



11.0 OfficeScan™

Service Pack 1

System Requirements

For Enterprise and Medium Business



Endpoint Security



Protected Cloud



Web Security



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<http://docs.trendmicro.com/en-us/enterprise/officescan.aspx>

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Chapter 1

OfficeScan Server Installations

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







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Fresh Installations on Windows Server 2003 Platforms






Note

Trend Micro only guarantees continued support for Windows Server 2003 platforms until January 30th, 2017. Please prepare a migration plan in order to continue receiving the highest level of security on all endpoints.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD PARTY PROGRAMS		OTHERS
							IIS AND THIRD-PARTY PROGRAMS	APACHE AND THIRD-PARTY PROGRAMS	
Windows Server 2003	32-bit / 64-bit	Standard	SP2	At least 1.86 GHz Intel™ Core™2 Duo	1GB minimum with at least 500MB exclusively for OfficeScan	6.5GB minimum if installing the OfficeScan server, OfficeScan agent, and integrated Smart Protection Server	Microsoft IIS 6.0 FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture PHP 5.4.38 VC9, 32-bit, Non Thread Safe with the CURL, GMP, LDAP, MBSTRING, OPENSLL, PDO_SQLITE, SOAP, COM_DOTNET extensions	Apache™ web server 2.2.25 (with SSL enabled)  Note If an earlier version of the Apache web server exists on the endpoint, OfficeScan installs Apache 2.2.25 and enables SSL. The existing Apache web server is not removed.	Gigabit Network Interface Card (NIC) Monitor that supports 1024 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2008 R2 Express SP2 • 2008 • 2008 R2 • 2012 • 2014 Microsoft Visual C++ 2008 Redistributable Package (x86)  Note SQL Server 2008 R2 Express SP2 is not supported by Windows Server 2003 SP1.
		Enterprise							
		Datacenter							
Windows Server 2003 R2	32-bit / 64-bit	Standard	SP2	At least 1.86 GHz Intel™ Core™2 Duo	1GB minimum with at least 500MB exclusively for OfficeScan	6.5GB minimum if installing the OfficeScan server, OfficeScan agent, and integrated Smart Protection Server	Microsoft IIS 6.0 FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture PHP 5.4.38 VC9, 32-bit, Non Thread Safe with the CURL, GMP, LDAP, MBSTRING, OPENSLL, PDO_SQLITE, SOAP, COM_DOTNET extensions	Apache™ web server 2.2.25 (with SSL enabled)  Note If an earlier version of the Apache web server exists on the endpoint, OfficeScan installs Apache 2.2.25 and enables SSL. The existing Apache web server is not removed.	Gigabit Network Interface Card (NIC) Monitor that supports 1024 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2008 R2 Express SP2 • 2008 • 2008 R2 • 2012 • 2014 Microsoft Visual C++ 2008 Redistributable Package (x86)  Note SQL Server 2008 R2 Express SP2 is not supported by Windows Server 2003 SP1.
		Enterprise							
		Datacenter							
Windows Compute Cluster Server 2003	32-bit / 64-bit	N/A	None	At least 1.86 GHz Intel™ Core™2 Duo	1GB minimum with at least 500MB exclusively for OfficeScan 2GB recommended	6.5GB minimum if installing the OfficeScan server, OfficeScan agent, and integrated Smart Protection Server	Microsoft IIS 6.0 FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture PHP 5.4.38 VC9, 32-bit, Thread Safe with the CURL, GMP, LDAP, PDO_SQLITE, COM_DOTNET extensions	Apache™ web server 2.2.25 (with SSL enabled)  Note If an earlier version of the Apache web server exists on the endpoint, OfficeScan installs Apache 2.2.25 and enables SSL. The existing Apache web server is not removed.	Gigabit Network Interface Card (NIC) Monitor that supports 1024 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2008 R2 Express SP2 • 2008 • 2008 R2 • 2012 • 2014 Microsoft Visual C++ 2008 Redistributable Package (x86)  Note SQL Server 2008 R2 Express SP2 is not supported by Windows Server 2003 SP1.

