



# 如何啟用 Trend Micro Vision One 授權

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## 1. 使用情境

- 新購買之客戶，請執行步驟建立趨勢科技帳號
- 既有客戶或曾經採購過趨勢產品且尚未建立過趨勢科技帳號
- 原雲端服務試用客戶正式購買授權啟用

## 2. 常見問題

Q1. 如何查詢是否曾經建立過帳號

Ans: 請至[協助登入頁面](#)查詢

Q2. 若未使用趨勢雲端服務，是否需要註冊

Ans: 否，可直接將授權書中的啟動碼直接於地端產品安裝啟用即可。

Q3. 忘記帳號密碼怎麼辦？

Ans: 請至協助登入頁面重設密碼

Q4. Vision One 是什麼？

Ans: 「Trend Micro Vision One™」是以多層式偵測及回應 (XDR) 為核心並結合新的功能以提升可視性，協助企業資安團隊更快速回應威脅。詳細介紹

Q5. Vision One 帳號是否與趨勢科技帳號一樣

Ans: 相同，建立 Vision One 帳號時會同步建立趨勢科技帳號

Q6. 忘記帳號密碼怎麼辦？

Ans: 請至協助登入頁面重設密碼

Q7. 若重複註冊趨勢科技帳號，可以合併嗎？

Ans: 請擇一使用，無法合併

Q8. 以上操作若遇有任何問題，該如何尋求協助？

Ans: 建議可先找經銷商協助您建立帳號或來電趨勢科技客戶服務專線

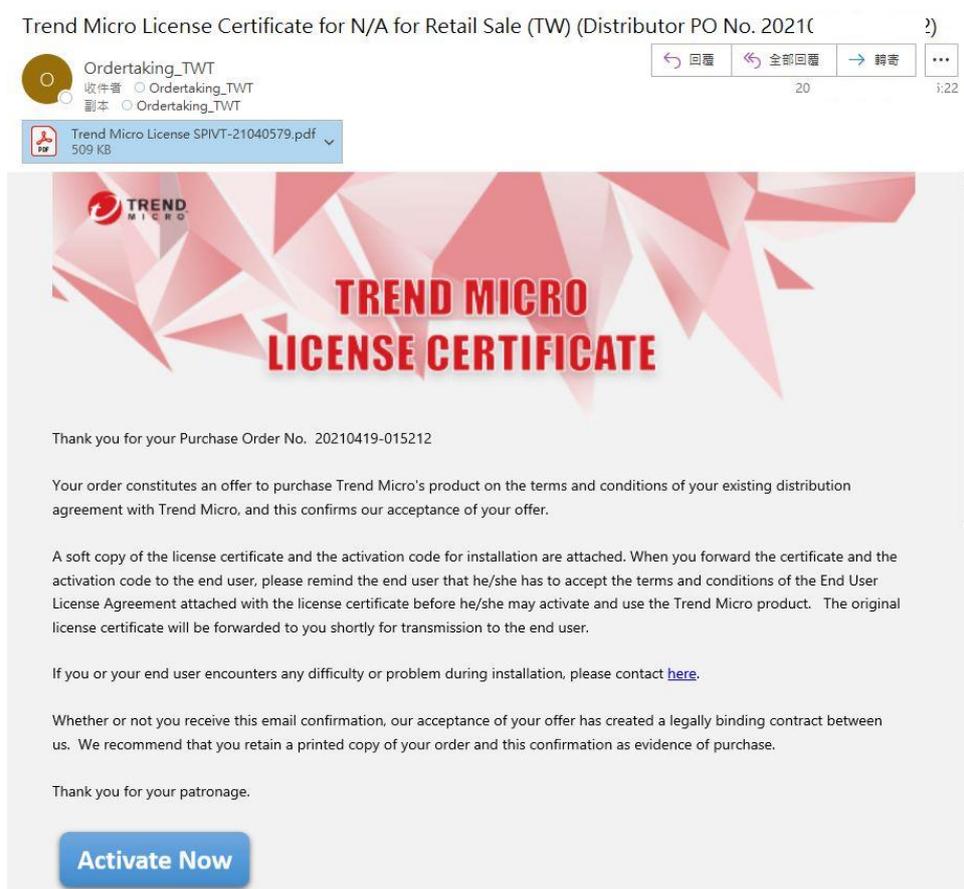
企業授權用戶技術專線	Tel: 886-2-2377-2323
企業授權用戶業務專線	Tel: 886-2-2378-2666

