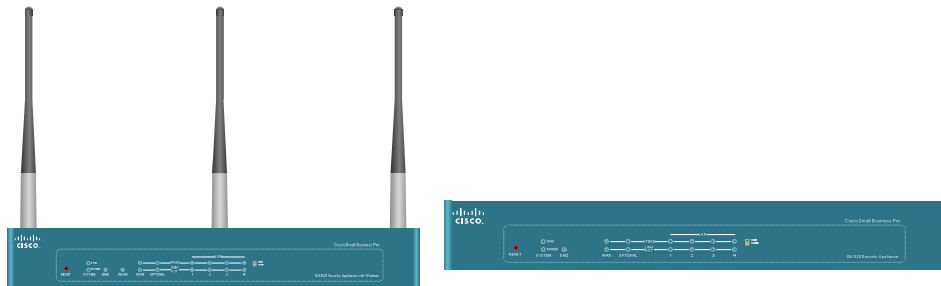


# Cisco Small Business Pro Security Appliance 500 Technical Enablement Lab



## Lab 10

Configuring Protect Link Gateway  
Services (Powered by Trend Micro)  
on the SA 500

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## Introduction

SA 500 series security routers have an option for Trend Micro Protect Link Gateway (in the cloud) service to perform web reputation filtering, category based content filtering and EMAIL spam prevention. All three services are bundled in a single Cisco Small Business license SKU (5 seat or 25 seat, which can be added together) and can be activated individually or in full via web interface of the SA 500.

This document shows you how to activate and enable this service and how you can configure it.

You can use this as a reference to help you with your deployment.

Reference the cisco.com SMB security section for detailed information about PLG (Powered by Trend Micro):

[http://www.cisco.com/cisco/web/solutions/small\\_business/products/security/trend\\_micro\\_protectlink\\_gateway\\_security\\_service/index.html](http://www.cisco.com/cisco/web/solutions/small_business/products/security/trend_micro_protectlink_gateway_security_service/index.html)

## Information Required

- Figure out how many clients you want to protect and contact your Small Business Market manager or Channel Development Manager to order the proper SKU for your SA500. These same SKUs also work on a select number of the Cisco Small Business Routers.
- Configure WAN connectivity on the SA 500 (required for this process to work)

## Configuration

Log onto your SA 500 Web GUI (IP Address 192.168.75.1 is the default) and select Protect Link. Notice the URL to Register your code to get an Activation Key. Click this.

The screenshot displays the Cisco Security Appliance Configuration Utility web interface. The top navigation bar includes 'Getting Started', 'Status', 'Networking', 'Firewall', 'ProtectLink', 'VPN', 'Administration', and 'Network Management'. The 'ProtectLink' menu item is highlighted. On the left sidebar, 'ProtectLink' is also highlighted, with sub-items for 'Global Settings', 'Web Protection', 'Email Protection', and 'License'. The main content area is titled 'ProtectLink' and features a blue box with the following text: 'Trend Micro ProtectLink Gateway is a hosted security service that blocks spam and filters URLs to prevent unwanted content from passing into your business network. The product features include: • Anti-spam protection • URL content filtering • Web Threat protection'. Below this box, there are three links: 'Learn more about and request Free Trial for Trend Micro ProtectLink', 'Register ProtectLink services and obtain an Activation Code (AC)', and 'Use the Activation Code (AC) to activate ProtectLink services'. The 'Register ProtectLink services and obtain an Activation Code (AC)' link is circled in red. The bottom of the page shows the copyright notice '© 2009 Cisco Systems, Inc. All Rights Reserved.' and 'SA540 Security Appliance'.

This will redirect you to a Trend Micro Page, where you enter the Registration code you purchased from Cisco. Enter it in the boxes:

The screenshot shows the Trend Micro website interface. At the top, there are logos for Trend Micro and Cisco. Below the logos is a navigation bar with links for Home, Products, Purchase, Support (highlighted), Security Info, Partners, and About Us. A search box labeled 'Find a product' is on the right. On the left, a sidebar menu includes Knowledge Base, FAQs, Update Center, Supported Versions, Beta Programs, Virus Response Service, Submission Wizard, Premium Support, Online Registration (highlighted), and Help. The main content area has a breadcrumb trail: Home > Support > Online Registration > Register Your Product. The title 'Register Your Product' is displayed in red. Below the title, instructions state: 'Please enter your Registration Key (for example xx-xxxx-xxxxxx-xxxxxx) below and click Next. Contact your reseller if you cannot locate your Registration Key.' A note for current ProtectLink Gateway users is also present. A link to 'www.cisco.com/support' is provided for further assistance. The registration key input section is titled 'Enter your Registration Key:' and contains five input boxes with a 'Next' button below them.

