

Trend Micro Apex One

Patch 4

System Requirements

For Enterprise and Medium Business









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Apex One Server Installations

This section outlines the Apex One server system requirements on supported Windows Server platforms.

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- Fresh Installations on Windows Server 2019 Platforms on page 1-4
- Fresh Installations on Windows MultiPoint Server Platforms on page 1-5

Fresh Installations on Windows Server 2012 Platforms



Important

Windows 2012 R2 requires updates KB2919442 and KB2919355 required before installing the Apex One server

OPERATING S	System	EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	SQL SERVER	OTHERS	
Windows Server	64-bit	Standard	None	At least 1.86 GHz Intel™		7.0GB minimum	Apex One only	Gigabit Network	
2012		Datacenter		Core™2 Duo - AMD™ 64 processor		(exclusively for Apex One)	Apex One with Endpoint Sensor:	officially supports the specified SQL Server	Interface Card (NIC) Monitor that supports
Windows Server 2012 R2		Standard None Apex One with	,	editions. • SQL Server 2008	1366 x 768 resolution at 256 colors or higher				
		Datacenter			8GB minimum (exclusively for Apex One)		R2 Express SP2 or later SQL Server 2008 (Enterprise/ Standard) or later Apex One with Endpoint Sensor: SQL Server 2016 SP1 (Enterprise/ Standard) or later (SQL Server Express not supported)	ac 250 coto. 5 of flighter	

Fresh Installations on Windows Server 2016 Platforms

OPERATING S	System	EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	SQL SERVER	OTHERS
Windows Server 2016	64-bit	Standard Datacenter	None	At least 1.86 GHz Intel™ Core™2 Duo AMD™ 64 processor Intel 64 processor	3GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: 8GB minimum (exclusively for Apex One)	7.0GB minimum Apex One with Endpoint Sensor: 8.0GB minimum	Apex One only officially supports the specified SQL Server editions. SQL Server 2008 R2 Express SP2 or later SQL Server 2008 (Enterprise/Standard) or later Apex One with Endpoint Sensor: SQL Server 2016 SP1 (Enterprise/Standard) or later (SQL Server Express not supported)	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher

Fresh Installations on Windows Server 2019 Platforms

OPERATING SYSTEM		EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	SQL SERVER	OTHERS
Windows Server 2019 (Desktop Experience GUI mode)	64-bit	Standard Datacenter	None	At least 1.86 GHz Intel™ Core™2 Duo AMD™ 64 processor Intel 64 processor	3GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: 8GB minimum (exclusively for Apex One)	7.0GB minimum Apex One with Endpoint Sensor: 8.0GB minimum	Apex One only officially supports the specified SQL Server editions. SQL Server 2008 R2 Express SP2 or later SQL Server 2008 (Enterprise/ Standard) or later Apex One with Endpoint Sensor: SQL Server 2016 SP1 (Enterprise/ Standard) or later (SQL Server Express not supported)	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher

Fresh Installations on Windows MultiPoint Server Platforms

OPERATING	SYSTEM	EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	SQL SERVER	OTHERS
Windows MultiPoint Server 2012	64-bit	Standard Premium	None	At least 1.86 GHz Intel™ Core™2 Duo AMD™ 64 processor Intel 64 processor	3GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: 8GB minimum (exclusively for Apex One)	7.0GB minimum Apex One with Endpoint Sensor: 8.0GB minimum	Apex One only officially supports the specified SQL Server editions. SQL Server 2008 R2 Express SP2 or later SQL Server 2008 (Enterprise/ Standard) or later Apex One with Endpoint Sensor: SQL Server 2016 SP1 (Enterprise/ Standard) or later (SQL Server Express not supported)	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher



Trend Micro Apex One Edge Relay Server Installations

This section outlines the Trend Micro Apex One Edge Relay Server system requirements on supported Windows Server platforms.

• Edge Relay Server System Requirements on page 2-2

Edge Relay Server System Requirements

Before installing the Edge Relay Server, ensure that the target server computer meets the minimum system requirements.

