

# Trend Micro Titanium Maximum Security

## Frequently asked questions

I get an error message that my installation is at risk.

I get an error message that my Installation Stopped.

I receive a message that Trend Micro Titanium failed to uninstall my old security software

I receive the error message Installation Incomplete "Error codes 0x000..." when installing Trend Micro Titanium.

I get the error message "Too Many Installations" when activating my Trend Micro Titanium Maximum Security 2011

I keep on getting Unable to Contact Trend Micro when I try to activate or register my Trend Micro Titanium.

I receive a message that I already have Trend Micro Titanium installed.

I receive that my pre-scan is complete but I still cannot install Trend Micro Titanium.

I receive the error message Installation Incomplete "incorrect file path" when installing Trend Micro Titanium

I receive the error message Installation Incomplete "unable to install on a specific folder" when installing Trend Micro Titanium.

I receive the error message "Installation Incomplete" when installing Trend Micro Titanium 2011

My Titanium Maximum Security keeps on turning on and off automatically

Where are the firewall settings for Trend Micro Titanium 2011?

How do I uninstall Trend Micro Titanium using the Diagnostic Toolkit?

How to download and install Titanium Maximum Security 2011 on your first computer

How to register or activate Trend Micro Titanium Maximum Security on my primary computer

I receive a message that I need to remove my old security software before installing Trend Micro Titanium.

I get an error message that my old Trend Micro program will be removed.

I receive a message that my old Trend Micro Titanium program is going to be removed.

I get an error message that my installation is at risk.

**Problem:**

The error message appears during installation.



**Solution:**

The error message indicates that your computer did not meet the minimum system requirements required to run Trend Micro Titanium AntiVirus Plus, Trend Micro Titanium Internet Security or Trend Micro Titanium Maximum Security in its full potential.

To meet these requirements please refer to the information below and look for the specific item that you need as indicated in the error message.

- No compatible version of Internet Explorer found:

Download Internet Explorer 8 from the Microsoft's website:

<http://www.microsoft.com/windows/internet-explorer/default.aspx>

Click on Download Now and follow the on screen instructions.

- Not enough disk space available

You will need at least 400 MB disk space to install the products. It is advisable to free up more than 400 MB in order to avoid problems in running the program later on.

1) *Run Disk Cleanup*

For instructions please visit: <http://esupport.trendmicro.com/6/Running-Disk-Cleanup.aspx>

2) *Run Disk Defragmenter*

Windows XP:

Use Method 1 from this URL: <http://support.microsoft.com/kb/314848>

Windows 7:

Visit Win 7 Solution Center page: <http://windows.microsoft.com/en-US/windows7/Improve-performance-by-defragmenting-your-hard-disk>

Windows Vista:

Visit Win Vista Solution Center page: <http://windows.microsoft.com/en-us/windows-vista/Improve-performance-by-defragmenting-your-hard-disk>

- Not enough Memory available

To learn more on determine how much RAM you have and how much you need, please visit Microsoft's Solution Center page:

<http://www.microsoft.com/athome/moredone/addmemory.aspx>

Below is the complete list of system requirements:

Requirement	Minimum Specifications	
Processor	<ul style="list-style-type: none"><li>• 350MHz (800MHz recommended) for the Windows® XP Family</li><li>• 800MHz (1GHz recommended) for the Windows Vista® Family</li><li>• 800MHz (1GHz recommended) for the Windows® 7 Family</li></ul>	
Memory	<ul style="list-style-type: none"><li>• 256MB (512MB recommended) for the Windows® XP Family</li><li>• 512MB (1GB recommended) for the Windows Vista™ Family</li><li>• 1 GB for the Windows® 7 Family</li></ul>	
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	400 MB	
Web browser	<ul style="list-style-type: none"><li>• Microsoft® Internet Explorer® 7.0 or 8.0</li><li>• Mozilla® Firefox® 3.0 or above</li><li>• Google Chrome™ 3.0 or above</li></ul>	
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	
<b>Note:</b> Trend Micro™ Titanium™ Internet Security can support RAID 0 (Striping) or RAID 1 (Mirroring).		

I get an error message that my Installation Stopped.

**Problem:**

The error message appears during installation.

**Solution:**

The error message indicates that your computer did not meet the system requirements required to install Trend Micro Titanium AntiVirus Plus, Trend Micro Titanium Internet Security or Trend Micro Titanium Maximum Security.

To meet these requirements please refer to the information below and look for the specific item that you need as indicated in the error message.

- Does not meeting the Operating System requirement

1) *Upgrading Windows XP to Service Pack 3 or higher version*

Please download and visit Microsoft's Windows Vista Solution Center for detailed information on how to upgrade to the latest Service Pack available for Windows XP:

<http://support.microsoft.com/kb/322389>

2) *Upgrading Windows Vista to Service Pack 1 or higher version*

Please download and visit Microsoft's Windows Vista Solution Center for detailed information on how to upgrade to the latest Service Pack available for Windows Vista:

<http://support.microsoft.com/kb/935791>

- No compatible version of Internet Explorer found:

Download Internet Explorer 8 from the Microsoft's website:

<http://www.microsoft.com/windows/internet-explorer/default.aspx>

Click on Download Now and follow the on screen instructions.

- Not enough disk space available

You will need at least 400 MB disk space to install the products. It is advisable to free up more than 400 MB in order to avoid problems in running the program later on.

3) *Run Disk Cleanup*

For instructions please visit: <http://esupport.trendmicro.com/6/Running-Disk-Cleanup.aspx>

4) *Run Disk Defragmenter*

Windows XP:

Use Method 1 from this URL: <http://support.microsoft.com/kb/314848>

Windows 7:

Visit Win 7 Solution Center page: <http://windows.microsoft.com/en-US/windows7/Improve-performance-by-defragmenting-your-hard-disk>

Windows Vista:

Visit Win Vista Solution Center page: <http://windows.microsoft.com/en-us/windows-vista/Improve-performance-by-defragmenting-your-hard-disk>

- Not enough Memory available

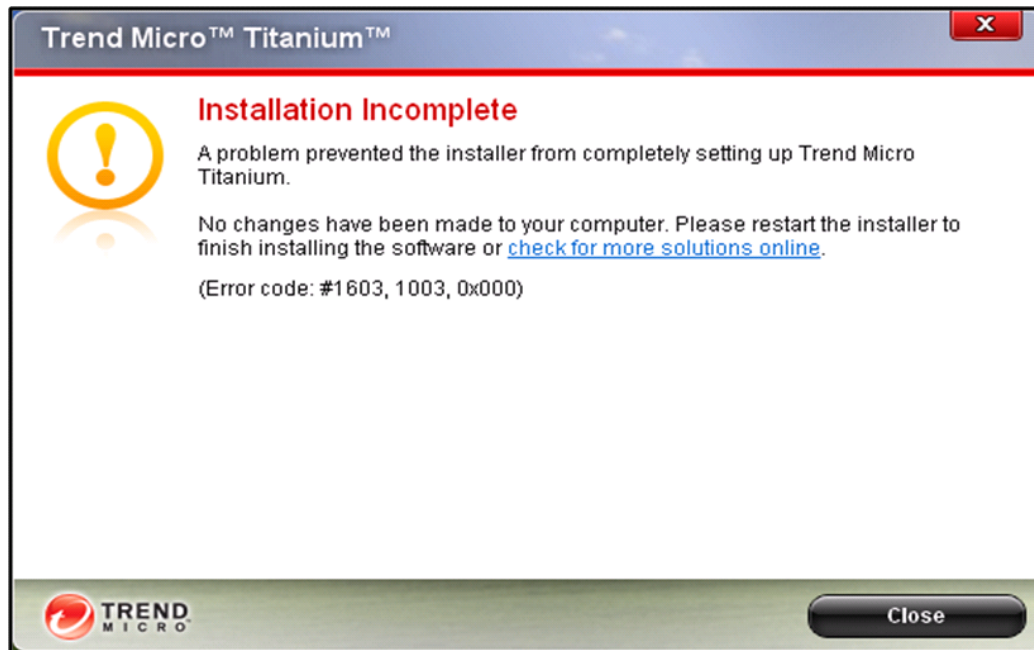
To learn more on determine how much RAM you have and how much you need, please visit Microsoft's Solution Center page: <http://www.microsoft.com/athome/moredone/addmemory.mspx>

Below is the complete list of system requirements:

Requirement	Minimum Specifications	
Processor	<ul style="list-style-type: none"> <li>• 350MHz (800MHz recommended) for the Windows® XP Family</li> <li>• 800MHz (1GHz recommended) for the Windows Vista® Family</li> <li>• 800MHz (1GHz recommended) for the Windows® 7 Family</li> </ul>	
Memory	<ul style="list-style-type: none"> <li>• 256MB (512MB recommended) for the Windows® XP Family</li> <li>• 512MB (1GB recommended) for the Windows Vista™ Family</li> <li>• 1 GB for the Windows® 7 Family</li> </ul>	
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	400 MB	
Web browser	<ul style="list-style-type: none"> <li>• Microsoft® Internet Explorer® 7.0 or 8.0</li> <li>• Mozilla® Firefox® 3.0 or above</li> <li>• Google Chrome™ 3.0 or above</li> </ul>	
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	
<b>Note:</b> Trend Micro™ Titanium™ Internet Security can support RAID 0 (Striping) or RAID 1 (Mirroring).		

