

Trend Micro Apex One

Patch 6

System Requirements

For Enterprise and Medium Business









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Chapter 1

Apex One Server Installations

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

- Fresh Installations on Windows Server 2012 Platforms on page 1-2
- Fresh Installations on Windows Server 2016 Platforms on page 1-3
- 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 SYSTEM		EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	SQL SERVER	OTHERS
Windows Server 2012 Windows Server 2012 R2	64-bit	Standard Datacenter 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 2012 Express or later SQL Server 2012 (Enterprise/ Standard) or later Apex One with Endpoint Sensor: SQL Server 2016	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher
						SP1 (Enterprise/ Standard) or later (SQL Server Express not supported)		

Fresh Installations on Windows Server 2016 Platforms

OPERATING 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 2012 Express or later SQL Server 2012 (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 2012 Express or later SQL Server 2012 (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 2012 Express or later SQL Server 2012 (Enterprise/ Standard) or later Apex One with Endpoint Sensor: SQL Server 2016 SP1 (Enterprise/ Standard) or later (SQL Server	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher	
						Express not supported)			



Chapter 2

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 2019				
	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				



Chapter 3

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 3-3
- Fresh Installations on Windows Embedded System Platforms on page 3-6
- Fresh Installations on Windows Server Platforms on page 3-8
- Update Agents on page 3-12



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.

Trend Micro recommends allocating the minimum system requirements listed as dedicated resources for the Security Agent program to ensure adequate performance during extensive scanning operations.



Note

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.

Trend Micro recommends allocating the minimum system requirements listed as dedicated resources for the Security Agent program to ensure adequate performance during extensive scanning operations.



Note

OPERATING SYST	ЕМ	EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
Windows 7 (with	32-	Home Basic	SP1	Minimum 1GHz (32-bit) /	2GB minimum	• 1.5GB minimum	Monitor that supports 1024 x
Extended Security Updates (ESU))	bit / 64- bit	Home Premium		2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended)	(exclusively for Apex One) Apex One with Endpoint	2.0GB recommended Apex One with Endpoint	768 resolution at 256 colors or higher Simple File Sharing disabled
	Ultimate Professional Enterprise Professional for Embedded Systems AMD™ 64 processor Intel 64 processor Intel 64 processor Sensor: • 2GB minimum (exclusively for Apex One)	AMD™ 64 processor Sensor:	Sensor: 2.0GB minimum	Enable Remote Registry			
		(exclusively for Apex	3.0GB recommended	Allow printer/file sharing in the Windows firewall (if			
		One)		enabled)			
				Enable default local admin			
		Ultimate for Embedded Systems					
		Thin PC					
Windows 8.1	32-	Standard	None	Minimum 1GHz (32-bit) /	2GB minimum	• 1.5GB minimum	Monitor that supports 1024 x
	bit / 64-	Pro		2GHz (64-bit) Intel Pentium or equivalent (2GHz	ADEX OHE WITH FINDDOME 1 .	2.0GB recommended	768 resolution at 256 colors or higher
	bit	Enterprise		recommended) AMD™ 64 processor Intel 64 processor		Apex One with Endpoint Sensor: 2.0GB minimum 3.0GB recommended	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 10	32-	Home	None	Minimum 1GHz (32-bit) /	• 2GB minimum	• 1.5GB minimum	Monitor that supports 1024 x
November 2021 Update (Windows 10 21H2) and earlier	bit / 64-	Pro		2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor	(exclusively for Apex One) Apex One with Endpoint Sensor: • 2GB minimum (exclusively for Apex One)	2.0GB recommended	768 resolution at 256 colors or higher
	bit	Education				Apex One with Endpoint Sensor:	Enable Remote Registry
		Enterprise				2.0GB minimum 3.0GB recommended	Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin Note Windows UI is not supported.
Windows 11	64- bit	Home Pro	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent	2GB minimum (exclusively for Apex	1.5GB minimum 2.0GB recommended	Monitor that supports 1024 x 768 resolution at 256 colors
				AMD™ 64 processor	One)	Apex One with Endpoint	or higher Enable Remote Registry
		Education		Intel 64 processor	Apex One with Endpoint Sensor:	Sensor: • 2.0GB minimum	Allow printer/file sharing in
		Enterprise			2GB minimum		the Windows firewall (if
				(exclusively for Apex One)	3.0GB recommended	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.

Trend Micro recommends allocating the minimum system requirements listed as dedicated resources for the Security Agent program to ensure adequate performance during extensive scanning operations.



Note

OPERATING SYSTEM		EDITION	SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Embedded POSReady 7 (with Extended Security Updates (ESU))	32- bit / 64- bit	N/A	None	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended)	2GB minimum (exclusively for Apex One)	1.5GB minimum 2.0GB recommended	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer
Windows 7	32-	Standard	SP1	AMD™ 64 processor			8.0 or 9.0 if performing web setup
Embedded (with Extended Security	bit / 64- bit	Professional		Intel 64 processor			Simple File Sharing disabled
Updates (ESU))		Ultimate					Enable Remote Registry
Windows 8.1 Embedded	32- bit /	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.

