



# Trend Micro™ OfficeScan 11.0

## Best Practice Guide for Malware



Anti-Spyware



Anti-Spam



Antivirus



Anti-Phishing



Content & URL  
Filtering



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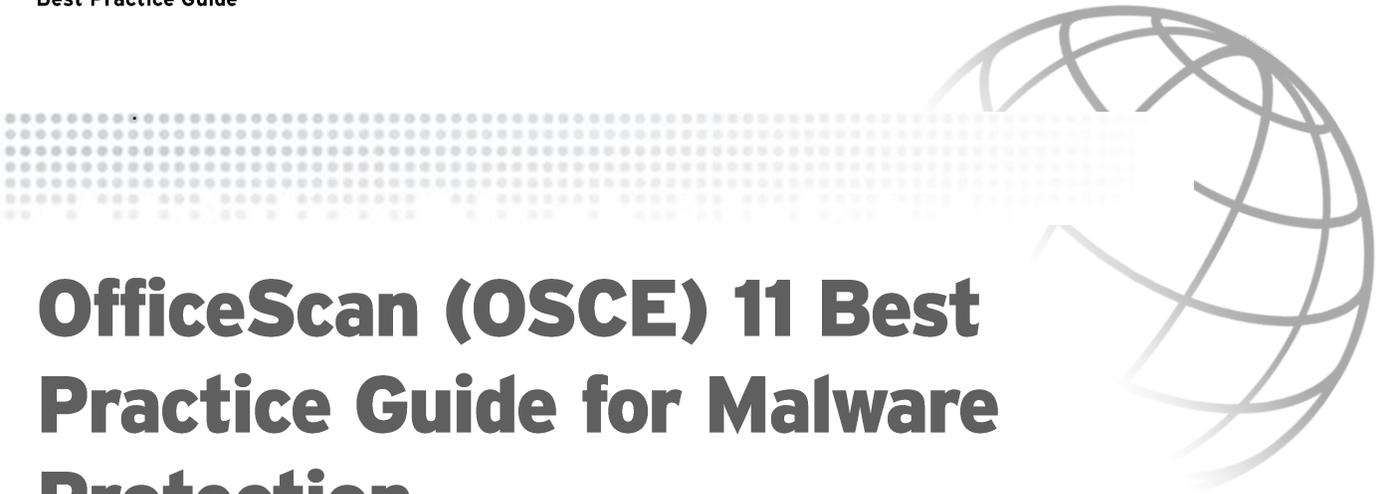
**Author: Celeste Alagad**

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# OfficeScan (OSCE) 11 Best Practice Guide for Malware Protection

## 1.1 > Enable Smart Scan Agents

Ensure that OfficeScan agent can query at least two Smart Protection Servers

This guidance avoids the creation of a single-point of failure for anti-malware security. If the lone Smart Protection Server on the network crashes, this has repercussions for desktop security throughout the network.

Adding a second Smart Protection Server on the network, or ensuring that all File Reputation-enabled agents can connect to the Trend Micro scan service if the primary Scan Service fails, results in a more robust security implementation.

Options:

- Enable the Integrated Smart Protection Server on multiple OfficeScan servers
- Install VMWare-based Standalone Smart Protection servers

There are two types of local Smart Protection Servers:

- Integrated Smart Protection Server
- Standalone Smart Protection Server

Both essentially work the same way, but are ported for different software platforms.



## Integrated Smart Protection Server

The Integrated Smart Protection server is automatically installed on the OfficeScan server. It can be installed during OfficeScan server installation or at later point.

## Standalone Smart Protection Server

The Standalone Smart Protection Server is recommended to large networks. At this point, this server is only available as a VMWare image that runs CentOS.

For more information regarding image compatibility on virtual servers, refer to:  
<http://docs.trendmicro.com/en-us/enterprise/smart-protection-server.aspx>

When opting to use the Integrated Smart Protection server, make sure it is installed.

To verify if the Integrated Smart Protection server is installed and accessible from a particular desktop, enter the following URL in the desktop's browser:

```
https://<OSCE_Server>:<https_port>/tmcss/?LCRC=08000000AC41080092000080C4F01936B21D9104
```

-Or-

```
http://<OSCE_Server>:<http_port>/tmcss/?LCRC=08000000AC41080092000080C4F01936B21D9104
```

Examples:

```
https://OSCE11:4343/tmcss/?LCRC=08000000AC41080092000080C4F01936B21D9104
```

```
http://OSCE11:8080/tmcss/?LCRC=08000000AC41080092000080C4F01936B21D9104
```

If the browser returns the following, the Integrated Smart Protection Server is both enabled and accessible.