Fresh Installations on Windows Server 2008 Platforms


OPERATING SYSTEM	EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD PARTY PROGRAMS		OTHERS	
						IIS AND THIRD-PARTY PROGRAMS	APACHE AND THIRD-PARTY PROGRAMS		
Windows Server 2008	32-bit / 64-bit	Standard	SP1 / SP2	At least 1.86 GHz Intel™ Core™2 Duo AMD™ 64 processor Intel 64 processor	1GB minimum with at least 500MB exclusively for OfficeScan 2GB recommended	6.5GB minimum if installing the OfficeScan server, OfficeScan agent, and integrated Smart Protection Server	Microsoft IIS 7.0 or later FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture PHP 5.4.38 VC9, 32-bit, Non Thread Safe with the CURL, GMP, LDAP, MBSTRING, OPENSLL, PDO_SQLITE, SOAP, COM_DOTNET extensions	Apache™ web server 2.2.25 (with SSL enabled)  Note If an earlier version of the Apache web server exists on the endpoint, OfficeScan installs Apache 2.2.25 and enables SSL. The existing Apache web server is not removed.	Gigabit Network Interface Card (NIC) Monitor that supports 1024 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2008 R2 Express SP2 • 2008 • 2008 R2 • 2012 • 2014 Microsoft Visual C++ 2008 Redistributable Package (x86)  Note SQL Server 2008 R2 Express SP2 is not supported by Windows Server 2008 SP1.
		Enterprise							
		Datacenter							
		Web							
Windows Server 2008 R2	64-bit	Standard	With/ Without SP1						
		Enterprise							
		Datacenter							
		Web							

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD PARTY PROGRAMS		OTHERS
							IIS AND THIRD-PARTY PROGRAMS	APACHE AND THIRD-PARTY PROGRAMS	
Windows HPC Server 2008	32-bit / 64-bit	N/A	None	At least 1.86 GHz Intel™ Core™2 Duo	1GB minimum with at least 500MB exclusively for OfficeScan	6.5GB minimum if installing the OfficeScan server, OfficeScan agent, and integrated Smart Protection Server	Microsoft IIS 7.5 FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture	Apache™ web server 2.2.25 (with SSL enabled)	Gigabit Network Interface Card (NIC)
Windows HPC Server 2008 R2	64-bit	N/A	None	AMD™ 64 processor Intel 64 processor	2GB recommended		PHP 5.4.38 VC9, 32-bit, Non Thread Safe with the CURL, GMP, LDAP, MBSTRING, OPENSLL, PDO_SQLITE, SOAP, COM_DOTNET extensions	 Note If an earlier version of the Apache web server exists on the endpoint, OfficeScan installs Apache 2.2.25 and enables SSL. The existing Apache web server is not removed.	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Visual C++ 2008 Redistributable Package (x86)
								PHP 5.4.38 VC9, 32-bit, Thread Safe with the CURL, GMP, LDAP, PDO_SQLITE, COM_DOTNET extensions	

Fresh Installations on Windows Server 2012 Platforms

OPERATING SYSTEM	EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD PARTY PROGRAMS		OTHERS	
						IIS AND THIRD-PARTY PROGRAMS	APACHE AND THIRD-PARTY PROGRAMS		
Windows Server 2012	64-bit	Standard	None	At least 1.86 GHz Intel™ Core™2 Duo	2GB minimum with at least 500MB exclusively for OfficeScan	6.5GB minimum if installing the OfficeScan server, OfficeScan agent, and integrated Smart Protection Server	Microsoft IIS 8.0 or later	Apache™ web server 2.2.25 (with SSL enabled)	Gigabit Network Interface Card (NIC) Monitor that supports 1024 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2008 R2 Express SP2 • 2008 • 2008 R2 • 2012 • 2014 Microsoft Visual C++ 2008 Redistributable Package (x86)
Windows Server 2012 R2		Datacenter					Standard		