I receive a message that Trend Micro Titanium failed to uninstall my old security software

**Problem:** The error message appears during installation.



Note: The product name may vary depending on the security software detected.

**Solution:**

Some applications wherein a Trend Micro Titanium feature will be installed needs to be closed before you install the program.

Please close the following application:

1. MS Outlook
2. Outlook Express

Run the installer again. If you continue to get the error message, proceed in following the procedure below.

You will need to remove other Security Software and Old Trend Micro Software before installing Trend Micro Titanium. This is to ensure that you will not experience any problems with your computer due to software conflict.

This error message appeared because the installer was not able to remove all or some files of your old security software.

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

For third party security software, here are some procedures you can try to fix the problem:

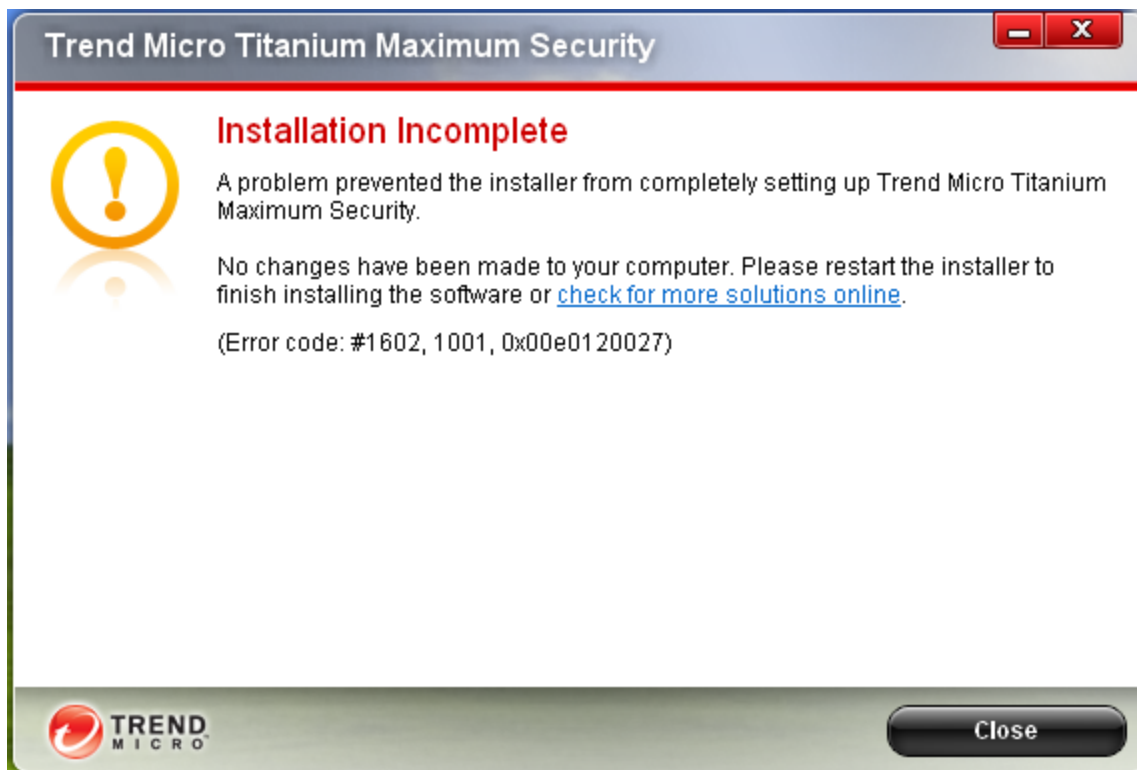
- I. Disable to the software
  - a. Click on CLOSE from the error message.
  - b. Look for the system tray icon of the old security software near your computer time stamp.
  - c. Right click and look for Disable/Exit/Shutdown
  - d. Install Trend Micro Titanium again and when you get the prompt that it detected the software click on YES.
  
- II. Uninstall the software manually
  - a. Click on CLOSE from the error message.
  - b. Go to START > CONTROL PANEL
  - c. Look for ADD/REMOVE PPROGRAMS
  - d. Look for the old security software detected and remove it from your computer.
  
- III. Contact the Manufacturer's support  
If you continue having problems installing Trend Micro Titanium because it keeps detecting the old security software, please contact their support information and look for a removal tool.

For a complete list of the competitor products that you need to uninstall before installing Trend Micro Titanium, please refer to [<MERTI300007>](#)

**I receive the error message Installation Incomplete "Error codes 0x000..." when installing Trend Micro Titanium.**

**Problem**

The error message appears during installation.



Error codes:

#0, 3001, 0x000  
#0, 0000, 0xXXX  
#0, 3002, 0x000

**Solution:**

There are many reasons that might interfere with the installation process.

Terminating the installation prematurely may trigger this error message to appear. If you wish to cancel the installation, click on the CLOSE button in the error message. Otherwise, if you wish to proceed with the setup but continue to receive this error message follow the procedure below:

A. Close running applications

Some applications wherein a Trend Micro Titanium feature will be installed needs to be closed before you install the program.

Please close the following application:

3. MS Outlook
4. Outlook Express

Run the installer again. If you continue to get the error message, proceed in following the procedure below.

B. Check for and remove any viruses that might be on your system.

Some viruses are designed to interfere with the installation of your security software.



To detect and remove any malware (malicious software like viruses and spyware) from your system, run our online scanner, [HouseCall](#).

C. Check your computer for conflicting software.

Having third-party security software or older versions of Trend Micro products present in your computer may lead to installation problems.

Make sure you remove all components of these programs from your system by contacting the program's manufacturer or refer to their support websites for uninstallation instructions.

To view a list of conflicting software, refer to solution [What programs or software to remove before installing Titanium](#)

D. If you previously encountered problems and you are reinstalling the software when you received the error message, use the Diagnostic Toolkit to remove all components of the old copy you previously installed.

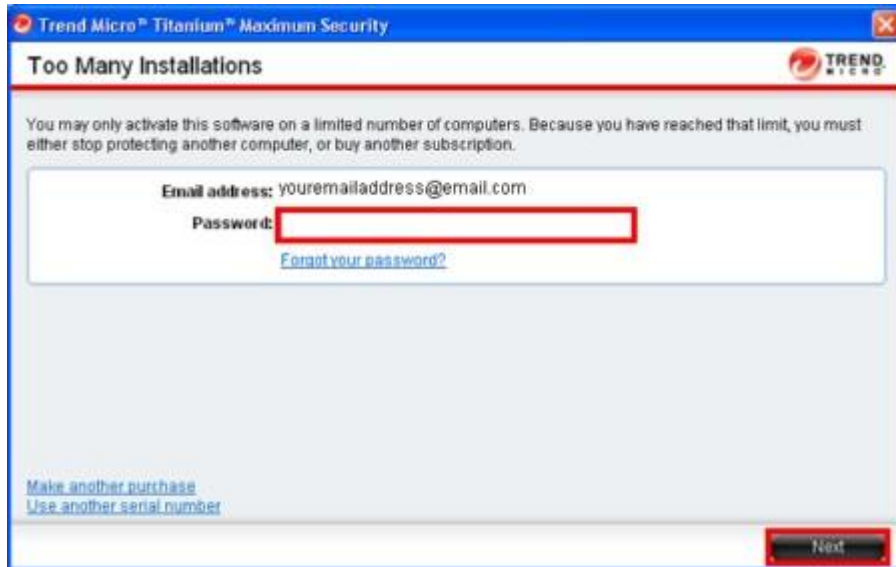
To view the detailed instructions on how to use the Diagnostic Toolkit in uninstalling old copies of Trend Micro Titanium, refer to Solution: [Uninstall](#)