Trend Micro recommends allocating the minimum system requirements listed as dedicated resources for the Security Agent program to ensure adequate performance during extensive scanning operations.



Note

Operating Syst	EM	EDITION	SERVICE PACK	Processor		RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2008	64-	Standard	SP1	Minimum 2GHz (64-bit) Intel		2GB minimum	1.5GB minimum	Monitor that supports 1024 x
R2 (with Extended Security Updates	bit	Enterprise		Pentium or equivalent		(exclusively for Apex One)	2.0GB recommended	768 resolution at 256 colors or higher
(ESU))		Datacenter		AMD™ 64 processor Intel 64 processor				Simple File Sharing disabled
		Web		inter 04 processor				Enable Remote Registry
		Server Core	1					Allow printer/file sharing in the Windows firewall (if
Windows Storage	64-	Basic	SP1					enabled)
Server 2008 R2 (with Extended Security	bit	Standard						
Updates (ESU))		Enterprise						
		Workgroup						
Windows HPC Server 2008 R2 (with Extended Security Updates (ESU))	64- bit	N/A	None					
Windows MultiPoint	64-	Standard	None	Minimum 2GHz (64-bit) Intel		2GB minimum	1.5GB minimum	Monitor that supports 1024 x
Server 2011	bit	Premium	1	Pentium or equivalent AMD™ 64 processor		(exclusively for Apex One)	2.0GB recommended	768 resolution at 256 colors or higher
				Intel 64 processor				Enable Remote Registry
				miles of process.				Allow printer/file sharing in the Windows firewall (if enabled)
								Enable default local admin

OPERATING SYSTEM		EDITION	SERVICE PACK	Processor		RAM	Ava	ILABLE DISK SPACE	OTHERS
Windows Server 2012	64-	Standard	None	Minimum 2GHz (64-bit) Intel		2GB minimum	• 1.	5GB minimum	Monitor that supports 1024 x 768 resolution at 256 colors
	bit	Datacenter		Pentium or equivalent AMD™ 64 processor		(exclusively for Apex One)	2.0GB recommended	or higher	
		Server Core		Intel 64 processor					Enable Remote Registry
Windows Server 2012 R2		Standard	None						Allow printer/file sharing in the Windows firewall (if
R2		Datacenter						enabled)	
		Server Core							Enable default local admin
Windows Storage Server 2012		Standard	None						Note
Server 2012		Workgroup							Windows UI is not
Windows Storage Server 2012 R2		Standard	None						supported.
Server 2012 R2		Workgroup							
Windows MultiPoint Server 2012		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 SYST	OPERATING SYSTEM		SERVICE PACK	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2016		Standard	None	Minimum 2GHz (64-bit) Intel	• 2GB minimum	1.5GB minimum 2.0GB recommended	Monitor that supports 1024 x 768 resolution at 256 colors or higher
	bit	Datacenter		Pentium or equivalent AMD™ 64 processor	(exclusively for Apex One)		
		Server Core		Intel 64 processor			Enable Remote Registry
Windows Server 2016 Failover Clusters		N/A	None				Allow printer/file sharing in the Windows firewall (if enabled)
Windows Storage Server 2016	64- bit	Standard	None				Enable default local admin
		Workgroup					Note Windows UI is not supported.
Windows Server 2019	64- bit	Standard	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	2GB minimum (exclusively for Apex One)	1.5GB minimum2.0GB recommended	Monitor that supports 1024 x 768 resolution at 256 colors
	Dit	Datacenter					or higher
		Server Core					Enable Remote Registry
				, i			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 2022 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 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.

Trend Micro recommends allocating the minimum system requirements listed as dedicated resources for the Security Agent program to ensure adequate performance during extensive scanning operations.

RESOURCE	REQUIREMENTS
Processor	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended)
RAM	2GB minimum (exclusively for Apex One)

RESOURCE	REQUIREMENTS	
Available disk space	• 1.8GB minimum	
	• 2.3GB recommended	
Display	Monitor that supports 1024 x 768 resolution at 256 colors or higher	



Chapter 4

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 4-2
- Virtual Desktop Support System Requirements on page 4-3

Apex One Server Upgrade Requirements

This version of Apex One 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 2021 supports upgrading from the following versions:

OfficeScan XG 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.

Trend Micro recommends allocating the minimum system requirements listed as dedicated resources for the Security Agent program to ensure adequate performance during extensive scanning operations.

Apex One Server Web Console Requirements

RESOURCE	REQUIREMENTS
Processor	300MHz Intel Pentium processor or equivalent
RAM	128MB minimum

RESOURCE	REQUIREMENTS	
Available disk space	DMB 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 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	
	Windows 11 Pro/Pro for Workstation/Enterprise (64-bit) Hyper-V	



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