

1. I have received an error message stating "Installation Incomplete" during the process of installing Trend Micro Titanium 2011

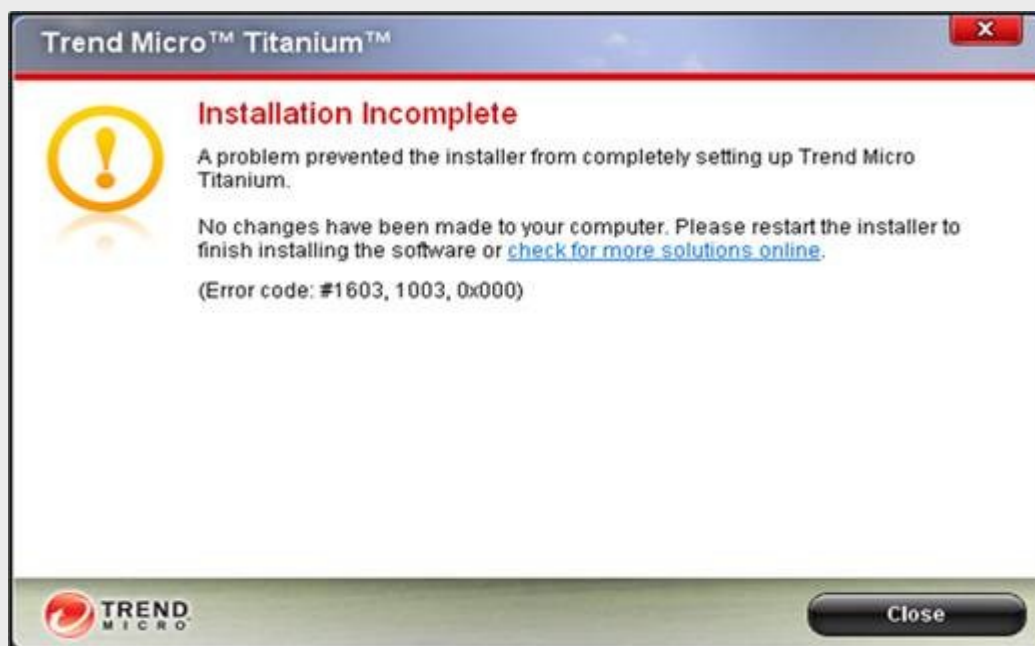
Resolution

Solution ID: MERTI300004

Product: Trend Micro Titanium Antivirus+ 3.0 / 2011, Trend Micro Titanium Security for Netbooks 3.0 / 2011, Trend Micro Titanium Internet Security 3.0 / 2011, Trend Micro Titanium Maximum Security 3.0 / 2011

Operating System: Windows Vista, Windows XP, Windows 7

Problem: The error message occurs during the installation process.



Please note: The name of the product may be different depending on the security software that is detected.

Solution:

Some types of application that include a Trend Micro Titanium feature need to be shut down before you install the program otherwise they wont work.

Please make sure that you close the following applications before installing:

1. MS Outlook
2. Outlook Express

Try running the installer again, but if you keep receiving an error message, then complete the following plan of action below.

You will need to remove other Security Software and Old Trend Micro Software before you install Trend Micro Titanium. The reason for this is to make sure that you do not have any problems with your computer because of conflicts between software.

The error message appeared due to the installer not being able to remove all or some files of your old security software.

