



# Trend Micro<sup>™</sup> Apex One

## Service Pack 1 Patch 1

### System Requirements

Securing Enterprise Private Mobile Networks

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<https://docs.trendmicro.com/en-us/enterprise/trend-micro-apex-one.aspx>

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# Chapter 1

## Apex One Server Installations

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

**Note**

Install the required Windows updates on endpoints to enable Azure Code Signing (ACS). For more information, go to the [Trend Micro Knowledge Base](#).

- *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 Server 2022 Platforms on page 1-5*
- *Fresh Installations on Windows MultiPoint Server Platforms on page 1-6*

## Fresh Installations on Windows Server 2012 Platforms



### Important

- If you install the Apex One server on computers running Windows Server 2012, Trend Micro recommends you enable TLS 1.2 in Windows Server 2012 for secure network communication.
- Windows 2012 R2 requires updates KB2919442 and KB2919355 before installing the Apex One server

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

## 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	None	At least 1.86 GHz Intel™ Core™2 Duo AMD™ 64 processor Intel 64 processor	<ul style="list-style-type: none"> <li>• 3GB minimum (exclusively for Apex One)</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 8GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>• 7.0GB minimum</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 8.0GB minimum</li> </ul>	Apex One only officially supports the specified SQL Server editions. <ul style="list-style-type: none"> <li>• SQL Server 2012 Express or later</li> <li>• SQL Server 2012 (Enterprise/Standard) or later</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• SQL Server 2016 SP1 (Enterprise/Standard) or later</li> </ul> (SQL Server Express not supported)	Gigabit Network Interface Card (NIC)  Monitor that supports 1366 x 768 resolution at 256 colors or higher
		Datacenter						

## 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	None	At least 1.86 GHz Intel™ Core™2 Duo AMD™ 64 processor Intel 64 processor	<ul style="list-style-type: none"> <li>• 3GB minimum (exclusively for Apex One)</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 8GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>• 7.0GB minimum</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 8.0GB minimum</li> </ul>	Apex One only officially supports the specified SQL Server editions. <ul style="list-style-type: none"> <li>• SQL Server 2012 Express or later</li> <li>• SQL Server 2012 (Enterprise/Standard) or later</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• SQL Server 2016 SP1 (Enterprise/Standard) or later (SQL Server Express not supported)</li> </ul>	Gigabit Network Interface Card (NIC)  Monitor that supports 1366 x 768 resolution at 256 colors or higher
		Datacenter						



## Fresh Installations on Windows Server 2022 Platforms

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	SQL SERVER	OTHERS
Windows Server 2022	64-bit	Standard	None	At least 1.86 GHz Intel™ Core™2 Duo AMD™ 64 processor Intel 64 processor	<ul style="list-style-type: none"> <li>3GB minimum (exclusively for Apex One)</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>8GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>7.0GB minimum</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>8.0GB minimum</li> </ul>	Apex One only officially supports the specified SQL Server editions. <ul style="list-style-type: none"> <li>SQL Server 2012 Express or later</li> <li>SQL Server 2012 (Enterprise/Standard) or later</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>SQL Server 2016 SP1 (Enterprise/Standard) or later (SQL Server Express not supported)</li> </ul>	Gigabit Network Interface Card (NIC)  Monitor that supports 1366 x 768 resolution at 256 colors or higher
		Datacenter						

## 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	None	At least 1.86 GHz Intel™ Core™2 Duo AMD™ 64 processor Intel 64 processor	<ul style="list-style-type: none"> <li>• 3GB minimum (exclusively for Apex One)</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 8GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>• 7.0GB minimum</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 8.0GB minimum</li> </ul>	Apex One only officially supports the specified SQL Server editions. <ul style="list-style-type: none"> <li>• SQL Server 2012 Express or later</li> <li>• SQL Server 2012 (Enterprise/Standard) or later</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• SQL Server 2016 SP1 (Enterprise/Standard) or later (SQL Server Express not supported)</li> </ul>	Gigabit Network Interface Card (NIC)  Monitor that supports 1366 x 768 resolution at 256 colors or higher
		Premium						

## 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	<ul style="list-style-type: none"><li>• Windows Server 2022</li><li>• Windows Server 2019</li><li>• Windows Server 2016</li><li>• Windows Server 2012 R2</li></ul>
Network card	<ul style="list-style-type: none"><li>• 2 network cards<ul style="list-style-type: none"><li>• One for intranet connection to the Apex One server</li><li>• One for external connection to off-premises Security Agents</li></ul></li><li>• 1 network card configured to use different ports for intranet and Internet connections</li></ul>

## 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.

**Note**

Install the required Windows updates on endpoints to enable Azure Code Signing (ACS). For more information, go to the [Trend Micro Knowledge Base](#).