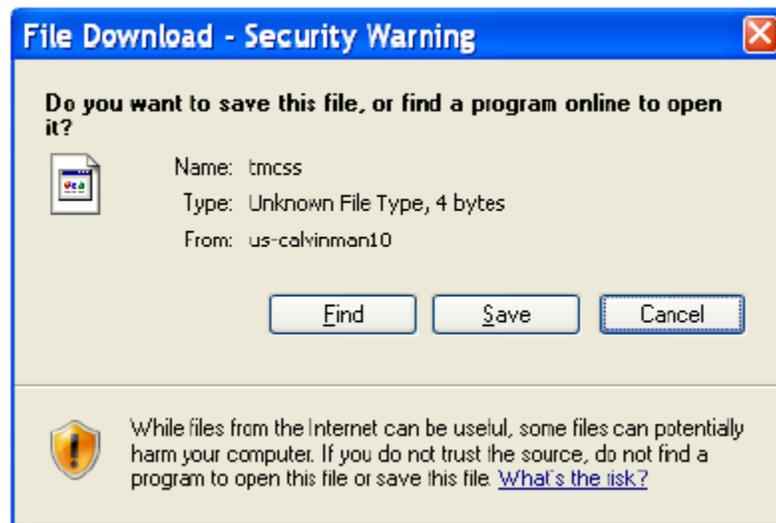


Figure 1 Integrated Smart Protection Server warning

## ENABLE SMART SCAN

The smart scan solution makes use of lightweight patterns that work together to provide the same protection provided by conventional anti-malware and anti-spyware patterns. A Smart Protection Server hosts the Smart Scan Pattern. This pattern is updated hourly and contains the majority of pattern definitions. Smart scan agents do not download this pattern. Agents verify potential threats against the pattern by sending scan queries to the Smart Protection Server.

In the smart scan solution, clients send identification information determined by Trend Micro technology to Smart Protection Servers. Clients never send the entire file and the risk of the file is determined using the identification information. This method minimizes the amount of pattern download by relying on cloud technology. Thus, Smart scan agents benefit from local scans and in-the-cloud queries provided by File Reputation Services.

Before including Integrated Smart Protection Server in Smart Protection Sources, make sure it is enabled using the following checkbox on the OfficeScan management console.

**When using File Reputation** functionality with an Integrated Smart Protection server, make sure that the Smart Protection server is enabled before switching scan types. This is an important step because the mechanism for switching from conventional scanning to File Reputation does not include automatic verification of Smart Protection server functionality.

It is, therefore, possible to assign a File Reputation-enabled OfficeScan agent to a non-functional Smart Protection server.

1. Create separate domains for Smart and Conventional agents

Upon installation, the default scan mode for the OfficeScan network is called – Smart Scan. As with other OfficeScan agent settings, since this is set at the root of the OfficeScan agent tree, this will affect all future agents, in addition to existing agents that are not already assigned agent-specific scan-method settings.

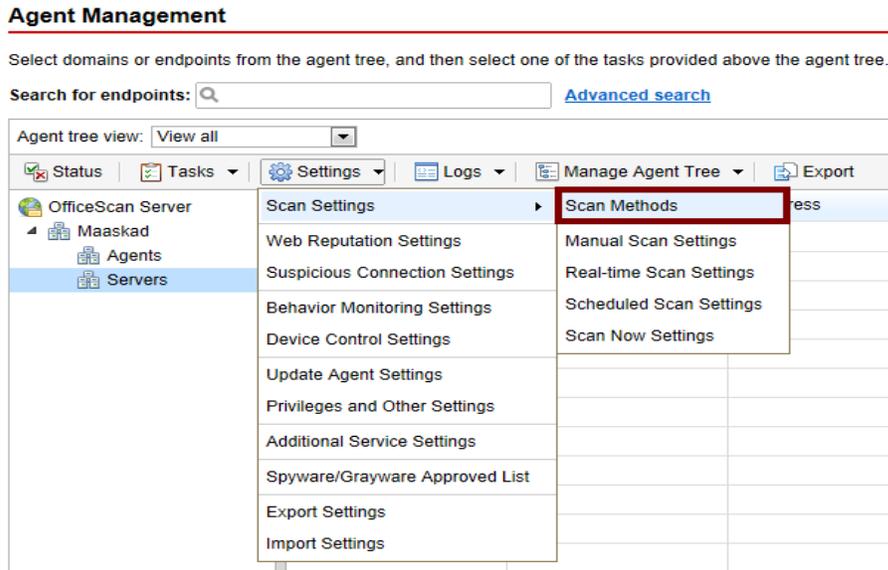
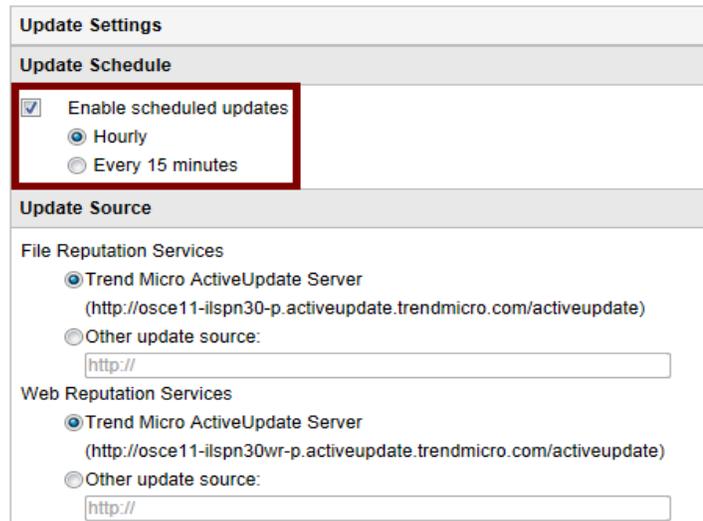