RESOURCE	REQUIREMENTS			
Processor	2 GHz dual core			
Memory	1 GB (exclusively for the Edge Relay Server)			
Disk space	60 GB			
Operating system	• Windows Server 2016			
	Windows Server 2012 R2			
Network card	• 2 network cards			
	One for intranet connection to the Apex One server			
	One for external connection to off-premises Security Agents			
	1 network card configured to use different ports for intranet and Internet connections			



Apex One Security Agent System Requirements

This section outlines the Apex One Security Agent system requirements for fresh installations on supported Windows platforms.

- Fresh Installations on Windows Endpoint Platforms on page 3-2
- Fresh Installations on Windows Embedded System Platforms on page 3-4
- Fresh Installations on Windows Server Platforms on page 3-5
- Update Agents on page 3-9



Important

Resource spikes may occur if a large number of applications are running simultaneously on an endpoint. If the target endpoint is already running low on memory or disk space, Trend Micro recommends upgrading the necessary hardware components prior to Apex One Security Agent installation or upgrade.

Fresh Installations on Windows Endpoint Platforms



Important

Resource spikes may occur if a large number of applications are running simultaneously on an endpoint. If the target endpoint is already running low on memory or disk space, Trend Micro recommends upgrading the necessary hardware components prior to Apex One Security Agent installation or upgrade.

OPERATING SYSTEM	I	EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
b	oit /	Home Basic Home Premium Ultimate Professional Enterprise Professional for Embedded Systems Ultimate for Embedded Systems Thin PC	SP1	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor	2GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: 2GB minimum (exclusively for Apex One)	 1.5GB minimum 2.0GB recommended Apex One with Endpoint Sensor: 2.0GB minimum 3.0GB recommended 	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Simple File Sharing disabled Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin

Operating Syst	ЕМ	EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
Windows 8.1	32-	Standard	None		2GB minimum	• 1.5GB minimum	Monitor that supports 1024 x
bit / 64-	64-	Pro		2GHz (64-bit) Intel Pentium or equivalent (2GHz	(exclusively for Apex One) Apex One with Endpoint Sensor: • 2GB minimum (exclusively for Apex One)	 2.0GB recommended Apex One with Endpoint Sensor: 2.0GB minimum 3.0GB recommended 	768 resolution at 256 colors or higher
	bit	Enterprise		or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor			Windows Internet Explorer 10.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin Note Windows UI is not supported.
Windows 10 • October 2020	32- bit /	Home	None	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium	2GB minimum (exclusively for Apex	1.5GB minimum 2.0GB recommended	Monitor that supports 1024 x 768 resolution at 256 colors
Update	64- bit	Pro		or equivalent (2GHz	One)	 2.0GB recommended Apex One with Endpoint Sensor: 2.0GB minimum 3.0GB recommended 	or higher
(Windows 10	DIL	Education		recommended)	Apex One with Endpoint		Windows Internet Explorer 11.0 if performing web setup
(Windows 10 20H2) and earlier	En	Enterprise		AMD™ 64 processor Intel 64 processor	Sensor: • 2GB minimum (exclusively for Apex One)		Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin Note Windows UI is not supported.

Fresh Installations on Windows Embedded System Platforms



Important

Resource spikes may occur if a large number of applications are running simultaneously on an endpoint. If the target endpoint is already running low on memory or disk space, Trend Micro recommends upgrading the necessary hardware components prior to Apex One Security Agent installation or upgrade.

OPERATING SYSTEM		EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	OTHERS					
Windows Embedded POSReady 7	32- bit / 64- bit	N/A	None	None Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended)	2GHz (64-bit) Intel Pentium or equivalent (2GHz	2GHz (64-bit) Intel Pentium (exclusively for Apex or equivalent (2GHz One)	2GHz (64-bit) Intel Pentium or equivalent (2GHz	2GHz (64-bit) Intel Pentium or equivalent (2GHz	-bit) Intel Pentium (exclusively for Apex elent (2GHz One) • 2.0GB recomm	Hz (64-bit) Intel Pentium (exclusively for Apex equivalent (2GHz One)		Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer
Windows 7 Embedded	32- bit /	Standard	SP1	AMD™ 64 processor Intel 64 processor			8.0 or 9.0 if performing web setup					
	64-	Professional					Simple File Sharing disabled					
	bit	Ultimate					Enable Remote Registry					
Windows 8.1	32-	Pro	None				Allow printer/file sharing in					
Embedded	bit / 64- bit	Industry Enterprise					the Windows firewall (if enabled)					
		Industry Pro					Enable default local admin					
Windows 10 IoT	32- bit / 64- bit	Enterprise	None									



Note

- The Security Agent supports Windows Embedded systems when installed with specific core components. For detailed information regarding Windows Embedded system required components, see the Trend Micro Knowledge Base (https://success.trendmicro.com/solution/1105117).
- Due to the complexity of Windows Embedded systems, Apex One may not be able to support all optional Windows components. Contact your technical support team if you encounter incompatibilities when using a combination of optional components.

