

TREND MICRO 2007 REMOVAL BEFORE UPDATING TO TREND MICRO 2009

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 the **Trend Micro 2007** program. Click once on the program and find the **remove button** regarding this program and click it. This will remove the old version from your system.
5. Once you remove the Trend Micro 2007, 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 username 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 a page where your registration numbers for your old TrendMicro reside.
9. 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 with the old version of Trend Micro 2007 of the computer you are currently upgrading.
10. Click on the button below that is labeled **Apply Changes**
11. a. If you only had one registration key, then proceed to step (2) under **UPDATING PROCEDURE TO TREND MICRO 2009** on page 2 below.
b. If you have more than one registration serial number:
 - a. Enter a description that identifies that serial number with the 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. Click on the **Generate New Key** button to get a new key under description column type in a name that identifies the key with the computer that you are currently upgrading, then click on the **Apply Changes** button. Proceed to step (4) under **UPDATING PROCEDURE TO TREND MICRO 2009** on page 2 below.

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 computers.

UPDATING PROCEDURE TO TREND MICRO 2009

1. Access End User Control Panel from our website, www.shtc.net. At the bottom of the page click the link labeled [My Internet](#).

EUCP – Trend Micro AV

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

The screenshot displays the EUCP 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 box and a callout bubble labeled 'MyAccount Page EUCP'), Download S-Drive, Speedtest, and Manage S-Drive. Below the menu is a 'Logout' button and a note: '= New Window'. A 'NOTE' at the bottom left states: 'NOTE: Some changes made using this interface may take up to 30 minutes to take effect.' On the right 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 in the top right corner.

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

The screenshot shows a web interface for Trend Micro Security Suite. On the left is a navigation menu with items like Home, Change Password, Add/Rem Basic Services, Modify Spam/Virus Settings, Manage Website, Webmail, Greymail, MyPatrol, Email Settings, Trend Micro AV, Download S-Drive, Speedtest, and Manage S-Drive. A 'Logout' button is below the menu. A note states: 'NOTE: Some changes made using this interface may take up to 30 minutes to take effect.' The main content area features a description of the security suite, a list of key features, and system requirements. At the bottom, there is a 'TREND MICRO' logo and a 'Click here to proceed' button. A red callout box with the text 'Click button for software download' points to this button.

+ Home
+ Change Password
+ Add/Rem Basic Services
+ Modify Spam/Virus Settings
+ Manage Website
+ Webmail
+ Greymail
+ MyPatrol
+ 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:

- Easy-to-use firewall blocks hackers and other unknown threats.
- Stops viruses and worms, and protects against emerging viruses before they attack.
- Protects against identity theft and online profiling.
- Quarantines suspicious email attachments and blocks outbound messages containing potential viruses.
- Protects users of the most popular IM services and shields you from IM spammers, thieves, and online predators. Blocks access to offensive Web site content.
- Anti-Phishing & Spam Blocker automatically stop dangerous phishing emails and spam from getting into your inbox. Plus, they constantly adapt to the ever-changing techniques of professional spammers—protecting you against the latest “phishing” schemes.
- Automatically secures PCs connected to wireless networks—at home or on the road.

System Requirements:

- Windows XP:
 - Pentium III 350 MHz or higher
 - Minimum system RAM: 256 MB
- Windows Vista (32/64-bit):
 - Pentium III 800 MHz or higher
 - Minimum system RAM: 512 MB
- 350 MB of available hard disk space.
- Internet access.
- Supported protocols for email scanning: POP3 and IMAP4 for incoming; SMTP for outgoing.
- [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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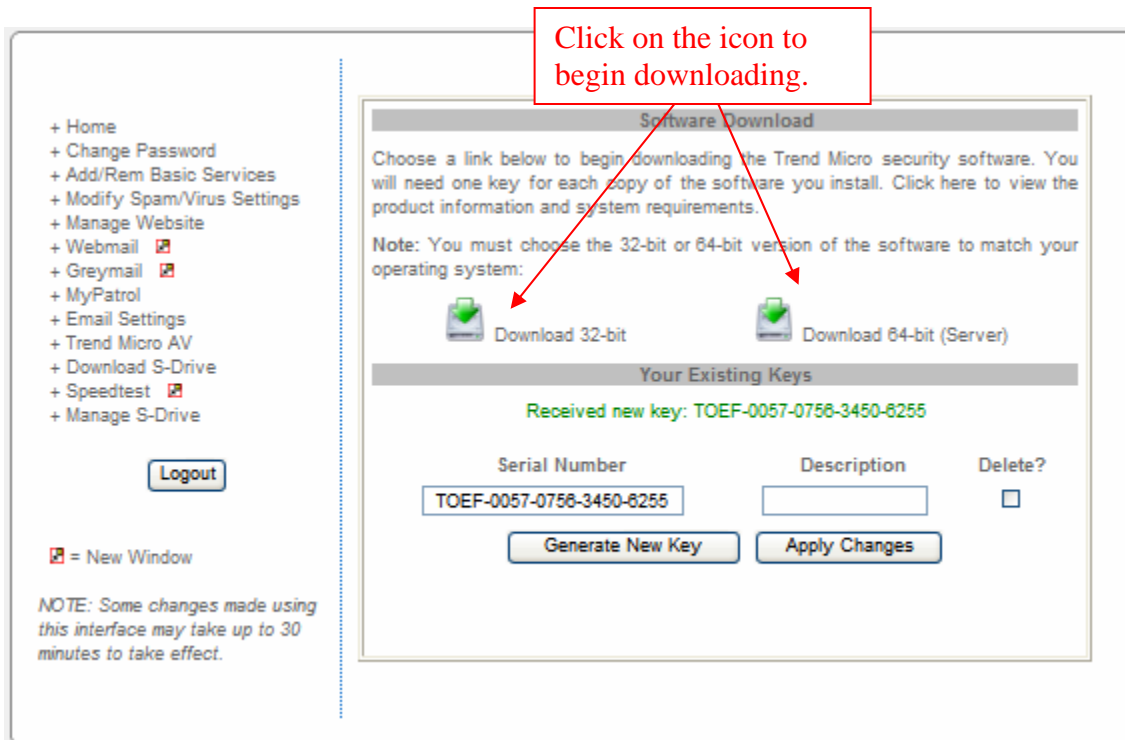
4. The Product Registration Serial Number is needed to complete the activation. Be sure to record the serial number:

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

5. 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.

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.




6. 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.

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7. 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.
8. Read and click on “**I accept the terms in the license agreement**”, click on the **Next** button.
9. Enter the Serial Number: _____ - _____ - _____ - _____ - _____, click on the **Next** button.
10. Select which features you want to install, **regular installation is recommended**, click on **Next** button.
11. Installation Initiates, this will take a few minutes. The product may pause from time to time.
12. Click on the **Activate Now** button to get latest security updates that protect against the latest threats. Activation may take a few minutes.
13. Enter your **full name** and **email address** to activate in order to use Trend Micro Internet Security Service, click on the **Next** button.
14. **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. 
15. 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 further 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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