For some old Trend Micro products please go to: <http://esupport.trendmicro.com/Pages/I-cannot-uninstall-my-Trend-Micro-product-after-the-installation-faile.aspx>

In the case of third party security software, you can try using these solutions to fix the problem:

- I. Immobilise the software. You can do this by:
 - a. Click on CLOSE when the error message appears.
 - b. Look out for the system tray icon of the old security software which should be close to your computer time stamp.
 - c. Right click and select Disable/Exit/Shutdown from the drop down menu
 - d. Set up the Trend Micro Titanium once more but make sure that when the prompt message appears mentioning that it detected the software click on YES.
- II. Manually uninstall the software
 - a. Select CLOSE when the error message appears.
 - b. Click on START > CONTROL PANEL
 - c. Look out for ADD/REMOVE PPROGRAMS
 - d. Find the old security software detected and delete it from your computer.
- III. Get in touch with the Manufacturer's support centre

If you are still having some problems with installing Trend Micro Titanium due to it detecting old security software, then the best thing to do is to contact their support information and look out for a removal feature.

If you require the full list of the competitor products that you will need in order to uninstall before installing Trend Micro Titanium, please refer to [MERTI300007](#)

2. What requirements does the system need for Trend Micro Titanium Internet Security?

Resolution

Solution ID: MERTI300002

Product: Trend Micro Titanium Internet Security 2011

Operating System: Windows Vista, or Windows XP, or Windows 7

Resolution:

The following table shows the Minimum System Requirements for Trend Micro Titanium Internet Security 2011.

Requirement	Minimum Specifications	
Processor	<ul style="list-style-type: none">• 450MHz (800MHz recommended) for the Windows® XP Family• 800MHz (1GHz recommended) for the Windows Vista® Family• 800MHz (1GHz recommended) for the Windows® 7 Family	
Memory	<ul style="list-style-type: none">• 256MB (512MB recommended) for the Windows® XP Family• 512MB (1GB recommended) for the Windows Vista™ Family• 1 GB for the Windows® 7 Family	
Operating system	Series or Family	Service Packs or Releases
	Windows® XP Family (32-bit only)	SP3 or higher
	Windows Vista® Family (32 or 64-bit)	SP1 or higher
	Windows® 7 Family (32 or 64-bit)	
Disk space	500 MB	
Web browser	<ul style="list-style-type: none">• Microsoft® Internet Explorer® 7.0 or 8.0• Mozilla® Firefox® 3.0 or above (supported, but not required)• Google Chrome™ 3.0 or above (supported, but not required)	
PDF reader	Any	
Display	High-color display with a resolution of 800x480 pixels or higher	
Internet Connection	Broadband or equivalent high speed connection highly recommended	
Note: Trend Micro™ Titanium™ Maximum Security can support RAID 0 (Striping) or RAID 1 (Mirroring).		

3. What should I do to uninstall Trend Micro Titanium using the Diagnostic Toolkit?

Resolution

Solution ID: MERT1300008

Product: Trend Micro Titanium Antivirus+ 2011, Trend Micro Titanium Security for Netbooks 2011, Trend Micro Titanium Internet Security 2011, Trend Micro Titanium Maximum Security 2011

Operating System: Windows Vista, or Windows XP, or Windows 7

Problem: What should I do to uninstall Trend Micro Titanium using the Trend Micro Diagnostic Toolkit?

Resolution:

Before you run the Diagnostic Toolkit, make sure you close all the programs that are currently running.

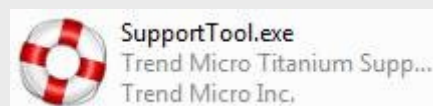
If you still have the product installed on your computer, go to the Start menu and find the **Trend Micro Diagnostic Toolkit** shortcut.



In the case of reinstalling the programme or if you already removed the original installation of Trend Micro Titanium, you will need to download Trend Micro Diagnostic Toolkit (TiTool) from the following places:

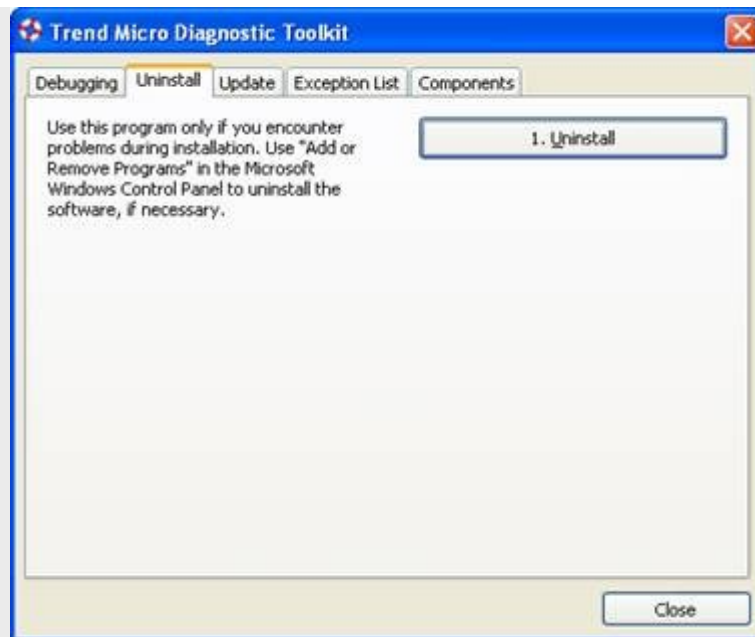
- [32-bit](#)
- [64-bit](#)

Save this zip file to your Desktop before you extract the content from it. When this is done, open the folder and double click on **SupportTool.exe** in order to open the Trend Micro Diagnostic Toolkit.

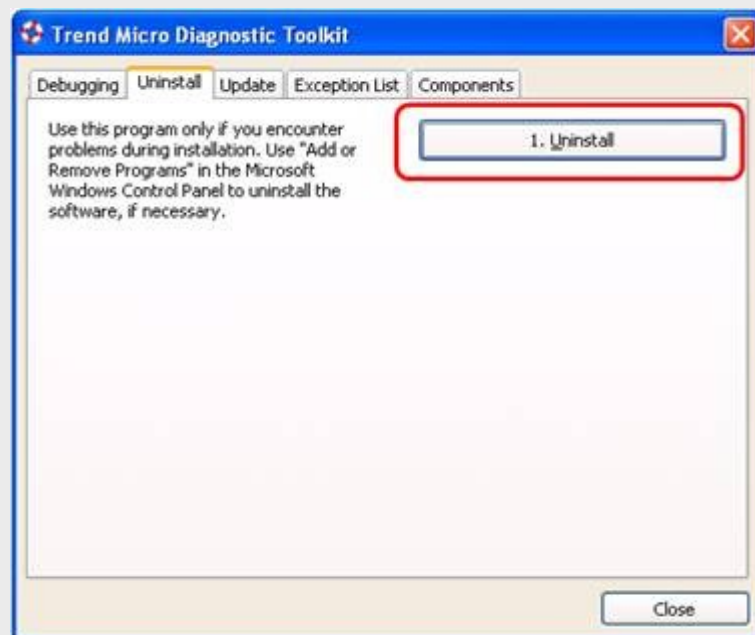


The following steps should be taken in order to uninstall Trend Micro Diagnostic Toolkit:

1. When you have the Trend Micro Diagnostic Toolkit open, select the Uninstall button.



2. Click on Uninstall



3. Select the Yes button to approve the un-installation process.



4. Click on Yes again when you are encouraged to restart your computer in order to complete the un-installation.



5. When you have restarted, Trend Micro Titanium should already be un-installed.

4. I receive an error message that Trend Micro Titanium is not able to get rid of a threat.

Resolution

Solution ID: MERT1300006

Product: Trend Micro Titanium Antivirus+ 2011, Trend Micro Titanium Security for Netbooks 2011, Trend Micro Titanium Internet Security 2011, Trend Micro Titanium Maximum Security 2011

Operating System: Windows Vista, or Windows XP, or Windows 7

Resolution:

To sort out this problem, select the 'More details' option on the error message to manually delete the infected file or run [HouseCall](#) which can make a quick scan of your computer system.