服務時間: 週一至週五，上午 9:00~12:00 下午 1:30 ~6:00

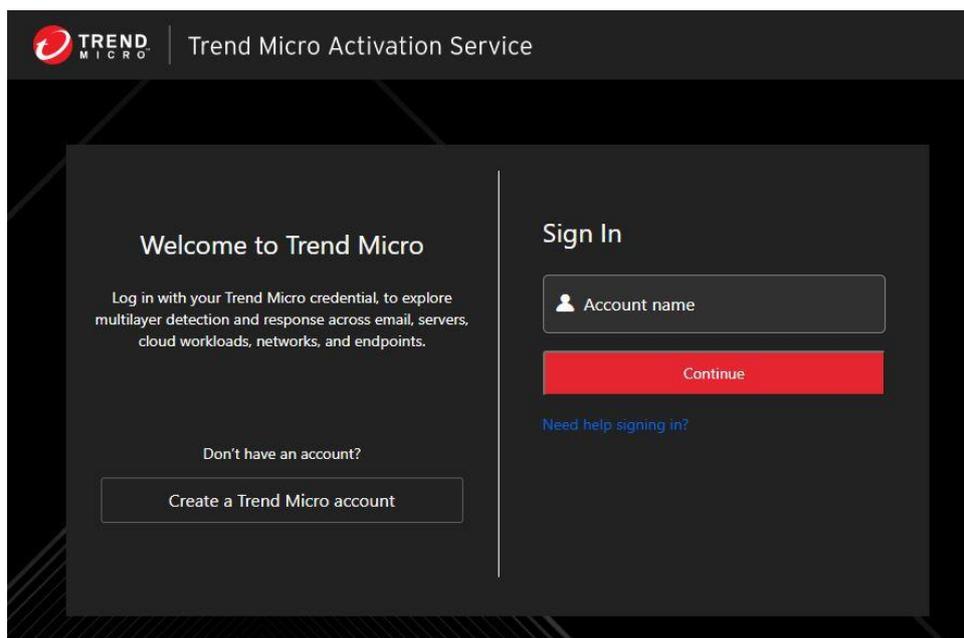
(例假日及國定假日除外)

