



## Customer FAQ for VSAPI 8.9x

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### General Questions

1. What is VSAPI?
  - VSAPI (**V**irus **S**can **A**PI) is Trend Micro's File Scanning Engine, a core component of most Trend Micro Security Products. It is the current technology module responsible for processing File Objects and classifying them as malicious, suspected or non-malicious files.
  
2. What is new in VSAPI 8.9?
  - There are two significant improvements in VSAPI 8.9, the first being the introduction of ***Dynamic Pattern Paging***, which dramatically improves kernel memory usage on Windows endpoint products, and the second being improved HTTP scanning performance on the Linux-based web gateway products.
  - In addition, several malware-related detection enhancements have been made to the latest version (8.95-1094).
  
3. When will VSAPI 8.9 be available?
  - Web - VSAPI 8.9 has been available for customer download since August 2008. The latest version, 8.95-1094, was released in June 2009.
  - ActiveUpdate – VSAPI 8.91 has been available on ActiveUpdate since August 2008 as well. Version 8.95-1094 is scheduled to be uploaded on ActiveUpdate at the end of June.
  
4. Does VSAPI 8.9 have the new “cloud-client” or “File Reputation” technology that is part of the Trend Micro™ Smart Protection Network™ featured in new product literature and recent news announcements from Trend Micro?
  - Please note that many Trend Micro products and services already utilize the Email and Web Reputation technologies that are part of the Smart Protection Network, including products that utilize VSAPI 8.9.
  - To gain the full benefits associated with the File Reputation technology in the Smart Protection Network, customers are encouraged to upgrade to either OfficeScan™ 10.0 or Worry-Free™ Business Security 6.0.

5. What products are VSAPI 8.9x available for?

- Please refer to the following chart for support products and versions:

PRODUCT	VERSIONS
<b>Windows Endpoint</b>	
OfficeScan	7.3, 8.x, 10.x
ServerProtect NT	5.x
Client Server Messaging Suite	3.5/3.6
Worry-Free Business Security	5.x, 6.0
Trend Micro Internet Security Suite	14, 15, 16, 17
Trend Micro Internet Security Suite Pro	15, 16, 17
Trend Micro Anti-Virus	11, 15, 16, 17
PC-cillin for Dell	12, 14, 16.x

6. Why is VSAPI 8.9 not available for all products (i.e. mail solutions)?

- As previously indicated, the primary focus of the 8.9 release was on the kernel memory improvements on Windows endpoint and HTTP scanning improvements on IWSx for Linux.

7. Does this mean that other platforms will not have the latest protection?

- While the improvements gained by the platforms supported by VSAPI 8.9 will help these products perform more efficiently, the scanning capability and protection level of non 8.9-supported products will not be affected.
- Trend Micro strongly recommends that customers update each product to the latest supported version of VSAPI for each particular product for maximum protection.

8. I am used to having all products at the same version of VSAPI. Is this a deviation from Trend Micro's standard version policy?

- On many occasions, Trend Micro has released minor versions of VSAPI for specific platforms and products.
- In this case, Trend Micro felt that the improvements were so significant that it warranted a full release for the products listed above.
- For the next major release of VSAPI, the current roadmap is to have every major platform and product supported.

9. Should I just wait for the next major release of VSAPI to upgrade all platforms at once?

- **No.** Trend Micro strongly encourages customers to upgrade to the latest version of VSAPI for each specific product and platform as soon as possible after the general release.

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**IMPORTANT:** The contents of this notification are intended solely for Trend Micro customers and partners.

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10. What will happen if I decide not to upgrade to VSAPI 8.9?
  - With the dramatic rise of malware samples and the increasing size of Trend Micro's malware pattern file, we recommend that customers move to version 8.9 as soon as possible, especially on Windows endpoint clients.
  - The new *Dynamic Pattern Paging* feature of VSAPI 8.9 can help prevent issues that arise from the increase in pattern files from affecting a customer's environment.
  - **After July 1, 2009, Trend Micro will no longer support VSAPI 8.7 or previous versions. Customers calling with issues will be asked to upgrade immediately to the latest version for further assistance.**
11. Are there any known installation issues with VSAPI 8.9?
  - As with any other VSAPI update, in some cases a reboot may be necessary, especially if the update is applied manually (not via ActiveUpdate).
  - There have been some reports of issues with customers utilizing Microsoft EFS and VSAPI 8.91. Customers running EFS should apply the latest version, 8.95-1094 that resolves this issue.
12. Where can I find more information on manually applying or rolling back VSAPI?
  - Trend Micro's Knowledge Base contains several articles on VSAPI, including instructions on how to manually apply the engine or roll back in case of issues.
  - Please visit <http://esupport.trendmicro.com> for more information.
13. Is there any other detailed information available on VSAPI 8.9?
  - Please refer to the Release Notes that are available with VSAPI on Trend Micro's download site for additional information.
14. Since VSAPI 8.9 is only being released for specific platforms and products, when is the End of Support (EOS) date for VSAPI on non-8.9 enabled products?
  - Per Trend Micro's standard VSAPI policy, support will continue for the prior version for six (6) months after the release of the latest version for a specific platform or product.
  - For most of the non-8.9 enabled products, this would be six (6) months after the release of the next major version of VSAPI.
  - For the 8.9 enabled products, VSAPI 8.7 will reach its End of Support on **July 1, 2009**.
15. If I am already at 8.9 or 8.91, should I move to version 8.95?
  - Trend Micro always recommends upgrading to the latest version of a particular scan engine, especially if a customer is affected by one of the issues described above.
  - Several malware detection enhancements have also been included in the latest 8.95 release.
  - Customers running Microsoft EFS should upgrade to version 8.95-1094.



Windows Endpoint Specific Questions

16. What is this new Dynamic Pattern Paging feature?

- **Dynamic Pattern Paging** allows critical elements of the malware pattern file to be loaded in memory initially, while other parts are retrieved when necessary from the disk via indexing.

17. What is the benefit of Dynamic Pattern Paging?

- Based on internal Trend Micro and external testing results, Windows-based endpoint users experienced roughly a 40-70% improvement in kernel memory usage compared to VSAPI version 8.7.

18. Are Microsoft Windows 95, 98, or ME clients supported?

- Consistent with Microsoft's official support policy on these products, these operating systems are not officially supported in this release of VSAPI. The engine may or may not function on these platforms, but no official support will be offered for issues encountered on these systems.

19. Are there packaged solutions available for OfficeScan or Worry-Free Business customers who want to upgrade the latest versions and VSAPI 8.9x at the same time?

- OfficeScan version 10 and Worry-Free Business Security version 6 already contain versions of VSAPI 8.9, however, it is always recommended that customers update to the latest version of VSAPI after any client upgrade or install to ensure maximum protection.