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TREND MICRO™ Control Manager™

System Requirements

Centralized Security Management for the Enterprise

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

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Chapter 1

Control Manager Server Installations

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

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Windows Server 2008

Control Manager is a 32-bit program. Control Manager installs under WOW on 64-bit computers (Standard and Enterprise editions). When installed on 64-bit computers, modify IIS to use 32-bit mode.

Assign proper roles before installing Control Manager.

For details, see <http://esupport.trendmicro.com/solution/en-US/1061124.aspx>.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD-PARTY PROGRAMS		OTHERS
Windows Server 2008	32-bit / 64-bit	Standard	SP2	At least 2.3 GHz Intel™ Core™ i5 or compatible CPUs AMD™ 64 processor Intel™ 64 processor	8 GB minimum	80 GB minimum (SAS)	Microsoft IIS 7.0	PHP 7.1, 32-bit, Non Thread Safe with the CURL, SOAP, GMP, LDAP, PDO_SQLITE, MCRYPT extensions (excluding PDO_SQLITE_EXTERNAL), COM_DOTNET FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2008 • 2008 R2
		Microsoft IIS 6.0 Management Compatibility							
		Microsoft IIS Windows Authentication							
							Microsoft .NET Framework 4.6.1 or above		
							Microsoft IIS ASP		
							Microsoft IIS ASP.NET		
							Microsoft IIS ASP.NET Extensibility		
							Microsoft IIS CGI		
							Microsoft Message Queuing Service (MSMQ)		

Windows Server 2008 R2

Assign proper roles before installing Control Manager.

For details, see <http://esupport.trendmicro.com/solution/en-US/1061124.aspx>.



Note

- The following Windows hotfixes are only required for TLS 1.2 environments:
 - KB2973337
 - If cumulative update KB3185330 is already installed, KB2973337 is not required.
-

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD-PARTY PROGRAMS		OTHERS	
Windows Server 2008 R2	64-bit	Standard	SP1	At least 2.3 GHz Intel™ Core™ i5 or compatible CPUs AMD™ 64 processor Intel™ 64 processor	8 GB minimum	80 GB minimum (SAS)	Microsoft IIS 7.5	PHP 7.1, 32-bit, Non Thread Safe with the CURL, SOAP, GMP, LDAP, PDO_SQLITE, MCRYPT extensions (excluding PDO_SQLITE_EXTERNAL), COM_DOTNET	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2008 • 2008 R2 	
		Enterprise					Microsoft IIS 6.0 Management Compatibility			FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture
		Datacenter					Microsoft IIS Windows Authentication			
							Microsoft .NET Framework 4.6.1 or above			
							Microsoft IIS ASP			
							Microsoft IIS ASP.NET			
							Microsoft IIS ASP.NET Extensibility			
							Microsoft IIS CGI			
							Microsoft Message Queuing Service (MSMQ)			

Windows Server 2012

Control Manager is a 32-bit program. Control Manager installs under WOW on 64-bit computers (Standard and Enterprise editions). When installed on 64-bit computers, modify IIS to use 32-bit mode.

Assign proper roles before installing Control Manager.

For details, see <http://esupport.trendmicro.com/solution/en-US/1061124.aspx>.

**Note**

- The following Windows hotfixes are required prior to Control Manager installation:
 - KB2999226
- The following Windows hotfixes are only required for TLS 1.2 environments:
 - KB2975331

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD-PARTY PROGRAMS		OTHERS	
Windows Server 2012	64-bit	Standard	N/A	At least 2.3 GHz Intel™ Core™ i5 or compatible CPUs AMD™ 64 processor Intel™ 64 processor	8 GB minimum	80 GB minimum (SAS)	Microsoft IIS 8.0	PHP 7.1, 32-bit, Non Thread Safe with the CURL, SOAP, GMP, LDAP, PDO_SQLITE, MCRYPT extensions (excluding PDO_SQLITE_EXTERNAL), COM_DOTNET	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2008 • 2008 R2 • 2012 • 2014 • 2016 	
		Datacenter	N/A				Microsoft IIS 6.0 Management Compatibility			Microsoft IIS Windows Authentication

Windows Server 2012 R2

Assign proper roles before installing Control Manager.

For details, see <http://esupport.trendmicro.com/solution/en-US/1061124.aspx>.



Note

- The following Windows hotfixes are required prior to Control Manager installation:
 - KB2919355
 - KB2919442
 - The following Windows hotfixes are only required for TLS 1.2 environments:
 - KB3000850
-

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD-PARTY PROGRAMS		OTHERS
Windows Server 2012 R2	64-bit	Standard	N/A	At least 2.3 GHz Intel™ Core™ i5 or compatible CPUs AMD™ 64 processor Intel™ 64 processor	8 GB minimum	80 GB minimum (SAS)	Microsoft IIS 8.5	PHP 7.1, 32-bit, Non Thread Safe with the CURL, SOAP, GMP, LDAP, PDO_SQLITE, MCRYPT extensions (excluding PDO_SQLITE_EXTERNAL), COM_DOTNET	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher SQL Server • 2008 • 2008 R2 • 2012 • 2014 • 2016
		Datacenter	N/A				Microsoft IIS 6.0 Management Compatibility Microsoft IIS Windows Authentication Microsoft .NET Framework 4.6.1 or above Microsoft IIS ASP Microsoft IIS ASP.NET 4.5 Microsoft IIS ASP.NET Extensibility 4.5 Microsoft IIS CGI Microsoft Message Queuing Service (MSMQ)		

Windows Server 2016

Assign proper roles before installing Control Manager.