Figure 2 Agent Management settings window

To separate conventional agents, create OfficeScan domains that have Conventional scan enabled, and then migrate to the created domain.

- Schedule Smart Protection Server to update on an hourly basis.



**Update Settings**

**Update Schedule**

Enable scheduled updates

Hourly

Every 15 minutes

**Update Source**

**File Reputation Services**

Trend Micro ActiveUpdate Server  
(http://osce11-ilspn30-p.activeupdate.trendmicro.com/activeupdate)

Other update source:

**Web Reputation Services**

Trend Micro ActiveUpdate Server  
(http://osce11-ilspn30wr-p.activeupdate.trendmicro.com/activeupdate)

Other update source:

Figure 3 Update Settings window

## 1.2 > Configuring Manual Scan Settings

- On the OSCE Server, login to the Management Console
- Go to Agents > Agent Management
- Select the group/domain you wish to apply the settings to
- Click Settings > Scan Settings >> Manual Scan Settings
- Configure the Target tab
- Files to Scan > All Scannable files
- Scan Settings
  - Scan hidden folders
  - Scan network drive
  - Scan compressed files
  - Scan OLE objects
    - Detect exploit code in OLE files
- Virus /Malware Scan Settings Only > Scan boot area
- CPU Usage > Medium: pause slightly between file scans
- Scan Exclusion > Enable scan exclusion
  - Scan Exclusion list (Directories)



- Exclude directories where Trend Micro products are installed
  - Retains OfficeScan agent's exclusion list
- 10.2. Scan Exclusion list (Files)
    - Retains OfficeScan agent's exclusion list
  11. Configure the Action tab
  12. Virus/Malware > Use a specific action for each virus/malware type:
    - 12.1. Joke: Quarantine
    - 12.2. Trojans: Quarantine
    - 12.3. Virus: Clean & Quarantine
    - 12.4. Test Virus: Quarantine
    - 12.5. Packer: Quarantine
    - 12.6. Probable Malware: Quarantine
    - 12.7. Other Malware: Clean & Quarantine
  13. Back up files before cleaning
  14. Damage Cleanup Services
    - 14.1. Cleanup type: Advanced cleanup
    - 14.2. Enable > Run cleanup when probable virus/malware is detected
  15. Spyware/Grayware > Clean: OfficeScan terminates processes or delete registries, files, cookies and shortcuts.

## 1.3 > Configuring Real-time Scan Settings

1. On the OSCE Server, login to the Management Console
2. Go to Agents > Agent Management
3. Select the group/domain you wish to apply the settings to
4. Click on **Settings > Scan Settings >> Real-time Scan Settings**
5. Enable virus/malware scan and Enable spyware/grayware scan
6. Configure the Target tab.
7. User Activity on Files > Scan files being: created/modified and retrieved
8. Files to Scan > All Scannable files
9. Scan Settings >
  - 9.1. Scan network drive
  - 9.2. Scan the boot sector of the USB storage device after plugging in
  - 9.3. Scan all files in removable storage device after plugging in

- 9.4. Quarantine malware variants detected in memory
- 9.5. Scan compressed files
- 9.6. Scan OLE objects
  - Detect exploit code in OLE files
10. Virus/Malware Scan Settings Only > Enable Intellitrap
11. Scan Exclusion > Enable scan exclusion
  - 11.1. Scan Exclusion list (Directories)
    - Exclude directories where Trend Micro products are installed
    - Retains OfficeScan agent's exclusion list
  - 11.2. Scan Exclusion list (Files)
    - Retains OfficeScan agent's exclusion list
12. Configure the Action tab
13. Virus/Malware > Use a specific action for each virus/malware type:
  - 13.1. Joke: Quarantine
  - 13.2. Trojans: Quarantine
  - 13.3. Virus: Clean & Quarantine
  - 13.4. Test Virus: Quarantine
  - 13.5. Packer: Quarantine
  - 13.6. Probable Malware: Quarantine
  - 13.7. Other Malware: Clean & Quarantine
14. Back up files before cleaning
15. Damage Cleanup Services
  - 15.1. Enable > Run cleanup when probable virus/malware is detected
16. Spyware/Grayware > Clean: OfficeScan terminates processes or delete registries, files, cookies and shortcuts.