If you keep seeing the error message even once you have run HouseCall, restart your computer once more, but in the Safe Mode and run HouseCall again. Remember that there is no need to download again, but instead just use the same file you previously downloaded. If you can't remember where you saved the file, download the programme again and save it to your Desktop where it is easy to see.

You will need to go back into the Normal Mode, and you can do this by restarting the computer once you have run HouseCall in Safe Mode.

5. What programs or software do I need to remove before I install Titanium?

Resolution

Solution ID: MERT1300007

Product: Trend Micro Titanium Antivirus+ 2011, Trend Micro Titanium Security for Netbooks 2011, Trend Micro Titanium Internet Security 2011, Trend Micro Titanium Maximum Security 2011

Operating System: Windows Vista, or Windows XP, or Windows 7

Problem: The problem with running more than one security software at a time is that it can cause performance issues to your computer. The programs below are ones that Trend Micro Titanium will detect during the installation process.

Resolution:

Having two or more security software programmes or their components installed on your computer can cause issues with its performance so you will need to totally delete them before you install your Trend Micro Titanium 2011. Follow the steps below in order to complete this.

1. Simply go to **Start > Control Panel**.
2. Double click on **Add/Remove Programs** (if on Windows XP) or **Programs and Features** (if on Windows 7 or Windows Vista).
3. Choose the name of the security software you wish to uninstall, then click on **Remove** or **Uninstall**.
4. Wait while the programme goes through the removal process, then you will need to restart your computer.

For a full list of products, see information from the manufacturer using the following links:

- [Trend Micro Products](#)
- [Symantec \(Norton\) Products](#)
- [McAfee Products](#)
- [Kaspersky Products](#)
- [Other Products](#)

1. Trend Micro Products

- A different edition of Trend Micro Titanium
- Trend Micro Internet Security (all versions)
- Trend Micro Security for Dell (all versions)
- Trend Micro HouseClean
- Trend Micro Protection
- TrendMicroOfficeScan 5.5 for Windows 9x
- TrendMicroOfficeScan 8.0 SC version
- Trend Micro House Clean
- Trend Micro OfficeScan 7.8
- Trend Micro RUBotted
- Trend Micro Security (all versions)
- Trend Micro Antivirus (all versions)
- Trend Micro Browser Guard
- Trend Micro Firewall Booster
- Trend Micro Web Protection Add-On
- TrendMicroOfficeScan 5.5/7.8/10.0 for Windows NT
- Trend Micro Anti-Spam Toolbar
- Trend Micro Anti-Spyware
- Trend Micro Safe Surfing Companion
- Trend Micro TrendProtect Desktop

2. Symantec (Norton) Products

Please note: If you run into some problems while uninstalling your Symantec or Norton products, then you can use the [Removal Tool](#) or get in touch with them for help via their [support website](#).

- Norton Safe Web Lite
- Norton AntiBot
- Symantec Endpoint Protection
- Norton Internet Security 2002 (Ja) Retail/Pre-installed
- Norton Internet Security 2008 Beta
- Norton 360 versions 1.0, 2.0, 3.0
- Norton AntiVirus 2002 (En) Trial
- Norton AntiVirus 2003 Professional Edition Retail/Trial
- Norton Anti Virus 2004 Retail Professional
- Symantec Antivirus Corporate Edition 10
- Symantec Antivirus Corporate Edition 10.2
- Norton AntiSpam 2005
- Norton Confidential (Symantec Corporation)
- Symantec AntiVirus
- Symantec Endpoint Protection
- Norton Online Family
- Norton AntiBot Beta
- Norton Security Scan
- Norton Internet Security 2004, 2005, 2006, 2007
- Norton Internet Security 2008, 2009, 2010
- Symantec Client Security
- Norton AntiVirus 2003 Retail
- Norton Anti Virus 2004, 2005, 2006, 2007, 2008
- Norton Anti Virus 2008 Beta
- Symantec AntiVirus
- Norton AntiVirus 2009, 2010
- Norton Personal Firewall 2002, 2003, 2004, 2005, 2006
- Symantec Client Security
- Symantec AntiVirus Win64

3. McAfee Products

Please note: If you run into problems while uninstalling your McAfee product, then you can use the [Removal Tool](#) or get in touch with them for help via their [support website](#).

