLI) take higher priority than the setup file, which takes higher priority over the default values. For example, if the switch `-nd` is added to `SL_Install.exe`, and `setup.ini` contains `NO_DESKTOP=0`, the switch will take precedence, and a Safe Lock Intelligent Manager desktop shortcut will not be created.

To change the default installation parameters using a `Setup.ini` file, follow the steps below.

Procedure

1. Locate the `Setup.ini` file in the installation folder.
2. Customize the installation parameters as required.

For information on installation parameters and their possible values, see [Setup.ini File Arguments on page 8-15](#).

3. Optionally encrypt the `Setup.ini` file to prevent unauthorized access to important settings.
 - a. From the installation folder, copy the `Setup.ini` file and the `WKSsupportTool.exe` file to your desktop.
 - b. Run a command prompt window as administrator.
 - c. Navigate to the desktop and type `WKSsupportTool.exe encryptsetupini Setup.ini Setup.bin` to encrypt the `Setup.ini` file and name the encrypted file as "Setup.bin".

- d. Save the Setup.bin file in the installation folder and remove the Setup.ini file.

Setup.ini File Arguments



Note

Arguments specified at the command line interface (CLI) take higher priority than the setup file, which takes higher priority over the default values. For example, if the switch `-nd` is added to `SL_Install.exe`, and `setup.ini` contains `NO_DESKTOP=0`, the switch will take precedence, and a Safe Lock Intelligent Manager desktop shortcut will not be created.

The following tables list the commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.

Property Section

The following table lists the commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.

TABLE 8-3. Setup.ini File [PROPERTY] Section Arguments

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
ACTIVATION_CODE	Activation Code	<activation_code>	<empty>	No
NO_DESKTOP	Create a shortcut on desktop	<ul style="list-style-type: none"> 0: Create shortcut 1: Do not create shortcut 	0	No
NO_STARTMENU	Create a shortcut in the Start menu	<ul style="list-style-type: none"> 0: Create shortcut 1: Do not create shortcut 	0	No


KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
NO_SYSTRAY	Display the system tray icon and Windows notifications	<ul style="list-style-type: none"> 0: Create system tray icon 1: Do not create system tray icon 	0	No
TITLE	Title content for pop-up notifications	Text up to 64 characters	Application Blocked	No
MESSAGE	Message content for pop-up notifications	Text up to 200 characters	A program has been blocked by Trend Micro Safe Lock. Please contact your help desk or administrator.	No
FILEINFO	Display the name and path of a blocked file in the pop-up notification	<ul style="list-style-type: none"> 0: Disable 1: Enable 	0	No
PASSWORD	Authenticate user identity by requesting for the administrator password before closing a pop-up notification	<ul style="list-style-type: none"> 0: Disable 1: Enable 	0	No
NO_NSC	Install firewall	<ul style="list-style-type: none"> 0: Create firewall 1: Do not create firewall 	0	No


KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
CONFIG_PATH	Configuration file path	<path>	<empty>	No
LIST_PATH	Approved List path for import	<path>	<empty>	No
APPLICATION FOLDER	Installation path for agent program	<path>	<empty>	No
MANAGED_MODE	Specify if Safe Lock is managed by the Safe Lock Intelligent Manager server	<ul style="list-style-type: none"> • 0: Standalone mode • 1: Managed mode 	0	No
PASSWORD	Password which is used for <code>sLcmd.exe</code> and Safe Lock console	<password>	<empty>	No
CUSTOM_ACTION	Custom action for blocked events	<ul style="list-style-type: none"> • 0: Ignore • 1: Quarantine • 2: Ask server 	0	No
QUARANTINE_FOLDER_PATH	Quarantine path for agent program	<path>	<empty>	No
ROOT_CAUSE_ANALYSIS	Enable root cause analysis reporting	<ul style="list-style-type: none"> • 0: Disable • Other value: Enable 	1	No
INTEGRITY_MONITOR	Enable Integrity Monitor	<ul style="list-style-type: none"> • 0: Disable • 1: Enable 	0	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
PREDEFINED_TRUSTED_UPDATER	Enable Predefined Trusted Updater	<ul style="list-style-type: none"> 0: Disable 1: Enable 	0	No
WINDOWS_UPDATE_SUPPORT	Enable Window Update Support	<ul style="list-style-type: none"> 0: Disable 1: Enable 	0	No
PRESKAN	Prescan the endpoint before installing Safe Lock	<ul style="list-style-type: none"> 0: Do not prescan the endpoint 1: Prescan the endpoint 	1	No
MAX_EVENT_DATABASE_SIZE	Maximum database file size (MB)	Positive integer	1024	No
WEL_SIZE	Windows Event Log size (KB)	Positive integer	1024	No
WEL_RETENTION	Windows Event Log option when maximum event log size is reached on Windows Event Log.	<p>For Windows XP or earlier platforms:</p> <ul style="list-style-type: none"> 0: Overwrite events as needed 1 - 365: Overwrite events older than (1-365) days -1: Do not overwrite events (Clear logs manually) <p>For Windows Vista or later platforms:</p>	0	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
		<ul style="list-style-type: none"> 0: Overwrite events as needed (oldest events first) 1: Archive the log when full, do not overwrite events -1: Do not overwrite events (Clear logs manually) 		
WEL_IN_SIZE	Windows Event Log size for Integrity Monitor events (KB)	Positive integer	1024	No
WEL_IN_RETENTION	Windows Event Log option when maximum event log size for Integrity Monitor events is reached on Windows Event Log.	<p>For Windows XP or earlier platforms:</p> <ul style="list-style-type: none"> 0: Overwrite events as needed 1 - 365: Overwrite events older than (1-365) days -1: Do not overwrite events (Clear logs manually) <p>For Windows Vista or later platforms:</p> <ul style="list-style-type: none"> 0: Overwrite events as 	0	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
		<p>needed (oldest events first)</p> <ul style="list-style-type: none"> • 1: Archive the log when full, do not overwrite events • -1: Do not overwrite events (Clear logs manually) 		
USR_DEBUGLOG_ENABLE	Enable debug logging for user sessions	<ul style="list-style-type: none"> • 0: Do not log • 1: Log 	0	No
USR_DEBUGLOG_LEVEL	The number of debug log entries allowed for user sessions	<ul style="list-style-type: none"> • 273 	273	No
SRV_DEBUGLOG_ENABLE	Enable debug logging for service sessions.	<ul style="list-style-type: none"> • 0: Do not log • 1: Log 	0	No
SRV_DEBUGLOG_LEVEL	The number of debug log entries allowed for service sessions	<ul style="list-style-type: none"> • 273 	273	No
SILENT_INSTALL	Execute installation in silent mode	<ul style="list-style-type: none"> • 0: Do not use silent mode • 1: Use silent mode 	0	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
	 Important To use silent mode, you must also specify the ACTIVATION_CODE and PASSWORD keys and values. For example: <pre>[PROPERTY] ACTIVATION_CODE=XX-XXXXX-XXXXX-XXXXX-XXXXX PASSWORD=P@ssw0Rd SILENT_INSTALL=1</pre>			
STORAGE_DEVICE_BLOCKING	Blocks storage devices, including CD/DVD drives, floppy disks, and network drives, from accessing managed endpoints.	<ul style="list-style-type: none"> • 0: Allow access from storage devices • 1: Block access from storage devices 	0	No
INIT_LIST	Initialize the Approved List during installation	<ul style="list-style-type: none"> • 0: Do not initialize the Approved List during installation • 1: Initialize the Approved List during installation 	0	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
	 Note LIST_PATH has priority over INIT_LIST. For example: [PROPERTY] LIST_PATH=liststore.db INIT_LIST=1 In this case, liststore.db is imported and INIT_LIST is ignored.			
INIT_LIST_PATH	A folder path to be traversed for the Approved List initialization. Each local disk's root directory will be traversed if empty.	<folder path>	<empty>	No
INIT_LIST_PATH_OPTIONAL	A folder path to be traversed for the Approved List initialization. Each local disk's root directory will be traversed if empty.	<folder path>	<empty>	No
LOCKDOWN	Turn Application Lockdown on	<ul style="list-style-type: none"> 0: Turn off Application Lockdown 	0	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
	after installation finish	<ul style="list-style-type: none"> 1: Turn on Application Lockdown 		

EventLog Section

The following table lists the commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.

TABLE 8-4. Setup.ini File [EVENTLOG] Section Arguments

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
ENABLE	Log events related to Safe Lock	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No
LEVEL_WARNINGLOG	Log "Warning" level events related to Safe Lock	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No
LEVEL_INFORMATIONLOG	Log "Information" level events related to Safe Lock	<ul style="list-style-type: none"> 1: Log 0: Do not log 	0	No
BLOCKEDACCESSLOG	Log files blocked by Safe Lock	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No
APPROVEDACCESSLOG	Log files approved by Safe Lock	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No
APPROVEDACCESSLOG_TRUSTEDUPDATER	Log Trusted Updater	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
	approved access			
APPROVEDACCESSLOG_TRUSTEDHASH	Log Trusted Hash approved access	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
APPROVEDACCESSLOG_DLLDRIVER	Log DLL/Driver approved access	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	0	No
APPROVEDACCESSLOG_APPLICATIONLOCKDOWN_EXCEPTIONPATH	Log Application Lockdown exception path approved access	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
APPROVEDACCESSLOG_TRUSTEDCERTIFICATIONS	Log Trusted Certifications approved access	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
APPROVEDACCESSLOG_WRITEPROTECTION	Log Write Protection approved access	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
SYSTEMEVENTLOG	Log events related to the system	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
SYSTEMEVENTLOG_EXCEPTIONPATH	Log exceptions to Application Lockdown	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
SYSTEMEVENTLOG_WRITEPROTECTION	Log Write Protection events	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
LISTLOG	Log events related to the Approved list	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
USBMALWAREPROTECTIONLOG	Log events that trigger USB Malware Protection	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
EXECUTIONPREVENTIONLOG	Log events that trigger Execution Prevention	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
NETWORKVIRUSPROTECTIONLOG	Log events that trigger Network Virus Protection	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
INTEGRITYMONITORINGLOG_FILECREATED	Log file and folder created events	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
INTEGRITYMONITORINGLOG_FILEMODIFIED	Log file modified events	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
INTEGRITYMONITORINGLOG_FILEDELETED	Log file and folder deleted events	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
INTEGRITYMONITORINGLOG_FILERENAME	Log file and folder renamed events	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No
INTEGRITYMONITORINGLOG_REGVALUEMODIFIED	Log registry value modified events	<ul style="list-style-type: none"> • 1: Log • 0: Do not log 	1	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
INTEGRITYMONITORINGLOG_REGVALUEDELETED	Log registry value deleted events	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No
INTEGRITYMONITORINGLOG_REGKEYCREATED	Log registry key created events	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No
INTEGRITYMONITORINGLOG_REGKEYDELETED	Log registry key deleted events	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No
INTEGRITYMONITORINGLOG_REGKEYRENAMED	Log registry key renamed events	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No
DEVICECONTROLLOG	Log events related to device access control	<ul style="list-style-type: none"> 1: Log 0: Do not log 	1	No

Server Section

The following table lists the commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.