### 3. 建立步驟

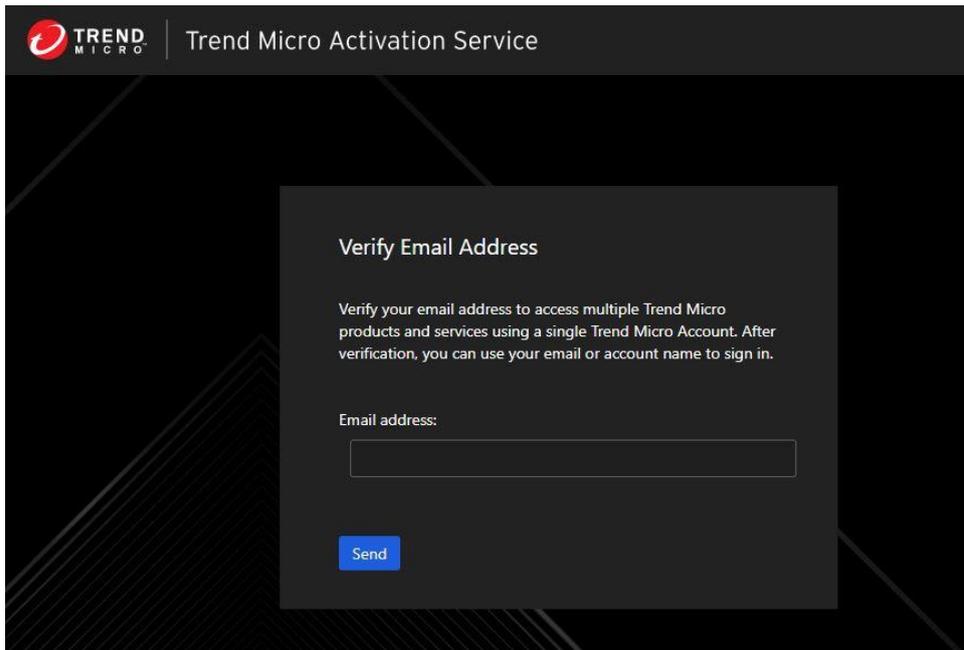
一、完成訂單流程後，請確認電子信箱是否有收到趨勢科技授權啟用信



二、點選 "Activate Now"，將會透過預設瀏覽器連結至趨勢科技啟用服務系統，請輸入既有的 CLP 或 Vision One 帳號；若無，請先申請趨勢科技帳戶



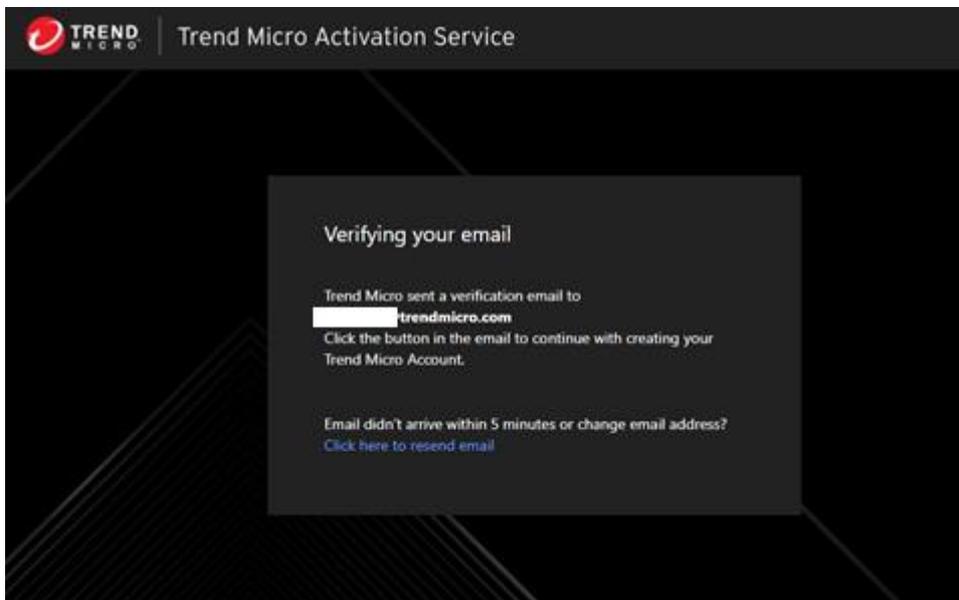
三、輸入有效的信箱，系統會發送驗證信件，確保登入帳號有效性並綁定帳號



The screenshot shows the 'Verify Email Address' page of the Trend Micro Activation Service. At the top left is the Trend Micro logo. The page title is 'Trend Micro Activation Service'. The main heading is 'Verify Email Address'. Below the heading, there is a paragraph: 'Verify your email address to access multiple Trend Micro products and services using a single Trend Micro Account. After verification, you can use your email or account name to sign in.' Underneath this is a label 'Email address:' followed by a text input field. At the bottom of the form is a blue button labeled 'Send'.

