



# XG OfficeScan™

## System Requirements

For Enterprise and Medium Business



Endpoint Security



Protected Cloud



Web Security



Trend Micro Incorporated reserves the right to make changes to this document and to the products described herein without notice. Before installing and using the software, please review the readme files, release notes, and the latest version of the applicable user documentation, which are available from the Trend Micro website at:

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

Trend Micro, the Trend Micro t-ball logo, and OfficeScan are trademarks or registered trademarks of Trend Micro Incorporated. All other product or company names may be trademarks or registered trademarks of their owners.

Copyright © 2016 Trend Micro Incorporated. All rights reserved.

Release Date: October 2016

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

# Table of Contents

## Chapter 1: OfficeScan Server Installations

Fresh Installations on Windows Server 2008 Platforms .....	1-2
Fresh Installations on Windows Server 2012 Platforms .....	1-3
Fresh Installations on Windows Server 2016 Platforms .....	1-4
Fresh Installations on Windows MultiPoint Server Platforms .....	1-5

## Chapter 2: OfficeScan Edge Relay Server Installations

Edge Relay Server System Requirements .....	2-2
---	-----

## Chapter 3: OfficeScan Agent Installations

Fresh Installations on Windows Endpoint Platforms .....	3-2
Fresh Installations on Windows Embedded System Platforms .....	3-5
Fresh Installations on Windows Server Platforms .....	3-6
Update Agents .....	3-12

## Chapter 4: Upgrades and Virtualization Support

OfficeScan Server Upgrade Requirements .....	4-2
OfficeScan Agent Upgrade Requirements .....	4-2
OfficeScan Server Web Console Requirements .....	4-3
Virtualization Support .....	4-4

## Index

Index .....	IN-1
-------------	------



# Chapter 1

## OfficeScan Server Installations

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

- *Fresh Installations on Windows Server 2008 Platforms on page 1-2*
- *Fresh Installations on Windows Server 2012 Platforms on page 1-3*
- *Fresh Installations on Windows Server 2016 Platforms on page 1-4*
- *Fresh Installations on Windows MultiPoint Server Platforms on page 1-5*

## Fresh Installations on Windows Server 2008 Platforms

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 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  7.0GB minimum if installing remotely	Microsoft IIS 7.0 or later  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"> <li>• 2008 R2 Express SP2</li> <li>• 2008</li> <li>• 2008 R2</li> <li>• 2012</li> <li>• 2014</li> <li>• 2016</li> </ul> Microsoft Visual C++ 2015 Redistributable Package (x86)
		Enterprise						
		Datacenter						
		Web						
Windows Server 2008 R2	64-bit	Standard	SP1	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  7.0GB minimum if installing remotely	Microsoft IIS 7.5  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  Microsoft Visual C++ 2015 Redistributable Package (x86)
		Enterprise						
		Datacenter						
		Web						
Windows HPC Server 2008	32-bit / 64-bit	N/A	None	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  7.0GB minimum if installing remotely	Microsoft IIS 7.5  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  Microsoft Visual C++ 2015 Redistributable Package (x86)
Windows HPC Server 2008 R2	64-bit	N/A	None	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  7.0GB minimum if installing remotely	Microsoft IIS 7.5  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  Microsoft Visual C++ 2015 Redistributable Package (x86)

## Fresh Installations on Windows Server 2012 Platforms



### Important

Windows 2012 R2 requires updates KB2919442 and KB2919355 required before installing the OfficeScan server

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD PARTY PROGRAMS	OTHERS
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  7.0GB minimum if installing remotely	Microsoft IIS 8.0 or later  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"> <li>• 2008 R2 Express SP2</li> <li>• 2008</li> <li>• 2008 R2</li> <li>• 2012</li> <li>• 2014</li> <li>• 2016</li> </ul> Microsoft Visual C++ 2015 Redistributable Package (x86)
		Datacenter						
Windows Server 2012 R2		Standard	None	AMD™ 64 processor  Intel 64 processor				
		Datacenter						