TABLE 8-5. Setup.ini File [SERVER] Section Arguments

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
HOSTNAME	Server host name	<host_name>	<empty>	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
PORT_FAST	Server listen port for fast lane	1 - 65535	<empty>	No
PORT_SLOW	Server listen port for slow lane	1 - 65535	<empty>	No
CERT	Certificate file name	<certificate_file_name>	<empty>	No
API_KEY	API key	<API_key>	<empty>	No

Agent Section

The following table lists the commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.

TABLE 8-6. Setup.ini File [AGENT] Section Arguments

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
PORT	Agent listening port	1 - 65535	<empty>	No
SSL_ALLOW_BEAST	Handles possible security flaws in SSL3 and TLS 1.0 protocols for BEAST attacks	<ul style="list-style-type: none"> 0: Protect against BEAST attacks 1: Do not implement any security workarounds for BEAST vulnerabilities 	1	No
POLL_SERVER	Identify the agent as an NAT agent	<ul style="list-style-type: none"> 0: Non-NAT agent 	0	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
		<ul style="list-style-type: none"> 1: NAT agent 		
POLL_SERVER_INTERVAL	Set the NAT connection frequency	<ul style="list-style-type: none"> 1 - 64800: Connect to the Safe Lock Intelligent Manager server every (1 - 64800) minutes 	10	No

Message Section

The following table lists the commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.

TABLE 8-7. Setup.ini File [MESSAGE] Section Arguments

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
REGISTER_TRIGGER	Register message trigger	<ul style="list-style-type: none"> 1: Immediately 2: On demand 	1	No
UNREGISTER_TRIGGER	Unregister message trigger	<ul style="list-style-type: none"> 1: Immediately 2: On demand 	1	No
UPDATESTATUS_TRIGGER	Update status message trigger	<ul style="list-style-type: none"> 1: Immediately 2: On demand 	1	No
UPLOADBLOCKEDEVENT_TRIGGER	Upload blocked event message trigger	<ul style="list-style-type: none"> 1: Immediately 2: On demand 	1	No
CHECKFILEHASH_TRIGGER	Check file hash message trigger	<ul style="list-style-type: none"> 1: Immediately 2: On demand 	1	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
QUICKSCANFILE_TRIGGER	Quick scan file message trigger	<ul style="list-style-type: none"> 1: Immediately 2: On demand 	1	No

MessageRandomization Section



Note

Safe Lock agents respond as soon as possible to direct requests from Safe Lock Intelligent Manager. For details, refer to Applying Message Time Groups in the Safe Lock Intelligent Manager Administrator's Guide.

The following table lists the commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.

TABLE 8-8. Setup.ini File [MESSAGERANDOMIZATION] Section Arguments

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
TOTAL_GROUP_NUM	Number of groups controlled by the server	0 - 2147483646	0	No
OWN_GROUP_INDEX	Index of group which this agent belongs to	0 - 2147483646	0	No
TIME_PERIOD	Maximum amount of time agents have to upload data (in seconds)	0 - 2147483647	0	No

Proxy Section

The following table lists the commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.


TABLE 8-9. Setup.ini File [PROXY] Section Arguments


KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
MODE	Proxy mode	<ul style="list-style-type: none"> • 0: No proxy used • 1: Proxy used with manual settings • 2: Proxy used with settings retrieved from Internet Explorer automatically 	0	No
HOSTNAME	Proxy host name	<host_name>	<empty>	No
PORT	Proxy port	1 - 65535	<empty>	No
USERNAME	Proxy user name	<user_name>	<empty>	No
PASSWORD	Proxy password	<password>	<empty>	No

Prescan Section

The following table lists the commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.

TABLE 8-10. Setup.ini File [PRESCAN] Section Arguments

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
IGNORE_THREAT	<p>Cancel installation after detecting malware threat during prescan</p> <hr/>  Note Only valid during silent installations.	<ul style="list-style-type: none"> 0: Cancel 1: Continue installation after detecting malware threat during prescan 	0	No
REPORT_FOLDER	An absolute folder path where prescan result reports are saved.	<ul style="list-style-type: none"> <folder_path> <empty>: Defaults to %windir%\temp\prescan\log 	<empty>	No
SCAN_TYPE	The type of scan executed during silent installation	<ul style="list-style-type: none"> Full: Scan all folders on the endpoint. Quick: Scans the following folders: <ul style="list-style-type: none"> Fixed root drives For example: c:\ d:\ System root folder 	Full	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
	<p> Note The selected value is used as the default value for a UI installation.</p>	<p>For example, c: \Windows</p> <ul style="list-style-type: none"> • System folder <p>For example, c: \Windows \System</p> <ul style="list-style-type: none"> • System32 folder <p>For example, c: \Windows \System32</p> <ul style="list-style-type: none"> • Driver folder <p>For example, c: \Windows \System32 \Drivers</p> <ul style="list-style-type: none"> • Temp folder <p>For example, c:\Users \Trend \AppData \Local \Temp</p> <ul style="list-style-type: none"> • Desktop folder 		

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
		<p>including sub folders and files</p> <p>For example, c:\Users \Trend \Desktop</p> <ul style="list-style-type: none"> • Specific: Scan folders specified with SPECIFIC_FOLDER entries 		
COMPRESS_LAYER	The number of compressed layers to scan when a compressed file is scanned.	<ul style="list-style-type: none"> • 0: Do not scan compressed files • 1 - 20: Scan up to the specified number of layers of a compressed file 	2	No
MAX_FILE_SIZE	The largest file allowed for scan	<ul style="list-style-type: none"> • 0: Scan files of any sizes • 1 - 9999: Only scan files equal to or smaller than the specified size (MB) 	0	No
SCAN_REMOVABLE_DRIVE	Scan removable drives	<ul style="list-style-type: none"> • 0: Do not scan removable drives 	0	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
		<ul style="list-style-type: none"> 1: Scan removable drives 		
SPECIFIC_FOLDER	An absolute folder path to scan when the scan type is [Specific]	<p><folder_path></p> <p>Multiple folders can be specified by creating new entries whose name starting with SPECIFIC_FOLDER. Every entry name needs to be unique.</p> <p>For example:</p> <p>SPECIFIC_FOLDER=c:\folder1</p> <p>SPECIFIC_FOLDER2=c:\folder2</p> <p>SPECIFIC_FOLDER3=c:\folder3</p>	<empty>	No
EXCLUDED_FILE	An absolute file path to exclude from scanning	<p><file_path></p> <p>Multiple files can be specified by creating new entries whose name starting with EXCLUDED_FILE. Every entry name needs to be unique.</p> <p>For example:</p> <p>EXCLUDED_FILE=c:\file1.exe</p> <p>EXCLUDED_FILE2=c:\file2.exe</p>	<empty>	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
		EXCLUDED_FILE3=c:\file3.exe		
EXCLUDED_FOLDER	An absolute folder path to exclude from scanning	<p><folder_path></p> <p>Multiple folders can be specified by creating new entries whose name starting with EXCLUDED_FOLDER. Every entry name needs to be unique.</p> <p>For example:</p> <p>EXCLUDED_FOLDER=c:\file1.exe</p> <p>EXCLUDED_FOLDER2=c:\file2.exe</p> <p>EXCLUDED_FOLDER3=c:\file3.exe</p>	<empty>	No
EXCLUDED_EXTENSION	A file extension to exclude from scanning	<p><file_extension></p> <p>Multiple extensions can be specified by creating new entries whose name starting with EXCLUDED_EXTENSION. Every entry name needs to be unique.</p> <p>For example:</p> <p>EXCLUDED_EXTENSION=bmp</p> <p>EXCLUDED_EXTENSION2=png</p>	<empty>	No

BlockNotification Section

The following table lists the notification commands available for `setup.ini`. If no value is specified in the setup file, the default value will be used.

See [Property Section on page 8-15](#) for more information.



Important

To enable the feature, make sure to also enable the display for system tray icons and notifications. See `NO_SYSTRAY` in this table for details.

TABLE 8-11. Setup.ini File [BlockNotification] Section Arguments

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
ENABLE	Display notifications on managed endpoints when Safe Lock Intelligent Manager blocks an unapproved file.	<ul style="list-style-type: none"> • 0: Disable • 1: Enable 	0	No
ALWAYS_ON_TOP	Display the file blocking notification on top of other screens.	<ul style="list-style-type: none"> • 0: Disable • 1: Enable 	1	No
SHOW_DETAILS	Display file name, file path, and event time in the notification.	<ul style="list-style-type: none"> • 0: Disable • 1: Enable 	1	No
AUTHENTICATE	Authenticate the user by requesting the administrator password when closing the notification.	<ul style="list-style-type: none"> • 0: Disable • 1: Enable 	1	No
TITLE	Notification title	<notification_title>	<empty>	No

KEY	DESCRIPTION	POSSIBLE VALUES	DEFAULT VALUE	ENCRYPTED
MESSAGE	Notification content	<notification_content>	<empty>	No

Chapter 9

Working with the Agent Configuration File

This chapter describes how to configure Trend Micro Safe Lock using the configuration file.

Topics in this chapter include:

- *Working with the Agent Configuration File on page 9-2*

Working with the Agent Configuration File

The configuration file allows administrators to create and deploy a single configuration across multiple machines. See *Exporting or Importing a Configuration File on page 9-2* for more information.

Changing Advanced Settings

Some settings can only be changed through the configuration file using the command line interface (CLI). See *Using SLCmd at the Command Line Interface (CLI) on page 6-2* for more information.

Procedure

1. Export the configuration file.
2. Decrypt the configuration file.
3. Edit the configuration file with Windows Notepad or another text editor.

**Important**

Safe Lock only supports configuration files in the UTF-8 file format.

**Tip**

To update multiple agents with shared settings, you may choose to only import the modified settings.