- McAfee Security Scan
- McAfee VirusScan Enterprise
- McAfee Internet Security Suite 2004 , 2005, 2006, 2007, 2008, 2009, 2010
- McAfee.com Internet Security Super
- McAfee Total Protection 2.0 Beta
- McAfee VirusScan Home7.0
- McAfee VirusScan 2004, 2005, 2006, 2007
- McAfee AntiSpyware
- McAfee Firewall 4.02
- McAfee SiteAdvisor 2.8, 3.0
- McAfee Family Protection
- McAfee Internet Security 5.02
- McAfee.com SecurityCenter
- McAfee PC Protection Plus 2007
- McAfee VirusScan 3.x/4.x for Win9x
- McAfee VirusScan Pro7.0
- McAfee Virus Scan Enterprise 8.0, 8.5
- McAfee.com SpyKiller2005
- McAfee.com Personal Firewall Plus 2005

4. Kaspersky Products

Please note: If you run into problems while uninstalling your Kaspersky product, then you can use the [Removal Tool](#) or get in touch with them for help via their [support website](#).

- Kaspersky Internet Security 2009, 2010, 2011
- Kaspersky Personal Security Suite
- Kaspersky Internet Security 7.0 Beta
- Kaspersky Anti-Virus 2009 Beta
- Kaspersky Anti-Virus Personal Pro (EN) ver.5.0.388
- Kaspersky Pure
- Kaspersky Anti-Virus 6.0.2.509
- Kaspersky Anti-Virus 2009
- Kaspersky Internet Security 2009 Beta
- Kaspersky Internet Security 6.0
- Kaspersky Anti-Virus 2010
- Kaspersky Anti-Virus Personal (EN) ver.5.0.388
- Kaspersky Anti-Virus Personal Pro
- Kaspersky Anti-Virus 6.0/6.0.2.509
- Kaspersky Anti-Virus 7.0 Beta
- Kaspersky Anti-Virus for Workstation

5. Other Products

- Yahoo! Companion
- Yahoo! Toolbar
- Arovax! AntiSpyware
- Clam AntiVirus
- Microsoft Live One Care
- Panda Antivirus Pro 2009, 2010
- Panda Cloud AntiVirus Pro
- Panda Internet Security 2009, 2010
- Panda Titanium 2006 Antivirus + Antispyware
- Panda Antivirus + Firewall 2007
- Panda Anti Virus 2008 Beta
- Kingsoft Internet Security U SP1
- KV AntiVirus 2008, 2009, 2010
- Rfw 2008
- ZoneAlarm Internet Security Suite
- Zone Alarm Anti-Spyware 2006, 2007
- ZoneAlarm Plus 3.x
- eTrust EZ Armor 2005
- eTrust Antivirus 7.0, 7.1, 8
- eTrustPestPatrolAntiSpyware 5.0, 8.0
- CA Personal Firewall 2007
- e-frontier VirusKiller 2003, 2005
- e-frontier Virus Killer 2005 Personal Firewall
- eScanAntiVirus
- Pest Patrol 4.2
- F-Secure Anti-Virus 2006, 2007, 2009, 2010
- K7 Total Security
- Folder Lock
- BitDefender Antivirus 2010
- BitDefender Internet Security 2010
- BitDefender Internet Security v10
- BitDefender Total Security 2008 Beta 1
- BitDefender Anti-Virus v10, 12
- Yahoo! Assist
- 360 Security Guard
- Beat Trojan 2009
- Microsoft Security Essentials 1.0
- Windows Live OneCare Family Safety
- Panda Cloud AntiVirus
- Panda Global Protection 2009, 2010
- Panda PLATINUM Internet Security 2005 with TRUEPREVENT
- Panda Internet Security 2007
- Panda Anti Virus 2007
- Malwarebytes Anti-Malware
- Kingsoft Internet Security 2007, 2009, 2011
- RAV 2008
- SkyNet 3.0
- ZoneAlarm with Antivirus
- ZoneAlarm Pro 2.x/3.x/4.x
- Zone Alarm Pro 2007
- CA Internet Security Suite 2007
- CA Anti-Virus 2007
- CA Antispyware 2007
- CA Anti-Spam 2007
- e-frontier VirusKiller 2003 Firewall 1.2.1
- eScan Internet Security
- Final Security 2.5
- F-Secure Internet Security 2006, 2007, 2009, 2010
- File Security
- Forticlient Host Security
- Spy Sweeper 5.3 with Anti-Virus
- BitDefender Game Safe 2011
- BitDefender Total Security 2008, 2010, 2011
- BitDefender Internet Security 2009
- BitDefender Anti-Virus Plus v10
- AhnLab V3 VirusBlock Internet Security