驗證信基本上會在五分鐘內送達；若無，請點選重新寄送

PS. 請同時確認驗證信是否有被歸類至垃圾郵件夾中



The screenshot shows the 'Verifying your email' page of the Trend Micro Activation Service. At the top left is the Trend Micro logo. The page title is 'Trend Micro Activation Service'. The main heading is 'Verifying your email'. Below the heading, there is a paragraph: 'Trend Micro sent a verification email to [redacted]@trendmicro.com. Click the button in the email to continue with creating your Trend Micro Account.' Underneath this is another paragraph: 'Email didn't arrive within 5 minutes or change email address? [Click here to resend email](#)'.

四、點選 "Verify Email" 完成信箱驗證程序

## Verify your Trend Micro account



Marketing NoReply  
收件者

保留原則 Trend Micro Default 5 year delete (5 年)

截止日期 2026/4/22



Hello,

Click the button below to verify your email address.

Verify Email

Note: This verification process will expire at 2021-April-23 09:52:51 UTC

If you did not expect this email, contact Trend Micro Support.

Please retain this email for future reference.

Regards,  
The Trend Micro Team

Do not reply to this automatically generated email message.

### 五、確認授權資訊是否正確，並同意授權內容點選“Continue”

Trend Micro Activation Service

### Activate Your Trend Micro Solutions

Confirm that the following information is correct before continuing the product activation.

- Company name: N/A for Retail Sale (TW)
- Credits:

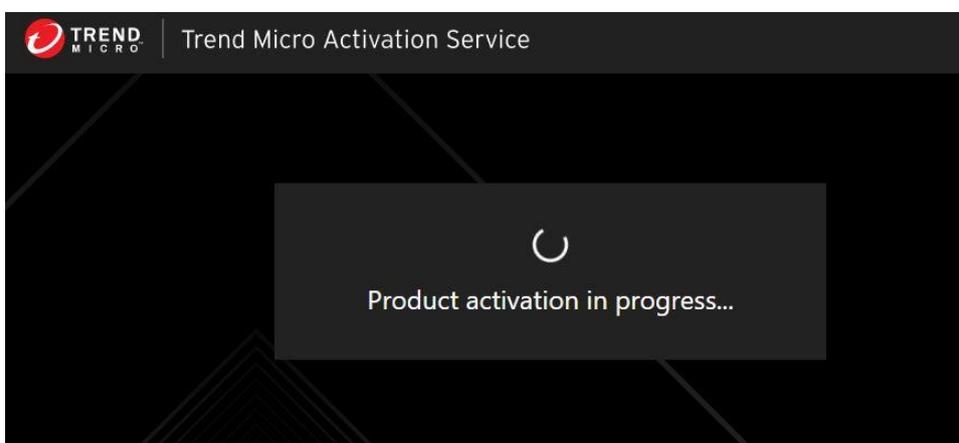
New credit balance	
1,000	
Expiration date: 05/18/2021	
Item	Purchased Units
Credits	1,000

I have read and accept the applicable [Trend Micro Agreement](#), [Global Privacy Notice](#) and [Data Collection Notice](#).