4. Encrypt the edited configuration file.
 5. Import the edited configuration file.
-

Exporting or Importing a Configuration File

Trend Micro Safe Lock encrypts the configuration file before export. Users must decrypt the configuration file before modifying the contents.

Procedure

1. Open the Trend Micro Safe Lock console using the desktop icon (if available) or the **Start** menu by clicking **All Programs > Trend Micro Safe Lock**.
2. Provide the password and click **Login**.
3. Click the **Settings** menu item to access the **Export/Import Configuration** section.

To export the configuration file as a database (.xen) file:

- a. Click **Export**, and choose the location to save the file.
- b. Provide a filename, and click **Save**.

To import the configuration file as a database (.xen) file:

- a. Click **Import**, and locate the database file.
- b. Select the file, and click **Open**.

Trend Micro Safe Lock overwrites the existing configuration settings with the settings in the database file.

Configuration File Syntax

The configuration file uses the XML format to specify parameters used by Safe Lock.



Important

The configuration file only supports UTF-8 encoding.

Refer to the following example of the configuration file:

```
<?xml version="1.0" encoding="UTF-8"?>
<Configurations version="1.00.000"
  xmlns:xsi="http://www.w3.org/2001/
  XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="WKConfig.xsd">
```

```
<Configuration>
  <AccountGroup>
    <Account
      ID="{24335D7C-1204-43d1-9CBB-332D688C85B6}"
      Enable="no">
      <Password/>
    </Account>
  </AccountGroup>
</UI>
  <SystemTaskTrayIcon Enable="yes"/>
</UI>
<Feature>
  <ApplicationLockDown LockDownMode="2">
    <WhiteList
      RecentHistoryUnapprovedFilesLimit="50"/>
    <ScriptLockdown Enable="yes">
      <Extension ID="bat">
        <Interpreter>cmd.exe</Interpreter>
      </Extension>
      <Extension ID="cmd">
        <Interpreter>cmd.exe</Interpreter>
      </Extension>
      <Extension ID="com">
        <Interpreter>ntvdm.exe</Interpreter>
      </Extension>
      <Extension ID="dll">
        <Interpreter>ntvdm.exe</Interpreter>
      </Extension>
      <Extension ID="drv">
        <Interpreter>ntvdm.exe</Interpreter>
      </Extension>
      <Extension ID="exe">
        <Interpreter>ntvdm.exe</Interpreter>
      </Extension>
      <Extension ID="js">
        <Interpreter>cscript.exe</Interpreter>
        <Interpreter>wscript.exe</Interpreter>
      </Extension>
      <Extension ID="msi">
        <Interpreter>msiexec.exe</Interpreter>
      </Extension>
      <Extension ID="pif">
```



```

        <Interpreter>ntvdm.exe</Interpreter>
    </Extension>
    <Extension ID="ps1">
        <Interpreter>powershell.exe
        </Interpreter>
    </Extension>
    <Extension ID="sys">
        <Interpreter>ntvdm.exe</Interpreter>
    </Extension>
    <Extension ID="vbe">
        <Interpreter>cscript.exe</Interpreter>
        <Interpreter>wscript.exe</Interpreter>
    </Extension>
    <Extension ID="vbs">
        <Interpreter>cscript.exe</Interpreter>
        <Interpreter>wscript.exe</Interpreter>
    </Extension>
</ScriptLockdown>
<TrustedUpdater>
    <PredefinedTrustedUpdater Enable="no">
        <RuleSet/>
    </PredefinedTrustedUpdater>
    <WindowsUpdateSupport Enable="yes"/>
</TrustedUpdater>
<DllDriverLockDown Enable="yes"/>
<ExceptionPath Enable="no">
    <ExceptionPathList/>
</ExceptionPath>
<TrustedCertification Enable="yes"/>
<TrustedHash Enable="no"/>
<WriteProtection Enable="yes" ActionMode="1"
ProtectApprovedList="yes"/>
<CustomAction ActionMode="0"/>
</ApplicationLockDown>
<UsbMalwareProtection Enable="yes" ActionMode="1"/>
<DllInjectionPrevention Enable="yes"
ActionMode="1"/>
<ApiHookingPrevention Enable="yes" ActionMode="1"/>
<MemoryRandomization Enable="yes"/>
<NetworkVirusProtection Enable="yes"
ActionMode="1"/>
<IntegrityMonitoring Enable="yes"/>

```

```
<Log>
  <EventLog Enable="yes">
    <Level>
      <WarningLog Enable="yes" />
      <InformationLog Enable="yes" />
    </Level>
    <BlockedAccessLog Enable="yes"/>
    <ApprovedAccessLog Enable="yes">
      <TrustedUpdaterLog Enable="yes"/>
      <DllDriverLog Enable="yes"/>
      <ExceptionPathLog Enable="yes"/>
      <TrustedCertLog Enable="yes"/>
      <TrustedHashLog Enable="yes"/>
      <WriteProtectionLog Enable="yes"/>
    </ApprovedAccessLog>
    <SystemEventLog Enable="yes">
      <ExceptionPathLog Enable="yes"/>
      <WriteProtectionLog Enable="yes"/>
    </SystemEventLog>
    <ListLog Enable="yes"/>
    <UsbMalwareProtectionLog Enable="yes"/>
    <ExecutionPreventionLog Enable="yes"/>
    <NetworkVirusProtectionLog Enable="yes"/>
    <IntegrityMonitoringLog>
      <FileCreatedLog Enable="yes"/>
      <FileModifiedLog Enable="yes"/>
      <FileDeletedLog Enable="yes"/>
      <FileRenamedLog Enable="yes"/>
      <RegValueModifiedLog Enable="yes"/>
      <RegValueDeletedLog Enable="yes"/>
      <RegKeyCreatedLog Enable="yes"/>
      <RegKeyDeletedLog Enable="yes"/>
      <RegKeyRenamedLog Enable="yes"/>
    </IntegrityMonitoringLog>
  </EventLog>
  <DebugLog Enable="no"/>
</Log>
</Feature>
<ManagedMode Enable="yes">
  <Agent>
    <Port/>
    <SslAllowBeast>1</SslAllowBeast>
```

```
</Agent>
<Server>
  <HostName/>
  <FastPort/>
  <SlowPort/>
  <ApiKey/>
</Server>
<Message>
  <Register Trigger="1"/>
  <Unregister Trigger="1"/>
  <UpdateStatus Trigger="1"/>
  <UploadBlockedEvent Trigger="1"/>
  <CheckFileHash Trigger="1"/>
  <QuickScanFile Trigger="1"/>
</Message>
<MessageRandomization TotalGroupNum="1"
OwnGroupIndex="0"
  TimePeriod="0"/>
<Proxy Mode="0">
  <HostName/>
  <Port/>
  <UserName/>
  <Password/>
</Proxy>
</ManagedMode>
</Configuration>
<Permission>
  <AccountRef
  ID="{24335D7C-1204-43d1-9CBB-332D688C85B6}">
    <UIControl ID="DetailSetting" State="no"/>
    <UIControl ID="LockUnlock" State="yes"/>
    <UIControl ID="LaunchUpdater" State="yes"/>
    <UIControl ID="RecentHistoryUnapprovedFiles"
      State="yes"/>
    <UIControl ID="ImportExportList" State="yes"/>
    <UIControl ID="ListManagement" State="yes"/>
  </AccountRef>
</Permission>
</Configurations>
```

Configuration File Parameters

The configuration file contains sections that specify parameters used by Safe Lock.

TABLE 9-1. Configuration File Sections and Descriptions

SECTION		DESCRIPTION	ADDITIONAL INFORMATION
Configuration		Container for the Configuration section	
	AccountGroup	Parameters to configure the Restricted User account	See AccountGroup Section on page 9-10 . See Account Types on page 5-17 .
	UI	Parameters to configure the display of the system tray icon	See UI Section on page 9-10 .
	Feature	Container for the Feature section	


SECTION		DESCRIPTION	ADDITIONAL INFORMATION
	ApplicationLockDown	Parameters to configure Safe Lock features and functions	See Feature Section on page 9-13 .
	UsbMalwareProtection		
	DllInjectionPrevention		
	ApiHookingPrevention		
	MemoryRandomization		
	NetworkVirusProtection		
	IntegrityMonitoring		
	StorageDeviceBlocking	A parameter to control storage device access to managed endpoints	
	Log	Parameters to configure individual log types	See Log Section on page 9-24 . See Agent Event Log Descriptions on page 13-4 .
	ManagedMode	Parameters to configure Centralized Management functions	See ManagedMode Section on page 9-28 .
Permission		Container for the Permission section	
	AccountRef	Parameters to configure the Safe Lock console controls available to the Restricted User account	See AccountRef Section on page 9-32 . See Account Types on page 5-17 .

AccountGroup Section

Parameters to configure the Restricted User account

See *Account Types on page 5-17*.

TABLE 9-2. Configuration File AccountGroup Section Parameters

PARAMETER	SETTING	VALUE	DESCRIPTION
Configuration			Container for the Configuration section
AccountGroup			Container for the AccountGroup section
Account	ID	<GUID>	Restricted User account GUID
	Enable	yes	Enable the Restricted User account
		no	Disable the Restricted User account
	Password	<Safe_Lock_password>	Password for the Restricted User account to access the Safe Lock console
			<hr/>  Note The Safe Lock administrator and Restricted User passwords cannot be the same. <hr/>

UI Section

Parameters to configure the display of the system tray icon

TABLE 9-3. Configuration File `UI` Section Parameters

PARAMETER	SETTING	VALUE	DESCRIPTION
Configuration			Container for the Configuration section

PARAMETER		SETTING	VALUE	DESCRIPTION
	UI			Container for the UI section
	SystemTrayIcon	Enable	yes	Display the system tray icon and Windows notifications
			no	Hide the system tray icon and Windows notifications
	BlockNotification	Enable	yes	Display a notification on the managed endpoint when a file not specified in the agent Approved List is blocked.
			no	Do not display any notifications on the managed endpoint when files not specified in the agent Approved List are blocked.
		Authenticate	yes	Prompt for the administrator password when the user attempts to close the notification.
			no	Password is not required to close the notification.
		ShowDetails	yes	Show file path of the blocked file and the event time.
			no	Do not show event details.
		AlwaysOnTop	yes	Keep the notification on top of any other screen.
			no	Allow other screens to cover the notification.
		Title	<Title>	Specify the title for the notification.
		Message	<Message>	Specify the message for the notification.

Feature Section

Parameters to configure Safe Lock features and functions

See *About Feature Settings on page 5-19*.