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Accept the Terms and Conditions:

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Submission Wizard  
Premium Support

Online Registration  
> Help

Home > Support > [Online Registration](#) > [License Agreement](#)

## Confirm License Terms

Trend Micro licenses its products worldwide in accordance with certain terms and conditions. By breaking the seal on the CD jacket in the product box or registering the product's Registration Key, you or your company or organization accepted a Trend Micro license agreement.


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Date: May 2007 v.1  
English/Multi-country

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 [Printer-Friendly Format](#)

I Accept  I Don't Accept \*

Your REG Key will be shown and you will be asked if you have your EMAIL information (optional) at this time (you can do that part later).



Home Products Purchase **Support** Security Info Partners About Us Find a product

Home > Support > [Online Registration](#) > **Confirm Product Information**

## Confirm Product or Service Information

Thank you for choosing Trend Micro.

You get the following product/service:

<b>Registration Key:</b>	[REDACTED]
<b>Product name:</b>	ProtectLink
<b>Version type:</b>	Full
<b>Language:</b>	English
<b>Operating system:</b>	Windows
<b>Platform:</b>	Gateway Service

**ProtectLink Gateway comprises two modules:**

- \* Web Protection
- \* Email Protection

Activating your service requires a list of the domains you wish to redirect for hosting by modifying your MX record to use Interscan Messaging Hosted Service (IMHS) as the primary domain host.

**Do you have Domain/IP address now?**

Yes

No (if you don't have your Domain/IP address now, the system will use temporary details. You can [update this info later by contacting support.](#))

If the above information is correct, please continue with the registration process; otherwise, please contact [Trend Micro](#).

Enter the Administrator information. This is the EMAIL which will receive the Activation Key and subsequent renewal EMAIL notices...

<a href="#">Home</a>   <a href="#">Products</a>   <a href="#">Purchase</a>   <b><a href="#">Support</a></b>   <a href="#">Security Info</a>   <a href="#">Partners</a>   <a href="#">About Us</a>   <input type="text" value="Find a product"/>	
<a href="#">Knowledge Base</a> <a href="#">FAQs</a> <a href="#">Update Center</a> <a href="#">Supported Versions</a> <a href="#">Beta Programs</a> <a href="#">Virus Response Service</a> <a href="#">Submission Wizard</a> <a href="#">Premium Support</a> <a href="#">Online Registration</a> <a href="#">Help</a>	<p>Home &gt; Support &gt; <a href="#">Online Registration</a> &gt; <b>Registration Information</b></p> <h2>Registration Information</h2> <p><b>NOTICES:</b> The following online form asks you for contact information, including certain personal data. By entering such information and clicking the Submit button at the bottom of the form, you are giving your express consent for Trend Micro and its authorized agents to collect such personal data and to process and store such personal data in countries, such as the United States, where Trend Micro has offices and where the personal data protection laws may not be as strict as in your home country.</p> <p>As part of its compliance with U.S. export control laws, Trend Micro may also share certain information you provide below with a third-party service provider operating in the U.S. and Canada. This shared data is not retained by the third-party service provider once it verifies that your use of the software will not violate U.S. export control laws.</p> <p>(Required fields * )</p> <p>Company name: <input type="text" value="Cisco"/> *</p> <p>Company address: <input type="text" value="7025 Kit Creek Road"/> *</p> <p>City: <input type="text" value="RTP"/> *</p> <p>State/Province: <input type="text" value="North Carolina"/> *</p> <p>ZIP/Postal code: <input type="text" value="27709"/> *</p> <p>Country/Region: <input type="text" value="United States"/> *</p> <div style="border: 1px solid red; padding: 5px;"><p><b>Account Administrator Contacts:</b> The Account Administrator contact listed below will have access to the Trend Micro Online Registration database and can view all Trend Micro products registered in your file. This person will also serve as the technical contact for service activation and setup.</p></div> <p><b>Account Administrator Contact</b></p> <p>First Name: <input type="text" value="Steve"/> *</p> <p>Middle Name: <input type="text" value="M"/> *</p> <p>Last name: <input type="text" value="DiStefano"/> *</p> <p>Title: <input type="text" value="Systems Engineer"/> *</p> <p>Area code: <input type="text" value="919"/> *    Number: <input type="text" value="██████████"/> *    Ext.: <input type="text"/></p> <p>Phone number: <input type="text" value="919-██████████-██████"/> *</p> <p>Email address: <input type="text"/></p> <p>Re-enter your email address to confirm:</p> <p>Confirm email address: <input type="text" value="sdistef@cisco.com"/> *</p> <p>Address: <input type="text"/></p>

Re-enter your email address to confirm:

Confirm email address:  \*

Address:

City:

State/Province:

ZIP/Postal code:

Country/Region:

Send email notifications before product Maintenance expires.