- AhnLab V3 VirusBlock Internet Security 2008 Platinum
- AVG 7.0, 8.0, 9.0
- AVG Anti-Virus 7.1 Pro
- AVG Internet security 2007
- ESET (NOD32) Antivirus
- ESET(NOD32) Smart Security Beta 1a
- Virus Chaser
- DigiturboVirusDoctor
- Virus Protector V4
- AviraAntiVir Personal/Premium/Premium Scrutiny Suite 9.0
- Virus Security 2004 , 2005
- V3 VirusBlock 2006 InternetSecurity
- Virus Security
- PC Tools AntiVirus 6.1
- PC Tools AntiVirus 3.0
- Spyware Doctor 4, 5, 6.0
- SpyHunter
- WebrootAntiVirus with AntiSpyware
- IOBit Security 360
- Webroot Spy Sweeper 5.0, 5.3, 6.1
- Spybot - Search & Destroy
- AVG Anti-Spyware 7.5
- Ad-Aware SE Plus
- Ad-Aware 2007 Beta
- Spy Killer 5.0
- Spy Sweeper
- PCGATE Personal 2.6
- KerioWinRoute Firewall 6
- Outpost Firewall Pro 4.0
- Radial Point Service
- Sygate Personal Firewall 5.5 Trial (en)
- Sygate Personal Firewall Pro 5.5 Trial (en)
- Tiny Firewall 64
- Total Access Smart Installer
- Norman Personal Firewall 4.0
- Check Point VPN-1 SecureClient NG_AI_R55
- Cyber Sitter 10, 11
- Cyber Defender Early Detection Center
- Flet's Connection Tool Ver 1.5E
- TotalAccess Smart Installer
- COMODO
- 2007
- COMODO Internet Security
- AVG AntiVirus
- AVG Anti-Malware
- Avast! Antivirus Home/Professional Edition
- ESET (NOD32) Antivirus System
- ESET(NOD32) Smart Security Beta 1b
- Dr.Web 4.33
- Virus Doctor 2004
- AviraAntiVirPersonalEdition Classic 7.0
- NEC Inter Channel v3 Virus Block Internet Security(ja)
- V3 VirusBlock 2005 InternetSecurity
- Virus Security 2006
- Sophos Anti-virus 6.0/6.5
- PC Tools AntiVirus 3.x for Windows
- Micropoint
- SpywareBlaster 3.5
- Spyware Hunter 2.7
- IntermuteAdSubtract PRO
- SG Anti!SPY
- Spybot - Search & Destroy 1.4, 1.5, 1.6
- Spy Catcher 2006
- Ad-Aware SE Personal 1.06
- Ad-Aware SE Professional
- Ad-Aware 2007
- AhnLabSpyZero 2007
- BlackICE 3.6
- Kerio Personal Firewall 2.1 and 4
- Outpost Personal Firewall Free & Pro
- Radial Point
- Rising AntiVirus
- Sygate Personal Firewall Pro 5.6
- Super AntiSpyware
- Tiny Personal FireWall 2005, 2005 Pro, 4.5, 5.0, 5.5
- Threat Fire
- Check Point VPN-1 SecureClient NG_AI_R54
- Check Point VPN-1 SecureClient NG_AI_R56
- Cyber Sitter Detection
- Cyber Defender Anti-Spyware
- Flet's Connection Tool Ver 225A / Ver 300 / Ver 321
- Folder Lock
- WinPatrol

