

BEFORE UPDATING TO TREND MICRO 2010 REMOVE TREND MICRO 2009 OR OLDER VERSION

1. Check [System Requirements](#) for Trend Micro Internet Security.
2. Click on **Start** button on the lower left hand corner on your computer.
3. Open the **Control Panel** up and find the **Add and Remove Programs Icon**, double click to open up the current list of programs residing on your system.
4. In the list, locate **Trend Micro 2009 or older version** and click once, click the **remove button** to remove the old version from your system.
5. Once you remove the Trend Micro 2009 or older version, save and close all open applications and **restart** your computer.
6. Go to our website, www.shtc.net. At the bottom of the page click the link labeled [My Internet](#).
7. **Log in** to the **End User Control Panel** using your email address and password.
8. On the left side of the screen you will see the menu list. Click on **TrendMicro AV** which will take you to the Software Download window. If you have **more than one** computer registered, you should see more than one registration key on the **Software Download** window. Check the **Delete** box on the right of the screen under the **Delete Column** for the registration key that belongs to the computer you are currently upgrading.
9. Click on the button below that is labeled **Apply Changes**
10. a. If you only had one registration key, then proceed to page 2: **UPDATING PROCEDURE TO TREND MICRO 2010**.
- b. If you have more than one registration serial number:
 - a. For easy identification of the serial number enter a description that identifies that serial number with each corresponding computer, click on **Apply Changes** button. Do this for each existing registration key. (Each email address is only allowed to register up to 3 computers.)
 - b. To delete existing serial number check the check box to the right under the Delete column that corresponds with the computer you are currently upgrading, click on **Apply Changes**.
 - c. Click on the **Generate New Key** button to get a serial number, under the description column type in a name that identifies the serial number to the computer that you are currently upgrading, then click on the **Apply Changes** button. Proceed to step (3) on page 2: **UPDATING PROCEDURE TO TREND MICRO 2010**.

Reach Technical Support 24/7 at 498-6600

Each SHTC email address can register up 3 computers.

*Security Suite not recommended for commercially networked computers.
Not compatible with Macintosh, Windows 2000 or below.

UPDATING PROCEDURE TO TREND MICRO 2010

1. Click on the **Trend Micro AV** link to begin downloading the software.

The screenshot displays the Trend Micro Internet Security web interface. On the left is a navigation menu with the following items: Home, Change Password, Add/Rem Basic Services, Modify Spam/Virus Settings, Manage Website, Webmail, Greymail, Email Settings, Trend Micro AV (highlighted with a red circle and a callout box), Download S-Drive, Speedtest, and Manage S-Drive. A 'Logout' button is located below the menu. A legend indicates that a small window icon next to a link means 'New Window'. A note states: 'NOTE: Some changes made using this interface may take up to 30 minutes to take effect.' On the right side, there is a 'Current Usage' section with details on Mail Storage, Dialup time, Disk Use, S-Drive Use, and Video Mail Use. Below that is an 'Account Info' section with Userid, Name, and Account Number. Further down are 'Mail Settings' (Email Address, Mail Quota, Incoming/Outgoing Mail Servers), 'Radius Settings' (Userid, Idle Timeout, Max Simultaneous Logins, News Server), 'Personal Web Site Settings' (URL, FTP Server, Ftp Username), and 'S-Drive Settings' (Status, Quota). A 'Help' link is visible in the top right corner.

MyAccount Page
EUCP

Current Usage

Mail Storage: 22.04 MB of 100 MB
Dialup time this month: 0 hr, 0 min, 0 sec
Dialup time last month: 0 hr, 0 min, 0 sec
Disk Use: 0.00 MB of 10 MB
S-Drive Use: Unknown
Video Mail Use: 0 Mins

Account Info

Userid: demo
Name: Demo User
Account Number: 521-1234

Mail Settings

Email Address: demo@shtc.net
Mail Quota: 100MB
Incoming Mail Server: mail.shtc.net
Outgoing Mail Server: smtp.shtc.net

Radius Settings

Userid: demo@shtc.net
Idle Timeout: 900 Seconds
Max Simultaneous Logins: 2
News Server: news.shtc.net

Personal Web Site Settings

URL: http://www.shtc.net-demo
FTP Server: ftp.shtc.net
Ftp Username: demo

S-Drive Settings

Status: Enabled
Quota: 10 megabytes

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2. Click on the **Click here to proceed** button for software download.