### **I get the error message "Too Many Installations" when activating my Trend Micro Titanium Maximum Security 2011**

Problem: When activating my Titanium Maximum Security, I get the following error message: *"Too Many Installations"*

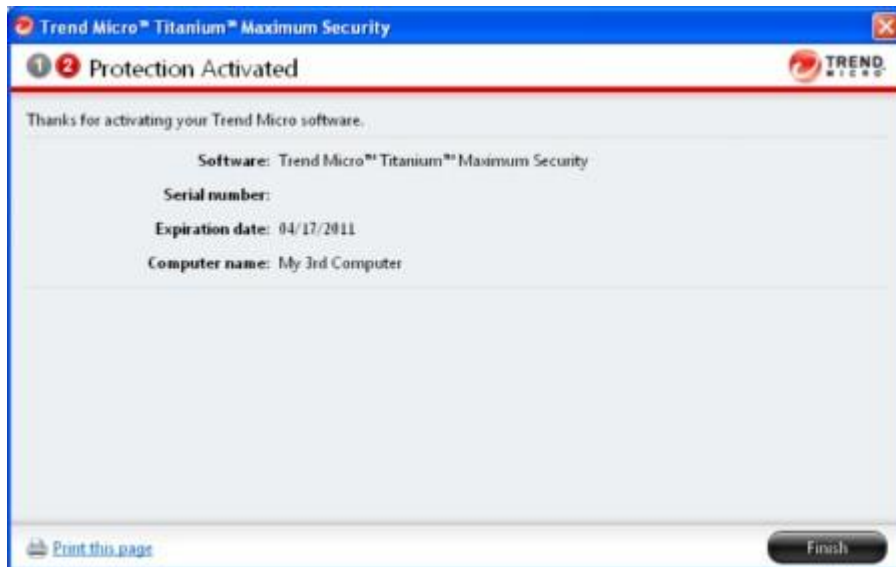
Trend Micro Titanium Maximum Security 2011 can be installed on only one computer. You receive this message because you have exceeded your number of installations. This may happen if you reformatted one of your computers or replaced the hard drive.

- ***Make another purchase***
- ***Use a different serial number***
  1. Type the password you used on the Too Many Installations window, then click **Next**.



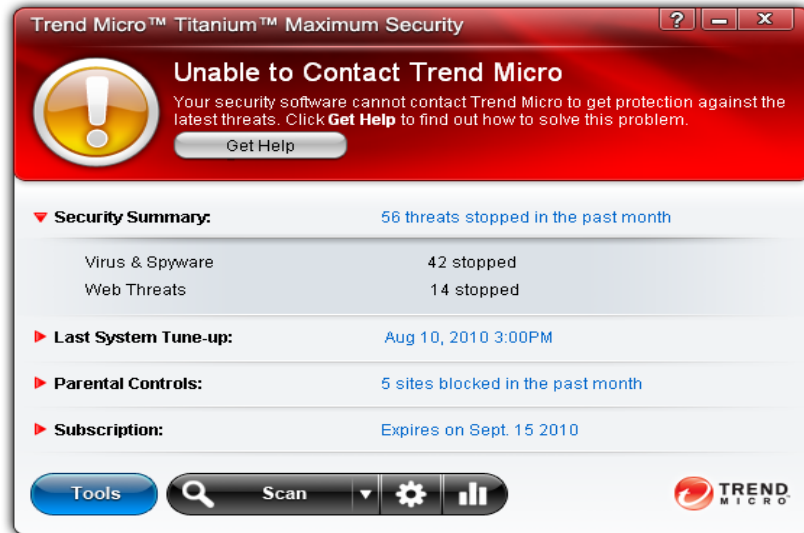
*Note: Click **Forgot your password** if you have forgotten what you used. A temporary password will be sent to you.*

2. Click **Finish**. You have now activated your program.



I keep on getting Unable to Contact Trend Micro when I try to activate or register my Trend Micro Titanium.

**Problem:** I keep on getting Unable to Contact Trend Micro when I try to activate or register my Trend Micro Titanium. This error message indicates that the program is unable to connect to the server.



### Resolution:

There are many factors that may cause this problem. Please follow the procedure below:

- 1. Check if you can browse other websites.**

Verify if you have a working Internet connection. If yes, proceed to the next step.

- 2. Server Maintenance**

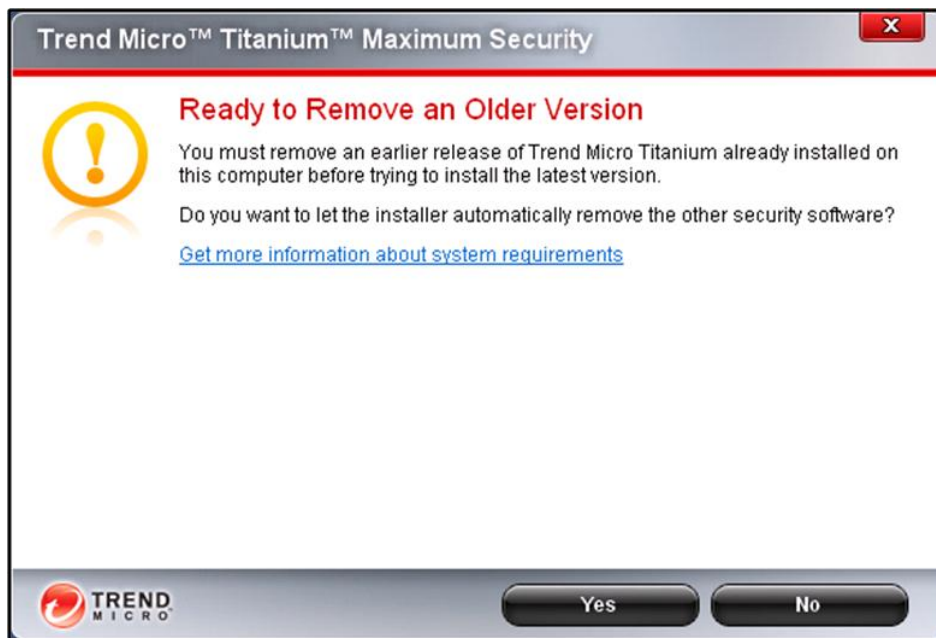
A Server Maintenance may cause interruption when Trend Micro Titanium is trying to connect to one of the Trend Micro server. Please try again later.

- 3. If you continue to receive the error message, run [HouseCall](#) to make sure you are free from viruses that may block the connection to the server.**

I receive a message that I already have Trend Micro Titanium installed.

### Problem:

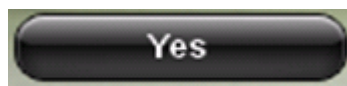
The error message appears during installation.

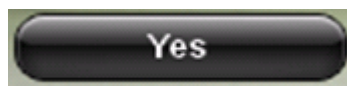


The product may vary depending on the old version detected.

**Solution:**

You will need to remove any old Trend Micro program or other Security software in order to install Trend Micro Titanium. This is to ensure that you will not experience any problems with your computer due to software conflict.



Please click on  to allow the Trend Micro Titanium installer in removing the old version detected so you can proceed with the installation.

If you continue to receive this error message, please refer to the instruction at:

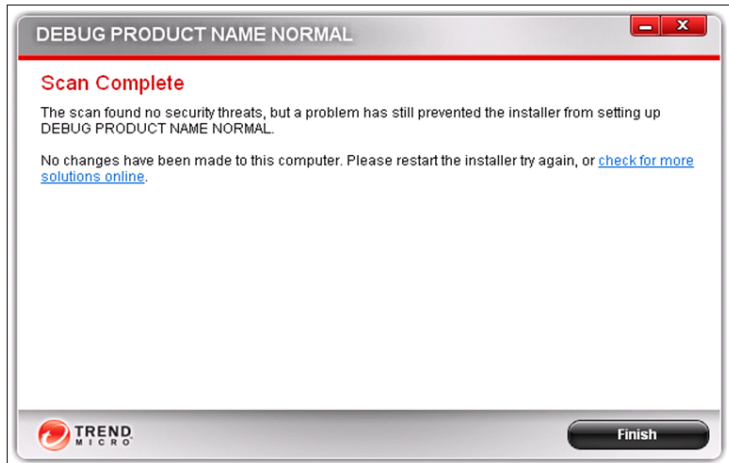
<http://esupport.trendmicro.com/Pages/How-do-I-uninstall-Trend-Micro-Titanium.aspx>

For a complete list of the competitor products that you need to uninstall before installing Trend Micro Titanium, please refer to [What programs or software to remove before installing Titanium](#)

**I receive that my pre-scan is complete but I still cannot install Trend Micro Titanium.**

**Problem:**

The error message appears after pre-scan.