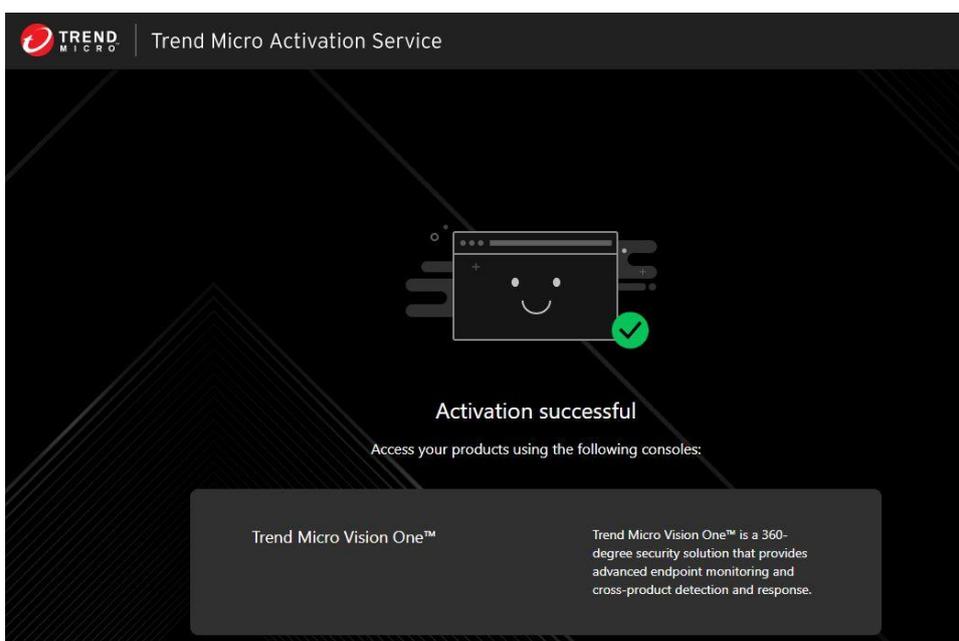
- For **cloud services**, include SaaS, please see the **Cloud Service Terms of Service**.
- For all other **enterprise products**, please see the **Global Business Software and Appliance Agreement**.

Continue

六、等待啟用程序完成後再關閉瀏覽器

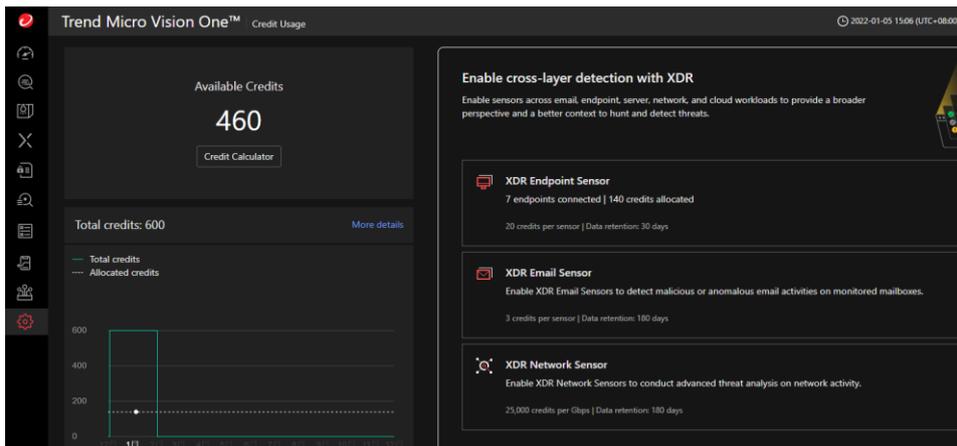


七、啟用成功後，頁面會呈現此次授權資訊內容



#### 4. 如何登入使用 Vision One 平台

一、進入 [Trend Micro Vision One](#) 的管理介面，確認點數使用狀況，系統將會根據您所安裝使用 Sensor 數量，自動幫您計算點數使用情況，並呈現歷程供管理者檢視 (點選 More Details)



Note. 也可使用小工具 "Credit Calculator" 幫助分配點數

The screenshot shows the 'Credit Calculator' tool. It provides a way to estimate the total number of credits needed for various sensors. The tool shows 'Estimated total credits needed: 0' and 'Current credit balance: 600'. The sensors listed are XDR Endpoint Sensor, XDR Email Sensor, XDR Network Sensor, Sandbox Analysis: Daily Submission Quota, and Mobile Sensor. Each sensor has a 'Monitor' input field set to 0 and a 'Credits needed' output field set to 0.