Fresh Installations on Windows Server Platforms



Important

Resource spikes may occur if a large number of applications are running simultaneously on an endpoint. If the target endpoint is already running low on memory or disk space, Trend Micro recommends upgrading the necessary hardware components prior to Apex One Security Agent installation or upgrade.

Operating Systi	OPERATING SYSTEM		SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2008	64-	Standard	Pentium or equivalent	2GB minimum	1.5GB minimum	Monitor that supports 1024 x	
R2	bit	Enterprise		AMD™ 64 processor Intel 64 processor		(exclusively for Apex One)	2.0GB recommended
		Datacenter					Microsoft Internet Explorer 8.0 or 9.0 if performing web
		Web					setup
		Server Core					Simple File Sharing disabled
Windows Storage	64-	Basic	SP1				Enable Remote Registry
Server 2008 R2	bit	Standard	ard				Allow printer/file sharing in the Windows firewall (if
		Enterprise					enabled)
		Workgroup					
Windows HPC Server 2008 R2	64- bit	N/A	None				
Windows MultiPoint	64- bit	Standard	None	Minimum 2GHz (64-bit) Intel	2GB minimum (exclusively for Apex One)	• 1.5GB minimum	Monitor that supports 1024 x 768 resolution at 256 colors
Server 2011	DIT	Premium		Pentium or equivalent AMD™ 64 processor		2.0GB recommended	or higher
				Intel 64 processor			Microsoft Internet Explorer 8.0 or 9.0 if performing web setup
							Enable Remote Registry
							Allow printer/file sharing in the Windows firewall (if enabled)
							Enable default local admin

OPERATING SYSTEM		EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2012	64-	Standard	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	2GB minimum (exclusively for Apex One)	1.5GB minimum 2.0GB recommended	Monitor that supports 1024 x 768 resolution at 256 colors or higher
	bit	Datacenter					
		Server Core					Windows Internet Explorer
Windows Server 2012		Standard	None				10.0 if performing web setup Enable Remote Registry
R2		Datacenter					Allow printer/file sharing in
		Server Core					the Windows firewall (if enabled)
Windows Storage		Standard	None				Enable default local admin
Server 2012		Workgroup					
Windows Storage		Standard	None				Note Windows UI is not supported.
Server 2012 R2		Workgroup					
Windows MultiPoint		Standard	None				
Server 2012		Premium					
Windows Server 2012 Failover Clusters		N/A	None				
Windows Server 2012 R2 Failover Clusters		N/A	None		2GB minimum (exclusively for Apex One)		

OPERATING SYSTEM		EDITION	SERVICE PACK	Processor		RAM	Availabl	E DISK SPACE	OTHERS
Windows Server 2016		Standard	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	2GB minimum (exclusively for Apex One)		1.5GB minimum	Monitor that supports 1024 x 768 resolution at 256 colors	
	bit	Datacenter				2.0GB recommended	or higher		
		Server Core					Windows Internet Explorer 11.0 if performing web setup		
Windows Server 2016 Failover Clusters		N/A	None				Enable Remote Registry		
Windows Storage Server 2016	64- bit	Standard	None				Allow printer/file sharing in the Windows firewall (if		
Server 2016	Dit	Workgroup					enabled) Enable default local admin Note Windows UI is not supported.		
Windows Server, version 1709	64- bit	Server Core	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor		ninimum sively for Apex	 1.5GB m 2.0GB re 	inimum ecommended	Monitor that supports 1024 x 768 resolution at 256 colors or higher Windows Internet Explorer 11.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin Note Windows UI is not supported.

