TREND MICRO™
Cloud Edge License Provision
Quick Start Card for MSPs

Trend Micro Cloud Edge is a next generation security solution for MSPs (Managed Service Provider) that combines on-premises and cloud-based security features. Before deploying the Cloud Edge appliance on-premises, MSPs must:

1. Use Licensing Management Platform (LMP) to create a service plan. You only need to perform this step once. After you create a service plan, you can assign it to multiple customers.
2. Assign the service plan to the customer account.
3. Register the customer's Cloud Edge gateway appliances.

You can then manage the Cloud Edge appliances using Cloud Edge Cloud Console or Trend Micro Remote Manager.
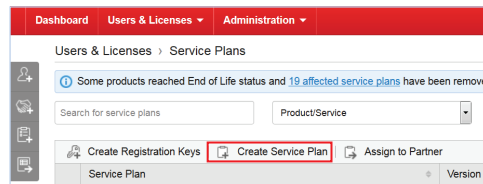
① Log on to Licensing Management Platform (LMP)

1. Go to the LMP URL provided to you by Trend Micro.
2. Log on to LMP.

② Create a Service Plan

If you have already created a service plan and plan on assigning the existing plan to a customer, skip this step and go to Step 3.

1. Go to **Users & Licenses > Service Plans**.
2. Click **Create Service Plan**.

3. Specify service plan settings.
   - **Service plan name**: Specify a name for the service plan
   - **Product/Service**: Select Cloud Edge product or service
   - **Version type**: Trial or Full
   - **Trial form**: Optionally enable for this service plan
   - **Unit**: Select Units(s)
   - **Data Center**: Select the country for customer locations
   - **Activation Policy**: Configure when the service plan activates
   - **Managing product/service**: You must select this option to allow Remote Manager to control Cloud Edge
   - **Initial license period**: Configure the initial period during which the subscription is valid

- **Auto-renewal**: Select to renew the subscription automatically
- **Expiration notification**: Select the number of days before the subscription expires to send customers an expiration notification

4. Click **OK**. At the confirmation message, click **Yes**.

③ Create a Customer and Assign the Service Plan

1. Go to **Users & Licenses > Customers**.
2. Click **Create customer**.
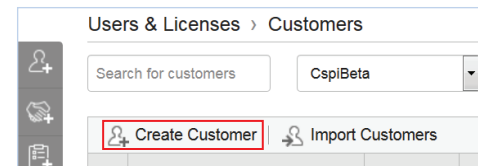
3. Specify customer information.
   - **Company**
   - **Address**
   - **City, State**, and **Postal Code**
   - **Country/Area**: Select the customer's country
   - **Notes**: Optionally enter notes about the customer
   - **Account name**: Specify the customer account name
   - **User role**: Read-only field that is set to "Administrator"
   - **Contact person**: Specify the contact person's name
   - **Email address**: Specify an email address for the customer account
   - **Time zone**: Select the customer's time zone
   - **Language**: Select the preferred language that appears on Cloud Edge Cloud

Console and in which customers will receive reports and notifications

- **Send account creation email**: Select when to send the email message that notifies a customer that the account has been created

4. Click **Assign Service Plan**.
5. Select the service plan created in the previous step.

6. For the selected service plan, select the **License start date**.
7. For the selected service plan, set **Units per license** to the maximum seats allowed by the customer's product license.
8. Click **Save**.
9. Go to Users & Licenses > Customers and verify that the company has been added to the Customers list with the correct service plan assigned.

4 Access Cloud Edge Cloud Console

1. Go to Remote Manager by clicking **Trend Micro Remote Manager** at the top-right corner.

2. On Remote Manager, go to **Customers**.
3. Click the customer's name.
4. Select **All Products**.
5. In the right pane, click the desired Cloud Edge service plan name.

Cloud Edge Cloud Console appears.

5 Register the Cloud Edge Gateway Appliance

1. On Cloud Edge Cloud Console, go to **Gateways**.
2. Click **Register New Gateway**.

3. Specify gateway settings.
   - **Display name**: The name that appears in the Cloud Edge Cloud Console gateways list
   - **Model**: The Cloud Edge appliance hardware model
   - **Serial number**: Find the serial number on the hardware appliance or on the appliance packaging. The serial number is alphanumeric with 12 digits separated by hyphens (example: 4C80-9315-3A0B).
4. Click **Save**.

Once these steps are completed, follow the hardware Quick Start Card to deploy Cloud Edge appliances on-premises. After the initial network configuration is completed and the appliance has Internet connectivity, it will register to Cloud Edge Cloud Console automatically.

6 Contact Information

- Website:
  http://www.trendmicro.com
- List of worldwide offices and phone numbers:
  http://www.trendmicro.com/us/about-us/contact/index.html