6. I see a notification that my pre scan has finished but I am still having problems when installing Trend Micro Titanium.

Resolution

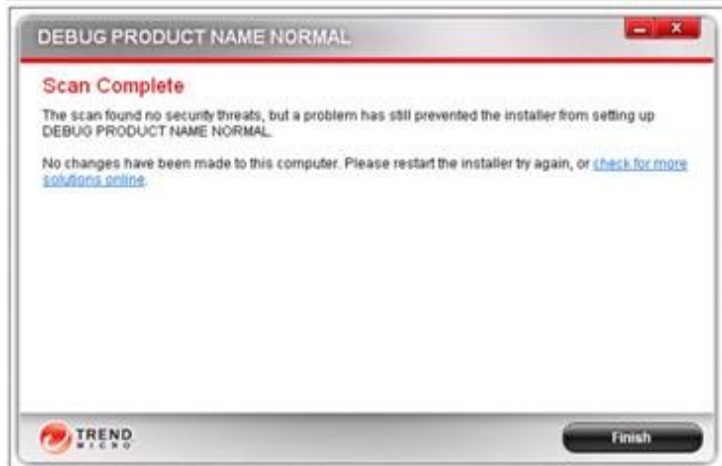
Solution ID: MERTI300010

Product: Trend Micro Titanium AntiVirus Plus, Trend Micro Titanium Internet Security, Trend Micro Titanium Maximum Security

Operating System: Windows XP, or Windows Vista, or Windows 7

Problem:

The following error message comes up after the pre-scan.



Resolution:

The error message displays because the Trend Micro Titanium installer is not able to install on a specific folder location which could mean there is a virus infection on your computer system. Due to the fact that the pre-scan failed to detect any threats, you should restart the computer and run the Trend Micro Titanium installation once more.

If you still receive the error message, then look for and remove any viruses that may be present on your system. Be aware that some of the viruses may lock certain folders from being entered by other software. To identify and remove any malware (which is malicious software like viruses and spyware) from your computer, try running our online scanner, [HouseCall](#).

7. I keep on seeing a message saying Unable to Contact Trend Micro whenever I attempt to activate or register my Trend Micro Titanium.

Resolution

Solution ID: MERT1300005

Product: Trend Micro Titanium Antivirus+ 2011, Trend Micro Titanium Security for Netbooks 2011, Trend Micro Titanium Internet Security 2011, Trend Micro Titanium Maximum Security 2011

Operating System: Windows Vista, or Windows XP, or Windows 7

Problem: I keep on seeing a message saying Unable to Contact Trend Micro whenever I attempt to activate or register my Trend Micro Titanium. This error message simply means that the program is not able to establish a connection with the server.

Resolution:

There are many things that may cause this problem. Follow the options below to try and fix the problem:

- 1. Check to see if you are still able to browse other websites.**

Confirm if you have an Internet connection that works. If the answer is yes, then carry on and complete the following step.

- 2. Server Maintenance**

A Server Maintenance may cause some disruption whenever Trend Micro Titanium tries to connect to one of the Trend Micro servers. The best thing to do is come back and try again later.

- 3. If the error message still comes up, run [HouseCall](#) to ensure that there are no viruses blocking the connection.**