



# Trend Micro™ Damage Cleanup Services

Automatic, enterprise-wide clean up of viruses, Trojans, malware remnants, and spyware

## Problem

Malicious code continues to evolve and challenge enterprise security with viruses, worms, Trojans, malware remnants, and spyware. The fastest growing of these threats is spyware which threatens enterprises with decreased end-user productivity and loss of private information. Cleaning up malware remnants and spyware from machines is costly because they root deeply into a system's memory and registries undetected by antivirus scanners. After manual clean-up operations, re-infection occurs because it is easy to miss a remote client and risky to count on end users to manage their desktop security. Administrators need automated tools that detect and clean spyware and other malware on every machine.

## Solution

Trend Micro™ Damage Cleanup Services removes spyware and other malware from clients and servers and repairs system registries and memory to decrease the administrative labor, recovery time, and costs of outbreaks. To ease management, Damage Cleanup Services does not require software installation on desktops. Furthermore, it removes multiple types of threats—viruses, worms, Trojans, remnants, and spyware—with a single application. Automatic client clean up is initiated at the gateway\* when a client infected with spyware attempts to “phone home.” A key component of Trend Micro™ Enterprise Protection Strategy, Damage Cleanup Services is supported by Trend Micro Control Manager™ to enable agent-less clean up of spyware and other malware, whether or not any antivirus is present. A client-based OfficeScan agent integrates with the client version of Damage Cleanup Services to automate clean up during regularly scheduled scans (i.e. upon network access). Detailed reports allow administrators to assess damage and pinpoint infected local or remote clients for comprehensive clean up.

\* Available June 2005

## KEY BENEFITS

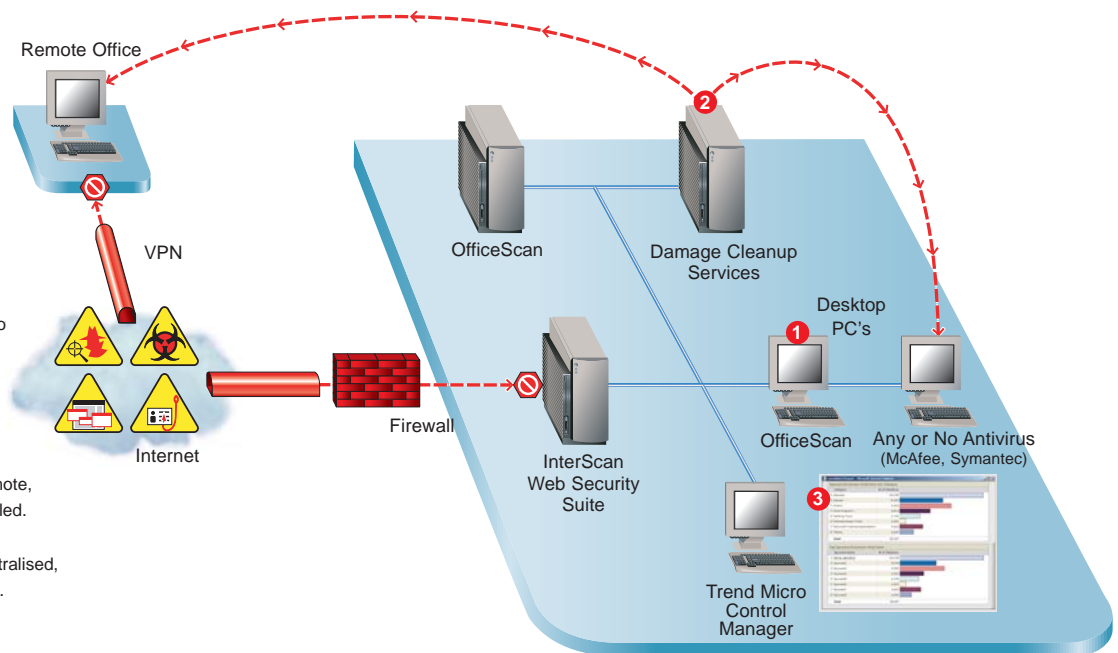
- **Automatically removes spyware** and other malware from local and remote clients—whether or not they have an antivirus program installed
- **Repairs system modifications** and eliminates malware remnants and spyware files that can't be detected by traditional AV scanners
- **Gateway security** triggers automatic clean up of spyware on clients when resident spyware attempts to phone home
- **Identifies infected clients** by specific IP address and machine name with detailed reporting to support comprehensive clean up

**According to Gartner, more than 25 percent of help-desk time today is spent dealing with spyware.**

--Gartner Dataquest, November 2004

## AUTOMATIC CLEAN UP OF SPYWARE ENTERPRISE-WIDE.

- 1 OfficeScan blocks and cleans spyware and o malware on servers, desktops, and remote laptops using Damage Cleanup Services.
- 2 Damage Cleanup Services cleans spyware and other malware from any desktop or server on the network, whether local or remote, regardless of what kind of antivirus is installed.
- 3 Trend Micro Control Manager provides centralised, enterprise-wide reporting and management.