## 1.4 > Configuring Scheduled Scan Settings

1. On the OSCE Server, login to the Management Console
2. Go to Agents > Agent Management
3. Select the group/domain you wish to apply the settings to
4. Click on **Settings > Scan Settings >> Scheduled Scan Settings**
5. Enable virus/malware scan and Enable spyware/grayware scan
6. Configure the Target tab



7. Configure the Schedule scan to run at least once a week.
8. Files to Scan > All Scannable files
9. Scan Settings >
  - 9.1. Scan compressed files
  - 9.2. Scan OLE objects
    - Detect exploit code in OLE files
10. Virus/Malware Scan Settings Only > Scan boot area
11. CPU Usage > Medium: pause slightly between file scans
12. Scan Exclusion > Enable scan exclusion
  - 12.1. Scan Exclusion list (Directories)
    - Exclude directories where Trend Micro products are installed
    - Retains OfficeScan agent's exclusion list Scan Exclusion list (Files)
    - Retains OfficeScan agent's exclusion list
13. Configure the Action tab
14. Virus/Malware > Use a specific action for each virus/malware type:
  - 14.1. Joke: Quarantine
  - 14.2. Trojans: Quarantine
  - 14.3. Virus: Clean & Quarantine
  - 14.4. Test Virus: Quarantine
  - 14.5. Packer: Quarantine
  - 14.6. Probable Malware: Quarantine
  - 14.7. Other Malware: Clean & Quarantine
15. Back up files before cleaning
16. Damage Cleanup Services
  - 16.1. Cleanup type: Advanced cleanup
  - 16.2. Enable > Run cleanup when probable virus/malware is detected
17. Spyware/Grayware > Clean: OfficeScan terminates processes or delete registries, files, cookies and shortcuts.

## 1.5 > Configuring Scan Now Settings

1. On the OSCE Server, login to the Management Console
2. Go to Agents > Agent Management
3. Select the group/domain you wish to apply the settings to

4. Click on **Settings > Scan Settings >> Scan Now Settings**
5. Enable virus/malware scan and Enable spyware/grayware scan
6. Configure the Target tab
7. Files to Scan > All Scannable files
8. Scan Settings
  - 8.1. Scan compressed files
  - 8.2. Scan OLE objects
    - Detect exploit code in OLE files
9. Virus /Malware Scan Settings Only > Scan boot area
10. CPU Usage > **Medium**: pause slightly between file scans
11. Scan Exclusion > Enable scan exclusion
  - 11.1. Scan Exclusion list (Directories)
    - Exclude directories where Trend Micro products are installed
    - Retains OfficeScan agent's exclusion list
  - 11.2. Scan Exclusion list (Files)
    - Retains OfficeScan agent's exclusion list
12. Configure the Action tab
13. Virus/Malware > Use a specific action for each virus/malware type:
  - 13.1. Joke: Quarantine
  - 13.2. Trojans: Quarantine
  - 13.3. Virus: Clean & Quarantine
  - 13.4. Test Virus: Quarantine
  - 13.5. Packer: Quarantine
  - 13.6. Probable Malware: Quarantine
  - 13.7. Other Malware: Clean & Quarantine
14. Back up files before cleaning
15. Damage Cleanup Services
  - 15.1. Cleanup type: Advanced cleanup
  - 15.2. Run cleanup when probable virus/malware is detected
16. Enable Spyware/Grayware > Clean: OfficeScan terminates processes or delete registries, files, cookies and shortcuts.

## 1.6 > Table Summary

	Real-time Scan	Manual Scan	Scheduled Scan	Scan Now
Files to scan	All Scannable	All Scannable	All Scannable	All Scannable
Scan hidden folders		✓		
Scan network drive	✓	✓		
Scan boot sector of USB storage device after plugging in	✓			
Scan all files in removable storage devices after plugging in	✓			
Quarantine malware variants detected in memory	✓			
Scan compressed files	✓	✓	✓	✓
Scan OLE objects	✓	✓	✓	✓
Detect exploit code in OLE files	✓	✓	✓	✓
Enable Intellitrap	✓			
Scan boot area		✓	✓	✓
CPU usage		Medium	Medium	Medium
Cleanup type for Damage Cleanup Services		Advanced Cleanup	Advanced Cleanup	Advanced Cleanup
Run cleanup for probable virus	✓	✓	✓	✓
Clean action for detected Spyware	✓	✓	✓	✓

## 1.7 > Enable Web Reputation

Web Reputation Service (WRS) allows OfficeScan to detect and block access to sites that harbor Web-based threats. When an agent requests a URL, it first checks the “reputation score” of the URL by querying the Trend Micro reputation servers. Access to the URL is then allowed or denied depending on the score and the security level you configured.