二、XDR Sensor 可提供 Endpoint、Email、Network、Mobile 與 Cloud Sandbox 的分析工具，提供給管理者彈性運用 Credits

**Enable cross-layer detection with XDR**

Enable sensors across email, endpoint, server, network, and cloud workloads to provide a broader perspective and a better context to hunt and detect threats.



**XDR Endpoint Sensor**  
7 endpoints connected | 140 credits allocated Manage

20 credits per sensor | Data retention: 30 days

**XDR Email Sensor**  
Enable XDR Email Sensors to detect malicious or anomalous email activities on monitored mailboxes. Set Up

3 credits per sensor | Data retention: 180 days

**XDR Network Sensor**  
Enable XDR Network Sensors to conduct advanced threat analysis on network activity. Set Up

25,000 credits per Gbps | Data retention: 180 days

**OTHERS**

**Sandbox Analysis: Daily Submission Quota**  
Submit objects for analysis in a secure virtual environment to determine the risk they pose to your organization. Set Up

50 credits per daily submission quota | Data retention: 180 days

**Mobile Sensor**  
Enroll mobile devices to detect malicious mobile apps and identify other risks. Set Up

5 credits per device | Data retention: 90 days

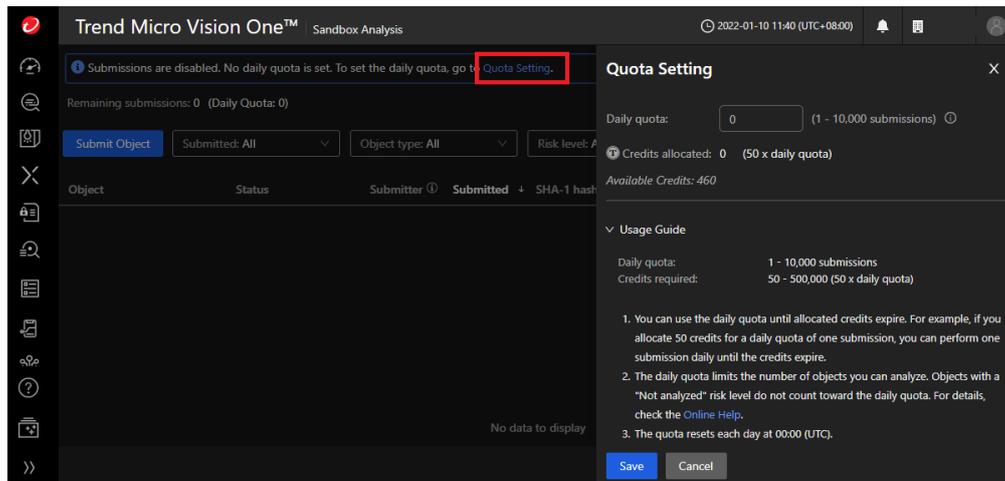
## 補充：

A. 系統將會依據安裝的 Sensor 數量，自動計算點數使用狀況

使用項目	點數計算簡述
<b>XDR Endpoint Sensor</b>	20 點/U, 資料保留 30 天
<b>XDR Email Sensor</b>	3 點/U, 資料保留 180 天
<b>XDR Network Sensor</b>	1 Gbps 流量 25,000 點 資料保留 180 天
<b>Mobile Sensor</b>	5 點/Device, 資料保留 90 天
<b>Sandbox Analysis: Daily Submission Quota</b>	50 點/次, 資料保留 180 天 *設定使用量上限, 每日重新計算

## B. Sandbox Analysis 使用說明

1. 請先設定 Credits 使用上限量，可依資安需求調整上限



2. 每日 00:00 (UTC) 會重置 Quota 的使用量
3. 目前支援的分析檔案類型，請參考 [Sandbox Supported File Type](#)