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## Comprehensive Damage Assessment and Clean Up

- Performs comprehensive clean up of malware including viruses, worms, Trojans, remnants and spyware. It restores altered or infected memory registries and system files (i.e. system ini) to normal configuration.
- Terminates all virus processes and threads in memory, repairs the registry, removes any services and files dropped by viruses and restores any damaged files
- TrendLabs<sup>SM</sup>, Trend Micro's global network of security research and support engineers, actively maintains antivirus and anti-spyware scan engines, pattern files, and clean up templates for timely automatic updates to Damage Cleanup Services
- Supports Trend Micro InterScan™ Web Security Suite at the Web gateway layer\* and Trend Micro OfficeScan™ Client/Server Edition at the desktop layer to automate clean up of infected machines
- Deployable enterprise-wide on PCs and servers, with or without agents, to perform damage assessment, clean up, and repair on as little as one, or a broad range of machines simultaneously

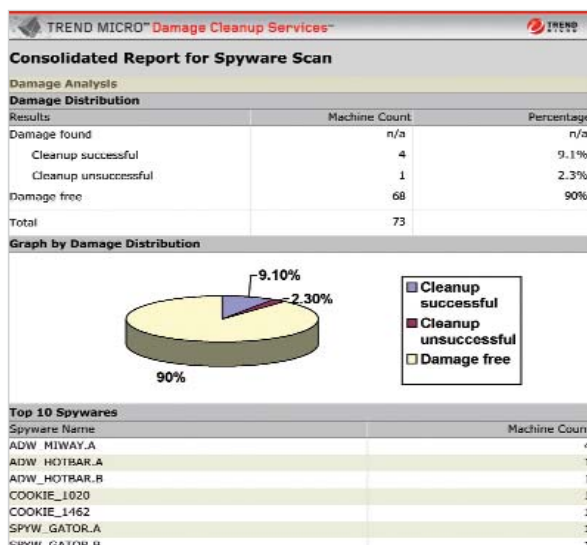
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## Centralised Outbreak Management and Coordination

- Agent-less, client/server deployment architecture, managed from Trend Micro Control Manager, does not require installation of clean-up tools or end-user intervention to assess damage and clean up infected machines enterprise-wide
- Agent-based version on clients can automatically detect and clean up spyware and other malware each time a client attempts to access the enterprise network
- From Control Manager, administrators can schedule regular maintenance check-ups with multiple instances of tasks running simultaneously or on demand, to take advantage of distributed performance when deploying remote scans

## Robust Enterprise-Scale Reporting

- Detailed enterprise reports include graphical summaries of spyware activity for executives, as well as detailed lists of the status of every machine to help administrators assess damage, pinpoint sources of infection or re-infection, and track machines cleaned.
- Through Control Manager, Damage Cleanup Services can report on any client or server—regardless of type of antivirus deployed.



## Trend Micro Enterprise Protection Strategy

OfficeScan Client/Server Edition is a product component of Trend Micro™ Enterprise Protection Strategy (EPS). EPS includes a suite of products and services that deliver comprehensive protection at both application and network layers to proactively manage the outbreak lifecycle—from vulnerability prevention to malicious code elimination. Through coordinated delivery of Trend Micro's industry-leading products, services, and threat-specific expertise, EPS minimises outbreak-related costs and damages.

## Trend Micro, Inc.

Trend Micro, Inc., is a global leader in network antivirus and Internet content security software and services, focused on helping customers prevent and minimise the impact of network viruses and mixed-threat attacks through its award-winning Trend Micro™ Enterprise Protection Strategy. Trend Micro has worldwide operations and trades stock on the Tokyo Stock Exchange and NASDAQ.

## TrendLabs<sup>SM</sup>

Trend Micro products are backed by timely, high-quality service from TrendLabs, a global network of regional antivirus research and support centers with certification in ISO 9001:2000 and COPC standards. A team of more than 700 engineers and antivirus specialists operate around the clock to monitor virus activity, develop information on new threats, and deliver prompt, effective strategies. For more information about TrendLabs visit: [www.trendmicro-europe.com/trendlabs](http://www.trendmicro-europe.com/trendlabs).

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