TABLE 9-4. Configuration File `feature` Section Parameters

PARAMETER	SETTING	VALUE	DESCRIPTION
Configuration			Container for the Configuration section
Feature			Container for the Feature section
ApplicationLockDown	LockDown Mode	1	Turn on Application Lockdown
		2	Turn off Application Lockdown
WhiteList	RecentHistoryUnapprovedFilesLimit	0 - 65535	Maximum number of entries in the Blocked Files log
ScriptLockDown	Enable	yes	Enable Script Lockdown
		no	Disable Script Lockdown
Extension	ID	<file_extension>	File extension for Script Lockdown to block For example, specify a value of <code>MSI</code> to block <code>.msi</code> files.
		Interpreter	<file_name>

PARAMETER		SETTING	VALUE	DESCRIPTION
TrustedUpdater				Container for the TrustedUpdater section
PredefinedTrustedUpdater		Enable	yes	Enable Trusted Updater
			no	Disable Trusted Updater
RuleSet				Container for RuleSet conditions
Condition		ID	<unique_ruleset_name>	Unique name for the set of rules
ApprovedListCheck		Enable	yes	Enable hash checks for programs executed using the Trusted Updater
			no	Disable hash checks for programs executed using the Trusted Updater
ParentProcess		Path	<process_path>	Path of the parent process to add to the Trusted Updater List
Exception		Path	<process_path>	Path to exclude from the Trusted Updater List
Rule		Label	<unique_rule_name>	Unique name for this rule
Updater		Type	process	Use the specified EXE file
			file	Use the specified MSI or BAT file
			folder	Use the EXE, MSI or BAT files in the specified folder

PARAMETER				SETTING	VALUE	DESCRIPTION
					folderandsub	Use the EXE, MSI or BAT files in the specified folder and its subfolders
				Path	<update_path>	Trusted Update path
				ConditionRef	<condition_ID>	Condition ID to provide a more detailed rule for the Trusted Updater
			WindowsUpdateSupport	Enable	yes	Allow Windows Update to run on the managed endpoint when it is locked down.
					no	Block Windows Update on the managed endpoint when it is locked down.
			DLLDriverLockdown	Enable	yes	Enable DLL/Driver Lockdown
					no	Disable DLL/Driver Lockdown
			ExceptionPath	Enable	yes	Enable exception paths
					no	Disable exception paths
			ExceptionPathList			Container for the Exception List
			ExceptionPath	Path	<exception_path>	Exception path
					Type	file
folder	Use the files in the specified folder					
		folderandsub	Use the files in the specified folder and its subfolders			

PARAMETER	SETTING	VALUE	DESCRIPTION
		regex	Use an exception using the regular expression
TrustedCertification	Enable	yes	Enable using Trusted Certifications
		no	Disable using Trusted Certifications
PredefinedTrustedCertification	Type	updater	File signed by this certificate is treated as a Trusted Update
		lockdown	File signed by this certificate is not treated as a Trusted Update
	Hash	<SHA-1_hash_value>	SHA1-hash value of this certificate
	Label	<label>	Description of this certificate
	Subject	<subject>	Subject of this certificate
	Issuer	<issuer>	Issuer of this certificate
TrustedHash	Enable	yes	Enable using the Trusted Hash List
		no	Disable using the Trusted Hash List
PredefinedTrustedHash	Type	updater	File matched by this hash value is treated as a Trusted Update
		lockdown	File matched by this hash value is not treated as a Trusted Update

PARAMETER	SETTING	VALUE	DESCRIPTION
	Hash	<SHA-1_hash_value>	SHA-1 hash value of this file
	Label	<label>	Description of this file
	AddToApprovedList	yes	Add the file matched by this hash value to the Approved List when it is accessed for the first time
		no	Do not add the file matched by this hash value to the Approved List
	Path	<file_path>	File path
	Note	<note>	Add a note for the file matched by this hash value
WriteProtection	Enable	yes	Enable Write Protection
		no	Disable Write Protection
	ActionMode	0	Allow actions such as edit, rename, and delete
		1	Block actions such as edit, rename, and delete
	ProtectApprovedList	yes	Enable protection of the Approved List (in addition to the Write Protection List) when Write Protection is enabled
		no	Disable protection of the Approved List (in addition to the Write Protection List) when Write Protection is enabled

PARAMETER	SETTING	VALUE	DESCRIPTION	
List			Container for the Write Protection List	
	File	Path	<file_path >	
	Folder	Path	<folder_path>	Folder path
		Includesubfolder	yes	Use the files in the specified folder and its subfolders
			no	Use the files in the specified folder
	RegistryKey	Key	<reg_key >	Registry key <reg_key> can be abbreviated or expanded as shown below: <ul style="list-style-type: none"> • HKEY_LOCAL_MACHINE\test HKLM\test • HKEY_CURRENT_CONFIG\test HKCC\test • HKEY_CLASSES_ROOT\test HKCR\test • HKEY_CURRENT_USER\test HKCU\test • HKEY_USERS\test HKU\test
Includesubkey				yes

PARAMETER	SETTING	VALUE	DESCRIPTION
		no	Do not include any subkeys
RegistryValue	Key	<reg_key >	Registry key <reg_key> can be abbreviated or expanded as shown below: <ul style="list-style-type: none"> • HKEY_LOCAL_MACHINE\test HKLM\test • HKEY_CURRENT_CONFIG\test HKCC\test • HKEY_CLASSES_ROOT\test HKCR\test • HKEY_CURRENT_USER\test HKCU\test • HKEY_USERS\test HKU\test
	Name	<reg_value_name >	Registry value name
ExceptionList			Container for the Write Protection Exception List
Process	Path	<process_path>	Path of the process
File	Path	<file_path >	File path

PARAMETER				SETTING	VALUE	DESCRIPTION
	Folder	Path	<folder_path>	Folder path		
		Includesubfolder	yes	Use the files in the specified folder and its subfolders		
			no	Use the files in the specified folder		
	RegistryKey	Key	<reg_key >	Registry key <reg_key> can be abbreviated or expanded as shown below: <ul style="list-style-type: none"> • HKEY_LOCAL_MACHINE\test HKLM\test • HKEY_CURRENT_CONFIG\test HKCC\test • HKEY_CLASSES_ROOT\test HKCR\test • HKEY_CURRENT_USER\test HKCU\test • HKEY_USERS\test HKU\test 		
				Includesubkey	yes	Include any subkeys
					no	Do not include any subkeys
	RegistryValue	Key	<reg_key >	Registry key		

PARAMETER				SETTING	VALUE	DESCRIPTION
						<p><reg_key> can be abbreviated or expanded as shown below:</p> <ul style="list-style-type: none"> • HKEY_LOCAL_MACHINE\test • HKLM\test • HKEY_CURRENT_CONFIG\test • HKCC\test • HKEY_CLASSES_ROOT\test • HKCR\test • HKEY_CURRENT_USER\test • HKCU\test • HKEY_USERS\test • HKU\test
				Name	<reg_value_name>	Registry value name
			CustomAction	ActionMode	0	<p>Ignore blocked files or processes when Application Lockdown blocks any of the following events:</p> <ul style="list-style-type: none"> • Process launch • DLL loading • Script file access
					1	<p>Quarantine blocked files or processes when Application Lockdown blocks any of the following events:</p>

PARAMETER	SETTING	VALUE	DESCRIPTION
			<ul style="list-style-type: none"> Process launch DLL loading Script file access
		2	Ask what to do for blocked files or processes when Application Lockdown blocks any of the following events: <ul style="list-style-type: none"> Process launch DLL loading Script file access
UsbMalwareProtection	Enable	yes	Enable USB Malware Protection
		no	Disable USB Malware Protection
	ActionMode	0	Allow action by detected malware
		1	Block action by detected malware
DllInjectionPrevention	Enable	yes	Enable DLL Injection Prevention
		no	Disable DLL Injection Prevention
	ActionMode	0	Allows DLL injections
		1	Blocks DLL injections
ApiHookingPrevention	Enable	yes	Enable API Hooking Prevention
		no	Disable API Hooking Prevention

PARAMETER	SETTING	VALUE	DESCRIPTION
	ActionMode	0	Allow API hooking
		1	Block API hooking
MemoryRandomization	Enable	yes	Enable Memory Randomization
		no	Disable Memory Randomization
NetworkVirusProtection	Enable	yes	Enable Network Virus Protection
		no	Disable Network Virus Protection
	ActionMode	0	Allow action by detected network viruses
		1	Block action by detected network viruses
IntegrityMonitoring	Enable	yes	Enable Integrity Monitoring
		no	Disable Integrity Monitoring
StorageDeviceBlocking	Enable	yes	Blocks access of storage devices (CD/DVD drives, floppy disks, and network drives) to managed endpoints
		Disable	no
	ActionMode	0	Allow actions such as edit, rename, and delete
		1	Block actions such as edit, rename, and delete

PARAMETER		SETTING	VALUE	DESCRIPTION
		Log		Container for configuring logs See Log Section on page 9-24 .

Log Section

Parameters to configure individual log types

See [Agent Event Log Descriptions on page 13-4](#).