### Resolution:

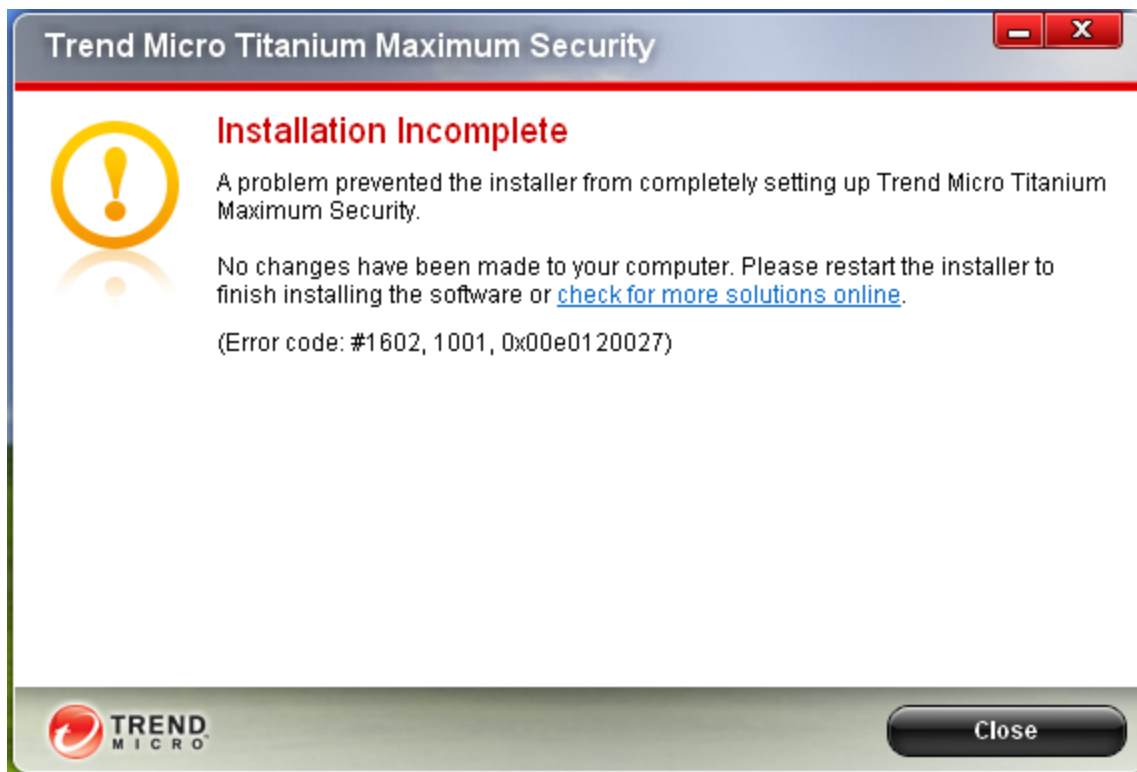
The error message appears because the Trend Micro Titanium installer is unable to install on a specific folder location that could be a sign of virus infection. Since the pre-scan failed to detect any threats, restart the computer and run the Trend Micro Titanium installation again.

If you continue to receive the error message, check for and remove any viruses that might be on your system. Some viruses may lock specific folders from being accessed by other software. To detect and remove any malware (malicious software like viruses and spyware) from your system, run our online scanner, [HouseCall](#).

**I receive the error message Installation Incomplete "incorrect file path" when installing Trend Micro Titanium**

### Problem

The error message appears during installation.



Error code may vary.

**Solution:**

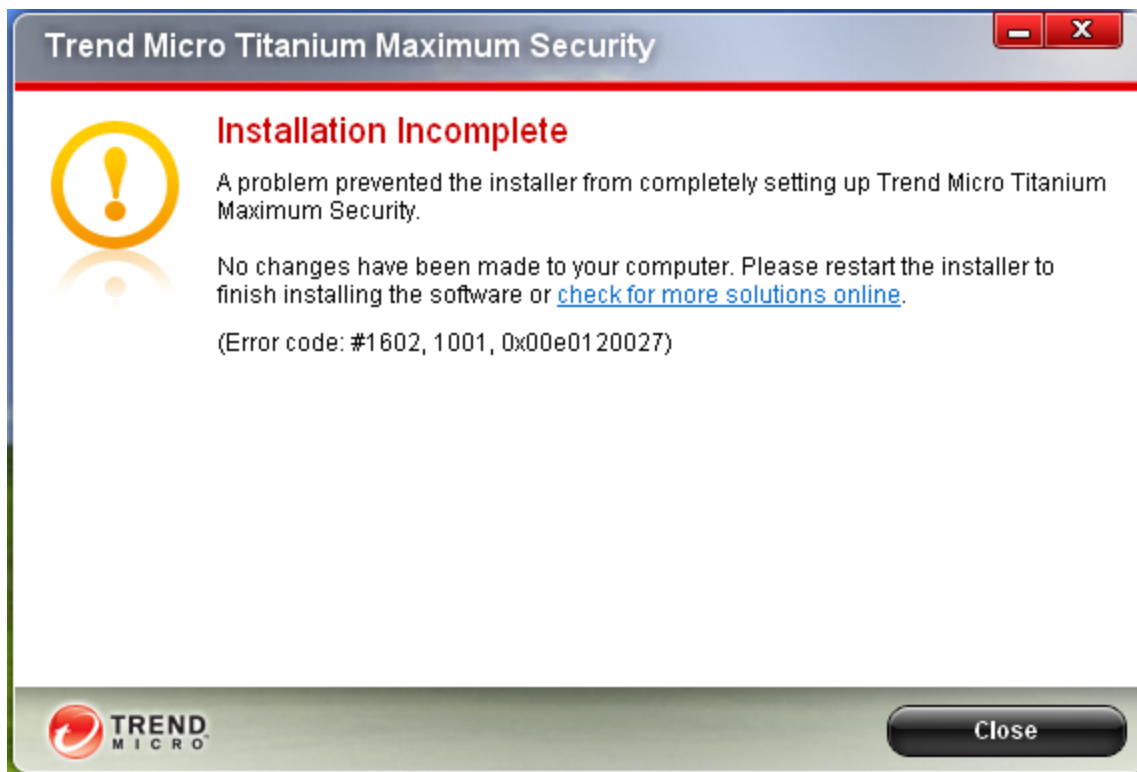
The error message appears because you might be installing the software from an "external hard drive" or "incorrect file path".

To resolve the problem, reinstall the program and make sure you install the software in Program Files folder. By default, the installer is set to install at C:\Program Files\, you can change the target drive to another location like D:, E: etc as long as it's not an external drive and located under a Program Files folder.

**I receive the error message Installation Incomplete "unable to install on a specific folder" when installing Trend Micro Titanium.**

**Problem**

The error message appears during installation.



Error code may vary.

**Solution:**

The error message appears because the Trend Micro Titanium installer is unable to install on a specific folder location or a previous copy of a Trend Micro program or another Security Software was not uninstalled properly.

Restart the computer and run the Trend Micro Titanium installation again.

If you continue to receive the error message, refer to the procedures below:

A. Remove old Trend Micro programs or third party Security Software

For third party Security Software contact the program's manufacturer or refer to their support websites for uninstallation instructions or removal tool.