## Fresh Installations on Windows Server 2016 Platforms

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 1.86 GHz Intel™ Core™2 Duo  AMD™ 64 processor  Intel 64 processor	2GB minimum with at least 500MB exclusively for OfficeScan	6.5GB minimum if installing the OfficeScan server, OfficeScan agent, and integrated Smart Protection Server  7.0GB minimum if installing remotely	Microsoft IIS 10.0 or later  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"> <li>• 2008 R2 Express SP2</li> <li>• 2008</li> <li>• 2008 R2</li> <li>• 2012</li> <li>• 2014</li> <li>• 2016</li> </ul> Microsoft Visual C++ 2015 Redistributable Package (x86)
		Datacenter						



## Fresh Installations on Windows MultiPoint Server Platforms

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	WEB SERVER AND THIRD PARTY PROGRAMS	OTHERS
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	Gigabit Network Interface Card (NIC)
		Premium						
Windows MultiPoint Server 2011		Standard	None	AMD™ 64 processor				
		Premium						
Windows MultiPoint Server 2012		Standard	None	Intel 64 processor				
		Premium						
7.0GB minimum if installing remotely								FastCGI 1.5-RTW, 32-bit or 64-bit depending on the system architecture  SQL Server <ul style="list-style-type: none"> <li>• 2008 R2 Express SP2</li> <li>• 2008</li> <li>• 2008 R2</li> <li>• 2012</li> <li>• 2014</li> <li>• 2016</li> </ul> Microsoft Visual C++ 2015 Redistributable Package (x86)



## Chapter 2


### OfficeScan Edge Relay Server Installations

This section outlines the OfficeScan 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	4 GB
Disk space	50 GB
Operating system	Windows Server 2012 R2
Network card	<ul style="list-style-type: none"><li>• 2 network cards<ul style="list-style-type: none"><li>• One for intranet connection to the OfficeScan server</li><li>• One for external connection to off-premises OfficeScan agents</li></ul></li><li>• 1 network card configured to use different ports for intranet and Internet connections</li></ul>
Database	<ul style="list-style-type: none"><li>• SQL Server™ 2008 R2 Express (or later)</li><li>• SQL Server™ 2008 R2 (or later)</li></ul> <hr/> <p> <b>Note</b> The OfficeScan Edge Relay Server setup program provides the option of installing SQL Server 2008 Express R2 SP2 during installation.</p>

## Chapter 3

### 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 3-2*
- *Fresh Installations on Windows Embedded System Platforms on page 3-5*
- *Fresh Installations on Windows Server Platforms on page 3-6*
- *Update Agents on page 3-12*


## Fresh Installations on Windows Endpoint Platforms





### Important

Trend Micro only guarantees continued support for Windows XP platforms until January 30th, 2018. 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	800MB minimum 1GB 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
		Professional					
		Professional for Embedded Systems					
		Tablet PC					
	64-bit	Professional	SP2				
Windows Vista	32-bit / 64-bit	Business	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	800MB minimum 1GB 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
		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	800MB minimum  1GB 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					
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	800MB minimum  1GB 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   <b>Note</b> Windows UI is not supported.
		Pro					
		Enterprise					

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows 10	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	1GB (32-bit) / 2GB (64-bit) minimum with at least 100MB exclusively for OfficeScan  2GB recommended	800MB minimum  1GB recommended	<p>Monitor that supports 1024 x 768 resolution at 256 colors or higher</p> <p>Windows Internet Explorer 11.0 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> <hr/> <p> <b>Note</b> Windows UI is not supported.</p>
<p> <b>Note</b> OfficeScan supports agent installations on the Windows 10 Anniversary Update (Windows Redstone 1) platform.</p>		Pro					
		Education					
		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	800MB minimum 1GB recommended	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) Enable default local admin
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					
Windows 10 IoT	32-bit / 64-bit	Enterprise	None				

 **Note**

- 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.