- *[Fresh Installations on Windows Endpoint Platforms on page 3-3](#)*
- *[Fresh Installations on Windows Embedded System Platforms on page 3-5](#)*
- *[Fresh Installations on Windows Server Platforms on page 3-7](#)*
- *[Update Agents on page 3-10](#)*

**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**

- All Trend Micro testing on Windows Embedded platforms and Storage Servers is performed in a virtualized environment. Because these operating systems are typically run on custom hardware (for example, on point-of-sale terminals), customers must plan to thoroughly test on their target hardware platform prior to deployment in a production environment. In addition, before raising support cases, customers should attempt to reproduce problems in a virtualized environment because this is the environment the Trend Micro support team has available. If the issue is specific to deployments on custom hardware, Trend Micro may require the customer to provide us with remote access to a suitable environment before we can fully respond to support cases.
  - Trend Micro does not support Apex One Security Agent installation on Windows platforms with the Unified Write Filter (UWF) feature enabled.
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## 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

All Trend Micro testing on Windows Embedded platforms and Storage Servers is performed in a virtualized environment. Because these operating systems are typically run on custom hardware (for example, on point-of-sale terminals), customers must plan to thoroughly test on their target hardware platform prior to deployment in a production environment. In addition, before raising support cases, customers should attempt to reproduce problems in a virtualized environment because this is the environment the Trend Micro support team has available. If the issue is specific to deployments on custom hardware, Trend Micro may require the customer to provide us with remote access to a suitable environment before we can fully respond to support cases.



Trend Micro does not support Apex One Security Agent installation on Windows platforms with the Unified Write Filter (UWF) feature enabled.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows 8.1	32-bit / 64-bit	Standard	None	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended)  AMD™ 64 processor  Intel 64 processor	<ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>• 1.5GB minimum</li> <li>• 2.0GB recommended</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 2.0GB minimum</li> <li>• 3.0GB recommended</li> </ul>	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
		Pro					



### Note

Windows 8.1

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
		Enterprise					
Windows 10 (version 22H2 and earlier)	32-bit / 64-bit	Home	None	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended)  AMD™ 64 processor  Intel 64 processor	<ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>• 1.5GB minimum</li> <li>• 2.0GB recommended</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 2.0GB minimum</li> <li>• 3.0GB recommended</li> </ul>	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  <hr/>  <b>Note</b> Windows UI is not supported.
		Pro					
		Pro for Workstations					
		Education					
		Enterprise					
Windows 11 (version 23H2 and earlier)	64-bit	Home	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent  AMD™ 64 processor  Intel 64 processor	<ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>• 1.5GB minimum</li> <li>• 2.0GB recommended</li> </ul>	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  <hr/>  <b>Note</b> Windows UI is not supported.
		Pro					
		Pro for Workstations					
		Education					
		Enterprise					



## 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

All Trend Micro testing on Windows Embedded platforms and Storage Servers is performed in a virtualized environment. Because these operating systems are typically run on custom hardware (for example, on point-of-sale terminals), customers must plan to thoroughly test on their target hardware platform prior to deployment in a production environment. In addition, before raising support cases, customers should attempt to reproduce problems in a virtualized environment because this is the environment the Trend Micro support team has available. If the issue is specific to deployments on custom hardware, Trend Micro may require the customer to provide us with remote access to a suitable environment before we can fully respond to support cases.

Trend Micro does not support Apex One Security Agent installation on Windows platforms with the Unified Write Filter (UWF) feature enabled.

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)	<ul style="list-style-type: none"> <li>2GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>1.5GB minimum</li> <li>2.0GB recommended</li> </ul>	Monitor that supports 1024 x 768 resolution at 256 colors or higher  Simple File Sharing disabled  Enable Remote Registry  Allow printer/file sharing in the Windows firewall (if enabled)  Enable default local admin
Windows 7 Embedded (with Extended Security Updates (ESU))	32-bit / 64-bit	Standard	SP1	AMD™ 64 processor			
		Professional		Intel 64 processor			
		Ultimate					
Windows 8.1 Embedded	32-bit / 64-bit	Pro	None				
		Industry Enterprise					

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
		Industry Pro					
Windows 10 IoT	32-bit / 64-bit	Enterprise	None				
Windows 11 IoT	64-bit	Enterprise	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	<ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>• 1.5GB minimum</li> <li>• 2.0GB recommended</li> </ul> Apex One with Endpoint Sensor: <ul style="list-style-type: none"> <li>• 1.5GB minimum</li> <li>• 2.0GB recommended</li> </ul>	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  <hr/>  <b>Note</b> Windows UI is not supported.

**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

All Trend Micro testing on Windows Embedded platforms and Storage Servers is performed in a virtualized environment. Because these operating systems are typically run on custom hardware (for example, on point-of-sale terminals), customers must plan to thoroughly test on their target hardware platform prior to deployment in a production environment. In addition, before raising support cases, customers should attempt to reproduce problems in a virtualized environment because this is the environment the Trend Micro support team has available. If the issue is specific to deployments on custom hardware, Trend Micro may require the customer to provide us with remote access to a suitable environment before we can fully respond to support cases.


Trend Micro does not support Apex One Security Agent installation on Windows platforms with the Unified Write Filter (UWF) feature enabled.


OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2008 R2 (with Extended Security Updates (ESU))	64-bit	Standard	SP1	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  Simple File Sharing disabled  Enable Remote Registry  Allow printer/file sharing in the Windows firewall (if enabled)
		Enterprise					
		Datacenter					
		Web					
		Server Core					
Windows Storage Server 2008 R2 (with Extended Security Updates (ESU))	64-bit	Basic	SP1				
		Standard					
		Enterprise					

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
		Workgroup					
Windows HPC Server 2008 R2 (with Extended Security Updates (ESU))	64-bit	N/A	None				
Windows MultiPoint Server 2011	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 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
		Premium					
Windows Server 2012	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 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
		Datacenter					
		Server Core					
Windows Server 2012 R2	64-bit	Standard	None				
		Datacenter					
		Server Core					
Windows Storage Server 2012	64-bit	Standard	None				
		Workgroup					
Windows Storage Server 2012 R2	64-bit	Standard	None				
		Workgroup					
Windows MultiPoint Server 2012	64-bit	Standard	None				
		Premium					

**Note**

Windows UI is not supported.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2012 Failover Clusters		N/A	None				
Windows Server 2012 R2 Failover Clusters		N/A	None		<ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul>		
Windows Server 2016	64-bit	Standard	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	<ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>• 1.5GB minimum</li> <li>• 2.0GB recommended</li> </ul>	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
		Datacenter					
		Server Core					
Windows Server 2016 Failover Clusters		N/A	None				
Windows Storage Server 2016	64-bit	Standard	None				<hr/>  <b>Note</b> Windows UI is not supported.
		Workgroup					
Windows Server 2019	64-bit	Standard	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	<ul style="list-style-type: none"> <li>• 2GB minimum (exclusively for Apex One)</li> </ul>	<ul style="list-style-type: none"> <li>• 1.5GB minimum</li> <li>• 2.0GB recommended</li> </ul>	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
		Datacenter					
		Server Core					
							<hr/>  <b>Note</b> Windows UI is not supported.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2022	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 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   <b>Note</b> Windows UI is not supported.
		Datacenter					
		Server Core					

**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	<ul style="list-style-type: none"><li>• 1.8GB minimum</li><li>• 2.3GB recommended</li></ul>
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 version:

- Apex One

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 Service Pack 1 supports upgrading from the following version:

- Apex One

Keep your older Apex One 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
Available disk space	30MB minimum
Display	Monitor that supports 1366 x 768 resolution at 256 colors or higher

RESOURCE	REQUIREMENTS
Browser	<ul style="list-style-type: none"> <li>• Chrome</li> <li>• Microsoft Edge (Legacy and Chromium editions)</li> </ul> <hr/> <div style="display: flex; align-items: flex-start;">  <div> <p><b>Note</b></p> <p>Windows UI is not supported.</p> </div> </div>

## Virtual Desktop Support System Requirements

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

VIRTUALIZATION PROVIDER	SUPPORTED PLATFORMS
VMware	<ul style="list-style-type: none"> <li>• VMware vCenter: 5.x, 6.x, 7.x, 8.x</li> <li>• VMware View: 4.x, 5.x, 6.x</li> <li>• VMware Horizon View: 6.x, 7.x, 8.x</li> </ul>
Citrix	<ul style="list-style-type: none"> <li>• Citrix XenServer: 6.x, 7.x</li> </ul>

VIRTUALIZATION PROVIDER	SUPPORTED PLATFORMS
HyperV	<p data-bbox="651 256 801 280">Hyper-V Server:</p> <ul data-bbox="678 300 1133 451" style="list-style-type: none"><li data-bbox="678 300 1133 323">• Microsoft Hyper-V Server 2008/2008 R2 (64-bit)</li><li data-bbox="678 343 1133 367">• Microsoft Hyper-V Server 2012/2012 R2 (64-bit)</li><li data-bbox="678 386 1055 410">• Microsoft Hyper-V Server 2016 (64-bit)</li><li data-bbox="678 429 1055 453">• Microsoft Hyper-V Server 2019 (64-bit)</li></ul> <p data-bbox="651 472 891 496">Windows Server Hyper-V:</p> <ul data-bbox="678 515 1133 707" style="list-style-type: none"><li data-bbox="678 515 1133 539">• Windows Server 2008/2008 R2 (64-bit) Hyper-V</li><li data-bbox="678 558 1133 582">• Windows Server 2012/2012 R2 (64-bit) Hyper-V</li><li data-bbox="678 601 1055 625">• Windows Server 2016 (64-bit) Hyper-V</li><li data-bbox="678 644 1055 668">• Windows Server 2019 (64-bit) Hyper-V</li><li data-bbox="678 687 1055 711">• Windows Server 2022 (64-bit) Hyper-V</li></ul> <p data-bbox="651 730 824 754">Windows Hyper-V:</p> <ul data-bbox="678 774 1296 879" style="list-style-type: none"><li data-bbox="678 774 1133 798">• Windows 8/8.1 Pro/Enterprise (64-bit) Hyper-V</li><li data-bbox="678 817 1296 841">• Windows 10 Pro/Pro for Workstation/Enterprise (64-bit) Hyper-V</li><li data-bbox="678 860 1296 884">• Windows 11 Pro/Pro for Workstation/Enterprise (64-bit) Hyper-V</li></ul>

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