To view a list of conflicting software, refer to solution Competitors list [What programs or software to remove before installing Titanium](#)

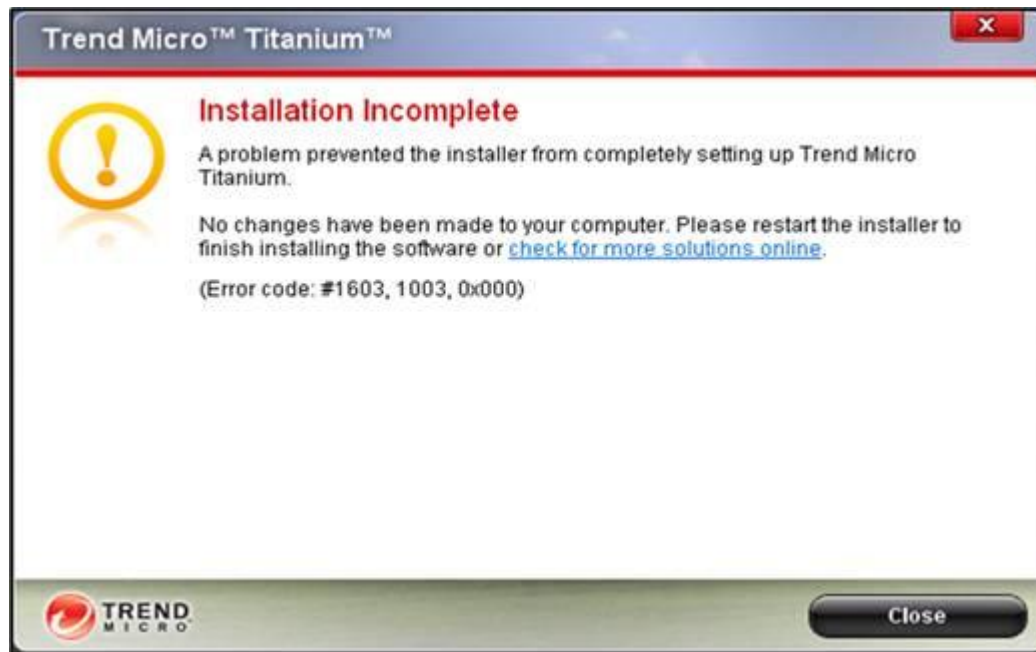
B. Check for and remove any viruses that might be on your system.

Some viruses may lock specific folders from being accessed by other software.

To detect and remove any malware (malicious software like viruses and spyware) from your system, run our online scanner, [HouseCall](#)

## I receive the error message "Installation Incomplete" when installing Trend Micro Titanium 2011

Problem: The error message appears during installation.



Solution:

Some applications wherein a Trend Micro Titanium feature will be installed needs to be closed before you install the program.

Please close the following application:

1. MS Outlook
2. Outlook Express

Run the installer again. If you continue to get the error message, proceed in following the procedure below.

You will need to remove other Security Software and Old Trend Micro Software before installing Trend Micro Titanium. This is to ensure that you will not experience any problems with your computer due to software conflict.

This error message appeared because the installer was not able to remove all or some files of your old security software.

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

For third party security software, here are some procedures you can try to fix the problem:

- I. Disable to the software
  - a. Click on CLOSE from the error message.



- b. Look for the system tray icon of the old security software near your computer time stamp.
- c. Right click and look for Disable/Exit/Shutdown
- d. Install Trend Micro Titanium again and when you get the prompt that it detected the software click on YES.

II. Uninstall the software manually

- a. Click on CLOSE from the error message.
- b. Go to START > CONTROL PANEL
- c. Look for ADD/REMOVE PPROGRAMS
- d. Look for the old security software detected and remove it from your computer.

III. Contact the Manufacturer's support

If you continue having problems installing Trend Micro Titanium because it keeps detecting the old security software, please contact their support information and look for a removal tool.

For a complete list of the competitor products that you need to uninstall before installing Trend Micro Titanium, please refer to MERTI300007

### My Titanium Maximum Security keeps on turning on and off automatically

Problem: This article shows you what to do when the following happen:

- The program automatically or manually restarts with every update when you click **About**.
- The console randomly shuts down every 5 to 10 minutes.
- The program still restarts even if it confirms that it has the latest updates.

Solution:

To resolve this issue, do either of the following:

[Temporarily turn off the Trend Micro Vault and Trend Micro Secure Erase, then perform an update](#)

[Reinstall and update Titanium, before enabling Trend Micro Vault and Trend Micro Secure Erase](#)

**Important:** We recommend that you print this document or bookmark this page before proceeding because you will be asked to restart your computer during the procedure.

#### Temporarily turn off the Trend Micro Vault and Trend Micro Secure Erase, then perform an update

1. Open the Titanium main console by double-clicking the Trend Micro icon on your desktop or in your system tray.
2. Click **Tools**, then click the **Secure Erase** icon.



*Note: If the Introductory window appears, click **OK**.*

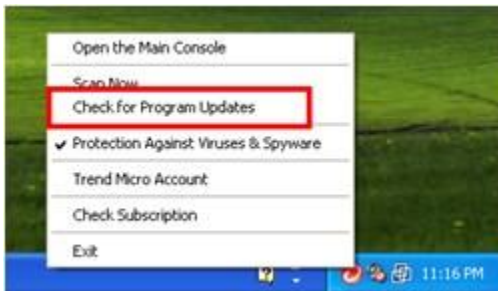
3. Drag the slider to the right, then click **OK**.



4. Create a temporary folder on your desktop and transfer the contents of your Trend Micro Vault there.
5. Click **Tools**, then click the **Trend Micro Vault** icon.



6. Type your password on the field provided, then click **OK**.
7. Drag the slider to the right, then click **OK**.
8. Restart your computer.
9. Right-click the Titanium icon on your system tray, then select **Check for Program Updates** to update your Titanium program.



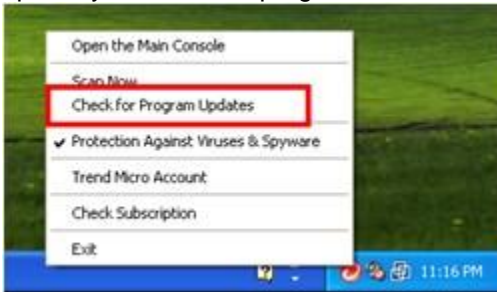
*Note: This should not reload your Titanium program*

10. Confirm that your program is updated.
11. Turn on Trend Micro Secure Erase and Trend Micro Vault, then see if the issue persists.

### **Reinstall and update Titanium, before enabling Trend Micro Vault and Trend Micro Secure Erase**

1. Uninstall your Titanium 2011 program. You can do this by following the steps below:
  - a. Go to **Start** or the **Windows Orb > All Programs > Trend Micro Titanium Maximum Security > Trend Micro Diagnostic Toolkit**.
  - b. Click the **(C) Uninstall** tab.
  - c. Click 1. Uninstall Software.
  - d. Click Yes to confirm the uninstallation.

- e. Wait for the uninstallation to finish.
  - f. Click Yes when you are prompted to restart your computer.
2. Download and install your Titanium Maximum Security program after restarting. Check this solution for instructions: [How to download and install Titanium Maximum Security 2011 on your first computer.](#)
  3. Right-click the Titanium icon on your system tray, then select **Check for Program Updates** to update your Titanium program.



4. Restart your computer after the update.
5. Turn on Trend Micro Secure Erase and Trend Micro Vault.

### Where are the firewall settings for Trend Micro Titanium 2011?

Problem: This article shows you how to configure the firewall settings with Trend Micro Titanium Maximum Security and Trend Micro Titanium Internet Security.

Solution: The firewall feature of Trend Micro Titanium provides the following:

- **IDS (Intrusion Detection System)** It monitors network and system actions for malicious activities or policy violations
- **GSS (Generic Stream Scan)** functionality It detects network threats

The firewall rule of this version is pre-defined and is updated automatically when you are online. This means you do not have to deal with complicated settings. Trend Micro's latest version is simply security made easy!

To enable the firewall booster, please follow the steps below:

1. Open your Trend Micro Titanium's main console by double-clicking the Trend Micro icon on your desktop or in your system tray.
2. Click **Settings**.
3. Click **Network**.
4. Tick **Activate the Firewall Booster to enhance the protection given by the Windows Firewall**.

This configures the Windows Firewall so that it can offer better protection against online threats.

*Note: If you would like to set additional rules, you can [configure the Windows Firewall](#) for this functionality.*

## How do I uninstall Trend Micro Titanium using the Diagnostic Toolkit?

**Problem:** How do I uninstall Trend Micro Titanium using the Trend Micro Diagnostic Toolkit?  
Before running the Diagnostic Toolkit, close all the programs currently running.