To configure WRS, please do the following:

1. On the OSCE Server, login to the Management Console
2. Go to Agents > Agent Management
3. Select the group/domain you wish to apply the settings to
4. Click **Settings** and select **Web Reputation Settings**
5. For both External and Internal Agents, Enable **Web Reputation Policy**
6. Enable **Check HTTPS URLs**
7. Select the **Medium** security level for the policy.
8. Browser Exploit Prevention > Enable Block pages containing malicious script
9. Approved/Block URL list

You may add the URLs of the Web sites you want to approve or block. By default, Trend Micro and Microsoft Web sites are included in the Approved list.

10. Select whether to allow agents to send logs to the OfficeScan server. You can use this option to **analyze URLs blocked by WRS**.
11. **Click Apply to All Agents.**

In Internet Explorer, enable TmBpIeBHO Class.

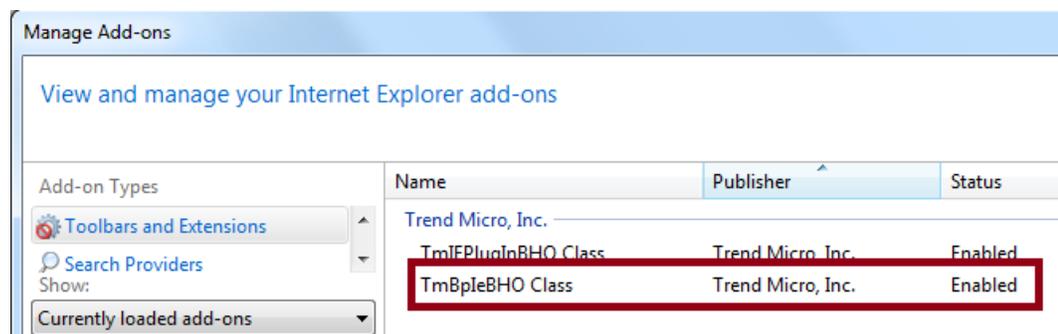


Figure 4 Enabled TmBpIeBHO Class



## 1.8 > Configure Global C&C Callback Settings

Administrators can configure OfficeScan to log all connections between agents and confirmed C&C IP addresses. The Trend Micro Command & Control (C&C) Contact Alert Services provides enhanced detection and alert capabilities to mitigate the damage caused by Advanced Persistent Threats (APT) and targeted attacks.

These are the steps on how to do it:

1. Navigate to Agents > Agent Management
2. Select the group/domain you wish to apply the settings to
3. Click on Settings > Suspicious Connection Settings
4. Enable the following:

Log network connections made to addresses in the Global C&C IP list

Log and allow access to User-defined Blocked IP list addresses

Log connections using malware network fingerprinting

Clean suspicious connections when a C&C callback is detected

5. Click **Apply to All Agents**. Click **Close**.
6. Click on **Settings > Additional Service Settings**
7. Under **Suspicious Connection Service**, select **Enable service on the following operating systems**
8. Click **Apply to All Agents**, then Click **Close**.

## 1.9 > Enable Smart Feedback

The Trend Micro Smart Protection Network provides a feedback mechanism to minimize the effort of threats harvesting, analysis and resolving. It not only helps increase the detection rate but also provides a quick real-world scenario. It also benefits customers to help ensure they get the latest protection in the shortest possible time.

To configure Smart Feedback, please do the following:

1. On the OSCE Server, login to the Management Console
2. Click **Administration > Smart Protection >> Smart Feedback**
3. Check Enable **Trend Micro Smart Feedback** option box
4. Click **Save**.

## 1.10 > Enable Behavior Monitoring

OfficeScan constantly monitors computers (or endpoints) for unusual modifications to the operating system or on installed software.

Administrators (or users) can create exception lists that allow certain programs to start despite violating a monitored change, or completely block certain programs. In addition, programs with a valid digital signature or have been certified are always allowed to start.

To configure Behavior Monitoring's Malware Blocking feature, please do the following:

1. On the OSCE Server, login to the Management Console
2. Go to Agents > Agent Management > **Settings** > **Behavior Monitoring Settings**
3. Check Enable Malware Behavior Blocking for known and potential threats: Known and potential threats
4. Click **Apply to All Agents**.