## Fresh Installations on Windows Server Platforms

 **Important**


Trend Micro only guarantees continued support for Windows Server 2003 platforms until January 30th, 2018. 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 / 64-bit	Standard	SP2	300MHz Intel Pentium or equivalent AMD™ 64 processor	256MB minimum with at least 100MB exclusively for OfficeScan 512MB recommended	800MB minimum 1GB 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 Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled) Enable default local admin
		Enterprise					
		Datacenter					
		Web					
Windows Server 2003 R2		Standard	SP2				
		Enterprise					
		Datacenter					
Windows Storage Server 2003		Basic	SP2				
		Standard					
		Enterprise					
		Workgroup					

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Storage Server 2003 R2		Basic	SP2				
		Standard					
		Enterprise					
		Workgroup					
Windows Compute Cluster Server 2003 (Active/Passive)		N/A	None				
Windows Server 2008	32-bit	Standard	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	800MB minimum  1GB 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  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	SP2				
Windows HPC Server 2008		N/A	None				
Windows Server 2008 Failover Clusters (Active / Passive)		N/A	None				
Windows Server 2008	64-bit	Standard	SP2	Minimum 1.4GHz Intel Pentium or equivalent (2GHz recommended)  AMD™ 64 processor  Intel 64 processor	512MB minimum with at least 100MB exclusively for OfficeScan	800MB minimum  1GB 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  Enable Remote Registry
		Enterprise					
		Datacenter					
		Web					

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
Windows Server 2008 R2		Server Core	SP1				Allow printer/file sharing in the Windows firewall (if enabled)  Enable default local admin
		Standard					
		Enterprise					
		Datacenter					
		Web					
		Server Core					
Windows Storage Server 2008		Basic	SP2				
		Standard					
		Enterprise					
		Workgroup					
Windows Storage Server 2008 R2		Basic	SP1				
		Standard					
		Enterprise					
		Workgroup					
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	800MB minimum  1GB 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  Enable Remote Registry  Allow printer/file sharing in the Windows firewall (if enabled)
Windows HPC Server 2008 R2		N/A	None				
Windows Server 2008 Failover Clusters (Active / Passive)		N/A	None				



OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
							Enable default local admin
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	800MB minimum 1GB 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  Enable Remote Registry Allow printer/file sharing in the Windows firewall (if enabled)  Enable default local admin
Windows MultiPoint Server 2011		Standard	None				
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	800MB minimum 1GB 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
		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						

 **Note**  
Windows UI is not supported.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
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		
Windows Server 2016	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 2GB recommended	800MB minimum 1GB 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					
Windows Server 2016 Failover Clusters		N/A	None				
Windows Storage Server 2016	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 2GB recommended	800MB minimum 1GB 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
		Workgroup					

**Note**

Windows UI is not supported.

OPERATING SYSTEM		EDITION	SERVICE PACK	PROCESSOR	RAM	AVAILABLE DISK SPACE	OTHERS
							<p>Allow printer/file sharing in the Windows firewall (if enabled)</p> <p>Enable default local admin</p> <hr/> <p> <b>Note</b> Windows UI is not supported.</p>
Windows Server, version 1709	64-bit	Server Core	None	<p>Minimum 1.4GHz Intel Pentium or equivalent (2GHz recommended)</p> <p>AMD™ 64 processor</p> <p>Intel 64 processor</p>	<p>512MB minimum with at least 100MB exclusively for OfficeScan</p> <p>2GB recommended</p>	<p>800MB minimum</p> <p>1GB recommended</p>	<p>Monitor that supports 1024 x 768 resolution at 256 colors or higher</p> <p>Windows Internet Explorer 11.0 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> <hr/> <p> <b>Note</b> Windows UI is not supported.</p>



**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 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.

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

## OfficeScan Server Upgrade Requirements

OfficeScan XG supports upgrading from the following version:

- 10.6 Service Pack 3 (or later)
- 11.0 (or later)

Before upgrading, perform the following tasks:

1. Apply Service Pack 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. Apply Windows Update KB2919355 on Windows Server 2012 R2.
4. 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)	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 10.0 or later</li> <li>• Chrome</li> <li>• Microsoft Edge</li> </ul>

## OfficeScan Agent Upgrade Requirements

OfficeScan XG supports upgrading from the following version:

- 10.6 Service Pack 3 (or later)
- 11.0 (or later)


All operating systems supported in OfficeScan 10.6 SP3, 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 Vista and Server 2008, apply the required Microsoft service packs.

