TREND MICRO™

10.0 Worry-Free™
Business Security
Standard and Advanced Editions
System Requirements
Securing Your Journey to the Cloud

Protected Cloud   **Web Security**

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http://docs.trendmicro.com/en-us/smb/worry-free-business-security.aspx

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This documentation introduces the main features of the product and/or provides installation instructions for a production environment. Read through the documentation before installing or using the product.

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Chapter 1

Fresh Installation Requirements

Security Server Requirements

Operating System

> **Note**
>
> - All 64-bit versions of the listed operating systems are supported unless noted otherwise.
>
> - The Security Server does not support Windows server operating systems that run the **Server Core** environment.

TABLE 1-1. Minimum Operating System Requirements

SERIES OR FAMILY	SERVICE PACK OR RELEASE
Windows 7	SP1
Windows 8.1	Update 1
Windows 10	Fall Creators Update (and earlier)
Windows Home Server	Power Pack 3
Windows Server 2008	SP2
Windows Server 2008 R2	With or without SP1
Windows SBS 2008	SP2
Windows Essential Business Server (EBS) 2008	SP1 or SP2
Windows SBS 2011	With or without SP1
	SP1 (included out-of-the-box)
Windows Home Server 2011	SP1
Windows Server 2012	N/A
Windows Server 2012 R2	Update
Windows Server 2016	N/A

Web Server

Setup checks if a web server exists on the target computer.

TABLE 1-2. Web Server Detection Scenarios

SCENARIO	RESULT	NOTES

Setup detects both IIS and Apache web servers	• For a typical or minimal installation, Setup automatically uses IIS.
	
	• For a custom installation:
	
	   • Setup automatically uses IIS if the Apache web server version is not supported (only version 2.4 is supported)
	
	   • You can choose either of the two web servers if the Apache web server version is supported.
		If the endpoint runs Windows 7, 8.1, or 10, Trend Micro recommends a custom installation and choosing Apache as the web server.

Setup detects only an IIS web server	• For a typical or minimal installation, Setup automatically uses IIS. • For a custom installation, you can choose either of the two web servers. If you choose Apache, Setup automatically installs Apache version 2.4.	

Scenario	Result	Notes
Setup detects only an Apache web server	- Setup uses Apache if the Apache version is 2.4. - Installation cannot proceed if other Apache versions exist. Consider the following actions: - Uninstall Apache if no application is using it. - Upgrade Apache to version 2.4 if any of these versions is compatible with the applications that use Apache. - Choose another endpoint on which to install the Security Server.	The following platforms have IIS and are supported by the Security Server: • Windows Server 2008 or 2008 R2 • Windows SBS 2008 • Windows EBS 2008 • Windows SBS 2011 Standard or Essentials • Windows Server 2012 and 2012 R2 • Windows Server 2016 If Setup cannot detect IIS on these platforms, IIS may have been disabled (by default or by the system administrator). Enable IIS if this is your preferred web server.
Setup detects neither web server	Setup automatically installs Apache web server 2.4.	

Hardware

TABLE 1-3. Minimum Hardware Requirements

Hardware	Scan Method	Specifications
Processor	Conventional scan	Intel™ Pentium™ 4 or higher
	Smart scan	Multiple processors or multi-core processor

Hardware	Scan Method	Specifications
Memory exclusively for the Security Server	Conventional scan (32-bit)	• 512MB • 1GB recommended
	Smart scan (32-bit)	• 1GB • 2GB recommended
	Smart or conventional scan (64-bit)	• 1GB • 2GB recommended
Available disk space	N/A	11GB total • 4.1GB for the Security Server program files • 6.9GB for Security Server operations **Note** 11GB is exclusively for the Security Server. Additional disk space is necessary because the Security Agent will also be installed on the same computer as the Security Server (installing the Messaging Security Agent is optional). See the next sections for the disk space requirements for agents.

