MSP FAQ

May, 2020

FAQ

Do we offer special pricing for GOV/ACAD?
- No, keep in mind that in the MSP Model of Trend Micro, the partner is the customer of Trend Micro. With this the Partner is not eligible for GOV/ACAD

Is the billing of the licenses according to the customer or total license volume in the LMP?
- MSPs report for their aggregate usage.
- For example, the partner has in total 300 seats, when adding a customer with 25 seats, MSP will report 325 seats and will leave them in the 251-500 user band

How is the runtime of the licenses affected when adding or remove licenses?
- MSP's have full control over their end customer's licenses. MSP can add or remove users without changing the licenses duration. MSP are capable to change as well the license duration

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FAQ

What is an initial license period?
- With the initial license period the MSP Partner define the duration of the license when creating the service plan.
  - For example, the MSP Partner has its own service contract with a minimum duration of 12 month – this can be refected in the LMP
- The duration can be changed afterwards

What does Auto Renewal means?
- With Auto Renewal the MSP Partner define the period when the license are renewed
  - This can be every month, every 12 month etc.
- As a initial license period is defined, the auto renewal will take place after this period
  - For example the initial period is 12 month and the auto renewal is every month. The first time the auto renewal will take place is after 12 month

FAQ

Can the service plan be canceled?

- Yes, every service plan can be cancelled
  - Keep in mind if the service plan is cancelled during a month (for example at the 15th.) the full month has to be paied

Is LMP only available with monthly reporting?

- Yes, LMP is only available with monthly reporting
- If an MSP Partner do not want to have a monthly payment, we recommend to work with the standard licensing as work with the remote manager only

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FAQ

Can the end customer open up support case by their own?

- With the MSP Program, the partner is our customer.
- As part of the LMP/MSP agreement the MSP agrees and is obliged to offer Level One & Level Two Support to all its customers.
- The Partner is entitled to contact our technicians for support as normal however their underlying customers can't.

If a customer has Worry-Free Services as pay as go, do we offer the possibility to upgrade to Worry-Free advanced or Worry-free XDR?

- This is possible. The platform automatically detects cross grades where available. All the MSP needs to do is assign another service plan to the customer and they will be taken through the a process to do the cross grade
- See Slide 8-10

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FAQ

Can solutions be added or changed?

- Yes, this is possible
- If a customer has a Worry-Free installed and needs for example Email Security, this services can be added even with different quantity of seats – change of Service Plan
- NOT possible with Bundles like Worry-Free Services Advanced or Worry-Free XDR

Are Trail Versions available?

- Partners can create trial versions for max. 10 seats in the License Management Platform
- Partner can use our NFR offering over the Partner Portal

FAQ

Can we synchronize the customers from TMRM to LMP (use case: Migrate existing Partner to MSP with LMP - currently is TMRM only in place)

- It is important to understand the "incompatibility" between normal licences and MSP licences.

- Because of this we have the 2 following scenarios:
  - Scenario 1:
    - If we just talk about LMP, customers can be created in LMP and automatically they will be replicated/synchronized in TMRM (Trend Micro Remote Manager)
    - The other way around works as well, customers can be created in TMRM and they will synchronized in the LMP console. Again, this only happens in LMP and the TMRM part of this LMP account, because every LMP Account comes together with a TMRM console.

    - If the customer already has a TMRM where he is managing non MSP licences and also has an LMP Account, customers cannot be migrated. This is basically because non MSP licences cannot technically be mixed with LMP licences, non MSP license must be migrated (see Slide 6 how to migrate)

FAQ

Can existing license be migrated to LMP (License management platform)?

Yes. Licences can be migrated from one licencing model to LMP.

- If the customer currently has non MSP Worry Free licences, they can be migrated into LMP:

- For on premise Worry-Free licences. No migration is needed. LMP provides a new Key and this new key has to be placed into the Worry-Free Security console. Everything would work as before.

- For WF Services (cloud), we need to migrate the licences manually. If this is the case, please contact Trend Micro

- IMPORTANT: no impact on the installed agent, only licenses will be moved

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FAQ

How is the buy process for Upfront licenses?

- The upfront license are bought over your distributor
    - New and renewal
- Upfront licenses cannot be integrated in LMP
- They can be managed with the Remote Manager
- We recommend to use Upfront licenses only for large customer with a service contract

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FAQ

Is the Remote Manager available without using LMP?

- Yes, please go to the following website and request the remote manager

  - https://rm-emea.trendmicro.com/bp/Registration.php?version=emea

Which license can be used with the remote manager?

- Standard license
- Pay as you go licenses (*xSP reporting*)
- Upfront licenses (*xSP Upfront*)
- SaaS and on-prem license

IMPORTANT: Remote Manager only works with Worry-Free Family, Email and Cloud App Security

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FAQ

Are Worry-Free, Email Security, Cloud App Security the only offering for MSP?