I am interested in providing input into product development and/or participating in beta testing of new product.

I want to receive product updates, and technical support information via email.

I want to receive email virus alerts

Please create a logon ID for your company profile. A temporary password will be sent to you via email after registering, which you should change the first time you log on.

Logon ID:  \*

(6 to 25 characters)

**+ Add Back Up Contact Information**

Are you a Trend Micro reseller?  Yes  No \*

Purchase date:  /  /  \*

.....

**Have you installed an evaluation copy of any of the products you are registering?**

After you submit this, you will get a CONFIRMATION page to check everything is correct, and then you will get your Activation Code from Trend Micro (remember this requires the actual router to be connected to the WAN:





Home Products Purchase **Support** Security Info Partners About Us Find a product [dropdown]

Knowledge Base  
FAQs  
Update Center  
Supported Versions  
Beta Programs  
Virus Response Service  
Submission Wizard  
Premium Support

Online Registration  
> Help

Home > Support > Online Registration > Activation Code

## Activation Code

**Thank you for registering.**

Your logon ID, temporary password, and an Activation Code will be sent to the following email address: [sdistef@cisco.com](mailto:sdistef@cisco.com)  
You can visit <https://olr.trendmicro.com/registration/> and enter the logon ID and password to view your Online Registration account or register additional products.

Product Name	Language	Platform (OS)	Platform (Application)	Activation Code
ProtectLink	English	Windows	Gateway Service	[REDACTED]

- From the router's console, click ProtectLink and then click I have my Activation Code (AC) and want to activate ProtectLink Gateway.
- Your account administrator ([sdistef@cisco.com](mailto:sdistef@cisco.com)) will receive a confirmation email with further instructions to initiate the mail redirection (MX record modification for InterScan Messaging Hosted Security IP addresses) along with account access login.
- For technical support, contact <http://www.cisco.com/support>

Questions? Contact [Trend Micro](#).

You will also receive an EMAIL just like this one from Trend:

**Successful Trend Micro ProtectLink Gateway - Registration**

Trend Micro Online Registration [registration\_acmail@trendmicro.com]

Extra line breaks in this message were removed.

To: Steve DiStefano (sdistef)

Greetings from Trend Micro!

You have successfully registered Trend Micro ProtectLink Gateway.

ProtectLink Gateway comprises two modules:

\* Web Protection

\* Email Protection

The process to activate them is different. Refer to the following instructions.

Note: Email Protection may take up to 96 hours for all services to be enabled and to update all the DNS servers across the Internet.

\* Web Protection

You can now activate ProtectLink Gateway - Web Protection using the Activation Code mentioned below. From the router's configuration screen, click ProtectLink and then click I have my Activation Code (AC) and want to activate ProtectLink Gateway.

Here are your Activation Code(s):

ProtectLink ,Gateway Service : [REDACTED]

\* Email Protection

If you did provide an email domain and mail server IP address, we will use this information to create and activate your account. Once your account is activated, you will receive an email within 48 hours with your InterScan Messaging Hosted Security administrative account password and information for redirecting your MX record to Trend Micro InterScan Messaging Hosted Security.

Note: After successfully redirecting your MX record, it may take up to 48 hours for this service to be effective.

To view your customer profile, modify your profile, or register more products, visit: <https://olr.trendmicro.com/registration/>

Logon ID: [REDACTED]

Password: SE4YcEPE

Note: After logging on for the first time, you must change the password.

