

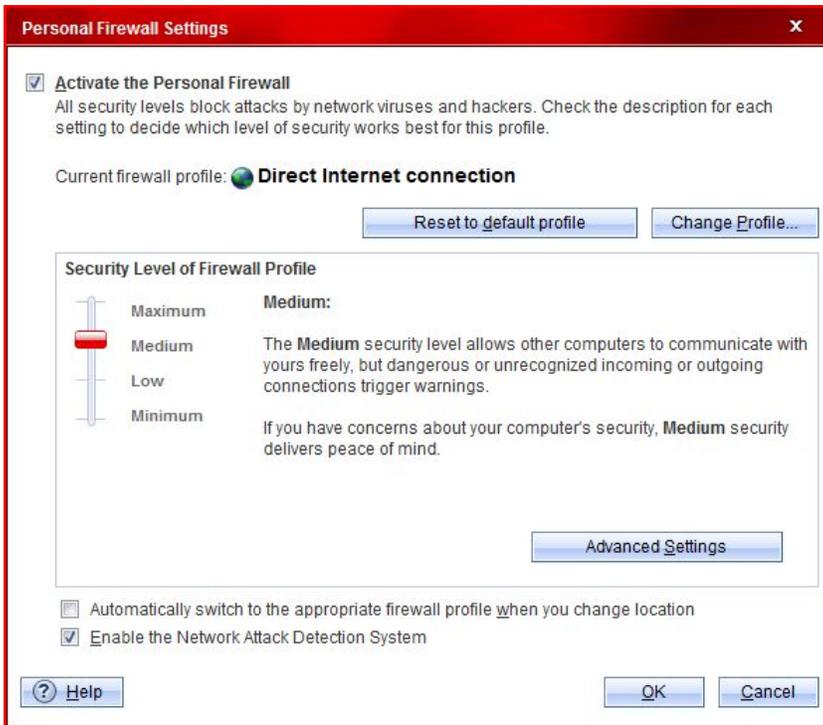
Trend Micro Internet Security 2010

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.

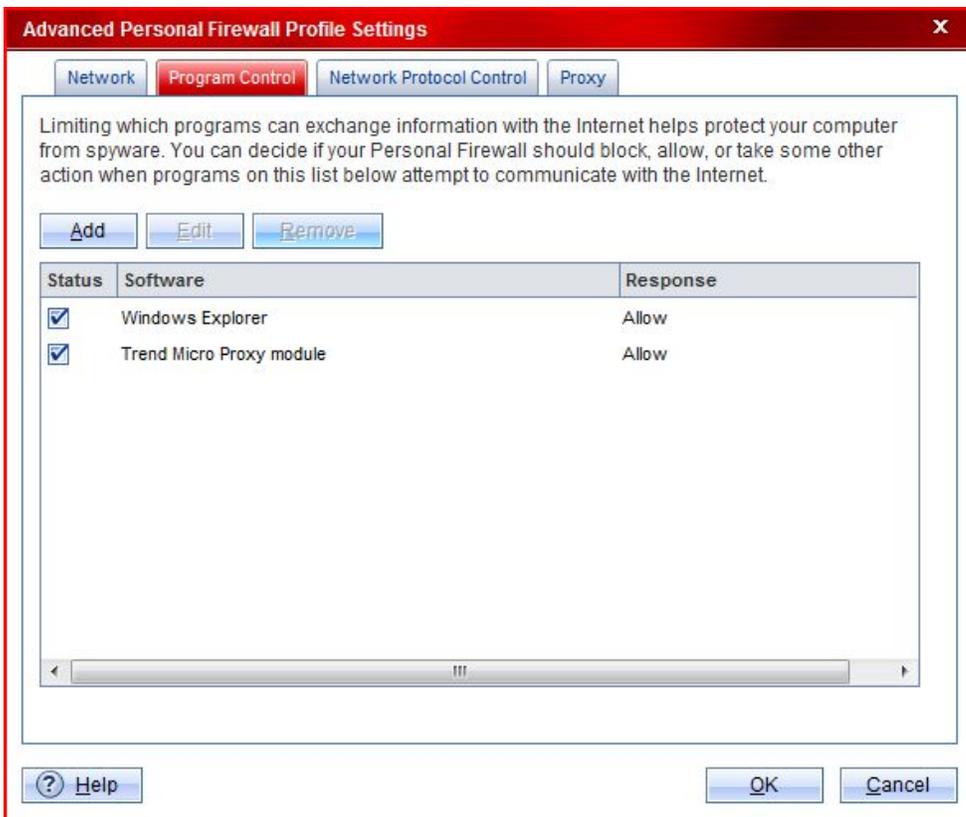
Step1: Open the main Internet Security software home screen. Then select the Personal Firewall Controls option to the left of the page. Then click Settings... under the Personal Firewall option.



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



Step 3: 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.