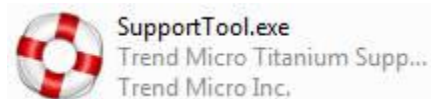
**If you still have the product installed, click on the Start menu and you'll see Trend Micro Diagnostic Toolkit shortcut.**



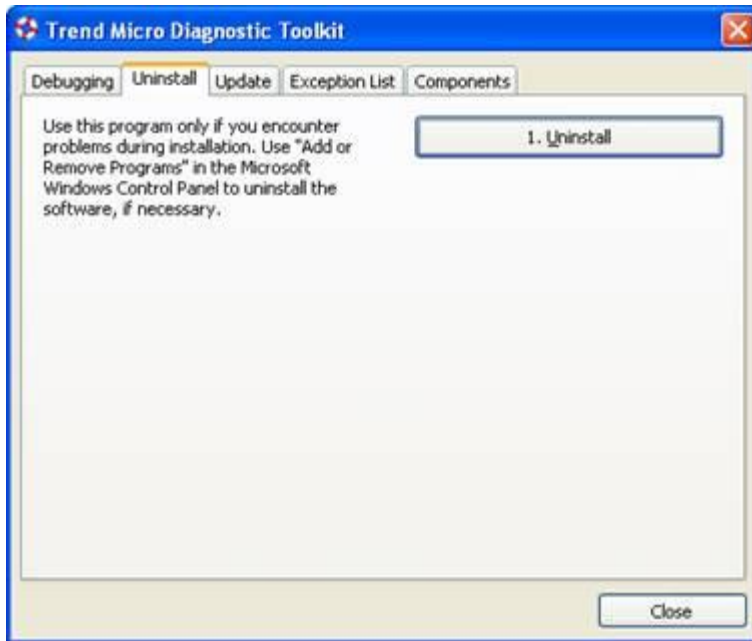
If you are reinstalling the program or you already removed the original installation of Trend Micro Titanium, download Trend Micro Diagnostic Toolkit (TiTool) from the following location:

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

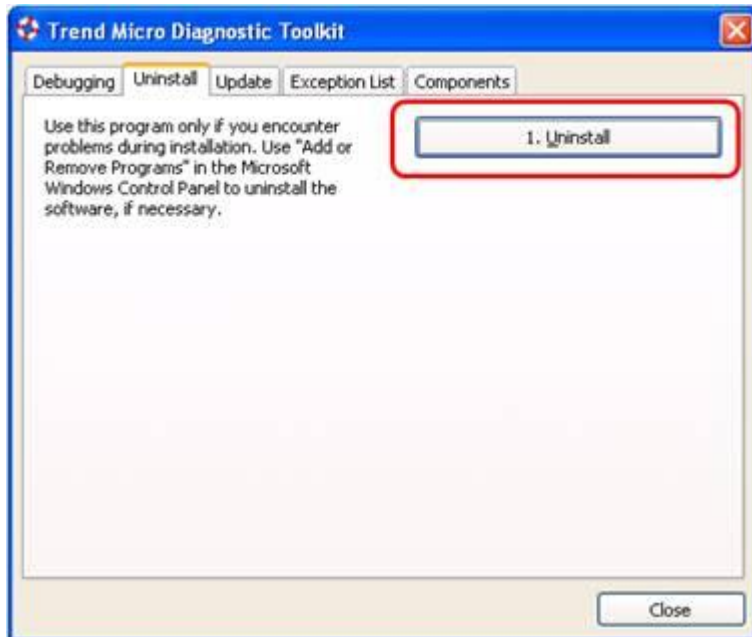
Save the zip file to your Desktop and then extract the content. Once extracted open the folder and double-click on SupportTool.exe to open the Trend Micro Diagnostic Toolkit.



Follow the steps below to uninstall Trend Micro Diagnostic Toolkit:  
Once you have the Trend Micro Diagnostic Toolkit open, choose the Uninstall tab.



Click on the Uninstall button to uninstall.



Click on the Yes button to confirm the un-installation.



Click on Yes when you're prompted to restart to complete the un-installation.



After restart, Trend Micro Titanium should already be un-installed.

## How to download and install Titanium Maximum Security 2011 on your first computer

This article shows you how to download and install Titanium Internet Security program on your first computer.

**Note:** You can also [watch an audio-video guide](#) to install this program.

**Solution:** To download and install your Titanium Maximum Security, please follow the steps below:

1. Click the download icon below to start downloading the installer.



(For Windows XP and the 32-bit and 64-bit versions of Windows Vista and Windows 7)

2. Click **Save** when the File Download window appears. Click **Desktop** as its location.

[How to save to your desktop in Windows XP](#)

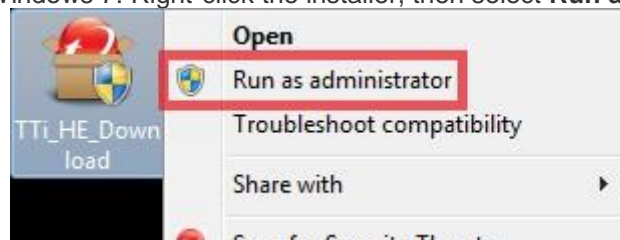
[How to save to your desktop in Windows Vista and Windows 7](#)

3. Run the installer. You can do this by following either of the steps below:

For Windows XP: Double-click the installer.



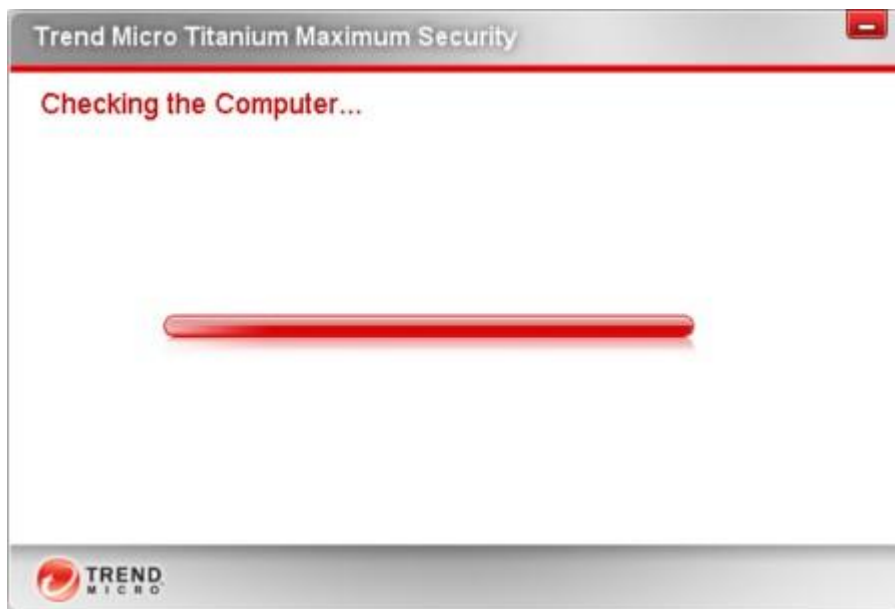
For Windows Vista and Windows 7: Right-click the installer, then select **Run as administrator**.



The installer will extract the files it needs.

