

Trend Micro Apex One[™] Service Pack 1 Patch 2

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.

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 1-3
- Fresh Installations on Windows Server 2022 Platforms on page 1-4
- Fresh Installations on Windows MultiPoint Server Platforms on page 1-5



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 S	бузтем	EDITION	Service Pack	Processor	RAM	Available Disk Space	SQL SERVER	OTHERS
Windows Server 2012	64-bit	Standard Datacenter	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	Gigabit Network Interface Card (NIC) Monitor that supports
Windows Server 2012 R2		Standard Datacenter	None	Intel 64 processor	Apex One with Endpoint Sensor: • 8GB minimum (exclusively for Apex One)	• 8.0GB minimum	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)	1366 x 768 resolution at 256 colors or higher

Fresh Installations on Windows Server 2016 Platforms

OPERATING SY	YSTEM	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 2016 Express or later • SQL Server 2014 (Enterprise/ Standard) or later Apex One with Endpoint Sensor: • SQL Server 2016 SP2 (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 SYST	EM	Edition	SERVICE Pack	Processor	RAM	AVAILABLE DISK Space	SQL SERVER	OTHERS
Windows Server 2019 (Desktop Experience GUI mode)	-bit	Standard	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 2016 Express or later • SQL Server 2014 (Enterprise)	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher

OPERATING S	System	EDITION	Service Pack	Processor	RAM	AVAILABLE DISK Space	SQL SERVER	OTHERS
		Datacenter					Apex One with Endpoint Sensor:	
							 SQL Server 2016 SP2 (Enterprise/ Standard) or later 	
							(SQL Server Express not supported)	

Fresh Installations on Windows Server 2022 Platforms

OPERATING SYS	TEM	EDITION	Service Pack	Processor	RAM	Available Disk Space	SQL SERVER	OTHERS
Windows Server 2022	4-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 2016 Express or later • SQL Server 2014 (Enterprise/ Standard) or later Apex One with Endpoint Sensor: • SQL Server 2016 SP2 (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 Windo	ws MultiPoint Server Platforms
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OPERATING S	YSTEM	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 2016 Express or later • SQL Server 2014 (Enterprise/ Standard) or later Apex One with Endpoint Sensor: • SQL Server 2016 SP2 (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





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 2022
	Windows Server 2019
	Windows Server 2016
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.

Note

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

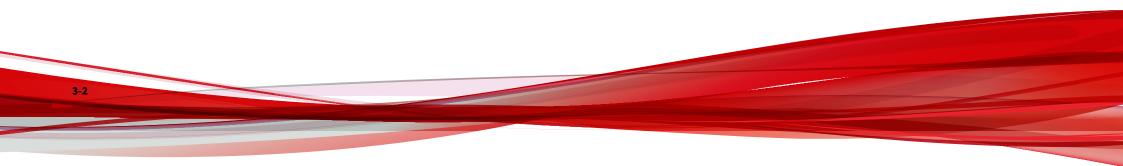
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Important

- 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.



- 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.



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.

P 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		EDITION PROCESSOR RAM		RAM	AVAILABLE DISK SPACE	OTHERS
	32- bit / 64- bit	Standard Pro	None	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 Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin Note	

OPERATING SYST	EM	EDITION	Service Pack	Processor	RAM	Available Disk Space	OTHERS			
		Enterprise								
Windows 10 (version 22H2 and earlier)	32- bit /	Home	None	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium	 2GB minimum (exclusively for Apex 	• 1.5GB minimum	Monitor that supports 1024 x 768 resolution at 256 colors			
	64- bit	Pro	-	or equivalent (2GHz recommended)	One)	2.0GB recommended	or higher			
	DIL	Pro for Workstations		AMD [™] 64 processor	Apex One with Endpoint Sensor:	Apex One with Endpoint Sensor:	Enable Remote Registry Allow printer/file sharing in			
		Education	-	Intel 64 processor	 2GB minimum (exclusively for Apex 	 2.0GB minimum 3.0GB recommended	the Windows firewall (if enabled)			
		Enterprise			One)		Enable default local admin			
							Note Windows UI is not supported.			
Windows 11 (version	64-	Home	None	Minimum 2GHz (64-bit) Intel	• 2GB minimum	• 1.5GB minimum	Monitor that supports 1024 x			
23H2 and earlier)	bit	Pro	_	Pentium or equivalent	(exclusively for Apex One)	• 2.0GB recommended	768 resolution at 256 colors or higher			
		Pro for Workstations Education Enterprise					AMD [™] 64 processor Intel 64 processor	Apex One with Endpoint Sensor:	Apex One with Endpoint Sensor:	Enable Remote Registry Allow printer/file sharing in
					 2GB minimum (exclusively for Apex 	 2.0GB minimum 3.0GB recommended 	the Windows firewall (if enabled)			
				One)		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

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 SYST	EM	EDITION	SERVICE Pack	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
Windows 8.1 Embedded	32- bit /	Pro	None	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium	 2GB minimum (exclusively for Apex 	• 1.5GB minimum	Monitor that supports 1024 x 768 resolution at 256 colors
Linbedded	64- bit	Industry Enterprise		or equivalent (2GHz recommended)	One)	• 2.0GB recommended	or higher
	DIC		-				Simple File Sharing disabled
		Industry Pro		AMD [™] 64 processor			Enable Remote Registry
Windows 10 IoT	32- bit / 64-	Enterprise	None	Intel 64 processor			Allow printer/file sharing in the Windows firewall (if enabled)
	bit						Enable default local admin

OPERATING SYSTEM	EDITION	Service Pack	Processor	RAM	AVAILABLE DISK SPACE	OTHERS
Windows 11 IoT 64- bit	Enterprise	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

- 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 2012		None	Minimum 2GHz (64-bit) Intel	• 2GB minimum	• 1.5GB minimum	Monitor that supports 1024 x	
	bit	Datacenter			Pentium or equivalent (exclusively for Apex One) • 2.0GB recommended AMD™ 64 processor Intel 64 processor • 2.0GB recommended	• 2.0GB recommended	mended 768 resolution at 256 colors or higher Enable Remote Registry
		Server Core		-			
Windows Server 2012		Standard	None				Allow printer/file sharing in the Windows firewall (if
R2		Datacenter	nter				enabled)
		Server Core					Enable default local admin
Windows Storage		Standard	None	-			Note
Server 2012		Workgroup					Windows UI is not
Windows Storage		Standard None				supported.	
Server 2012 R2		Workgroup					
Windows MultiPoint		Standard None					
Server 2012		Premium					
Windows Server 2012 Failover Clusters		N/A	None				

OPERATING SYST	EM	Edition	Service Pack	Processor	RAM	Available Disk Space	OTHERS
Windows Server 2012 R2 Failover Clusters		N/A	None		 2GB minimum (exclusively for Apex One) 		
Windows Server 2016	64- bit	Standard Datacenter	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 Server 2016	_	Server Core	None				Enable Remote Registry Allow printer/file sharing in
Failover Clusters Windows Storage	64-	Standard	None	_			the Windows firewall (if enabled) Enable default local admin
Server 2016	bit	Workgroup	_				Note Windows UI is not supported.
Windows Server 2019	64- bit	Standard	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent	2GB minimum (exclusively for Apex	• 1.5GB minimum	Monitor that supports 1024 x 768 resolution at 256 colors
		Datacenter Server Core	_	AMD™ 64 processor Intel 64 processor	One)	• 2.0GB recommended	or higher Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
							Windows UI is not supported.
Windows Server 2022	64- bit	Standard Datacenter	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 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

OPERATING SYSTEM	EDITION	SERVICE Pack	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
	Server Core		Intel 64 processor			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)
Available disk space	• 1.8GB minimum
	2.3GB recommended

RESOURCE	REQUIREMENTS	
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	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, 8.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 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 2012/2012 R2 (64-bit) Hyper-V
	Windows Server 2016 (64-bit) Hyper-V
	Windows Server 2019 (64-bit) Hyper-V
	Windows Server 2022 (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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