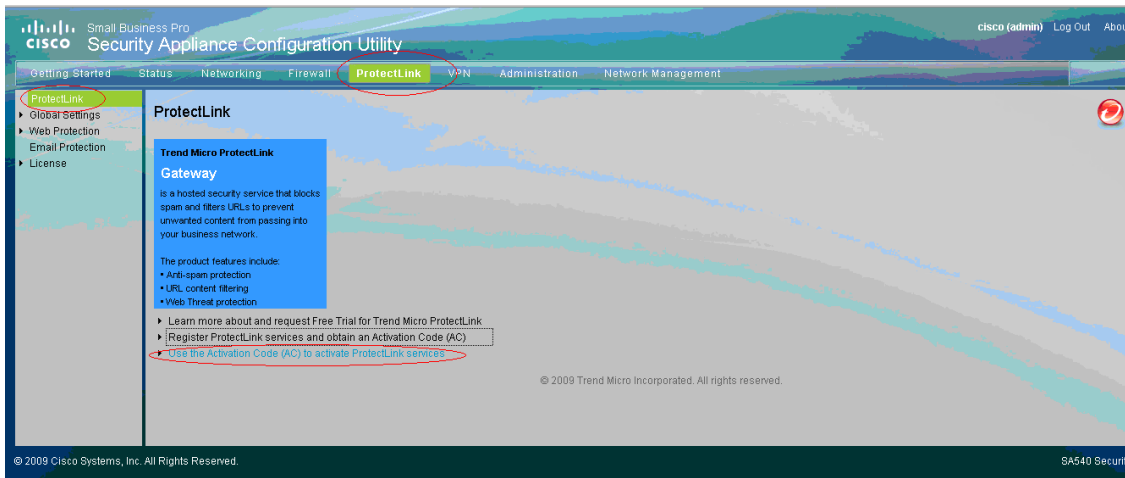
If you have any technical issues with your product, please contact the Cisco helpdesk.

<http://www.cisco.com/support>

Best regards,

Trend Micro

So now go back on the SA 500 WEB Interface and click the ACTIVATION URL:



This redirects to Trend again and enter the code. Notice this Activation code is more fields than the Registration key:



Confirm your seat count is what you ordered and the expiry is 1 year from today and click next.



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### Activate your product

> Step 2: Verify Product Information

Thank you for choosing Trend Micro. You purchased the following product(s):

Product Group	Application	Activation Code	Registration Key	Seat No.	Expiry Date
ProtectLink	Gateway Service	[REDACTED]	[REDACTED]	5	10/27/2010

If the information is correct, click Next to continue; otherwise, please contact [www.cisco.com/support](http://www.cisco.com/support)

Back Next

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Success. This is now tied to this product.



Home Products Purchase **Support** Security Info Partners About Us Find a product

FAQs  
Update Center  
Supported Versions  
Beta Programs  
Virus Response Service  
Submission Wizard  
Premium Support

### Activate your product

> Step 3: Finish Activation

**Congratulations! You have activated your product.**

The Activation Code(s) for your product(s) are listed below:

Product Group	Application	Activation Code	Registration Key	Seat No.	Expiry Date
ProtectLink	Gateway Service	[REDACTED]	[REDACTED]	5	10/27/2010

- Your product will be active shortly. Internet speeds affect the process.
- Your Account Administrator (sdistef@cisco.com) will initiate email message redirection (for InterScan Messaging Hosted Security IP Addresses).
- For further assistance, contact [www.cisco.com/support](http://www.cisco.com/support).

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You will now receive the Congratulatory EMAIL:

### Successful Trend Micro ProtectLink Gateway Activation

Trend Micro Online Registration [registration\_acmail@trendmicro.com]

Extra line breaks in this message were removed.

To: Steve DiStefano (sdistel)

Greetings from Trend Micro!

Congratulations. You have successfully activated Trend Micro ProtectLink Gateway - Web Protection.

#### \* Web Protection

Web Protection is now active. From the router's configuration screen, click ProtectLink > Web Protection to customize Web Protection for your company.

#### \* Email Protection

If you did provide an email domain and mail server IP address, we will use this information to create and activate your account. Once your account is activated, you will receive an email within 48 hours with your InterScan Messaging Hosted Security administrative account password and information for redirecting your MX record to Trend Micro InterScan Messaging Hosted Security.

To view your customer profile, modify your profile, or register more products, visit: <https://oir.trendmicro.com/registration/>

Logon ID: ██████████

Note: After logging on for the first time, you must change the password.

If you have any technical issues with your product, please contact the Cisco helpdesk.