Fresh Installations on Windows MultiPoint Server Platforms

OPERATING SYSTEM	EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD PARTY PROGRAMS		OTHERS	
						IIS AND THIRD-PARTY PROGRAMS	APACHE AND THIRD-PARTY PROGRAMS		
Windows MultiPoint Server 2010	64-bit	Standard	None	At least 1.86 GHz Intel™ Core™2 Duo	2GB minimum with at least 500MB exclusively for OfficeScan	6.5GB minimum if installing the OfficeScan server, OfficeScan agent, and integrated Smart Protection Server	Microsoft IIS 7.5 or later FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture PHP 5.4.38 VC9, 32-bit, Non Thread Safe with the CURL, GMP, LDAP, MBSTRING, OPENSLL, PDO_SQLITE, SOAP, COM_DOTNET extensions	Apache™ web server 2.2.25 (with SSL enabled)  Note If an earlier version of the Apache web server exists on the endpoint, OfficeScan installs Apache 2.2.25 and enables SSL. The existing Apache web server is not removed.	Gigabit Network Interface Card (NIC) Monitor that supports 1024 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2008 R2 Express SP2 • 2008 • 2008 R2 • 2012 • 2014 Microsoft Visual C++ 2008 Redistributable Package (x86)
Windows MultiPoint Server 2011		Premium							
Windows MultiPoint Server 2012		Standard	None	Intel 64 processor					
		Premium							
		Standard	None	Intel 64 processor					
		Premium							
							PHP 5.4.38 VC9, 32-bit, Thread Safe with the CURL, GMP, LDAP, PDO_SQLITE, COM_DOTNET extensions		

Chapter 2

OfficeScan Agent Installations

This section outlines the OfficeScan agent system requirements for fresh installations on supported Windows platforms.

- *Fresh Installations on Windows Endpoint Platforms on page 2-2*
- *Fresh Installations on Windows Embedded System Platforms on page 2-4*
- *Fresh Installations on Windows Server Platforms on page 2-5*
- *Update Agents on page 2-11*


Fresh Installations on Windows Endpoint Platforms



Note

Trend Micro only guarantees continued support for Windows XP platforms until January 30th, 2017. Please prepare a migration plan in order to continue receiving the highest level of security on all endpoints.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows XP	32-bit	Home	SP3	300MHz Intel Pentium or equivalent AMD™ 64 processor Intel 64 processor	256MB minimum with at least 100MB exclusively for OfficeScan 512MB recommended	450MB minimum	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
		Professional					
		Professional for Embedded Systems					
		Tablet PC					
	64-bit	Professional	SP2				
Windows Vista	32-bit / 64-bit	Business	SP1 / SP2	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor	1GB minimum with at least 100MB exclusively for OfficeScan 1.5GB recommended	450MB minimum	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
		Enterprise					
		Ultimate					
		Home Basic					
		Home Premium					
		Business for Embedded Systems					
		Ultimate for Embedded Systems					

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows 7	32-bit / 64-bit	Home Basic	With/ Without SP1	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor	1GB (32-bit) / 1.5GB (64-bit) minimum with at least 100MB exclusively for OfficeScan 2GB recommended	450MB minimum	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					
Windows 8/8.1	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	1GB (32-bit) / 1.5GB (64-bit) minimum with at least 100MB exclusively for OfficeScan 2GB recommended	450MB minimum	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  Note Windows UI is not supported.
		Pro					
		Enterprise					