- Windows Vista Service Pack 2
- Windows Server 2003 Service Pack 2
- Windows Server 2008 Service Pack 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 1366 x 768 resolution at 256 colors or higher
Browser	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 10.0 (or later)</li> <li>• Chrome</li> <li>• Microsoft Edge</li> </ul> <hr/> <div style="display: flex; align-items: flex-start;">  <div> <p><b>Note</b></p> <p>Windows UI is not supported.</p> </div> </div>

## Virtualization Support

VMWARE™	CITRIX™	MICROSOFT™
<ul style="list-style-type: none"> <li>• ESX/ESXi Server (Server Edition) 5.x, 6.x</li> <li>• Server (Server Edition) 1.0.3, 2</li> <li>• Workstation and Workstation ACE Edition 7.0, 7.1, 8.0, 9.0, 10.0, 11.0, 12.0</li> <li>• vCenter™ 5.0, 5.1, 5.5, 6.x</li> <li>• View™ 5.0, 5.1, 5.3, 6.x</li> <li>• Horizon® Air™ Desktops</li> <li>• Horizon® Mirage™ 5.x</li> <li>• Horizon® View™ 7</li> </ul>	<ul style="list-style-type: none"> <li>• XenDesktop 5.0, 5.5, 5.6, 7.x</li> <li>• XenServer 6.5, 7.0</li> <li>• XenApp 4.5, 5.0, 6.0, 6.5, 7.x</li> <li>• VDI-in-a-Box 5.1</li> </ul>	<p>Hyper-V Server:</p> <ul style="list-style-type: none"> <li>• Microsoft Hyper-V Server 2008/2008 R2 (64-bit)</li> <li>• Microsoft Hyper-V Server 2012/2012 R2 (64-bit)</li> <li>• Microsoft Hyper-V Server 2016 (64-bit)</li> <li>• Windows Server 2008/2008 R2 (64-bit) Hyper-V</li> </ul> <p>Windows Server Hyper-V:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008/2008 R2 (64-bit) Hyper-V</li> <li>• Windows Server 2012/2012 R2 (64-bit) Hyper-V</li> <li>• Windows Server 2016 (64-bit) Hyper-V</li> <li>• Windows 8/8.1 Pro/Enterprise (64-bit) Hyper-V</li> <li>• Windows 10 Pro/Enterprise (64-bit) Hyper-V</li> </ul>