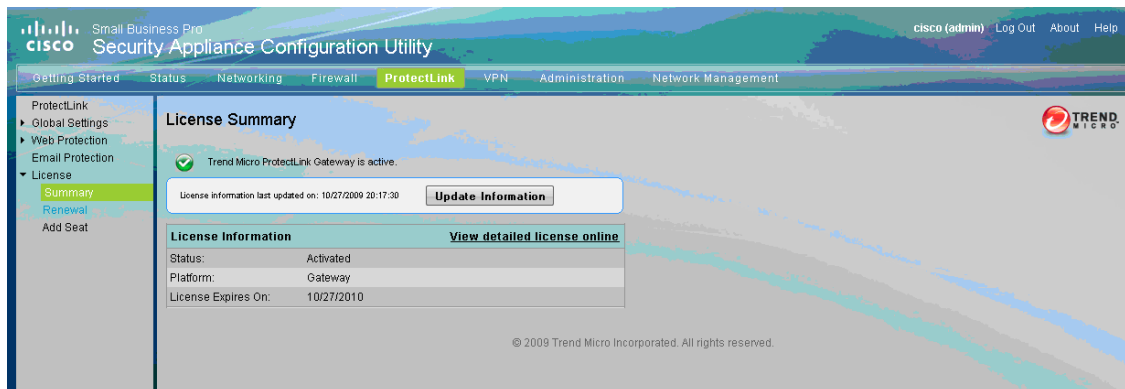
<http://www.cisco.com/support>

Best regards,  
Trend Micro

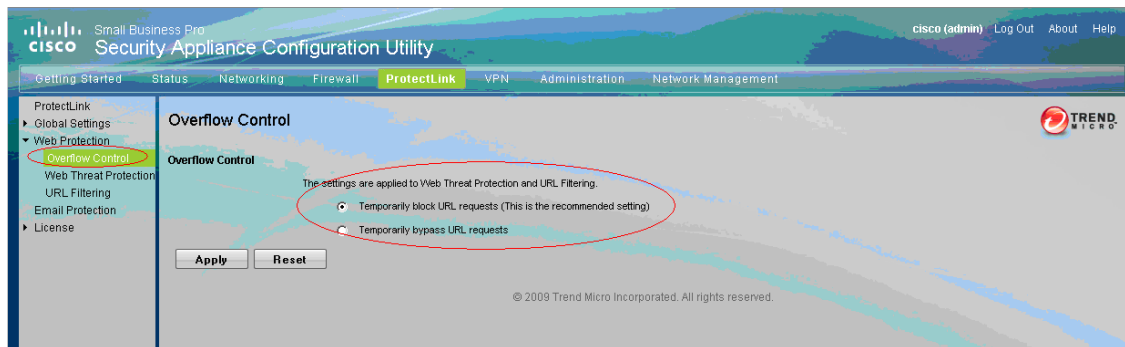
This message was automatically issued by the Trend Micro Registration services. The account is not attended. Please do not reply message.

Mail ID: OLEC000I - 22

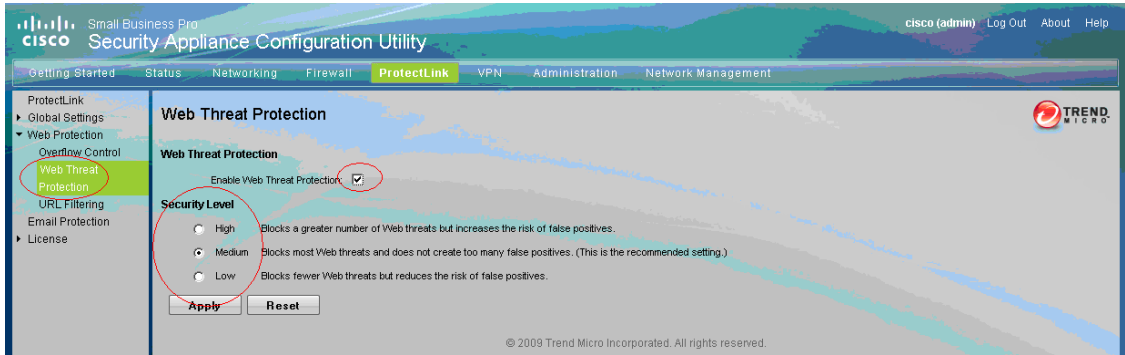
Meanwhile, back on the SA 500 GUI.