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 Personal Firewall Program Control Rule [X]

Description:

Target: Select a program:

Operating system files

Settings: Simple Advanced

The following setting will affect all Internet connections attempted by the specified program or any of its components.

Firewall Response: Allow
 Block
 Only warn you

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Description:

Target: Select a program:

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The following setting will affect all Internet connections attempted by the specified program or any of its components.

Firewall Response: Allow
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 Only warn you

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)

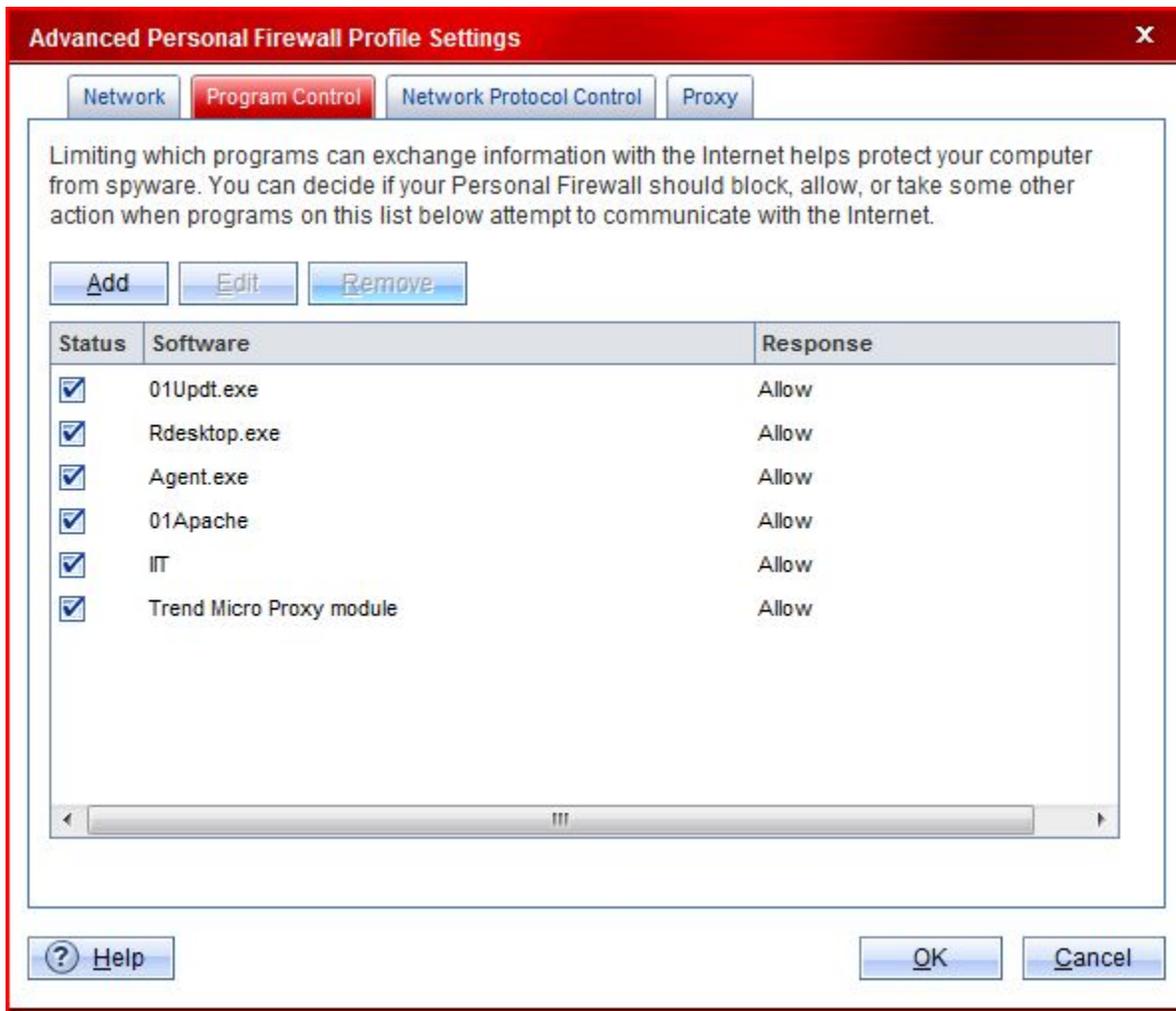
Apache.exe (located in: C:\Program Files\01 Com\Webserver)

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)



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 Personal Firewall Program Control Rule

Description: IIT

Target: Select a program: C:\Program Files\01 Com\I'm InTouch\BIN\

Operating system files

Settings: Simple Advanced

Status	Connection	Response	Protocol	Port or Type
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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 Personal Firewall Network Control Rule

Description: IIT

Connection: Incoming Outgoing Both

Response: Allow Block Only warn you

Protocol: TCP

Ports: All ports
 Specified port(s) (For example: 10, 15, 20-30)

Types: All IP addresses

IPv4 and IPv6
 IPv4
 IPv6