# Index

## C

Citrix, 4-4

## M

Microsoft, 4-4

## O

OfficeScan agent

Update Agent, 3-12

upgrading, 4-2

Windows 10, 3-4

Windows 10 IoT, 3-5

Windows 7, 3-3

Windows 7 Embedded, 3-5

Windows 8, 3-3

Windows 8.1, 3-3

Windows 8.1 Embedded, 3-5

Windows 8 Embedded, 3-5

Windows Compute Cluster Server  
2003, 3-7

Windows Embedded POSReady  
2009, 3-5

Windows Embedded POSReady 7,  
3-5

Windows Embedded Standard 2009,  
3-5

Windows HPC Server 2008, 3-7, 3-8

Windows HPC Server 2008 R2, 3-8

Windows MultiPoint Server 2010, 3-9

Windows MultiPoint Server 2011, 3-9

Windows MultiPoint Server 2012, 3-9

Windows Server, version 1709, 3-11

Windows Server 2003, 3-6

Windows Server 2003 R2, 3-6

Windows Server 2008, 3-7

Windows Server 2008 Failover  
Clusters, 3-7, 3-8

Windows Server 2008 R2, 3-8

Windows Server 2012, 3-9

Windows Server 2012 Failover  
Clusters, 3-10

Windows Server 2012 R2, 3-9

Windows Server 2012 R2 Failover  
Clusters, 3-10

Windows Server 2016, 3-10

Windows Server 2016 Failover  
Clusters, 3-10

Windows Storage Server 2003, 3-6

Windows Storage Server 2003 R2, 3-7

Windows Storage Server 2008, 3-7, 3-8

Windows Storage Server 2008 R2, 3-8

Windows Storage Server 2012, 3-9

Windows Storage Server 2012 R2, 3-9

Windows Storage Server 2016, 3-10

Windows Vista, 3-2

Windows XP, 3-2

Windows XP Embedded Standard,  
3-5

OfficeScan server

upgrading, 4-2

web console, 4-3

Windows HPC Server 2008, 1-2

Windows HPC Server 2008 R2, 1-2

Windows MultiPoint Server 2010, 1-5

Windows MultiPoint Server 2011, 1-5

Windows MultiPoint Server 2012, 1-5

Windows Server 2008, 1-2

Windows Server 2008 R2, 1-2

Windows Server 2012, 1-3

Windows Server 2012 R2, 1-3

Windows Server 2016, 1-4

## U

Update Agent, 3-12

upgrading the OfficeScan agent, 4-2

upgrading the OfficeScan server, 4-2

## V

virtual support

Citrix, 4-4

Microsoft, 4-4

VMware, 4-4

VMware, 4-4

## W

web console, 4-3

Windows 10, 3-4

Windows 10 IoT, 3-5

Windows 7, 3-3

Windows 7 Embedded, 3-5

Windows 8, 3-3

Windows 8.1, 3-3

Windows 8.1 Embedded, 3-5

Windows 8 Embedded, 3-5

Windows Compute Cluster Server 2003,  
3-7

Windows Embedded POSReady 2009, 3-5

Windows Embedded POSReady 7, 3-5

Windows Embedded Standard 2009, 3-5

Windows HPC Server 2008, 1-2, 3-7, 3-8

Windows HPC Server 2008 R2, 1-2, 3-8

Windows MultiPoint Server 2010, 1-5, 3-9

Windows MultiPoint Server 2011, 1-5, 3-9

Windows MultiPoint Server 2012, 1-5, 3-9

Windows Server, version 1706, 3-11

Windows Server 2003, 3-6

Windows Server 2003 R2, 3-6

Windows Server 2008, 1-2, 3-7

Windows Server 2008 Failover Clusters,  
3-7, 3-8

Windows Server 2008 R2, 1-2, 3-8

Windows Server 2012, 1-3, 3-9

Windows Server 2012 Failover Clusters,  
3-10

Windows Server 2012 R2, 1-3, 3-9

Windows Server 2012 R2 Failover  
Clusters, 3-10

Windows Server 2016, 1-4, 3-10

Windows Server 2016 Failover Clusters,  
3-10

Windows Storage Server 2003, 3-6

Windows Storage Server 2003 R2, 3-7

Windows Storage Server 2008, 3-7, 3-8

Windows Storage Server 2008 R2, 3-8

Windows Storage Server 2012, 3-9

Windows Storage Server 2012 R2, 3-9

Windows Storage Server 2016, 3-10

Windows Vista, 3-2

Windows XP, 3-2

Windows XP Embedded Standard, 3-5





**TREND MICRO INCORPORATED**

225 E. John Carpenter Freeway, Suite 1500  
Irving, Texas 75062 U.S.A.  
Phone: +1 (817) 569-8900, Toll-free: (888) 762-8736  
Email: [support@trendmicro.com](mailto:support@trendmicro.com)

[www.trendmicro.com](http://www.trendmicro.com)

Item Code: OSEMVG7580/160930