To correctly allow I'm InTouch components full access to a host PC using Trend Micro's Internet Security 2010, you must make some manual configurations in the Personal Firewall configuration. The following will illustrate the step by step configuration of firewall in order to allow I'm InTouch access to your computer.

Step1: Open the main Internet Security software home screen. Then select the Personal Firewall Controls option to the left of the page. Then click <u>Settings...</u> under the Personal Firewall option.

My Computer My Ho	ome Network	? Help & Suppor
Overview	Mhen activated, your Personal Firewall filters the computer transmits and receives. This feature	► Information that your can bein prevent intruders from
Virus & Spyware Controls	hijacking your computer or stealing personal in Current Firewall Profile: Direct Internet connect Protection Level: Medium	formation.
Personal Firewall Controls	Settings	Connecte
Internet & Email Controls	V Herwork Connection Status	Connecte
Other Settings & Subscription		
Upgrade to Pro		

Step 2: Once in the Personal Firewall Settings screen, click the Advanced Settings button.

Personal Firewall Settings	x		
Activate the Personal All security levels block setting to decide which Current firewall profile.	Firewall a attacks by network viruses and hackers. Check the description for each I level of security works best for this profile.		
	Reset to default profile Change Profile		
Security Level of Fire	wall Profile		
Maximum	Medium:		
Medium	The Medium security level allows other computers to communicate with yours freely, but dangerous or unrecognized incoming or outgoing connections trigger warnings. If you have concerns about your computer's security, Medium security delivers peace of mind.		
Minimum			
	Advanced Settings		
Automatically swit	ch to the appropriate firewall profile <u>w</u> hen you change location rk Attack Detection System		
<u>?</u> <u>H</u> elp	<u>O</u> K <u>Cancel</u>		

Step3: Once in the Advanced Personal Firewall Profile Settings page, select the Program Control tab. You must start adding the I'm InTouch files required to allow proper remote access through the firewall. Click the Add button.

Idvanced Personal Firewall Profile Settings X		
Netwo	ork Program Control Network Protocol Control Proxy	(
Limiting from spy action w	which programs can exchange information with the Interware. You can decide if your Personal Firewall should I then programs on this list below attempt to communicat	ernet helps protect your computer block, allow, or take some other te with the Internet.
Status	Software	Response
	Windows Explorer	Allow
		Allow
<	III	*
⑦ Help		<u>O</u> K <u>C</u> ancel

Step 4: The first file to add is the IIT.exe file located in C:\Program Files\01 Com\I'm InTouch\BIN. Click the Browse button and locate and add the file. Then in the Description box, enter IIT and set the Firewall response to **Allow**.

Add or Edit Pe	rsonal Firewall Program Control Rule	x
Description:	New Program Control Rule	
Target:	Select a program:	
	Browse	
Cottingo	Operating system files	
settings.		
The following s components.	setting will affect all Internet connections attempted by the specified pro	ogram or any of its
Firewall Respo	onse: Allow	
and the second second	Block	
	Only warn you	
⑦ Help	Q	<u>C</u> ancel

Add or Edit Pe	rsonal Firewall Program Control Rule X
Description:	IIT
Target:	Select a program:
1000	C:\Program Files\01 Com\I'm InTouch\BIN\
	Operating system files
Settings:	Simple Advanced
The following s components.	etting will affect all Internet connections attempted by the specified program or any of its
Firewall Respo	onse: Allow
	Block
	Only warn you
② <u>H</u> elp	<u>Q</u> K <u>C</u> ancel

Step 5: The remaining I'm InTouch files must also be added as was done with IIT.exe. The remaining files and their locations are as follows:

Agent.exe (located in: C:\Program Files\01 Com\Webserver) Apache.exe (located in: C:\Program Files\01 Com\Webserver) 01Updt.exe (located in: C:\Program Files\01 Com\I'm InTouch) RDesktop.exe (located in: C:\Program Files\01 Com\I'm InTouch\BIN) Outlk01.exe (located in: C:\Program Files\01 Com\I'm InTouch\BIN) OERemote.exe (located in: C:\Program Files\01 Com\I'm InTouch\BIN)

dvanced Personal Firewall Profile Settings			
Netwo	ork Program Control Network Protocol Control	Proxy	
Limiting which programs can exchange information with the Internet helps protect your computer from spyware. You can decide if your Personal Firewall should block, allow, or take some other action when programs on this list below attempt to communicate with the Internet.			
Status	Software	Response	
~	01Updt.exe	Allow	
~	Rdesktop.exe	Allow	
~	Agent.exe	Allow	
~	01Apache	Allow	
~	п	Allow	
	Trend Micro Proxy module	Allow	
•	III	•	
?) <u>H</u> elp	0	<u>O</u> K <u>C</u> ancel	

Step 6: Once all the files are entered the following will need to be done for each of the files. Start with the first file added, IIT.exe. Select this file on the list and click Edit. Then next to the Settings option, click Advanced. Now click the Add button under Settings.

Add or Edit Pe	ersonal Firewall F	Program Control F	Rule		x
Description:	IIT				
Target:	Select a pl	rogram:			
	C:\Progra	am Files\01 Com	I'm InTouch\BIN\	Browse	
	Operating	system files			
Settings:	Simple Simple	Advanced			
Add	Edit	IOVE			
Status Conn	ection	Response	Protocol	Port or Type	9
					
⑦ Help				QK	<u>C</u> ancel

Step 7: Make sure the Connection is set to **Both**, and then click OK. Do the same for the other I'm InTouch files that were added.

Add or Edit Per	sonal Firewall Network Control Rule	×
Description:	IIT	
Connection:	© Incoming ⊘ Outgoing ⊚ Both	
Response:	Allow	
Protocol:	ТСР 👻	
Ports:	 All ports Specified port(s) 	(For example: 10, 15, 20-30)
Types:	All IP addresses	
<u>?</u> <u>H</u> elp		<u>O</u> K <u>Cancel</u>