Fresh Installations on Windows Embedded System Platforms

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows XP Embedded Standard	32-bit	N/A	SP1 / SP2 / SP3	300MHz Intel Pentium or equivalent	256MB minimum with at least 100MB exclusively for OfficeScan	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher
Windows Embedded Standard 2009	32-bit	N/A	None	AMD™ 64 processor	512MB recommended		Microsoft Internet Explorer 8.0 or 9.0 if performing web setup
Windows Embedded POSReady 2009	32-bit	N/A	None				Simple File Sharing disabled Enable Remote Registry
Windows Embedded POSReady 7	32-bit / 64-bit	N/A	None	Minimum 1GHz (32-bit) / 2GHz (64-bit) Intel Pentium or equivalent (2GHz recommended)	1GB (32-bit) / 1.5GB (64-bit) minimum with at least 100MB exclusively for OfficeScan	2GB recommended	Allow printer/file sharing in the Windows firewall (if enabled)
Windows 7 Embedded	32-bit / 64-bit	Standard	SP1	AMD™ 64 processor			
		Professional					
		Ultimate					
Windows 8 Embedded	32-bit / 64-bit	Standard	None	Intel 64 processor			
		Pro					
		Industry Enterprise					
		Industry Pro					
Windows 8.1 Embedded	32-bit / 64-bit	Pro	None				
		Industry Enterprise					
		Industry Pro					



- The OfficeScan 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 (<http://esupport.trendmicro.com/solution/en-us/1105117.aspx>).
 - Due to the complexity of Windows Embedded systems, OfficeScan 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.
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Fresh Installations on Windows Server Platforms



Trend Micro only guarantees continued support for Windows Server 2003 platforms until January 30th, 2017. Please prepare a migration plan in order to continue receiving the highest level of security on all endpoints.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2003	32-bit	Standard	SP2	300MHz Intel Pentium or equivalent AMD™ 64 processor	256MB minimum with at least 100MB exclusively for OfficeScan 512MB recommended	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
		Enterprise					
		Datacenter					
		Web					
Windows Server 2003 R2	32-bit	Standard	SP2	300MHz Intel Pentium or equivalent AMD™ 64 processor	256MB minimum with at least 100MB exclusively for OfficeScan 512MB recommended	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
		Enterprise					
		Datacenter					
Windows Storage Server 2003	32-bit	Basic	SP2	300MHz Intel Pentium or equivalent AMD™ 64 processor	256MB minimum with at least 100MB exclusively for OfficeScan 512MB recommended	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
		Standard					
		Enterprise					
		Workgroup					
Windows Storage Server 2003 R2	32-bit	Basic	SP2	300MHz Intel Pentium or equivalent AMD™ 64 processor	256MB minimum with at least 100MB exclusively for OfficeScan 512MB recommended	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
		Standard					
		Enterprise					
		Workgroup					
Windows Compute Cluster Server 2003 (Active/Passive)	32-bit	N/A	None	300MHz Intel Pentium or equivalent AMD™ 64 processor	256MB minimum with at least 100MB exclusively for OfficeScan 512MB recommended	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2008	32-bit	Standard	SP1 / SP2	Minimum 1GHz Intel Pentium or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor	512MB minimum with at least 100MB exclusively for OfficeScan 2GB recommended	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
		Enterprise					
		Datacenter					
		Web					
		Server Core					
Windows Storage Server 2008		Basic	SP1 / SP2				
Windows HPC Server 2008		N/A	None				
Windows Server 2008 Failover Clusters (Active / Passive)		N/A	None				

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2008	64-bit	Standard	With/ Without SP1	Minimum 1.4GHz Intel Pentium or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor	512MB minimum with at least 100MB exclusively for OfficeScan	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
		Enterprise					
		Datacenter					
		Web					
		Server Core					
Windows Server 2008 R2		Standard	With/ Without SP1				
		Enterprise					
		Datacenter					
		Web					
		Server Core					
Windows Storage Server 2008	Basic	SP1 / SP2					
	Standard						
	Enterprise						
	Workgroup						
Windows Storage Server 2008 R2	Basic	With/ Without SP1					
	Standard						
	Enterprise						
	Workgroup						

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows HPC Server 2008	64-bit	N/A	None	Minimum 1.4GHz Intel Pentium or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor	512MB minimum with at least 100MB exclusively for OfficeScan	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
Windows HPC Server 2008 R2		N/A	None				
Windows Server 2008 Failover Clusters (Active / Passive)		N/A	None				
Windows MultiPoint Server 2010	64-bit	N/A	None	Minimum 1.4GHz Intel Pentium or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor	512MB minimum with at least 100MB exclusively for OfficeScan	450MB minimum	Monitor that supports 1024 x 768 resolution at 256 colors or higher Microsoft Internet Explorer 8.0 or 9.0 if performing web setup Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
Windows MultiPoint Server 2011		Standard	None				

