

Anti-Virus Issues

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I'm a fan of Trendmicro Worry Free Business Security suite, a client/server antivirus/antispyware/antispam solution, formerly known as Client/Server Messaging Security for SMB. It's easy to manage and has a low footprint on the client. However the same bug appears to have been in the software for at least the past three years, namely that the critical system service it installs - "Trend Micro Messaging Security Agent Master Service" - randomly seems to stop and not restart itself, sometimes even after a server reboot. Nobody at Trendmicro can help with this yet I've seen it happen on just about every Microsoft Small Business Server I have it installed on be it SBS2003 or SBS2008, TrendMicro CSM v3.0 or the latest Worry Free Business Security version.

I know I'm not the only person with this issue as well. Some businesses we've been into to take over the IT support from another company also run the Trendmicro software, and I have seen already set-up on the server a scheduled task to run every day at 6.00am to start the master service. It's a practice I carried on in all my installs but really should not be necessary.

Another worry is recently I came across an infected client PC at a business that was running the Trendmicro product. Despite running a full scan Trendmicro didn't pick it up. I brought the box home and scanned the hard drive from my testbench PC running the latest Trendmicro server solution and it still didn't pick up anything. I had to run the free AVG to remove the viruses. Now I know not every product gets everything but if a free home product has the definitions then a so-called small business security product ought to be at least on par with the detections. This is the first instance I've found though so I'm not changing products yet but it has shaken my faith a little.