Virtualization

Worry-Free Business Security supports the following virtualization applications:

• Citrix Presentation Server™ 4.0, 4.5, 5.0 (XenApp)

• XenServer 6.0, 6.1, 6.2

• XenClient 2.0, 2.1

• VMware™ ESX™ 3.x, 4.x, 5.0, 5.1, 5.5, 6.0, 6.5

- VMware Server 1.0.3, 2.0.1

- VMware Workstation 6.0, 6.5, 7.0, 8.0, 9.0, 10.0, 11.0, 12.0, 13.0, 14.0

- Microsoft Hyper-V™ Server 2008 R2

- Microsoft Hyper-V™ Server 2012 and 2012 R2 and Windows Server 2012 and 2012 R2 Hyper-V™

- Remote Desktop

Web Console Requirements

TABLE 1-4. Minimum Web Console Requirements

REQUIREMENT	MINIMUM SPECIFICATIONS
Browser	• Microsoft™ Internet Explorer™ 9.0, 10.0, 11.0 (32 and 64 bit) • Mozilla™ Firefox™ 54 (ESR), 55, 56, 57 • Google Chrome™ • Microsoft Edge™
PDF reader	Adobe™ Acrobat™ Reader 6.0. Newer versions highly recommended.
Display	High-color display with a resolution of 1366 x 768 pixels or higher

Security Agent and Update Agent Requirements

Operating System

The Security Agent and Update Agent support all operating systems supported by the Security Server.

In addition to these operating systems, the following are also supported:

- Windows POSReady 2009 (Security Agent only)

- Windows POSReady 7 (Security Agent only)

Processor

TABLE 1-5. Minimum Processor Requirements

PROCESSOR	OPERATING SYSTEM	CLOCK SPEED
• Intel™ Pentium™ x86 or compatible processor • x64 processor supporting AMD64 and Intel EM64T technologies	Windows 7	800MHz
	Server 2008, SBS 2008, or EBS 2008	1GHz
	Windows Home Server	450MHz
	Windows 8.1, Windows 10, Server 2008 R2, Home Server 2011, SBS 2011, SBS 2011 Essentials, Server 2012/2012 R2, Server 2012/2012 R2 Essentials, Server 2016, Server 2016 Essentials	1.4 GHz

Memory

TABLE 1-6. Minimum Memory Requirements

OPERATING SYSTEM	MEMORY EXCLUSIVELY FOR THE SECURITY AGENT
Windows Server 2016	• 2GB • 16GB recommended
Windows SBS 2011 Standard/Essentials	• 8GB • 10GB recommended
Windows SBS/EBS 2008	• 4GB • 8GB recommended

Operating System	Memory Exclusively for the Security Agent
Windows 7, 8.1, 10, or Server 2008	• 1GB • 2GB recommended
Windows Server 2008 R2, Home Server 2011, 2012/2012 R2, 2012/2012 R2 Essentials	• 2GB • 8GB recommended
Windows Home Server	• 512MB • 1GB recommended

Disk Space

TABLE 1-7. Minimum Disk Space Requirements

Scan Method	Disk Space
Smart Scan	450MB total for Security Agents • 300MB for the Security Agent program files • 150MB for Security Agent operations
	800MB total for Update Agents • 300MB for the Update Agent program files • 500MB for Security Agent operations
Conventional Scan	700MB total for Security Agents • 400MB for the Security Agent program files • 300MB for Security Agent operations
	1050MB total for Update Agents • 400MB for the Update Agent program files • 650MB for Security Agent operations

> **Note**
>
> Allocate an additional 100MB of disk space when enabling the auto backup feature of **Ransomware Protection**.
>
> For more information, see the Administrator's Guide.

Network Traffic During Agent Deployment

The following table lists the **minimum** network traffic created when the Security Server deploys the agent installation package to a computer through Internal Web Page, Login Script (Autopcc), or Remote Install:

Agent installation package deployed to a 32-bit computer	100MB for Security Agent operations
Agent installation package deployed to a 64-bit computer	130MB

Virtualization

Agents support the same virtualization applications supported by the Security Server. See *Virtualization on page 1-5*.

Others

- 256-color display or higher with resolutions of 800x600 pixels or higher

- Gigabit network interface cards (NICs) supported

Messaging Security Agent Requirements

Operating System

> **Note**
>
> All major editions and 64-bit versions of the listed operating systems are supported unless noted otherwise.
>
> Setup automatically installs the following components if the Messaging Security Agent (MSA) and the Security Server are installed on the same endpoint. Otherwise manually install the following components on the endpoint where the Messaging Security Agent is installed:
>
> • .NET Framework 4.0
>
> • .NET Framework 3.5 SP1
>
> • Windows Installer 4.5

TABLE 1-8. Minimum Operating System Requirements

SERIES OR FAMILY	SERVICE PACK OR RELEASE
Windows Server 2008	SP2
Windows Server 2008 R2	SP1
Windows SBS 2008	SP2
Windows EBS 2008	SP2
Windows SBS 2011	SP1
Windows 2012	SP1
Windows 2012 R2	SP2
Windows Server 2016	N/A

