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# **ibrighthouse Troubleshooting - Trend Micro Internet Security Technical Guide**

Release: v1.0



**CORETEX**  
Driving Intelligence

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There may be overlap with initiatives driven from the marketing department. The Documentation Team will forward relevant queries to them when received.

## Guide updates

The *ibright Troubleshooting - Trend Micro Internet Security Technical Guide* is a living document. The Documentation Team updates and expands this guide whenever updates are required. Review the Revision History section to ensure you are working with the most up to date copy.



This *ibright Troubleshooting - Trend Micro Internet Security Technical Guide* is part of the **ibright Enterprise** suite of documentation and is available on the Help portal (from within **ibright Enterprise**) or directly at <http://help.ibright.info>

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## About This Guide

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The *ibright Troubleshooting - Trend Micro Internet Security Technical Guide* is for anyone who wants to understand the implications of installing and using **ibright Enterprise** on computers making use of *Trend Micro Internet Security*.

### Overview

*Trend Micro Internet Security* can interfere with the use of **ibright Enterprise** and the following procedure is recommended to ensure successful operation of **ibright Enterprise** in environments utilising *Trend Micro Internet Security*.

### Checking the settings

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➤ *To check the Trend Micro Internet Security settings:*

1. Start up the *Trend Micro Internet Security* screen in Windows by navigating to:

```
All Programs > Trend Micro Internet Security > Trend Micro  
Internet Security
```

2. Click the **Home Network & Firewall Controls** button on the left hand side of the *Trend Micro Internet Security* screen
3. Under the *Personal Firewall* heading, make sure the button at the top of the heading says **ON**. If it doesn't, click it once to set it to **ON**.
4. Under the *Personal Firewall* heading, click the **Settings...** button
5. In the *Personal Firewall* settings screen, click the **Advanced Settings** button
6. In the *Advanced Personal Firewall settings* screen, click the **Program Control** tab
7. Click the **Add** button to begin entering a new Firewall rule:

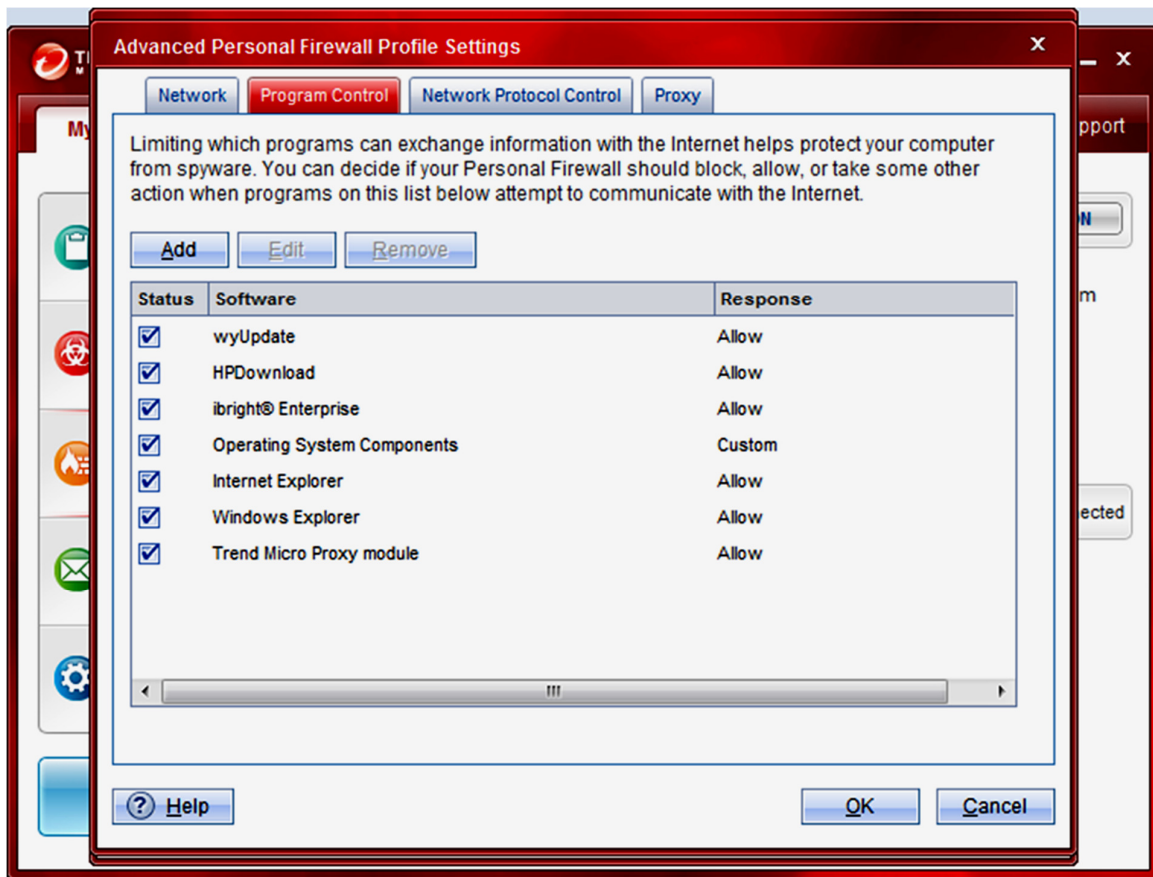
➤ *To add a new Firewall rule:*

1. Next to *Description*, enter Firefox Next to Target
2. Click the **Browse....** and navigate to the wyUpdate program folder, *for example*:

```
C:\Program Files (x86)\International Telematics\ibright  
Enterprise\wyUpdate
```

3. Next to Settings, click the **Advanced** radio button and select both radio buttons
4. Click the **OK** button
5. Click the **OK** to save the rule and return to the **Program Control** tab
6. Click the **OK** button to close the *Advanced Personal Firewall Settings* screen
7. Click the **OK** button to close the *Personal Firewall Settings* screen
8. Click the **X** in the top-right corner to close the *Trend Micro Internet Security* screen

Sample Trend Micro Internet Security settings screen:



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