Behavior Monitoring works in conjunction with Web Reputation Services to verify the prevalence of files downloaded through HTTP channels or email applications. After detecting a "newly encountered" file, administrators can choose to prompt users before executing the file. Trend Micro classifies a program as newly encountered based on the number of file detections or historical age of the file as determined by the Smart Protection Network.

To enable the Behavior Monitoring feature to monitor these "newly encountered" files, do the following steps:

1. On the OSCE Server management console, go to **Agents** > **Global Agent Settings**
2. Under **Behavior Monitoring Settings**, check **Prompt users before executing newly encountered programs downloaded through HTTP or email applications**
3. On the bottom of the window, click **Save**.



## 1.11 > Configure Global Agent Settings

Advance settings that will apply to all the OfficeScan agents on your network.

To configure Global Agent Settings, please do the following:

1. On the OSCE Server, login to the Management Console
2. Go to Agents > Global Agent Settings
3. Enable OfficeScan Service Restart
  - 3.1 Automatically restart any OfficeScan agent service if the service terminates unexpectedly
4. Click **Save**.

## 1.12 > Configure Agent Self-protection

1. On the OSCE Server, login to the Management Console
2. Go to Agents > Agent Management
3. Select the group/domain to apply the settings
4. Click **Settings** and select **Privileges and Other Settings**
5. Click **Other Settings** tab
6. Enable all Agent Self-protection
  - 6.1. Protect OfficeScan agent services
  - 6.2. Protect files in the OfficeScan agent installation folder
  - 6.3. Protect OfficeScan agent registry keys
  - 6.4. Protect OfficeScan agent processes
7. Click **Apply to All Agents**. Click **Close**.

## 1.13 > Configure Device Control

Device Control provides control feature that regulates access to external storage devices and network resources connected to computers. It helps prevent data loss and leakage and, combined with file scanning, helps guard against security risks.

By default, Device Control feature is enabled but ALL devices have FULL ACCESS. Block AutoRun functions on USB devices are also enabled.

1. On the OSCE Server, login to the Management Console
2. Go to Agents > Agent Management
3. Select the group/domain you wish to apply the settings to
4. Click **Settings** and select **Device Control Settings**
5. Check **Enable Device Control** for both External and Internal Agents
6. Enable **Block the AutoRun function on USB storage devices**

### 1.13.1 Permissions for Storage Devices

- Allow access to USB storage devices, CD/DVD, floppy disks, and network drives. You can grant full access to these devices or limit the level of access. Limiting the level of access brings up “Program lists” which allows programs on storage devices to have Modify, Read and execute, Read and List device content only.
- Configure the list of approved USB storage devices. Device Control allows you to block access to all USB storage devices, except those that have been added to the list of approved devices. You can grant full access to the approved devices or limit the level of access.

Configure the settings according to your preference.

## 1.14 > Disabling Roaming Mode for Machines in the Network

Trend Micro recommends disabling roaming mode for the machines that are in the Local Area Network.

1. Login to the OfficeScan Management Console
2. Go to Agents > Agent Management
3. Select the group/domain you wish to apply the settings to
4. Click **Settings > Privileges and Other Settings**
5. On the **Privileges** tab > **Roaming**
6. Uncheck **Enable roaming mode** option if enabled for LAN machines. Otherwise, leave it as is.



## 1.15 > Install Intrusion Defense Firewall (IDF) plug-in

**NOTE** ⓘ Intrusion Defense Firewall (IDF) is part of the OfficeScan plug-in manager. This requires a new activation code. Please contact sales to obtain a license.

↪ More information can be found [here](#).

1. Login to the OfficeScan Management Console
2. Click **Plug-ins**
3. Under **Intrusion Defense Firewall**, click Download