Web Server

TABLE 1-9. Minimum Web Server Requirements

WEB SERVER	COMPATIBLE OPERATING SYSTEMS
Microsoft IIS 7.0	• Windows Server 2008 • Windows SBS 2008 • Windows EBS 2008
Microsoft IIS 7.5	• Windows Server 2008 R2 • Windows SBS 2011 Standard or Essentials
Microsoft IIS 8.0	• Windows Server 2012
Microsoft IIS 8.5	• Windows Server 2012 R2
Microsoft IIS 10	• Windows Server 2016

Hardware

TABLE 1-10. Minimum Requirements

REQUIREMENT	MINIMUM SPECIFICATIONS
Processor	• 1GHz Intel Pentium x86 or compatible processor • 1GHz x64 processor supporting AMD64 and Intel EM64T technologies
Memory exclusively for the Messaging Security Agent	1GB
Available disk space	2GB total • 500MB for the Messaging Security Agent program files • 1.5GB for Messaging Security Agent operations

Mail Server

TABLE 1-11. Minimum Mail Server Requirements

MICROSOFT EXCHANGE VERSION	SERVICE PACK OR RELEASE
2010	SP2 or above
2013	SP1 with KB2938053
2016	N/A

> **Note**
>
> The Messaging Security Agent does not support some Microsoft Exchange Server Enterprise features such as data availability group (DAG).

Virtualization

Agents support the same virtualization applications supported by the Security Server. See .

Trend Micro Security (for Mac) Client Requirements

Visit the following website for the complete list of requirements:

http://docs.trendmicro.com/en-us/enterprise/trend-micro-security-(for-mac).aspx

Chapter 2

Upgrade Requirements

Upgrading From Version 8.x

Security Server

The operating systems supported in Worry-Free Business Security 8.x are supported in this version with the following exceptions:

Worry-Free Business Security no longer supports Windows XP, Windows Vista, Windows 8, and Windows Server 2003.

Upgrade notes and reminders:

1. If the Security Server runs Windows Home Server, apply Power Pack 3.

2. Check if the server computer needs additional resources to run this Worry-Free Business Security version. Refer to the following table for details:

RESOURCE	SECURITY SERVER 8.X REQUIREMENT	SECURITY SERVER 10.0 REQUIREMENT
Disk space	6GB	11GB

3. If Apache is currently used as web server:

    • Setup automatically upgrades the Apache version to 2.4 if the Apache web server was installed by the Worry-Free Business Security 8.x Setup program.

    • Setup keeps the existing Apache version if it was installed by other programs.

4. The scan method currently in use is retained after the upgrade.

Security Agent

The operating systems supported in Worry-Free Business Security 8.x are supported in this version with the following exceptions:

Worry-Free Business Security no longer supports Windows XP, Windows Vista, Windows 8, and Windows Server 2003.

If the Security Agent runs Windows Home Server, apply Power Pack 3.

Messaging Security Agent

Worry-Free Business Security supports upgrades from previous versions of Messaging Security Agents. See the *Installation and Upgrade Guide* for more information.

Upgrading From Version 9.x

Security Server

The operating systems supported in Worry-Free Business Security 9.0 are supported in this version with the following exceptions:

Worry-Free Business Security no longer supports Windows XP, Windows Vista, Windows 8, and Windows Server 2003.

Upgrade notes and reminders:

1. If the Security Server runs Windows Home Server, apply Power Pack 3.

2. Check if the server computer needs additional resources to run this Worry-Free Business Security version. Refer to the following table for details:

RESOURCE	SECURITY SERVER 9.0 REQUIREMENT	SECURITY SERVER 10.0 REQUIREMENT
Disk space	6GB	11GB

3. If Apache is currently used as web server:

    •   Setup automatically upgrades the Apache version to 2.4 if the Apache web server was installed by the Worry-Free Business Security 9.x Setup program.

    •   Setup keeps the existing Apache version if it was installed by other programs.

4. The scan method currently in use is retained after the upgrade.

Security Agent

The operating systems supported in Worry-Free Business Security 9.x are supported in this version with the following exceptions:

Worry-Free Business Security no longer supports Windows XP, Windows Vista, Windows 8, and Windows Server 2003.

If the Security Agent runs Windows Home Server, apply Power Pack 3.

Messaging Security Agent

Worry-Free Business Security supports upgrades from previous versions of Messaging Security Agents. See the *Installation and Upgrade Guide* for more information.

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