## 5. 訂閱 Vision One 通知信

一、 登入 [My Support](#)，將滑鼠懸停在使用者名稱上，選擇 產品與服務。

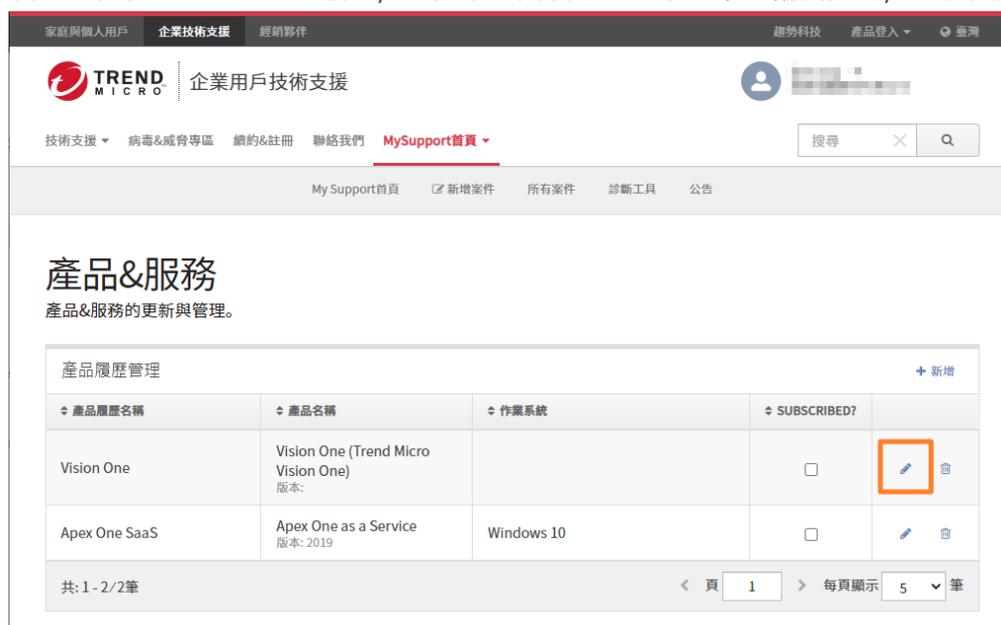


※ 若尚未擁有有 BSP 帳號，並需要創建新的帳號，請透過登入畫面左下角的 **創建 MySupport 帳號** 按鈕進行註冊。

二、 為您想訂閱郵件通知的產品建立產品履歷。

如果有需要相關步驟的說明，請參考：[在趨勢科技 My Support 中管理產品履歷](#)

若您已經有了對應的產品履歷，請按下畫面右邊的鉛筆圖案的編輯按鈕，並繼續步驟三。



三、 向下捲動，並勾選 **Subscribe to Articles/Solutions** 處的核取方塊，並按下 **提交**。

The screenshot shows the 'MySupport' page of the Trend Micro enterprise user technical support portal. At the top, there are navigation tabs for '家庭與個人用戶', '企業技術支援', and '經銷夥伴'. The main header includes the Trend Micro logo and the text '企業用戶技術支援'. Below the header, there are navigation links for '技術支援', '病毒&威脅專區', '續約&註冊', '聯絡我們', and 'MySupport首頁'. A search bar is located on the right side. The main content area contains several settings: '啟用的產品設定' with a checkbox for 'Smart Scan Server', '病毒碼類型' with checkboxes for '傳統病毒碼' and 'Smart Scan雲端病毒碼', and a '語言版本' dropdown menu. A highlighted box contains the text 'Subscribe to Articles/Solutions' with a checked checkbox and the text 'Yes, I'd like to subscribe for the Article/Solution updates via Email'. At the bottom, there are two buttons: '提交' (Submit) and '取消' (Cancel).

※ 您將收到與產品履歷中的品項有關的建議。如果有多個產品希望收到相關的電子郵件，需要逐一進行訂閱動作。

※ 若未收到相關通知信也可登入 BSP 內確認或是確認是否被郵件系統標記為垃圾郵件。



Securing Your  
Connected World