Child account of: Williams

- + Home
- + Change Password
- + Add/Rem Basic Services
- + Modify Spam/Virus Settings
- + Manage Website
- + Webmail
- + GreyMail
- + Email Settings
- + Trend Micro AV
- + Download S-Drive
- + Speedtest
- + Manage S-Drive

[Logout](#)

- New Window

NOTE: Some changes made using this interface may take up to 30 minutes to take effect.

Trend Micro® Security Suite is an easy-to-use, comprehensive security solution that keeps out hackers, viruses, worms, fraudulent emails and other threats. It uses award-winning firewall technology from Trend Micro, and includes antiVirus, phishing & spam protection, Web site filtering, privacy protection, instant messaging security, and more.

Key Features include:

- Essential Protection
 - Protects against current and future viruses
 - Defends your personal information with anti-spyware technology
 - Safeguards against attacks with a personal firewall
 - Prevents unauthorized changes
 - Offers customizable security warnings
- Surf the web safely
 - Protects against web threats
 - Block malicious or untrustworthy hyperlinks in email, websites, or instant messages
 - Stop seeing spam that tries to evade filters by delivering images instead of just text
 - Automatically prevent suspicious software on USB devices from opening
- Protect your children online
 - Take charge of when and where your children go on the Internet
 - Block websites with inappropriate content
 - Prevent access at specific times
 - Even stop kids from entering personal information onto webpages
- Smart features for your online activities
 - See the computers and other devices connected to your network at a glance, manage the security of other computers remotely, and block wireless home network intruders from accessing yours.
 - Get a comprehensive and customizable snapshot of all the security activities on your computer through easy-to-use charts and graphs
 - Work on your presentations, watch movies, or play games without security updates or scans getting in the way

System Requirements:

- Windows XP (32-bit version with Service Pack 2 or 3 (SP2 or SP3) only):
 - Pentium™ III 350 MHz or higher
 - Minimum system RAM: 256 MB
- Windows 7 / Vista:
 - Pentium™ III 800 MHz or higher
 - Minimum system RAM: 512 MB
- 500 MB of available hard disk space.
- Web Browsers
 - **Required:** Microsoft Internet Explorer™ 6.0 with Service Pack 2, 7.0, or 8.0
 - **Supported:** Mozilla® Firefox® 2.0, 3.0, or 3.5
- Internet access.
- Monitor with 1024 x 576 minimum resolution and high color.
- [Click here for more details](#)

**TREND
MICRO**

Click the button to the left to begin your download of the software. You will be taken to a page that displays your user registration number. Please make a note of it for future reference.

[Click here to proceed](#)