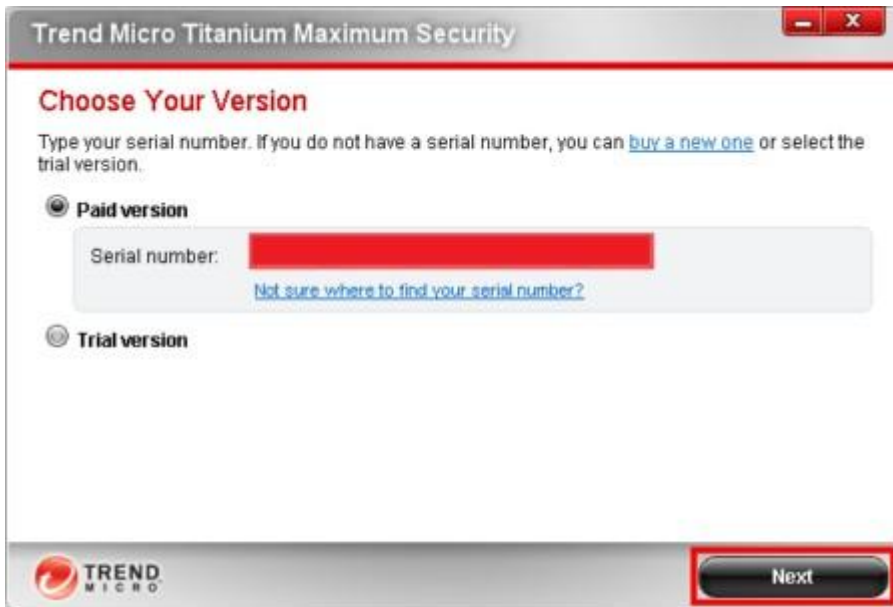


4. Wait for a moment while the program checks if your computer meets the system requirements.

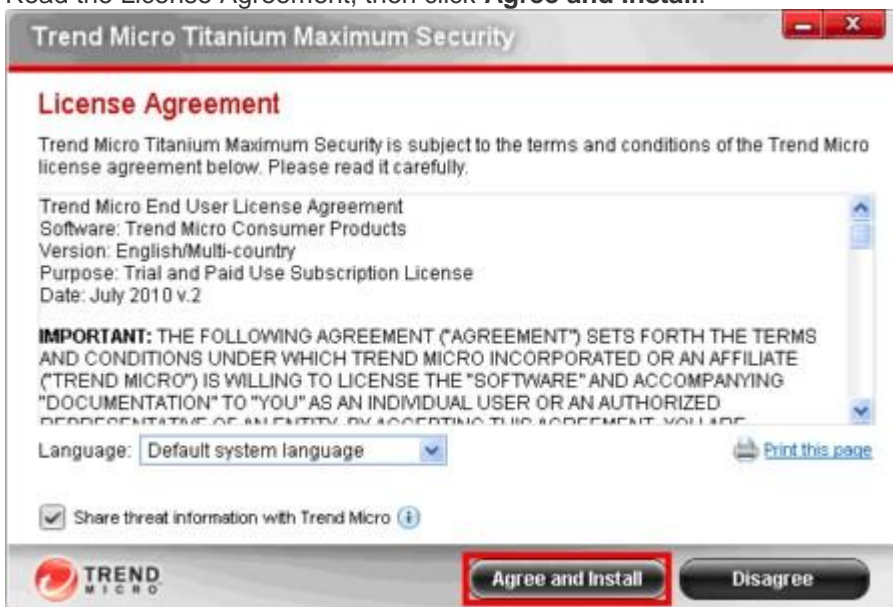


A window will appear if there is no conflicting software found on your computer or if it meets the system requirements.

5. Select **Paid version**.
6. Type your serial number, then click **Next**.



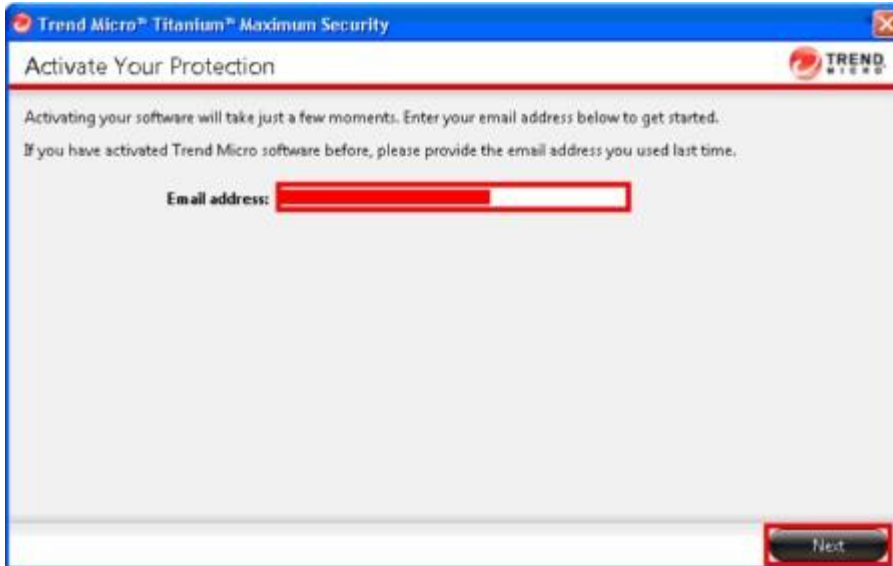
7. Read the License Agreement, then click **Agree and Install**.



The installation may take a few minutes. The Activate Your Protection window will appear.

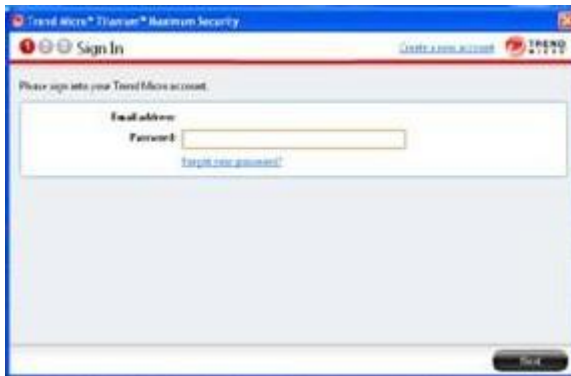
8. Type your email address, then click **Next**.





9. Sign in to your Trend Micro MyAccount or register a new account. You can do this by following one of the steps below:

If you already have a Trend Micro MyAccount from a previous registration, type your password, then click **Next**.



*Note: Do the following if you do not remember your password:*

*a. Click **Forgot Password**.*

*b. Check your email to retrieve the password, then type that in the Sign in window.*

*c. Click **Next**.*

- If you do not have a Trend Micro MyAccount, follow the steps below:

a. Provide the information needed to create a new account.

b. Read the Trend Micro Privacy Statement, then confirm that you agree with it.

c. Verify if the information you provided is correct, then click **Next** to proceed.



10. Click **Finish** to complete the activation.

11. Click **Close** when you see the Introductory window.



*Note: Tick **Don't show this page again** if you do not want this window to appear every time you open the program.*

You will see the main console. From here, you can access and configure your program's different features and settings. If you need help or more information, click **?**, then select **Online Help**.



## How to register or activate Trend Micro Titanium Maximum Security on my primary computer

Problem: Your current subscription for Trend Micro Titanium Maximum Security protects up to three different computers. The first computer you install the program on is considered as the primary computer, while succeeding computers are secondary.

This article shows you how to activate your subscription on your first computer. To register or activate your program, please follow the steps below:

1. Open the Trend Micro Titanium main console by double-clicking the shortcut on your desktop or in your system tray.



Shortcut on the desktop

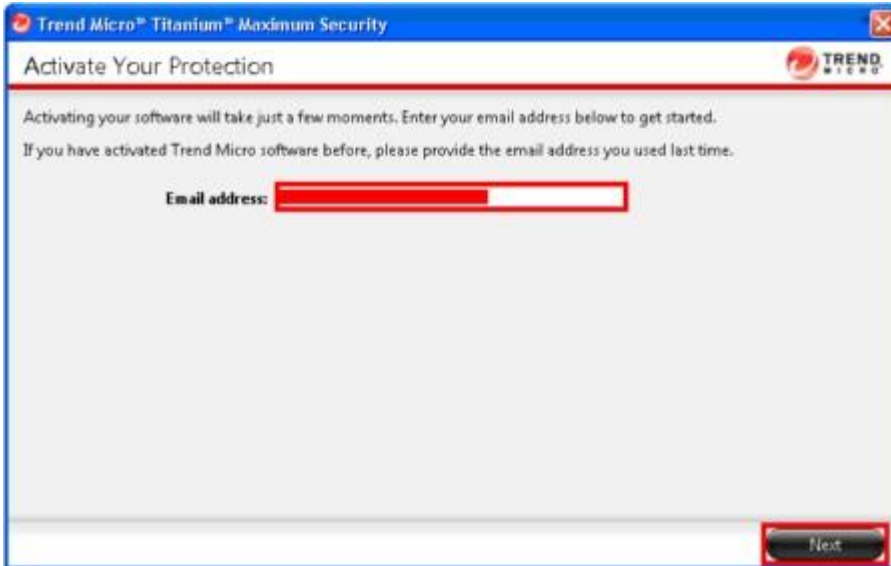


Shortcut in the system tray

2. Click **Activate Now**.



3. Type your email address, then click **Next** to proceed



4. Sign in to your Trend Micro MyAccount or register a new account. You can do this by doing one of the steps below:  
If you already have a Trend Micro MyAccount from a previous registration, type your password, then click **Next**.

*Note: Do the following if you do not remember your password:*

- a. Click **Forgot Password**.
  - b. Check your email to retrieve the password, then type that in the Sign in window.
  - c. Click **Next**.
- If you do not have a Trend Micro MyAccount, follow the steps below:
    - a. Provide the information needed to create a new account.
    - b. Read the Trend Micro Privacy Statement, then confirm that you agree with it.
    - c. Click **Next**.