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2012	64-bit	Standard	None	Minimum 1.4GHz Intel Pentium or equivalent (2GHz recommended) AMD™ 64 processor Intel 64 processor	512MB minimum with at least 100MB exclusively for OfficeScan	450MB minimum	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
		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	512MB minimum with at least 100MB exclusively for OfficeScan 2GB recommended				

**Note**

For processor and RAM requirements for a specific platform, refer to the Microsoft system requirements for that platform.

Update Agents

RESOURCE	REQUIREMENTS
Processor	800MHz Intel Pentium processor or equivalent
RAM	512MB (1GB for Update Agents running Windows Vista) 1GB or more recommended (1.5GB or more for Update Agents running Windows Vista)
Available disk space	At least 700MB At least 1GB if the Update Agent deploys hot fixes and the OfficeScan agent program
Display	Monitor that supports 800 x 600 resolution at 256 colors or higher

Chapter 3

Upgrades and Virtualization Support

This section outlines the system requirements for upgrading the server and agent programs, and supported virtualization platforms.

- *OfficeScan Server Upgrade Requirements on page 3-2*
- *OfficeScan Agent Upgrade Requirements on page 3-2*
- *OfficeScan Server Web Console Requirements on page 3-3*
- *Virtualization Support on page 3-4*

OfficeScan Server Upgrade Requirements

OfficeScan 11.0 Service Pack supports upgrading from the following versions:

- 11.0 or later patches

Before upgrading, perform the following tasks:

1. Apply Service Pack 1 or 2 on Windows Server 2008.
2. To speed up the upgrade process, unload the OfficeScan agent before upgrading an OfficeScan server on Windows Server 2008 (Standard edition, 32-bit).
3. Check if the server computer needs additional resources to run this OfficeScan version. Refer to the following table for details.

RESOURCE	REQUIREMENTS
Processor	1.86GHz Intel Core2Duo
RAM	2GB
Available disk space	6.5GB if installing the OfficeScan server, OfficeScan agent, and integrated Smart Protection Server
Browser (for the web console and web install page)	Microsoft Internet Explorer 8.0 or later

OfficeScan Agent Upgrade Requirements

OfficeScan 11.0 Service Pack 1 supports upgrading from the following versions:

- 11.0 or later patches
- 10.6 or later
- 10.5 Patch 5 or later
- 10.0 SP1 or later


All operating systems supported in OfficeScan 10.x, except Windows 2000, are supported in this version.

Keep your OfficeScan 10.x servers if you have agents running Windows 2000 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*.

Before upgrading agents running Windows XP Professional, Vista, 7, Server 2003, and Server 2008, apply the required Microsoft service packs.

- Windows XP Professional (32-bit) Service Pack 2 or 3
- Windows XP Professional (64-bit) Service Pack 1 or 2
- Windows Vista Service Pack 1 or 2
- Windows Server 2003 Service Pack 2
- Windows Server 2008 Service Pack 1 or 2

OfficeScan 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 1024 x 768 resolution at 256 colors or higher
Browser	Microsoft Internet Explorer 8.0 or later
	 Note Windows UI is not supported.

Virtualization Support

VMWARE™	CITRIX™	MICROSOFT™
<ul style="list-style-type: none"> • ESX/ESXi Server (Server Edition) 3.5, 4.0, 4.1, 5.x, 6.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 • vCenter™ 4, 4.1, 5.0, 5.1, 5.5, 6.x • View™ 4.5, 5.0, 5.1, 5.3, 6.x • Horizon® Air™ Desktops 	<ul style="list-style-type: none"> • XenDesktop 5.0, 5.5, 5.6, 7.x • XenServer 5.5, 5.6, 6.0, 6.1, 6.2 • 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) • 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 8/8.1 Pro/Enterprise (64-bit) Hyper-V

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