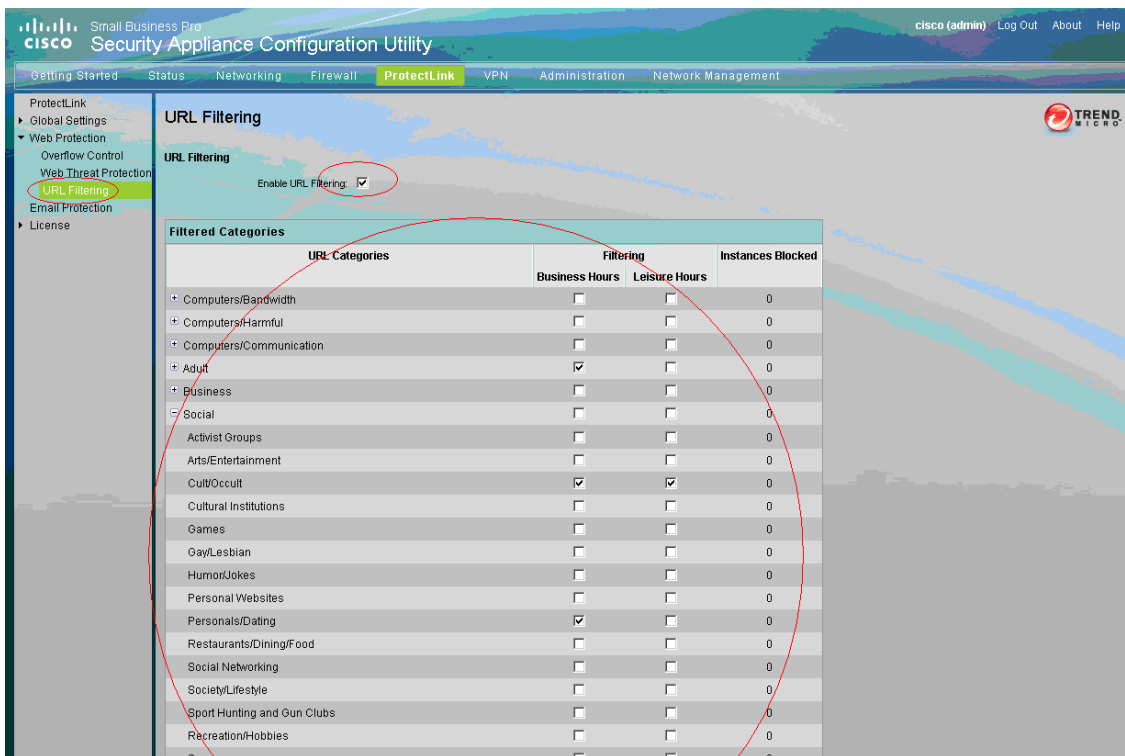
Now set up Options on what to do if PLG is temporarily not available:



Enable Web Threat protection and Security Level:



Set Content Filters (Categories) and the two schedule treatment if you like.



Games	<input type="checkbox"/>	<input type="checkbox"/>	0
Gay/Lesbian	<input type="checkbox"/>	<input type="checkbox"/>	0
Humor/Jokes	<input type="checkbox"/>	<input type="checkbox"/>	0
Personal Websites	<input type="checkbox"/>	<input type="checkbox"/>	0
Personals/Dating	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0
Restaurants/Dining/Food	<input type="checkbox"/>	<input type="checkbox"/>	0
Social Networking	<input type="checkbox"/>	<input type="checkbox"/>	0
Society/Lifestyle	<input type="checkbox"/>	<input type="checkbox"/>	0
Sport Hunting and Gun Clubs	<input type="checkbox"/>	<input type="checkbox"/>	0
Recreation/Hobbies	<input type="checkbox"/>	<input type="checkbox"/>	0
Spam	<input type="checkbox"/>	<input type="checkbox"/>	0
Sports	<input type="checkbox"/>	<input type="checkbox"/>	0
Travel	<input type="checkbox"/>	<input type="checkbox"/>	0
+ General	<input type="checkbox"/>	<input type="checkbox"/>	0

Reset Counters:

**Business Days**

Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

**Business Times**

All Day (24 hours):

Specify Business Hours:  (Note: Time not designated as business time will be considered leisure time.)

Morning:

From: 08:00

To: 12:00

Afternoon:

From: 13:00

To: 17:00

EMAIL protection, if you are ready. If not, instructions for doing this later:

Small Business Pro  
**Security Appliance Configuration Utility**  
 cisco (admin) Log Out About Help

Getting Started Status Networking Firewall **ProtectLink** VPN Administration Network Management

ProtectLink  
 ▶ Global Settings  
 ▶ Web Protection  
 ▶ **Email Protection**  
 ▶ License

**Email Protection**

Email Protection (Trend Micro™ InterScan Messaging Hosted Security) delivers high-performance, cost-effective hosted security services that protect businesses from spam, viruses, and inappropriate content before they reach the network through email messages.

To access IMHS, go to <http://us.imhs.trendmicro.com/cisco>

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## Trend Micro ProtectLink Gateway - Insufficient Information to Activate Email Protection

imhs\_support@trendmicro.com

To: Steve DiStefano (sdstef)

Hello Customer,

Greetings from Trend Micro InterScan Messaging Hosted Security Support.

Thank you for choosing Trend Micro InterScan Messaging Hosted Security. You have successfully registered your service(s), but you did not provide an email domain and mail server IP address. Your account cannot be activated until you provide this information.