For details, see <http://esupport.trendmicro.com/solution/en-US/1061124.aspx>.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD-PARTY PROGRAMS		OTHERS
Windows Server 2016	64-bit	Standard	None	At least 2.3 GHz Intel™ Core™ i5 or compatible CPUs AMD™ 64 processor Intel™ 64 processor	8 GB minimum	80 GB minimum (SAS)	Microsoft IIS 10.0 Microsoft IIS 6.0 Management Compatibility Microsoft IIS Windows Authentication Microsoft .NET Framework 4.6.1 or above Microsoft IIS ASP Microsoft IIS ASP.NET 4.6 Microsoft IIS ASP.NET Extensibility 4.6 Microsoft IIS CGI Microsoft Message Queuing Service (MSMQ)	PHP 7.1, 32-bit, Non Thread Safe with the CURL, SOAP, GMP, LDAP, PDO_SQLITE, MCRYPT extensions (excluding PDO_SQLITE_EXTERNAL), COM_DOTNET FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture	Gigabit Network Interface Card (NIC) Monitor that supports 1366 x 768 resolution at 256 colors or higher SQL Server <ul style="list-style-type: none"> • 2012 • 2014 • 2016
		Datacenter	None						

Chapter 2

Other Requirements and Supported Platforms

This section outlines other supported platforms and system requirements.

- *Microsoft SQL Server Support on page 2-2*
- *TLS 1.2 Support on page 2-2*
- *IPv4/IPv6 Support on page 2-4*
- *Virtualization Support on page 2-4*
- *Limitations on page 2-4*
- *Web Console Requirements on page 2-5*

Microsoft SQL Server Support

DATABASE SERVER		EDITION	SERVICE PACK
SQL Server 2016 Express	64-bit	N/A	With/Without SP1
SQL Server 2016	64-bit	Standard	With/Without SP1
		Enterprise	With/Without SP1
SQL Server 2014 Express	32-bit / 64-bit	N/A	SP2
SQL Server 2014	32-bit / 64-bit	Standard	SP2
		Enterprise	SP2
SQL Server 2012 Express	32-bit / 64-bit	N/A	SP3
SQL Server 2012	32-bit / 64-bit	Standard	SP3
		Enterprise	SP3
SQL Server 2008 Express	32-bit / 64-bit	N/A	SP4
SQL Server 2008	32-bit / 64-bit	Standard	SP4
		Enterprise	SP4
SQL Server 2008 R2	32-bit / 64-bit	Standard	SP3
		Enterprise	SP3

TLS 1.2 Support

Control Manager supports Transport Layer Security (TLS) 1.2.

For more information about TLS 1.2, see <https://support.microsoft.com/en-us/help/3135244/tls-1-2-support-for-microsoft-sql-server>.

The following table outlines the Windows hotfixes required for Windows Server operating systems to support TLS 1.2.

TABLE 2-1. Operating System Requirements

OPERATING SYSTEM	WINDOWS HOTFIX
Windows Server 2008 (32-bit/64-bit)	N/A
Windows Server 2008 R2 (64-bit)	KB2973337
Windows Server 2012 (64-bit)	KB2975331
Windows Server 2012 R2 (64-bit)	KB3000850
Windows Server 2016 (64-bit)	N/A

The following table outlines the Windows hotfixes required for Microsoft SQL server installations to support TLS 1.2.

TABLE 2-2. Microsoft SQL Server Requirements

DATABASE SERVER	WINDOWS HOTFIX
SQL Server 2016 Express	N/A
SQL Server 2016	N/A
SQL Server 2014 Express	Cumulative Update 5 for SQL Server 2014 SP1 KB3052404
SQL Server 2014	Cumulative Update 5 for SQL Server 2014 SP1 KB3052404
SQL Server 2012 Express	Cumulative Update 1 for SQL Server 2012 SP3 KB3052404
SQL Server 2012	Cumulative Update 1 for SQL Server 2012 SP3 KB3052404
SQL Server 2008 Express	SQL Server 2008 SP4 TLS 1.2 Update
SQL Server 2008	SQL Server 2008 SP4 TLS 1.2 Update
SQL Server 2008 R2	SQL Server 2008 R2 SP3 TLS 1.2 Update

IPv4/IPv6 Support

OPERATING SYSTEM	ENVIRONMENT	SUPPORT
Windows Server 2008 or later	Pure IPv4	Yes
	Pure IPv6	No
	Dual IP stacks	Yes


Virtualization Support

Control Manager only provides support for virtual platforms that are supported by the installed operating system.

Limitations

CATEGORY	LIMITATION
Operating system	Control Manager is a 32-bit program. Control Manager installs under WOW on 64-bit computers (Standard and Enterprise editions). When installed on 64-bit computers, modify IIS to use 32-bit mode.
Cascading management of Control Manager servers in multi-language versions	<ul style="list-style-type: none"> • A Japanese/Chinese version of child Control Manager can only be managed by a Japanese/Chinese version of parent Control Manager • To avoid deploying patterns in incorrect language versions to child Control Manager, edit your deployment plan and disable deploying updates to the cascading folder in parent Control Manager • The database of the parent Control Manager has to support double-byte characters • To access the Japanese/Chinese version of parent Control Manager web console in a cascading environment, the web browser needs to support displaying double-byte characters • The generation time of logs and reports is based on the time settings on the parent Control Manager

Web Console Requirements

RESOURCE	REQUIREMENT
Processor	300 MHz Intel™ Pentium™ processor or equivalent
RAM	128 MB minimum
Available disk space	30 MB minimum
Browser	Microsoft Internet Explorer™ 11, Microsoft Edge™, or Google Chrome™  Important When using Internet Explorer or Edge to access the Control Manager web console, turn off Compatibility View .
Others	Monitor that supports 1366 x 768 resolution at 256 colors or higher

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