TABLE 9-5. Configuration File Log Section Parameters

PARAMETER		SETTING	VALUE	DESCRIPTION
Configuration				Container for the Configuration section
Feature				Container for the Feature section
Log				Container for configuring logs
EventLog		Enable	yes	Log the Safe Lock events specified in the following elements
EventLog			no	Do not log the Safe Lock events specified in the following elements
Level				Container for configuring log levels
WarningLog		Enable	yes	Log "Warning" level events related to Safe Lock
WarningLog			no	Do not log "Warning" level events related to Safe Lock

PARAMETER		SETTING	VALUE	DESCRIPTION
	InformationLog	Enable	yes	Log "Information" level events related to Safe Lock
			no	Do not log "Information" level events related to Safe Lock
	BlockedAccessLog	Enable	yes	Log files blocked by Safe Lock
			no	Do not log files blocked by Safe Lock
	ApprovedAccessLog	Enable	yes	Log files approved by Safe Lock
			no	Do not log files approved by Safe Lock
	TrustedUpdaterLog	Enable	yes	Log Trusted Updater approved access
			no	Do not log Trusted Updater approved access
	DLLDriverLog	Enable	yes	Log DLL/Driver approved access
			no	Do not log DLL/Driver approved access
	ExceptionPathLog	Enable	yes	Log Application Lockdown exception path approved access
			no	Do not log Application Lockdown exception path approved access
	TrustedCertificateLog	Enable	yes	Log Trusted Certifications approved access
			no	Do not log Trusted Certifications approved access

PARAMETER				SETTING	VALUE	DESCRIPTION
			WriteProtectionLog	Enable	yes	Log Write Protection approved access
					no	Do not log Write Protection approved access
			SystemEventLog	Enable	yes	Log events related to the system
					no	Do not log events related to the system
			ExceptionPathLog	Enable	yes	Log exceptions to Application Lockdown
					no	Do not log exceptions to Application Lockdown
			WriteProtectionLog	Enable	yes	Log Write Protection events
					no	Do not log Write Protection events
			ListLog	Enable	yes	Log events related to the Approved list
					no	Do not log events related to the Approved list
			USBMalwareProtectionLog	Enable	yes	Log events that trigger USB Malware Protection
					no	Do not log events that trigger USB Malware Protection
			ExecutionPreventionLog	Enable	yes	Log events that trigger Execution Prevention
					no	Do not log events that trigger Execution Prevention
			NetworkVirusProtectionLog	Enable	yes	Log events that trigger Network Virus Protection

PARAMETER		SETTING	VALUE	DESCRIPTION
			no	Do not log events that trigger Network Virus Protection
	IntegrityMonitoringLog			Container for configuring Integrity Monitoring logs
	FileCreatedLog	Enable	yes	Log file and folder created events
			no	Do not log file and folder created events
	FileModifiedLog	Enable	yes	Log file modified events
			no	Do not log file modified events
	FileDeletedLog	Enable	yes	Log file and folder deleted events
			no	Do not log file and folder deleted events
	FileRenamedLog	Enable	yes	Log file and folder renamed events
			no	Do not log file and folder renamed events
	RegValueModifiedLog	Enable	yes	Log registry value modified events
			no	Do not log registry value modified events
	RegValueDeletedLog	Enable	yes	Log registry value deleted events
			no	Do not log registry value deleted events
	RegKeyCreatedLog	Enable	yes	Log registry key created events
			no	Do not log registry key created events

PARAMETER					SETTING	VALUE	DESCRIPTION
				RegKeyDeletedLog	Enable	yes	Log registry key deleted events
						no	Do not log registry key deleted events
				RegKeyRenamedLog	Enable	yes	Log registry key renamed events
						no	Do not log registry key renamed events
				DeviceControlLog	Enable	yes	Log storage device control events.
						no	Do not log storage device control events.
				DebugLog	Enable	yes	Log debugging information
						no	Do not log debugging information

ManagedMode Section



Parameters to configure Centralized Management functions

TABLE 9-6. Configuration File ManagedMode Section Parameters

PARAMETER				SETTING	VALUE	DESCRIPTION
Configuration						Container for the Configuration section
	ManagedMode			Enable	yes	Enable managed mode
					no	Disable managed mode
	Agent					Container for configuring Safe Lock agents
	Port				<server_messages_port>	Specify the secure port for server

PARAMETER	SETTING	VALUE	DESCRIPTION
			communications (formerly the agent listening port)
SslAllowBeast		0	Allow upload of large files (>10MB) on Windows Server 2008 platforms
		1	Prevent the unsuccessful upload of large files (>10MB) on Windows Server 2008 platforms (default value)
Server			Container for configuring Safe Lock Intelligent Manager
HostName		<hostname>	Specify the host name of the Intelligent Manager server
FastPort		<logs_port>	Specify secure port for collecting logs and status (formerly Fast Lane)
SlowPort		<files_port>	Specify secure port for collecting files for scanning (formerly Slow Lane)
ApiKey		<API_key>	Specify API key
Message			Container for configuring automated messages to Safe Lock Intelligent Manager
Register	Trigger	1	Send as soon as possible after the event occurs

PARAMETER	SETTING	VALUE	DESCRIPTION
		2	Do not send unless requested to by Intelligent Manager
Unregister	Trigger	1	Send as soon as possible after the event occurs
		2	Do not send unless requested to by Intelligent Manager
UpdateStatus	Trigger	1	Send as soon as possible after the event occurs
		2	Do not send unless requested to by Intelligent Manager
UploadBlockedEvent	Trigger	1	Send as soon as possible after the event occurs
		2	Do not send unless requested to by Intelligent Manager
CheckFileHash	Trigger	1	Send as soon as possible after the event occurs
		2	Do not send unless requested to by Intelligent Manager
QuickScanFile	Trigger	1	Send as soon as possible after the event occurs
		2	Do not send unless requested to by Intelligent Manager

PARAMETER	SETTING	VALUE	DESCRIPTION
MessageRandomization			
 Note Safe Lock agents respond as soon as possible to direct requests from Safe Lock Intelligent Manager. For details, refer to Applying Message Time Groups in the Safe Lock Intelligent Manager Administrator's Guide.			
	TotalGroupNum	Positive Integer (≥ 1)	Specify the total number of message time groups
	OwnGroupIndex	Zero or Positive Integer, $< \text{TotalGroupNum}$	Specify the message time group ID number of this Safe Lock agent
	TimePeriod	Zero or Positive Integer	Specify the duration of time in whole seconds that this message time group ID number will send automated messages to Intelligent Manager when this group's message-sending cycle is active  Note Message time groups do not become active if their duration is set to zero (0).
Proxy	Mode	0	Do not use a proxy (direct access)
		1	Use a proxy (manual setting)

PARAMETER		SETTING	VALUE	DESCRIPTION
			2	Synchronize proxy settings with Internet Explorer
	HostName		<proxy_hostname>	Specify the proxy host name
	Port		<proxy_port>	Specify the proxy port number
	UserName		<proxy_username>	Specify the proxy user name
	Password		<proxy_password>	Specify the proxy password


AccountRef Section

Parameters to configure the Safe Lock console controls available to the Restricted User account

See [Account Types on page 5-17](#).

TABLE 9-7. Configuration File AccountRef Section Parameters

PARAMETER		SETTING	VALUE	DESCRIPTION
Configuration				Container for the Configuration section
Permission				Container for the Permission section
AccountRef				Container for the AccountRef section
	UIControl	ID	DetailSetting	Access the features and functions on the Safe Lock console Settings page

PARAMETER				SETTING	VALUE	DESCRIPTION
						 Note The Password page is not available to the Restricted User account.
				LockUnlock		Access the Application Lockdown setting on the Overview screen
				LaunchUpdater		Access the Automatically add files created or modified by the selected application installer option when a Restricted User clicks Add Item on the Approved List screen
				RecentHistoryUnapprovedFiles		Access the Block logs if a Restricted User clicks Last application blocked on the Overview screen
				ImportExportList		Access the Import List and Export List buttons
				ListManagement		Access the following items on the Approved List screen: <ul style="list-style-type: none"> • The Delete Item button • The Update Hash button • The Add Item > Add Files/Folders menu
				State	yes	Enable the permission specified by ID
				State	no	Disable the permission specified by ID

Chapter 10

Local Agent Uninstallation

This chapter describes Trend Micro Safe Lock agent uninstallation procedures.

Topics in this chapter include:

- *Uninstalling Agents from Windows on page 10-2*

Uninstalling Agents from Windows



Note

The Safe Lock administrator password is required to uninstall the software from the endpoint.

Procedure

1. On an endpoint with the Safe Lock agent installed, launch Trend Micro Safe Lock Setup.

Depending on your operating system, do one of the following:

OPTION	DESCRIPTION
If you use one of the following operating systems: <ul style="list-style-type: none"> • Windows Server 2016 • Windows Server 2012 • Windows Server 2008 • Windows 10 Enterprise • Windows 10 IoT Enterprise • Windows 8 • Windows 7 • Windows Vista 	<ol style="list-style-type: none"> a. Go to Start > Control Panel > Programs and Features. b. In the list, double-click Trend Micro Safe Lock.
If you use one of the following operating systems: <ul style="list-style-type: none"> • Windows Server 2003 • Windows XP • Windows 2000 	<ol style="list-style-type: none"> a. Go to Start > Control Panel > Add or Remove Programs. b. In the list, select Trend Micro Safe Lock. c. Click Remove.

Safe Lock Setup opens in uninstaller mode.

2. After Safe Lock Setup opens, click **Next**.
 3. Provide the Safe Lock administrator password, and click **Next**.
 4. After the software is finished uninstalling, click **Finish**.
-

Chapter 11

Troubleshooting & FAQs

This chapter provides a list of resources you can use to troubleshoot Trend MicroSafe Lock Intelligent Manager issues.

Topics in this chapter include:

- *Troubleshooting Remote Agent Installations on page 11-2*

Troubleshooting Remote Agent Installations

Remote installations performed using the **SLrst** command line interface (CLI) program may result in the following messages:

Unable to Run: The network or firewall is not correctly configured or a version of Safe Lock earlier than 1.1 is installed. Check configurations and remove older versions of Safe Lock from the target endpoint, then run Setup again.

Went Offline: The endpoint went offline while Setup was running. The tool is unable to determine if the installation completed successfully. If the endpoint appears in the Intelligent Manager web console, the installation was completed successfully. If the endpoint does not appear, then check the endpoint locally.

Frequently Asked Questions

Is a reboot required after installation or uninstallation?

Safe Lock agents do not required reboot after installation except for the following scenarios.

SCENARIO TYPE	SCENARIO
Setting Changes	When the Memory Randomization setting is configured and changed, the managed endpoints require a reboot to apply the change.
Installation	When Safe Lock detects a third-party program during its installation and then uninstalls the program, a reboot is required before continuing with the installation.
Installation	When a firewall module requests for a reboot during Safe Lock installation, a reboot is required before continuing with the installation.
Uninstallation	When Safe Lock agents are uninstalled using the Diagnostic Toolkit, a reboot is required before re-installing Safe Lock agents.

How to migrate Safe Lock agents to another Intelligent Manager?

Procedure

1. Collect the agent configuration file by exporting and importing from an existing agent.

For detailed steps, see [Exporting or Importing a Configuration File on page 9-2](#).

2. In the exported configuration file, specify the target Intelligent Manager by configuring the <Server> parameters under ManagedMode.

3. Encrypt the configuration file with the following command:

```
<TMSL>\SLCmd.exe encrypt managedmodeconfiguration test.xml  
test.xen
```

4. Import the encrypted configuration file and the certificate to Intelligent Manager with the following command:

```
<TMSL>\SLCmd.exe set managedmode enable -cfg test.xen -sc  
trend.cer
```

Chapter 12

Technical Support

Learn about the following topics:

- *Troubleshooting Resources on page 12-2*
- *Contacting Trend Micro on page 12-3*
- *Sending Suspicious Content to Trend Micro on page 12-4*
- *Other Resources on page 12-5*

Troubleshooting Resources

Before contacting technical support, consider visiting the following Trend Micro online resources.