Click button for software download

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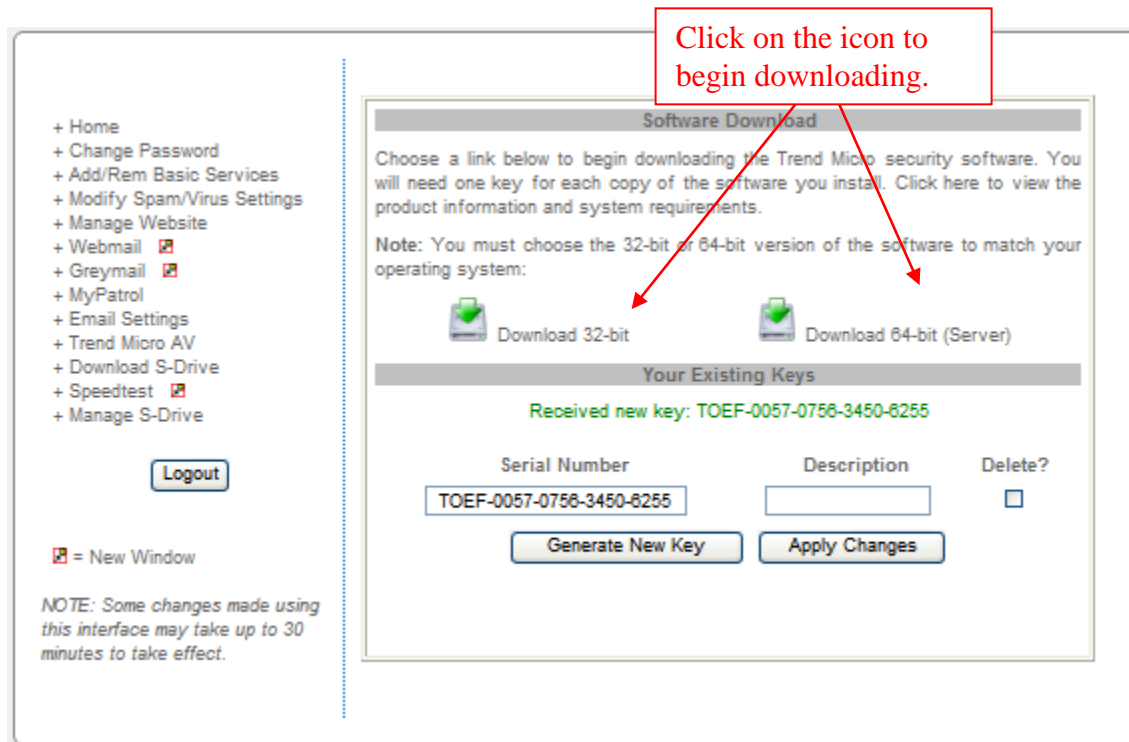
- The Product Registration Serial Number is needed to complete the activation. Be sure to record the serial number:

Trend Micro Registration Serial Number: _____ - _____ - _____ - _____ - _____

- On the EUCP, above the Serial Number there are 2 links, one for a **32 bit system** and one for a **64 bit system**. You will need to choose one of these links to download the Trend Micro Security System Software.

If you are not sure which version you have, check your pc by looking in **the System Properties, right click** on the **“My Computer”** icon and choose **Properties** at the bottom of the list. Generally if it does not say **“64 Bit”** System right under where the operating system is listed then it’s a 32 bit system. *This product does not support the 64-bit version of Windows XP at this time.*

If you to try to install the wrong version of the software, you will receive a prompt telling you that the software is not compatible with your computer.




- Click on the **Run** button at the *File Download– Security Warning*. It can take up to 10 minutes to download the software for Super Speed DSL Subscribers and it may take a few hours for SHTC Dial-Up Subscribers. If you are using dial-up, make sure that the connection does not drop during the download.
- Click on the **Run** Button again at the *Internet Explorer– Security Warning* to start installing the software. **Trend Micro Internet Security – Install Wizard** will launch, which will guide you through the installation process.

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7. Read the License Agreement, select “**I accept the terms in the license agreement.**”, and then click on the **Next** button.
8. When prompted, type your serial number _____ - _____ - _____ - _____ - _____ into the field provided, then click **Next** button.
9. Start the installation by selecting **Regular Installation** (which will use the recommended settings) then clicking **Next** button. The setup program will display the progress of the installation.
10. Wait for the installation to finish; this will take a few minutes. The installation may pause from time to time.
11. Click on the **Activate Now** button to get latest security updates that protect against the latest threats. Activation may take a few minutes.
12. Enter your **full name** and **email address** to activate in order to use Trend Micro Internet Security Service, click on the **Next** button.
13. **Protection Activated** confirmation window will appear. Click on the Finish button. Trend Micro icon will soon appear in your windows system tray. To customize your protection, open the main console by double-clicking on the icon. 
14. Once your subscription has been registered you will receive a confirmation via e-mail from PCC-SE_reg@trendmicro.com. Do not reply to this e-mail; keep this information in a secure place for reference. Registration information helps our Technical Support Team provide you with assistance, which you can access 24 hours a day, 7 days a week at 498-6600.

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