The screenshot shows the 'Enter Account Information' window in the Trend Micro Titanium Maximum Security application. The window title is 'Trend Micro™ Titanium™ Maximum Security' and the subtitle is 'Enter Account Information'. There are three numbered steps: 1 (selected), 2, and 3. A 'Sign in' link and the Trend Micro logo are in the top right. The main text says: 'You need to set up an account to activate this program by providing all of the information requested below.' The form includes the following fields: 'Email address' (redacted), 'Password' (masked with asterisks), 'Confirm password' (masked with asterisks), 'Salutation' (dropdown menu showing 'Ms.'), 'First name' (redacted), 'Last name' (redacted), 'Computer name' (redacted), 'Phone number' (empty), and 'Location' (dropdown menu). Two blue callout boxes provide instructions: one for the password field stating 'Please use only simple letters and numbers, but not less than 8 characters.' and another for the name fields stating 'This name was imported from your computer, but you can change it to help keep track of where you install the software (for example: My Laptop)'. At the bottom, there is a checked checkbox for 'I have read and agree to the Trend Micro Privacy Statement.' and another checked checkbox for 'Receive the latest news and offers from Trend Micro'. A 'Next' button is highlighted with a red box.

5. Verify if the information is correct. Click **Back** to make correction or **Next** to proceed.

The screenshot shows the 'Check What You Entered' window in the Trend Micro Titanium Maximum Security application. The window title is 'Trend Micro™ Titanium™ Maximum Security' and the subtitle is 'Check What You Entered'. There are three numbered steps: 1, 2 (selected), and 3. The Trend Micro logo is in the top right. The main text says: 'If you want to edit the information below, click the Back button'. The form displays the entered information: 'Software: Trend Micro™ Titanium™ Maximum Security', 'Email address: [redacted]', 'Password: \*\*\*\*\*', 'Salutation: Ms.', 'First Name: [redacted]', 'Last Name: [redacted]', 'Computer name: [redacted]', 'Phone: [redacted]', and 'Location: [redacted]'. At the bottom, there is an unchecked checkbox for 'Receive the latest news and offers from Trend Micro'. 'Back' and 'Next' buttons are at the bottom right, with the 'Next' button highlighted by a red box.

6. Click **Finish** to complete the activation.



7. Tick **Don't show this message again** if you do not want to see the Welcome Screen again.
8. Click **Close**.

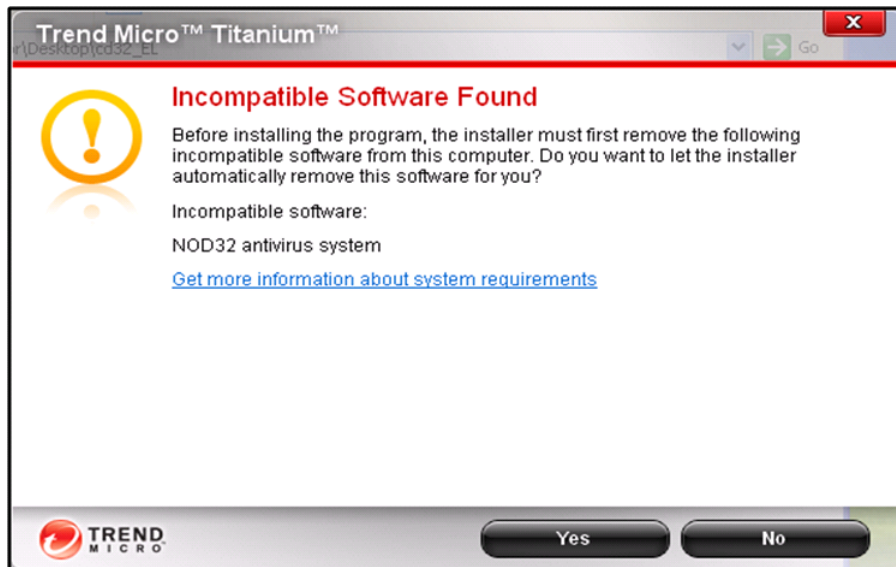


The main console will show that you are “Protected”.

**I receive a message that I need to remove my old security software before installing Trend Micro Titanium.**

**Problem:**

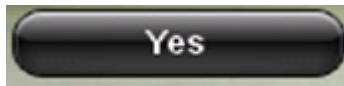
The error message appears during installation.

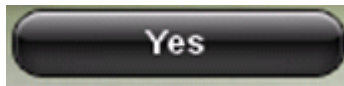


The product name may vary depending on the security software detected.

**Solution:**

You will need to remove other Security Software in order to install Trend Micro Titanium. This is to ensure that you will not experience any problems with your computer due to software conflict.



Please click on  to allow the Trend Micro Titanium installer in removing the old software detected so you can proceed with the installation.

If you continue to receive this error message, please contact the manufacturer support of the software and request for a removal tool that you can use to remove remnants of the old software.

**I get an error message that my old Trend Micro program will be removed.**

**Problem:**

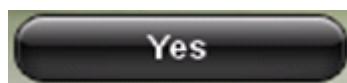
The error message appears during installation.




The product may vary depending on the old version detected.

**Solution:**

You will need to remove any old Trend Micro program or other Security software in order to install Trend Micro Titanium. This is to ensure that you will not experience any problems with your computer due to software conflict.



Please click on  to allow the Trend Micro Titanium installer in removing the old version detected so you can proceed with the installation.

If you continue to receive this error message please use the [Support Tool](#) to uninstall the old version you have

For a complete list of the competitor products that you need to uninstall before installing Trend Micro Titanium, please refer to this Solution:

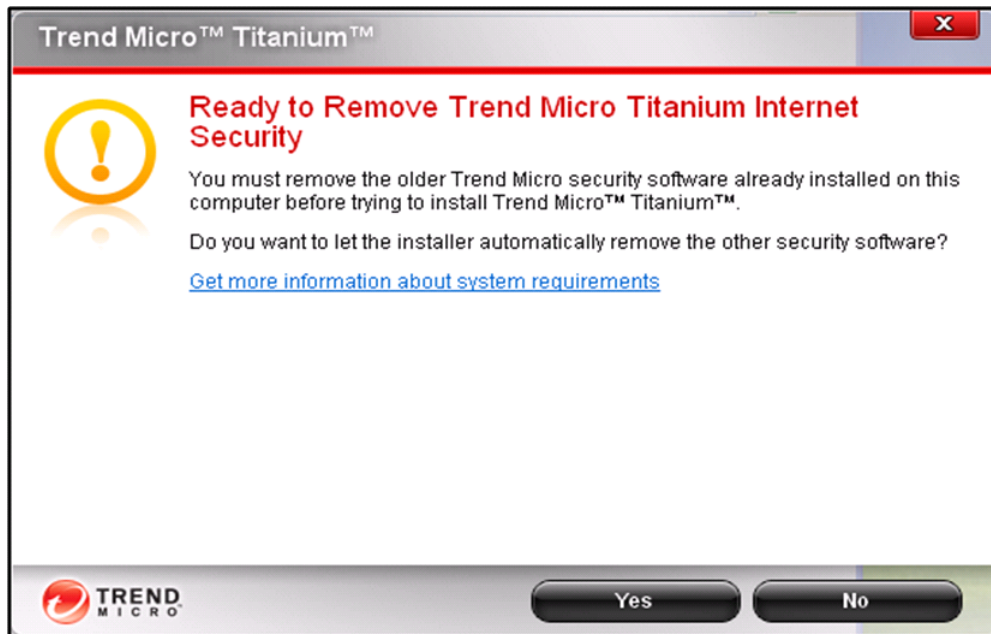
[What programs or software to remove before installing Titanium](#)

**I receive a message that my old Trend Micro Titanium program is going to be removed.**

**Problem:**

The error message appears during installation.





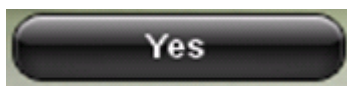
The product name may vary depending on the old version detected.

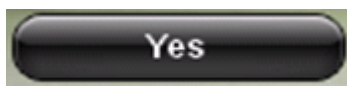
**Solution:**

You get this message because you already have a different program edition of Trend Micro Titanium and probably upgrading to a higher edition of the program.

**Example:**

- From Trend Micro Titanium AntiVirus Plus to Trend Micro Titanium Internet Security
- From Trend Micro Titanium Internet Security to Trend Micro Titanium Maximum Security



Please click on  to allow the Trend Micro Titanium installer in removing the old edition detected so you can proceed with the installation.

If you continue to receive this error message, please refer to the instruction at: [How do I uninstall Trend Micro Titanium version 2011 from my computer](#)