Using the Support Portal

The Trend Micro Support Portal is a 24x7 online resource that contains the most up-to-date information about both common and unusual problems.

Procedure

1. Go to <http://esupport.trendmicro.com>.
2. Select from the available products or click the appropriate button to search for solutions.
3. Use the **Search Support** box to search for available solutions.
4. If no solution is found, click **Contact Support** and select the type of support needed.



Tip

To submit a support case online, visit the following URL:

<http://esupport.trendmicro.com/srf/SRFMain.aspx>

A Trend Micro support engineer investigates the case and responds in 24 hours or less.

Threat Encyclopedia

Most malware today consists of blended threats, which combine two or more technologies, to bypass computer security protocols. Trend Micro combats this complex malware with products that create a custom defense strategy. The Threat Encyclopedia

provides a comprehensive list of names and symptoms for various blended threats, including known malware, spam, malicious URLs, and known vulnerabilities.

Go to <http://about-threats.trendmicro.com/us/threatencyclopedia#malware> to learn more about:

- Malware and malicious mobile code currently active or "in the wild"
- Correlated threat information pages to form a complete web attack story
- Internet threat advisories about targeted attacks and security threats
- Web attack and online trend information
- Weekly malware reports

Contacting Trend Micro

In the United States, Trend Micro representatives are available by phone or email:

Address	Trend Micro, Incorporated 225 E. John Carpenter Freeway, Suite 1500 Irving, Texas 75062 U.S.A.
Phone	Phone: +1 (817) 569-8900 Toll-free: (888) 762-8736
Website	http://www.trendmicro.com
Email address	support@trendmicro.com

- Worldwide support offices:
<http://www.trendmicro.com/us/about-us/contact/index.html>
- Trend Micro product documentation:
<http://docs.trendmicro.com>

Speeding Up the Support Call

To improve problem resolution, have the following information available:

- Steps to reproduce the problem
- Appliance or network information
- Computer brand, model, and any additional connected hardware or devices
- Amount of memory and free hard disk space
- Operating system and service pack version
- Version of the installed agent
- Serial number or Activation Code
- Detailed description of install environment
- Exact text of any error message received

Sending Suspicious Content to Trend Micro

Several options are available for sending suspicious content to Trend Micro for further analysis.

Email Reputation Services

Query the reputation of a specific IP address and nominate a message transfer agent for inclusion in the global approved list:

<https://ers.trendmicro.com/>

Refer to the following Knowledge Base entry to send message samples to Trend Micro:

<http://esupport.trendmicro.com/solution/en-US/1112106.aspx>

File Reputation Services

Gather system information and submit suspicious file content to Trend Micro:

<http://esupport.trendmicro.com/solution/en-us/1059565.aspx>

Record the case number for tracking purposes.

Web Reputation Services

Query the safety rating and content type of a URL suspected of being a phishing site, or other so-called "disease vector" (the intentional source of Internet threats such as spyware and malware):

<http://global.sitesafety.trendmicro.com/>

If the assigned rating is incorrect, send a re-classification request to Trend Micro.

Other Resources

In addition to solutions and support, there are many other helpful resources available online to stay up to date, learn about innovations, and be aware of the latest security trends.

Download Center

From time to time, Trend Micro may release a patch for a reported known issue or an upgrade that applies to a specific product or service. To find out whether any patches are available, go to:

<http://www.trendmicro.com/download/>

If a patch has not been applied (patches are dated), open the Readme file to determine whether it is relevant to your environment. The Readme file also contains installation instructions.

Documentation Feedback

Trend Micro always seeks to improve its documentation. If you have questions, comments, or suggestions about this or any Trend Micro document, please go to the following site:

<http://www.trendmicro.com/download/documentation/rating.asp>

Chapter 13

Appendix: Reference

This Installation Guide introduces Trend Micro Safe Lock Intelligent Manager and guides administrators through installation and deployment.

Topics in this chapter include:

- *Enabling Local Administrator Accounts on page 13-2*
- *Enabling Local Accounts for Default Shares on page 13-3*
- *Agent Event Log Descriptions on page 13-4*
- *Agent Error Code Descriptions on page 13-25*

Enabling Local Administrator Accounts

Windows NT Version 6.x (Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows Server 2008 and Windows Server 2012) and Windows NT 10.x (Windows 10 and Windows Server 2016) require special steps to allow you to use local Windows administrator accounts.

Procedure

1. Open **Computer Management**.

- a. Open the **Start** menu.
- b. Right-click **Computer**.
- c. Go to **Manage**.

The **Computer Management** window appears.

2. In the list on the left, go to **Computer Management > System Tools > Local Users and Groups > Users**.

The list of local Windows user accounts displays.

3. In the list of user accounts, right-click **Administrator**, then go to **Properties**.

The **Administrator Properties** window appears.

4. In the **General** tab, clear **Account is disabled**.

5. Click **OK**.

The **Computer Management** window reappears, displaying the list of local Windows user accounts.

6. Right-click **Administrator**, then go to **Set Password...**

A message displays instructions for setting the password.

7. Set the password.

8. Exit **Computer Management**.

Enabling Local Accounts for Default Shares

Windows NT Version 6.x, Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2008, and Windows Server 2012 require special steps to allow local Windows administrator accounts to access default shares, for example the default share `admin$`.



Tip

Steps vary depending on your Windows version. For specific instructions and help for your Windows version, refer to the Microsoft Knowledgebase at <http://msdn.microsoft.com>.