## 1.16 > Anti-threat Tool Kit

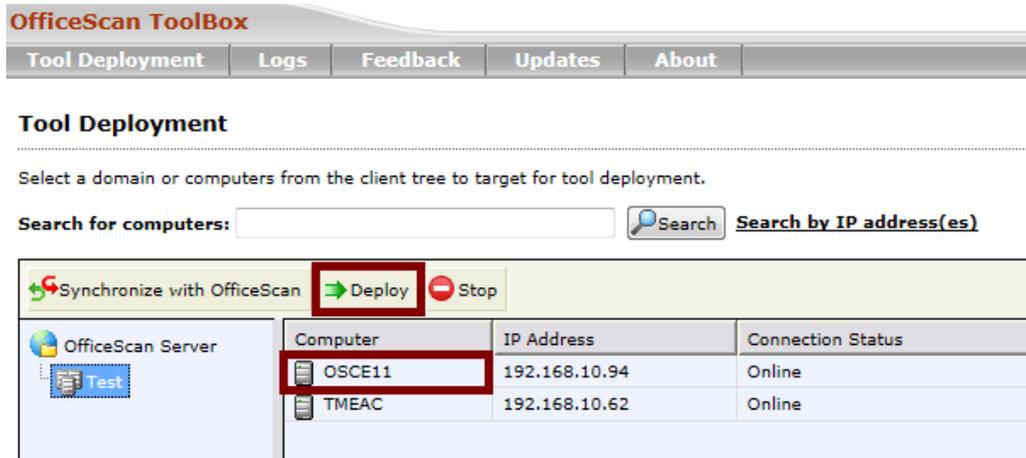
Trend Micro Anti-Threat Toolkit (ATTK) is a collection of tools including general on-demand scanner, suspicious file collector, specific malware cleaner, etc. The on-demand scanner supports both online and offline detection and removal of viruses, Trojans, worms, unwanted browser plugins, and other malware.

The ATTK Tool can be deployed via the OfficeScan toolbox for ease and convenience. Alternatively, it can be downloaded from <https://spnsupport.trendmicro.com/>

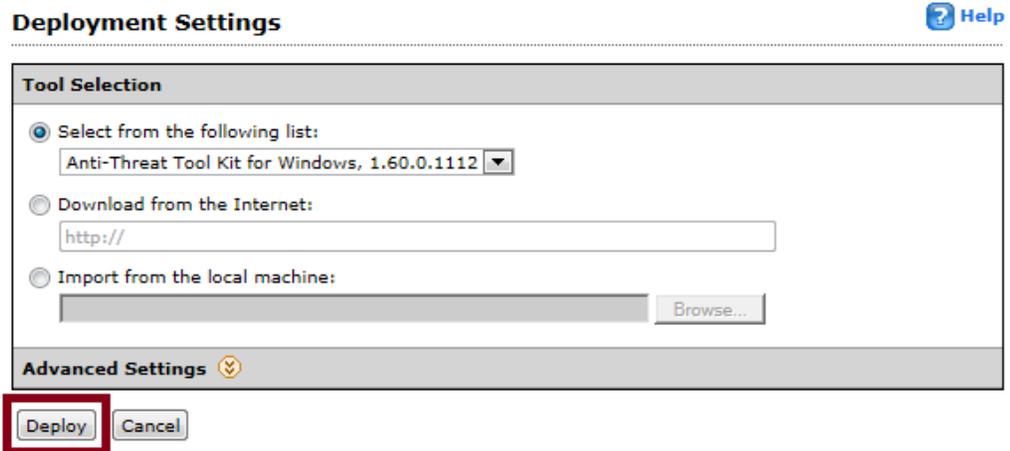
## 1.17 > Install OfficeScan ToolBox plug-in

OfficeScan Toolbox manages, deploys, executes, and consolidates logs for a variety of standalone Trend Micro tools.

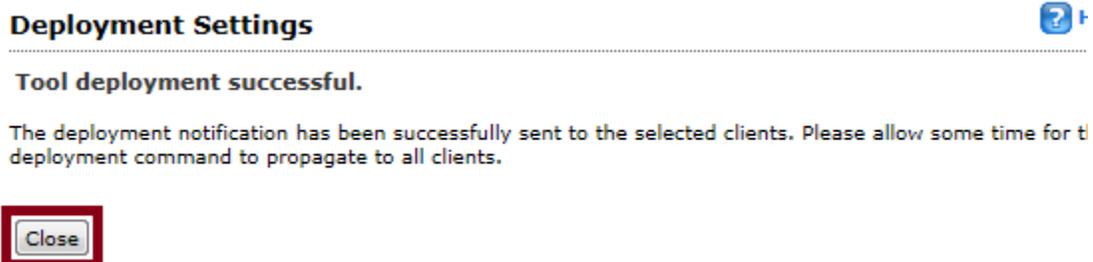
1. Login to the OfficeScan Management Console
2. Click **Plug-ins**
3. Under **Trend Micro OfficeScan ToolBox**, download and install the plug-in
4. After installing the plug-in, click **Manage Program** to access the OfficeScan ToolBox console.
5. Select which OfficeScan agents to deploy the Anti-Threat Tool Kit (ATTK) package then click **Deploy**.



- On the Deployment Settings window, the ATTK toolkit is already selected by default. Click **Deploy**.