If you wish to use this service, please refer to the following support link:

<http://us.trendmicro.com/us/products/enterprise/interscan-messaging-hosted-security/support/index.html>

You will need to include your Activation Code so we may complete your account set-up and activation.

This is the only reminder you will receive. If you do not wish to use this service, please disregard this notice.

\*\*\*\*\*

NOTE: The license for Trend Micro ProtectLink Gateway (InterScan Messaging Hosted Security and URL Filtering) is valid for one year from the time your Activation Code is generated. Your InterScan Messaging Hosted Security service will expire along with your URL Filtering service.

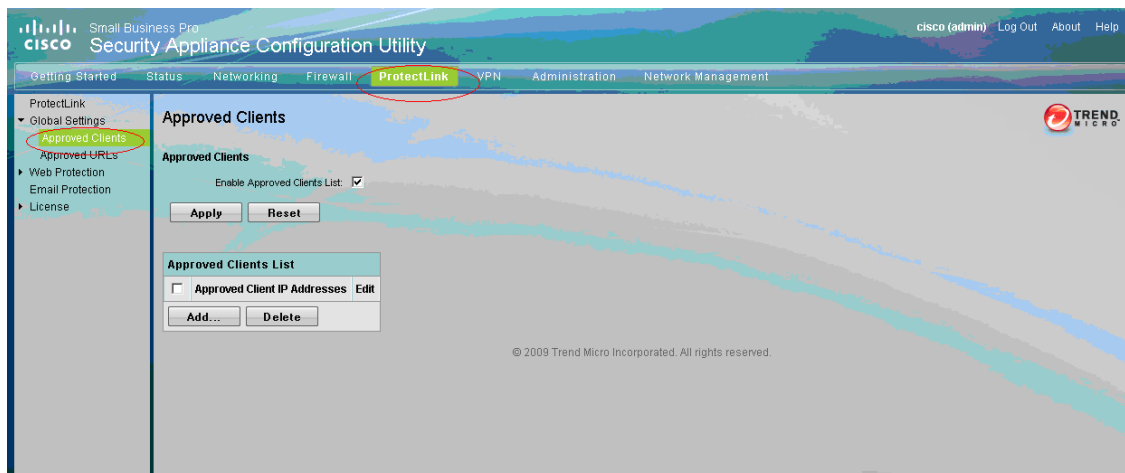
\*\*\*\*\*

If you have questions regarding the required information please refer to the support link above.

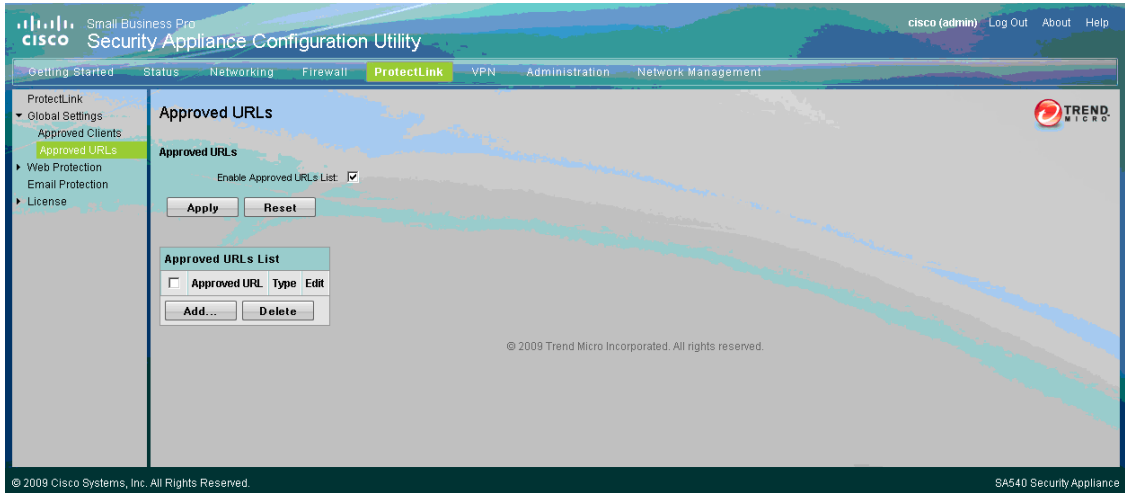
For more information regarding this service, please visit <http://www.trendmicro.com/emailservices>