Procedure

1. Open **Registry Editor** (`regedit.exe`).
 - a. Go to **Start > Run**
 - b. Type **regedit**, then press ENTER.
2. Locate and click the following registry subkey:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows  
\CurrentVersion\Policies\System
```
3. Locate the `LocalAccountTokenFilterPolicy` registry entry.

If the registry entry does not exist, follow these steps:

 - a. Go to **Edit > New**.
 - b. Select `DWORD Value`.
 - c. Type `LocalAccountTokenFilterPolicy`, then press ENTER.
4. Right-click `LocalAccountTokenFilterPolicy`, then go to **Modify**.
5. In the **Value** field, type `1`.
6. Click **OK**.

7. Exit **Registry Editor**.

Agent Event Log Descriptions

Trend Micro Safe Lock Intelligent Manager leverages the Windows™ Event Viewer to display the Safe Lock Intelligent Manager event log. Access the Event Viewer at **Start > Control Panel > Administrative Tools**.



Tip

Safe Lock event logging can be customized by doing the following:

- Before installation, modify the Setup.ini file. See *Setup.ini File Arguments > EventLog Section* in the Safe Lock Installation Guide.
- After installation, modify the configuration file. See *Configuration File Parameters > Log Section on page 9-24*.

TABLE 13-1. Windows Event Log Descriptions

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
1000	System	Information	Service started.
1001	System	Warning	Service stopped.
1002	System	Information	Application Lockdown Turned On.
1003	System	Warning	Application Lockdown Turned Off.
1004	System	Information	Disabled.
1005	System	Information	Administrator password changed.
1006	System	Information	Restricted User password changed.
1007	System	Information	Restricted User account enabled.
1008	System	Information	Restricted User account disabled.

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
1009	System	Information	Product activated.
1010	System	Information	Product deactivated.
1011	System	Warning	License Expired. Grace period enabled.
1012	System	Warning	License Expired. Grace period ended.
1013	System	Information	Product configuration import started: <full_path>
1014	System	Information	Product configuration import complete: <full_path>
1015	System	Information	Product configuration exported to: <full_path>
1016	System	Information	USB Malware Protection set to Allow.
1017	System	Information	USB Malware Protection set to Block.
1018	System	Information	USB Malware Protection enabled.
1019	System	Warning	USB Malware Protection disabled.
1020	System	Information	Network Virus Protection set to Allow.
1021	System	Information	Network Virus Protection set to Block.
1022	System	Information	Network Virus Protection enabled.
1023	System	Warning	Network Virus Protection disabled.
1025	System	Information	Memory Randomization enabled.
1026	System	Warning	Memory Randomization disabled.
1027	System	Information	API Hooking Prevention set to Allow.
1028	System	Information	API Hooking Prevention set to Block.
1029	System	Information	API Hooking Prevention enabled.
1030	System	Warning	API Hooking Prevention disabled.

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
1031	System	Information	DLL Injection Prevention set to Allow.
1032	System	Information	DLL Injection Prevention set to Block.
1033	System	Information	DLL Injection Prevention enabled.
1034	System	Warning	DLL Injection Prevention disabled.
1035	System	Information	Predefined Trusted Updater enabled.
1036	System	Information	Predefined Trusted Updater disabled.
1037	System	Information	DLL/Driver Lockdown enabled.
1038	System	Warning	DLL/Driver Lockdown disabled.
1039	System	Information	Script Lockdown enabled.
1040	System	Warning	Script Lockdown disabled.
1041	System	Information	Script added. [Details] File extension: <extension> Interpreter: <interpreter>
1042	System	Information	Script removed. [Details] File extension: <extension> Interpreter: <interpreter>
1044	System	Information	Exception path enabled.
1045	System	Information	Exception path disabled.
1047	System	Information	Trusted certificate enabled.
1048	System	Information	Trusted certificate disabled.
1049	System	Information	Write Protection enabled.

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
1050	System	Warning	Write Protection disabled.
1051	System	Information	Write Protection set to Allow.
1052	System	Information	Write Protection set to Block.
1055	System	Information	Added file to Write Protection List. Path: <full_path>
1056	System	Information	Removed file from Write Protection List. Path: <full_path>
1057	System	Information	Added file to Write Protection Exception List Path: <full_path> Process: <process>
1058	System	Information	Removed file from Write Protection Exception List. Path: <full_path> Process: <process>
1059	System	Information	Added folder to Write Protection List. Path: <full_path> Scope: Folder
1060	System	Information	Removed folder from Write Protection List. Path: <full_path> Scope: Folder
1061	System	Information	Added folder to Write Protection Exception List. Path: <full_path> Scope: Folder

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Process: <process>
1062	System	Information	Removed folder from Write Protection Exception List. Path: <full_path> Scope: Folder Process: <process>
1063	System	Information	Added registry value to Write Protection List. Registry Key: <reg_key> Registry Value Name: <reg_value>
1064	System	Information	Removed registry value from Write Protection List. Registry Key: <reg_key> Registry Value Name: <reg_value>
1065	System	Information	Added registry value to Write Protection Exception List. Registry Key: <reg_key> Registry Value Name: <reg_value> Process: <process>
1066	System	Information	Removed registry value from Write Protection Exception List. Registry Key: <reg_key> Registry Value Name: <reg_value> Process: <process>
1067	System	Information	Added registry key to Write Protection List. Registry Key: <reg_key>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Scope: Registry Key
1068	System	Information	Removed registry key from Write Protection List. Registry Key: <reg_key> Scope: Registry Key
1069	System	Information	Added registry key to Write Protection Exception List. Registry Key: <reg_key> Scope: Registry Key Process: <process>
1070	System	Information	Removed registry key from Write Protection Exception List. Registry Key: <reg_key> Scope: Registry Key Process: <process>
1071	System	Information	Custom Action set to Ignore.
1072	System	Information	Custom Action set to Quarantine.
1073	System	Information	Custom Action set to Ask Intelligent Manager.
1074	System	Information	Quarantined file is restored. [Details] Original Location: <full_path> Source: <source>
1075	System	Information	Quarantined file is deleted. [Details] Original Location: <full_path>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Source: <source>
1076	System	Information	Integrity Monitoring enabled.
1077	System	Information	Integrity Monitoring disabled.
1078	System	Information	Root cause analysis report failed. [Details] Access Image Path: <full_path>
1079	System	Information	Server certificate imported: <full_path>
1080	System	Information	Server certificate exported to: <full_path>
1081	System	Information	Managed mode configuration imported: <full_path>
1082	System	Information	Managed mode configuration exported to: <full_path>
1083	System	Information	Managed mode enabled.
1084	System	Information	Managed mode disabled.
1085	System	Information	When Write Protection is enabled, it includes the Write Protection List and the Approved List.
1086	System	Warning	When Write Protection is enabled, it includes the Write Protection List only.
1088	System	Information	Windows Update Support enabled.
1089	System	Information	Windows Update Support disabled.
1094	System	Information	Trend Micro Safe Lock updated. File applied: <file_name>
1096	System	Information	Trusted Hash List enabled.
1097	System	Information	Trusted Hash List disabled.

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
1099	System	Information	Storage device access set to Allow.
1100	System	Information	Storage device access set to Block.
1101	System	Information	Storage device control enabled.
1102	System	System	Storage device control disabled.
1103	System	System	<p>Event Log settings changed.</p> <p>[Details]</p> <p>Windows Event Log: <ON off></p> <p>System Log: <on OFF></p> <p>Exception Path Log: <ON off></p> <p>Write Protection Log: <ON off></p> <p>List Log: <ON off></p> <p>Approved Access Log: <ON off></p> <p>DLL Driver Log: <on OFF></p> <p>Trusted Updater Log: <ON off></p> <p>Exception Path Log: <ON off></p> <p>Trusted Certification Log: <ON off></p> <p>Write Protection Log: <ON off></p> <p>Blocked Access Log: <ON off></p> <p>USB Malware Protection Log: <on OFF></p> <p>Execution Prevention Log: <on OFF></p> <p>Network Virus Protection Log: <on OFF></p> <p>Integrity Monitoring Log File Created Log: <ON off></p> <p>File Modified Log: <ON off></p> <p>File Deleted Log: <ON off></p>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			File Renamed Log: <ON off> RegValue Modified Log: <ON off> RegValue Deleted Log: <ON off> RegKey Created Log: <ON off> RegKey Deleted Log: <ON off> RegKey Renamed Log: <ON off> Debug Log: <on OFF>
1104	System	Warning	Memory Randomization is not available in this version of Windows.
1105	System	Information	Blocked File Notification enabled
1106	System	Information	Blocked File Notification disabled.
1107	System	Information	Administrator password changed remotely
1500	List	Information	Trusted Updater started.
1501	List	Information	Trusted Updater stopped.
1502	List	Information	Approved List import started: <full_path>
1503	List	Information	Approved List import complete: <full_path>
1504	List	Information	Approved List exported to: <full_path>
1505	List	Information	Added to Approved List: <full_path>
1506	List	Information	Added to Trusted Updater List: <full_path>
1507	List	Information	Removed from Approved List: <full_path>
1508	List	Information	Removed from Trusted Updater List: <full_path>
1509	List	Information	Approved List updated: <full_path>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
1510	List	Information	Trusted Updater List updated: <full_path>
1511	List	Warning	Unable to add to or update Approved List: <full_path>
1512	List	Warning	Unable to add to or update Trusted Updater List: <full_path>
1513	List	Information	Added to Exception Path List. [Details] Type: <exception_path_type> Path: <exception_path>
1514	List	Information	Removed from Exception Path List. [Details] Type: <exception_path_type> Path: <exception_path>
1515	List	Information	Added to Trusted Certificate List. [Details] Label: <label> Hash: <hash_value> Type: <type> Subject: <subject> Issuer: <issuer>
1516	List	Information	Removed from Trusted Certificate List. [Details] Label: <label> Hash: <hash_value> Type: <type>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Subject: <subject> Issuer: <issuer>
1517	System	Information	Hash value added to the Trusted Hash List. [Details] Label: <label> Hash: <hash_value> Type: <type> Add to Approved List: <yes no> Path: <file_path> Note: <note>
1518	System	Information	Hash value removed from the Trusted Hash List. [Details] Label: <label> Hash: <hash_value> Type: <type> Add to Approved List: <yes no> Path: <file_path> Note: <note>
1519	List	Information	Removed from Approved List remotely: %PATH%
1520	List	Warning	Unable to create Approved List because an unexpected error happened during enumeration of the files in %DRIVE_LETTER%:

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Error Code: %ErrorCode%
2000	Access Approved	Information	File access allowed: <full_path> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode> List: <list>
2001	Access Approved	Warning	File access allowed: <full_path> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2002	Access Approved	Warning	File access allowed: <full_path> Unable to get the file path while checking the Approved List. [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2003	Access Approved	Warning	File access allowed: <full_path> Unable to calculate hash while checking the Approved List. [Details] Access Image Path: <full_path> Access User: <user_name>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Mode: <mode>
2004	Access Approved	Warning	File access allowed: <full_path> Unable to get notifications to monitor process.
2005	Access Approved	Warning	File access allowed: <full_path> Unable to add process to non exception list.
2006	Access Approved	Information	File access allowed: <full_path> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2007	Access Approved	Warning	File access allowed: <full_path> An error occurred while checking the Exception Path List. [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2008	Access Approved	Warning	File access allowed: <full_path> An error occurred while checking the Trusted Certificate List. [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
2011	Access Approved	Information	Trusted registry value access allowed. Registry Key: <reg_key> Registry Value Name: <reg_value> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2012	Access Approved	Information	Trusted registry key access allowed. Registry Key: <reg_key> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2013	Access Approved	Information	Change of File/Folder allowed by Exception List: <full_path> [Details] Access Image Path: Access User: <user_name> Mode: <mode>
2015	Access Approved	Information	Change of Registry Value allowed by Exception List. Registry Key: <reg_key> Registry Value Name: <reg_value> [Details] Access Image Path: <full_path> Access User: <user_name>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Mode: <mode>
2016	Access Approved	Information	Change of Registry Key allowed by Exception List. Registry Key: <reg_key> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2017	Access Approved	Warning	Change of File/Folder allowed: <full_path> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2019	Access Approved	Warning	Change of Registry Value allowed. Registry Key: <reg_key> Registry Value Name: <reg_value> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2020	Access Approved	Warning	Change of Registry Key allowed. Registry Key: <reg_key> [Details] Access Image Path: <full_path> Access User: <user_name>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Mode: <mode>