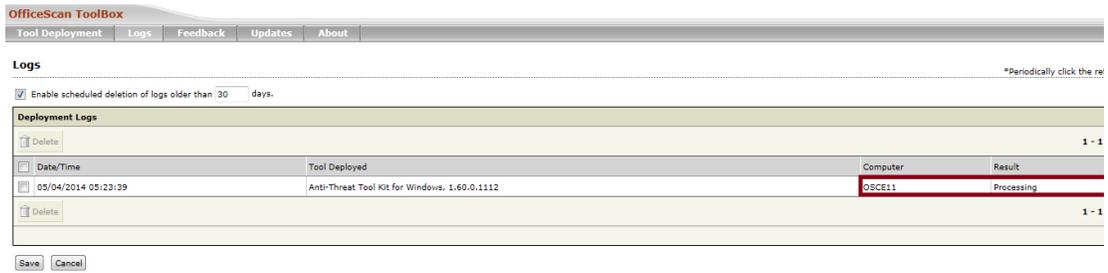


- A confirmation that the tool deployment is successful will appear. The ATTK package will be deployed on the agent in a few minutes.



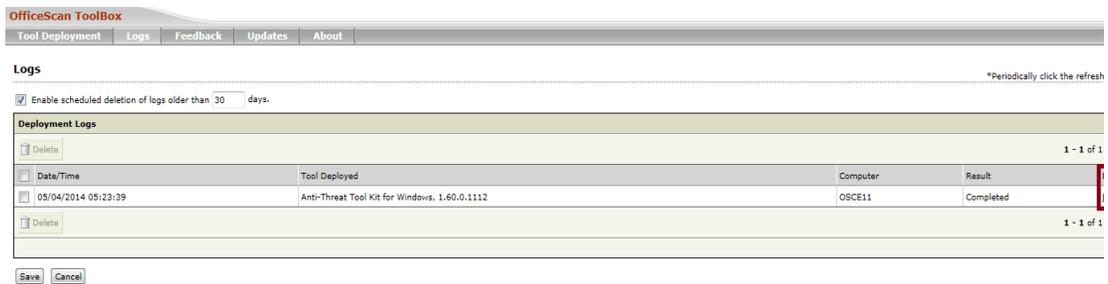


8. On the Logs tab, the ATTK deployment is being processed appears.



9. Once the deployment is finished, it will indicate on the Tool Deployment page that it is complete.

10. Go to the Logs tab and the result would be **Completed**. The file can be downloaded and sent to Trend Micro Technical Support for analysis.



11. The Feedback tab can be accessed and send the Reference ID to Trend Micro Technical Support for analysis.



## 1.18 > Using the Security Compliance

Security Compliance allows you to detect agent computers that do not have antivirus software installed within your network environment, by scanning your Active Directory Scope and connecting to port(s) used by OfficeScan server(s) to communicate with the OfficeScan agents.

Security Compliance can then install the OfficeScan agent on unprotected computers.

1. Login to the OfficeScan Management Console
2. Click on **Assessment > Unmanaged Endpoints**
3. In line with **Active Directory Scope / IP Address Scope**, click **Define Scope** button
4. If you have more than one (1) OfficeScan server, click the link for **Specify Ports** under
5. **Advanced Settings** then click **Save**.
6. Click **Save and Reassess**.
7. The assessment result of the machines within your Active Directory Scope appears. Highlight the machines you wish and click **Install** to deploy OfficeScan agent program to them.

**NOTE** ⓘ • If more than one (1) OfficeScan servers installed within the environment, specify each communication port being used by OfficeScan agents to connect to the respective OfficeScan server.

• This feature can only validate machines with OfficeScan agent software installed. If a machine is running other anti-virus program, assessment will return a BLANK result for the queried machine names.

**NOTE** ⓘ The suggested solutions are not OfficeScan specific but are helpful in maintaining a secure network.

## 1.19 > Disable System Restore

1. In Active Directory Users and Computers, navigate to Computer Configuration, Administrative Templates | System | System Restore.
2. Double-click "Turn off System Restore," set it to Enabled. Click OK.
3. Close the policy and exit Active Directory Users and Computers.
4. The changes will take effect on the next policy refresh.



## 1.20 > Disable Autorun

1. Click **Start** then **Run**
2. Type “GPEDIT.MSC” then press **Enter**.
3. Go to Local Computer Policy | Administrative Template | System
4. On the right pane, double-click Turn off Autoplay
5. When you are in the properties dialog box, click enabled
6. Choose All drives from the drop-down list underneath.
7. Click **OK**.

## 1.21 > Run Microsoft Baseline Security Analyzer monthly

### 1.21.1 Check Unpatched PC

1. Download the tool on the link below  
<http://www.microsoft.com/en-us/download/details.aspx?id=7558>
2. See more information on the link below  
<http://technet.microsoft.com/en-au/security/cc184924.aspx>

## 1.22 > Educate users not to click on links they do not trust

Do not open suspicious links or files especially from instant messengers, emails from unidentified users and from pop-up windows.