OPERATING SYSTEM	Edition	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2019 64-bit	Standard Datacenter Server Core	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	2GB minimum (exclusively for Apex One)	 1.5GB minimum 2.0GB recommended 	Monitor that supports 1024 x 768 resolution at 256 colors or higher Windows Internet Explorer 11.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin Note Windows UI is not supported.



Note

For processor and RAM requirements for a specific platform, refer to the Microsoft system requirements for that platform.

Update Agents



Important

Resource spikes may occur if a large number of applications are running simultaneously on an endpoint. If the target endpoint is already running low on memory or disk space, Trend Micro recommends upgrading the necessary hardware components prior to Apex One Security Agent installation or upgrade.

RESOURCE	REQUIREMENTS			
Processor	nimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended)			
RAM	2GB minimum (exclusively for Apex One)			
Available disk space	• 1.8GB minimum			
	2.3GB recommended			
Display	Monitor that supports 1024 x 768 resolution at 256 colors or higher			



Upgrades and Virtualization Support

This section outlines the system requirements for upgrading the server and agent programs, and supported virtualization platforms.

- Apex One Server Upgrade Requirements on page 4-2
- Security Agent Upgrade Requirements on page 4-2
- Apex One Server Web Console Requirements on page 4-3
- Virtual Desktop Support System Requirements on page 4-3

Apex One Server Upgrade Requirements

Apex One Patch 3 supports upgrading from the following versions:

Apex One 2019

Before upgrading, ensure that the server meets the necessary hardware requirements for your version of Windows.

For more information, see *Apex One Server Installations on page 1-1*.

Security Agent Upgrade Requirements

Apex One 2019 supports upgrading from the following versions:

- OfficeScan XG SP1
- OfficeScan XG
- OfficeScan 11.0 SP1

Keep your older OfficeScan servers if you have agents running Windows XP (or earlier), Windows 8.0, or Windows Server 2008 (or earlier) and you want to continue managing these agents. For details on managing these agents, see the topic *Unsupported Operating Systems* in the *Installation and Upgrade Guide*.



Important

Resource spikes may occur if a large number of applications are running simultaneously on an endpoint. If the target endpoint is already running low on memory or disk space, Trend Micro recommends upgrading the necessary hardware components prior to Apex One Security Agent installation or upgrade.

Apex One Server Web Console Requirements

RESOURCE	REQUIREMENTS			
Processor	00MHz Intel Pentium processor or equivalent			
RAM	128MB minimum			
Available disk space	30MB minimum			
Display	Monitor that supports 1366 x 768 resolution at 256 colors or higher			
Browser	Microsoft Internet Explorer 10.0 (or later)			
	• Chrome			
	Microsoft Edge (Legacy and Chromium editions)			
	Note Note			
	Windows UI is not supported.			

Virtual Desktop Support System Requirements

The following table lists the virtual platforms supported by Virtual Desktop Support.

VIRTUALIZATION PROVIDER	Supported Platforms
VMware	VMware vCenter: 5.x, 6.x, 7.x
	VMware View: 4.x, 5.x, 6.x
	VMware Horizon View: 6.x, 7.x, 8.x
Citrix	Citrix XenServer: 6.x, 7.x

VIRTUALIZATION PROVIDER	SUPPORTED PLATFORMS
HyperV	Hyper-V Server:
	Microsoft Hyper-V Server 2008/2008 R2 (64-bit)
	Microsoft Hyper-V Server 2012/2012 R2 (64-bit)
	Microsoft Hyper-V Server 2016 (64-bit)
	Microsoft Hyper-V Server 2019 (64-bit)
	Windows Server Hyper-V:
	Windows Server 2008/2008 R2 (64-bit) Hyper-V
	Windows Server 2012/2012 R2 (64-bit) Hyper-V
	Windows Server 2016 (64-bit) Hyper-V
	Windows Server 2019 (64-bit) Hyper-V
	Windows Hyper-V:
	Windows 8/8.1 Pro/Enterprise (64-bit) Hyper-V
	Windows 10 Pro/Pro for Workstation/Enterprise (64-bit) Hyper-V



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Windows HPC Server 2008 R2, 3-6



TREND MICRO INCORPORATED

225 E. John Carpenter Freeway, Suite 1500 Irving, Texas 75062 U.S.A. Phone: +1 (817) 569-8900, Toll-free: (888) 762-8736 Email: support@trendmicro.com