2021	Access Approved	Warning	File access allowed: <full_path> An error occurred while checking the Trusted Hash List. [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2503	Access Blocked	Warning	Change of File/Folder blocked: <full_path> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2505	Access Blocked	Warning	Change of Registry Value blocked. Registry Key: <reg_key> Registry Value Name: <reg_value> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
2506	Access Blocked	Warning	Change of Registry Key blocked. Registry Key: <reg_key> [Details] Access Image Path: <full_path>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Access User: <user_name> Mode: <mode>
2507	Access Blocked	Information	Specified action is taken: <full_path> [Details] Action: <action> Source: <source>
2508	Access Blocked	Warning	Failed to take specified action: <full_path> [Details] Action: <action> Source: <source>
2509	Access Blocked	Warning	File access blocked: <full_path> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode> Reason: Not in Approved List
2510	Access Blocked	Warning	File access blocked: <full_path> [Details] Access Image Path: <full_path> Access User: <user_name> Mode: <mode> Reason: Hash does not match expected value
2511	Access Blocked	Information	Change of File/Folder blocked: <full_path> [Details]

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Access Image Path: <full_path> Access User: <user_name> Mode: <mode>
3000	USB Malware Protection	Warning	Device access allowed: <full_path> [Details] Access Image Path: <full_path> Access User: <user_name> Device Type: <type>
3001	USB Malware Protection	Warning	Device access blocked: <full_path> [Details] Access Image Path: <full_path> Access User: <user_name> Device Type: <type>
3500	Network Virus Protection	Warning	Network virus allowed: <name> [Details] Protocol: TCP Source IP Address: <ip_address> Source Port: <port> Destination IP Address: <ip_address> Destination Port: <port>
3501	Network Virus Protection	Warning	Network virus blocked: <name> [Details] Protocol: TCP Source IP Address: <ip_address> Source Port: <port>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Destination IP Address: <ip_address> Destination Port: <port>
4002	Process Protection Event	Warning	API Hooking allowed: <full_path> [Details] Threat Image Path: <full_path> Threat User: <user_name>
4003	Process Protection Event	Warning	API Hooking blocked: <full_path> [Details] Threat Image Path: <full_path> Threat User: <user_name>
4004	Process Protection Event	Warning	DLL Injection allowed: <full_path> [Details] Threat Image Path: <full_path> Threat User: <user_name>
4005	Process Protection Event	Warning	DLL Injection blocked: <full_path> [Details] Threat Image Path: <full_path> Threat User: <user_name>
4500	Changes in System	Information	File/Folder created: <full_path> [Details] Access Image Path: <full_path> Access Process ID: <proc_id> Access User: <user_name>
4501	Changes in System	Information	File modified: <full_path> [Details]

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			Access Image Path: <full_path> Access Process ID: <proc_id> Access User: <user_name>
4502	Changes in System	Information	File/Folder deleted: <full_path> [Details] Access Image Path: <full_path> Access Process ID: <proc_id> Access User: <user_name>
4503	Changes in System	Information	File/Folder renamed: <full_path> New path: <full_path> [Details] Access Image Path: <full_path> Access Process ID: <proc_id> Access User: <user_name>
4504	Changes in System	Information	Registry Value modified. Registry Key: <reg_key> Registry Value Name: <reg_value> Registry Value Type: <reg_value_type> [Details] Access Image Path: <full_path> Access Process ID: <proc_id> Access User: <user_name>
4505	Changes in System	Information	Registry Value deleted. Registry Key: <reg_key> Registry Value Name: <reg_value>

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
			[Details] Access Image Path: <full_path> Access Process ID: <proc_id> Access User: <user_name>
4506	Changes in System	Information	Registry Key created. Registry Key: <reg_key> [Details] Access Image Path: <full_path> Access Process ID: <proc_id> Access User: <user_name>
4507	Changes in System	Information	Registry Key deleted. Registry Key: <reg_key> [Details] Access Image Path: <full_path> Access Process ID: <proc_id> Access User: <user_name>
4508	Changes in System	Information	Registry Key renamed. Registry Key: <reg_key> New Registry Key: <reg_key> [Details] Access Image Path: <full_path> Access Process ID: <proc_id> Access User: <user_name>
5000	Device Control	Warning	Storage device access allowed: %PATH%

EVENT ID	TASK CATEGORY	LEVEL	DESCRIPTION
5001	Device Control	Warning	Storage device access blocked: %PATH%

Agent Error Code Descriptions

This list describes the various error codes used in Trend Micro Safe Lock.

TABLE 13-2. Trend Micro Safe Lock Error Code Descriptions

CODE	DESCRIPTION
0x00040200	Operation successful.
0x80040201	Operation unsuccessful.
0x80040202	Operation unsuccessful.
0x00040202	Operation partially successful.
0x00040203	Requested function not installed.
0x80040203	Requested function not supported.
0x80040204	Invalid argument.
0x80040205	Invalid status.
0x80040206	Out of memory.
0x80040207	Busy. Request ignored.
0x00040208	Retry. (Usually the result of a task taking too long)
0x80040208	System Reserved. (Not used)
0x80040209	The file path is too long.
0x0004020a	System Reserved. (Not used)
0x8004020b	System Reserved. (Not used)

CODE	DESCRIPTION
0x0004020c	System Reserved. (Not used)
0x0004020d	System Reserved. (Not used)
0x8004020d	System Reserved. (Not used)
0x0004020e	Reboot required.
0x8004020e	Reboot required for unexpected reason.
0x0004020f	Allowed to perform task.
0x8004020f	Permission denied.
0x00040210	System Reserved. (Not used)
0x80040210	Invalid or unexpected service mode.
0x00040211	System Reserved. (Not used)
0x80040211	Requested task not permitted in current status. Check license.
0x00040212	System Reserved. (Not used)
0x00040213	System Reserved. (Not used)
0x80040213	Passwords do not match.
0x00040214	System Reserved. (Not used)
0x80040214	System Reserved. (Not used)
0x00040215	Not found.
0x80040215	"Expected, but not found."
0x80040216	Authentication is locked.
0x80040217	Invalid password length.
0x80040218	Invalid characters in password.
0x00040219	Duplicate password. Administrator and Restricted User passwords cannot match.

CODE	DESCRIPTION
0x80040220	System Reserved. (Not used)
0x80040221	System Reserved. (Not used)
0x80040222	System Reserved. (Not used)
0x80040223	File not found (as expected, and not an error).
0x80040224	System Reserved. (Not used)
0x80040225	System Reserved. (Not used)
0x80040240	Library not found.
0x80040241	Invalid library status or unexpected error in library function.
0x80040260	System Reserved. (Not used)
0x80040261	System Reserved. (Not used)
0x80040262	System Reserved. (Not used)
0x80040263	System Reserved. (Not used)
0x80040264	System Reserved. (Not used)
0x00040265	System Reserved. (Not used)
0x80040265	System Reserved. (Not used)
0x80040270	System Reserved. (Not used)
0x80040271	System Reserved. (Not used)
0x80040272	System Reserved. (Not used)
0x80040273	System Reserved. (Not used)
0x80040274	System Reserved. (Not used)
0x80040275	System Reserved. (Not used)
0x80040280	Invalid Activation Code.
0x80040281	Incorrect Activation Code format.

Server Event Log Descriptions

To display the **Server Events** screen, go to **Logs & Reports > Server Events** in the navigation at the top of the web console.

TABLE 13-3. Server Event Log Descriptions

EVENT ID	SERVER EVENT	DESCRIPTION
1001	Log on console	Logged on web console. Unable to log on web console.
1002	Log off console	Logged off web console. Unable to log off web console.
1003	Session timeout	Web console session timed out. Logged off account '%user_name%' automatically.
2001	Create account	Created Intelligent Manager account '%user_name %'. Unable to create Intelligent Manager account '%user_name%'.
2002	Delete account	Deleted Intelligent Manager account '%user_name %'. Unable to delete Intelligent Manager account '%user_name%'.
2003	Modify account	Modified Intelligent Manager account '%user_name %' %field_name%. Unable to modify Intelligent Manager account '%user_name%' %field_name%.
3001	Purge agent event logs - automatic	Purged older agent event logs automatically. Unable to purge older agent event logs automatically.
3002	Purge agent event logs - manual	Purged older agent event logs manually. Unable to purge older agent event logs manually.

EVENT ID	SERVER EVENT	DESCRIPTION
3003	Back up agent event logs	<p>Backed up older agent event logs automatically. Path: %filepath%.</p> <p>Unable to back up older agent event logs automatically. Path: %filepath%.</p>
3004	Purge server event logs - automatic	<p>Purged older server event logs automatically.</p> <p>Unable to purge older server event logs automatically.</p>
3005	Purge server event logs - manual	<p>Purged older server event logs manually.</p> <p>Unable to purge older server event logs manually.</p>
3006	Back up server event logs	<p>Backed up older server event logs automatically. Path: %filepath%.</p> <p>Unable to back up older server event logs automatically. Path: %filepath%.</p>
4001	Take action on unapproved blocked file	<p>Requested to add blocked file to Approved List on endpoint %endpoint_name%. File name: %file_name% File hash: %file_hash% (SHA-1)</p> <p>Requested to delete the blocked file on endpoint %endpoint_name%. File name: %file_name% File hash: %file_hash% (SHA-1)</p> <p>Requested to quarantine the file on endpoint %endpoint_name%. File name: %file_name% File hash: %file_hash% (SHA-1)</p> <p>Requested to ignore the blocked file on endpoint endpoint %endpoint_name%. File name: %file_name% File hash: %file_hash% (SHA-1)</p> <p>Requested to restore the file from quarantine on endpoint endpoint %endpoint_name%. File name: %file_name% File hash: %file_hash% (SHA-1)</p>

EVENT ID	SERVER EVENT	DESCRIPTION
4002	Mark as closed	<p>Marked event closed. Endpoint %endpoint_name%. Event time: %event_date_and_time% Event: %event_description%.</p> <p>Unable to mark event closed. Endpoint %endpoint_name%. Event time: %event_date_and_time% Event: %event_description%.</p>
4003	Mark as open	<p>Marked event open. Endpoint %endpoint_name%. Event time: %event_date_and_time% Event: %event_description%.</p> <p>Unable to mark event open. Endpoint %endpoint_name%. Event time: %event_date_and_time% Event: %event_description%.</p>
5001	Turn Application Lockdown on	Turned Application Lockdown on for endpoint %endpoint_name%.
5002	Turn Application Lockdown off	Turned Application Lockdown off for endpoint %endpoint_name%.
5011	Add trusted file hashes	<p>Successfully added 1 trusted file hash to %endpoint_name%.</p> <p>Successfully added %num% trusted file hashes to %endpoint_name%.</p> <p>Issuing command to add 1 trusted file hash to %endpoint_name%.</p> <p>Issuing command to add %num% trusted file hashes to %endpoint_name%.</p> <p>Command queued to add 1 trusted file hash to %endpoint_name%.</p> <p>Command queued to add %num% trusted file hashes to %endpoint_name%.</p>

EVENT ID	SERVER EVENT	DESCRIPTION
5012	Unable to add trusted file hashes	<p>Unable to add 1 trusted file hash to %endpoint_name%.</p> <p>Unable to add %num% trusted file hashes to %endpoint_name%.</p>
5013	Delete approved files	<p>Removed specified items from the Approved List on %endpoint_name% using SLtasks.exe.</p> <p>Issuing command to remove specified items from the Approved List on %endpoint_name% using SLtasks.exe.</p> <p>Command queued to remove the specified items from the Approved List on %endpoint_name% using SLtasks.exe.</p> <p>Unable to remove the specified items from the Approved List on %endpoint_name% using SLtasks.exe.</p>
5021	Block access from storage devices	<p>Successfully blocked access from storage devices on %endpoint_name%.</p> <p>Issuing command to block access from storage devices on %endpoint_name%.</p> <p>Command queued to block access from storage devices on %endpoint_name%.</p>
5022	Unable to block access from storage devices	<p>Unable to block access from storage devices on %endpoint_name%.</p>
5023	Allow access from storage devices	<p>Successfully allowed access from storage devices on %endpoint_name%.</p> <p>Issuing command to allow access from storage devices on %endpoint_name%.</p> <p>Command queued to allow access from storage devices on %endpoint_name%.</p>

EVENT ID	SERVER EVENT	DESCRIPTION
5024	Unable to allow access from storage devices	Unable to allow access from storage devices on %endpoint_name%.
5601	Export agent settings	Exported (%file_desc%) from %endpoint_name%.
5602	Import agent settings	Imported (%file_desc%) to %endpoint_name%. Issuing command to import (%file_desc%) to %endpoint_name%. Command pending to import (%file_desc%) to %endpoint_name%.
5603	Unable to import agent settings	Unable to import (%file_desc%) to %endpoint_name%.
5800	Change agent administrator password	Successfully changed password to %endpoint_name%. Issuing command to change password to %endpoint_name%. Command queued to change password to %endpoint_name%.
5801	Unable to change agent administrator password	Unable to change password to %endpoint_name%.
5900	Update agent Approved List	Successfully updated Approved List on %endpoint_name%. Issuing command to update Approved List on %endpoint_name%. Command queued to update Approved List on %endpoint_name%.
5901	Unable to update agent Approved List	Unable to update Approved List on %endpoint_name%.

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TREND MICRO INCORPORATED

225 E. John Carpenter Freeway, Suite 1500
Irving, Texas 75062 U.S.A.
Phone: +1 (817) 569-8900, Toll-free: (888) 762-8736
Email: support@trendmicro.com

www.trendmicro.com

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