Best regards,  
Trend Micro

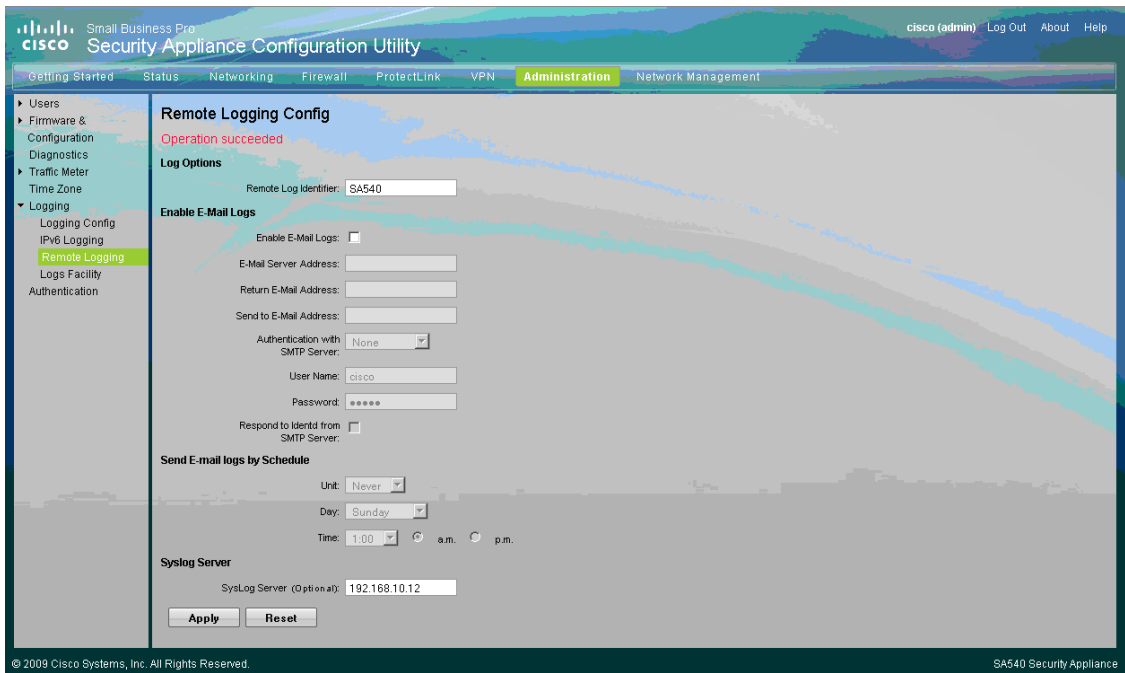
You can administer Approved Clients who are not screened:



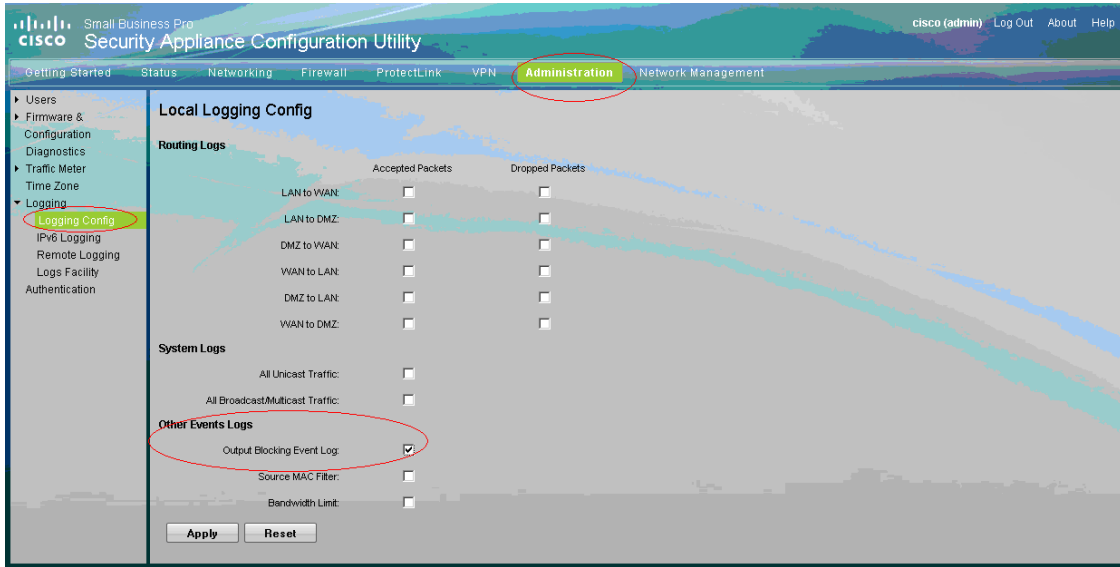
And you can Allow URLs that would otherwise get caught in the filter:



If you would like to see logs of the blocked content:







Will look something like this:

