



Trend Micro Apex One™

Version: 2019

System Requirements

For Enterprise and Medium Business



Endpoint Security



Protected Cloud



Web Security



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

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Release Date: March 2019

Protected by U.S. Patent No. 5,623,600; 5,889,943; 5,951,698; 6,119,165

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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	64-bit	Standard	None	At least 1.86 GHz Intel™ Core™2 Duo AMD™ 64 processor	<ul style="list-style-type: none"> 3GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 7.0GB minimum Apex One with Endpoint Sensor: 8.0GB minimum 	<ul style="list-style-type: none"> SQL Server 2008 R2 Express SP2 or later SQL Server 2008 or later 	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					<ul style="list-style-type: none"> Apex One with Endpoint Sensor: 8GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 8.0GB minimum 	<ul style="list-style-type: none"> Apex One with Endpoint Sensor: SQL Server 2016 SP1 or later (SQL Server Express not supported)
		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"> 3GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: 8GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 7.0GB minimum Apex One with Endpoint Sensor: 8.0GB minimum 	<ul style="list-style-type: none"> SQL Server 2008 R2 Express SP2 or later SQL Server 2008 or later Apex One with Endpoint Sensor: SQL Server 2016 SP1 or later (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"> 3GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: <ul style="list-style-type: none"> 8GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 7.0GB minimum Apex One with Endpoint Sensor: <ul style="list-style-type: none"> 8.0GB minimum 	<ul style="list-style-type: none"> SQL Server 2008 R2 Express SP2 or later SQL Server 2008 or later Apex One with Endpoint Sensor: <ul style="list-style-type: none"> SQL Server 2016 SP1 or later (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 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"> 3GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: 8GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 7.0GB minimum Apex One with Endpoint Sensor: 8.0GB minimum 	<ul style="list-style-type: none"> SQL Server 2008 R2 Express SP2 or later SQL Server 2008 or later Apex One with Endpoint Sensor: SQL Server 2016 SP1 or later (SQL Server Express not supported)	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">• Windows Server 2016• Windows Server 2012 R2
Network card	<ul style="list-style-type: none">• 2 network cards<ul style="list-style-type: none">• 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 3-2*
- *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.

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.

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.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows 7	32-bit / 64-bit	Home Basic	SP1	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"> 2GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: <ul style="list-style-type: none"> 2GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 1.5GB minimum 2.0GB recommended Apex One with Endpoint Sensor: <ul style="list-style-type: none"> 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
		Home Premium					
		Ultimate					
		Professional					
		Enterprise					
		Professional for Embedded Systems					
		Ultimate for Embedded Systems					
		Thin PC					

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"> 2GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: <ul style="list-style-type: none"> 2GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 1.5GB minimum 2.0GB recommended Apex One with Endpoint Sensor: <ul style="list-style-type: none"> 2.0GB minimum 3.0GB recommended 	Monitor that supports 1024 x 768 resolution at 256 colors or higher 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 <hr/>  Note Windows UI is not supported.
		Pro					
		Enterprise					
Windows 10 <ul style="list-style-type: none"> Anniversary Update Creators Update Fall Creators Update April 2018 Update (version 1803) October 2018 Update (version 1809) 	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"> 2GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: <ul style="list-style-type: none"> 2GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 1.5GB minimum 2.0GB recommended Apex One with Endpoint Sensor: <ul style="list-style-type: none"> 2.0GB minimum 3.0GB 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 <hr/>  Note Windows UI is not supported.
		Pro					
		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.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Embedded POSReady 7	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"> 2GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 1.5GB minimum 2.0GB 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
Windows 7 Embedded	32-bit / 64-bit	Standard	SP1	AMD™ 64 processor Intel 64 processor			
		Professional					
		Ultimate					
Windows 8.1 Embedded	32-bit / 64-bit	Pro	None				
		Industry Enterprise					
		Industry Pro					
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.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2008 R2	64-bit	Standard	SP1	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	<ul style="list-style-type: none"> 2GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 1.5GB minimum 2.0GB recommended 	<p>Monitor that supports 1024 x 768 resolution at 256 colors or higher</p> <p>Microsoft Internet Explorer 8.0 or 9.0 if performing web setup</p> <p>Simple File Sharing disabled</p> <p>Enable Remote Registry</p> <p>Allow printer/file sharing in the Windows firewall (if enabled)</p>
		Enterprise					
		Datacenter					
		Web					
		Server Core					
Windows Storage Server 2008 R2	64-bit	Basic	SP1				
		Standard					
		Enterprise					
		Workgroup					
Windows HPC Server 2008 R2	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	<ul style="list-style-type: none"> 2GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 1.5GB minimum 2.0GB recommended 	<p>Monitor that supports 1024 x 768 resolution at 256 colors or higher</p> <p>Microsoft Internet Explorer 8.0 or 9.0 if performing web setup</p> <p>Enable Remote Registry</p> <p>Allow printer/file sharing in the Windows firewall (if enabled)</p> <p>Enable default local admin</p>
		Premium					

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2012	64-bit	Standard	None	Minimum 2GHz (64-bit) Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	<ul style="list-style-type: none"> 2GB minimum (exclusively for Apex One) 	<ul style="list-style-type: none"> 1.5GB minimum 2.0GB recommended 	Monitor that supports 1024 x 768 resolution at 256 colors or higher 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 <hr/>  Note Windows UI is not supported.
		Datacenter					
		Server Core					
Windows Server 2012 R2	Standard	None					
	Datacenter						
	Server Core						
Windows Storage Server 2012	Standard	None					
	Workgroup						
Windows Storage Server 2012 R2	Standard	None					
	Workgroup						
Windows MultiPoint Server 2012	Standard	None					
	Premium						
Windows Server 2012 Failover Clusters	N/A	None					
Windows Server 2012 R2 Failover Clusters	N/A	None	<ul style="list-style-type: none"> 2GB minimum (exclusively for Apex One) 				

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2016	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 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
		Datacenter					
		Server Core					
Windows Server 2016 Failover Clusters		N/A	None				
Windows Storage Server 2016	64-bit	Standard	None				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
		Workgroup					
Windows Server, version 1709	64-bit	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**

Windows UI is not supported.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
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 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 <hr/>  Note 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)
Available disk space	<ul style="list-style-type: none">• 1.5GB minimum• 2.0GB 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 4-3*
- *Virtualization Support on page 4-4*

Apex One Server Upgrade Requirements

Apex One 2019 supports upgrading from the following versions:

- OfficeScan XG SP1
- OfficeScan XG
- OfficeScan 11.0 SP1

Before upgrading, perform the following tasks:

1. Apply Windows Update KB2919355 and KB2919442 on Windows Server 2012 R2.
2. Check if the server computer needs additional resources to run this Apex One version. Refer to the following table for details.

RESOURCE	REQUIREMENTS
Processor	At least 1.86 GHz Intel™ Core™2 Duo
RAM	<ul style="list-style-type: none"> • 3GB minimum (exclusively for Apex One) Apex One with Endpoint Sensor: <ul style="list-style-type: none"> • 8GB minimum (exclusively for Apex One)
Available disk space	<ul style="list-style-type: none"> • 7.0GB minimum Apex One with Endpoint Sensor: <ul style="list-style-type: none"> • 8.0GB minimum
Browser (for the web console and web install page)	<ul style="list-style-type: none"> • Microsoft Internet Explorer 10.0 or later • Chrome • Microsoft Edge

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.

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
Browser	<ul style="list-style-type: none"> • Microsoft Internet Explorer 10.0 (or later) • Chrome • Microsoft Edge
	 Note Windows UI is not supported.

Virtualization Support

VMWARE™	CITRIX™	MICROSOFT™
<ul style="list-style-type: none"> • ESX/ESXi Server (Server Edition) 5.x, 6.x, 7.x • Server (Server Edition) 1.0.3, 2 • Workstation and Workstation ACE Edition 7.0, 7.1, 8.0, 9.0, 10.0, 11.0, 12.0, 14.0, 15.0 • vCenter™ 5.0, 5.1, 5.5, 6.x • View™ 5.0, 5.1, 5.3, 6.x • Horizon® Air™ Desktops • Horizon® Mirage™ 5.x • Horizon® View™ 7 	<ul style="list-style-type: none"> • XenDesktop 5.0, 5.5, 5.6, 7.x • XenServer 6.5, 7.0 • XenApp 4.5, 5.0, 6.0, 6.5, 7.x • VDI-in-a-Box 5.1 	<p>Hyper-V Server:</p> <ul style="list-style-type: none"> • 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) • Windows Server 2008/2008 R2 (64-bit) Hyper-V <p>Windows Server Hyper-V:</p> <ul style="list-style-type: none"> • 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 8/8.1 Pro/Enterprise (64-bit) Hyper-V • Windows 10 Pro/Enterprise (64-bit) Hyper-V

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Item Code: APEMS8591/190219