- No, most of the products from Trend Micro are available for monthly reporting or upfront
- Keep in mind, that only Worry-free, Email Security, Cloud App Security can be managed with the Remote Manager
- All the other products have their on centralized management. This management console is not multi-tenant
- This is visible in LMP

Suite Components	Data Center	Managing Product/Service
ScanMail for Exchange Suite with DLP Version 12	-	-
Trend Micro Email Security Standard	Germany ▼	☑ Trend Micro Remote Manager
Trend Micro Hosted Email Security 2.0	Germany ▼	☑ Trend Micro Remote Manager
WFBS Advanced 9 Multi Language	-	☑ Trend Micro Remote Manager

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FAQ

Do we support Azure Active Directory Integration?
- No, it's not support today
- It's on the roadmap – no specific release date available

Do we support LDAPS for Active Directory synchronization?
- No, we do not support LDAPS
- Active Directory Syncronization is using a sync-tool. This tool communicates with the domain controller over port 389 or port 3268

Two Factor Authentication
- Two factor authentication is available for the license management portal and Remote Manager
- We do not support 2FA on the Worry-Free instance

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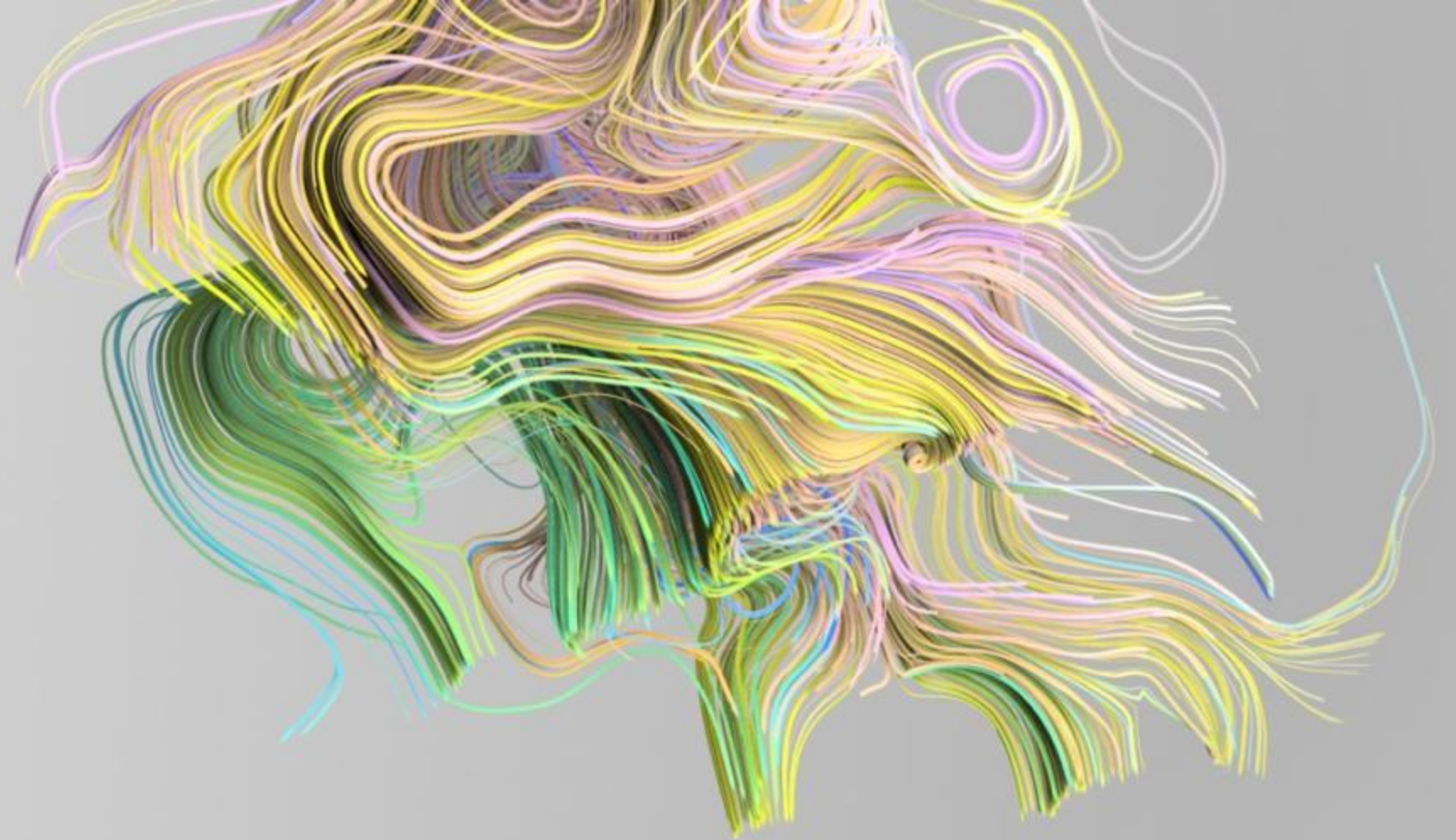
Additonal Information

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Cross-grade process

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Definitions

LMP = License Management Platform

MSP = Managed Service Provider

TMRM = Trend Micro Remote Manager

Worry-Free (WF) = Endpoint Protection Solution (on-prem Management)

Worry-Free (WF) Services = Endpoint Protection Solution (SaaS/Cloud Management)

XDR = Detection & Response which collects Data from Endpoint, Email, Cloud

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