MIGRATION GUIDE FOR TREND MICRO APEX ONE

Trend Micro Apex One™ provides automated threat detection and response against an ever-growing variety of threats, including advanced threats like fileless malware and ransomware.

Apex One uses a blend of advanced threat protection techniques to eliminate security gaps across any user activity and any endpoint, and ensures the right threat defense technique is used at the right time. It constantly learns, adapts, and automatically shares threat intelligence across your environment,

This migration guide will provide easy step-by-step instructions on how to migrate from your existing Symantec endpoint security solution to Trend Micro Apex One.

## REPLACING SYMANTEC WITH APEX ONE IN THREE EASY STEPS.

Step 1: Download and install the Coexist Agent

Download and install the Apex One Security Coexist Agent

    a. Log into you "Apex One as a Service" web console

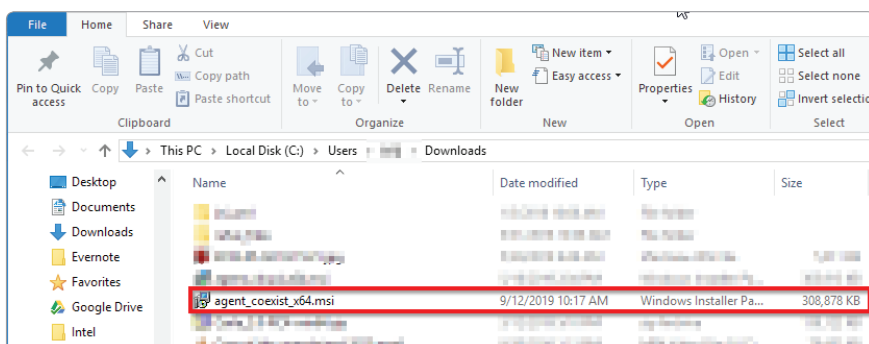   b. Under "Administration", click the "Security Agent Download" option
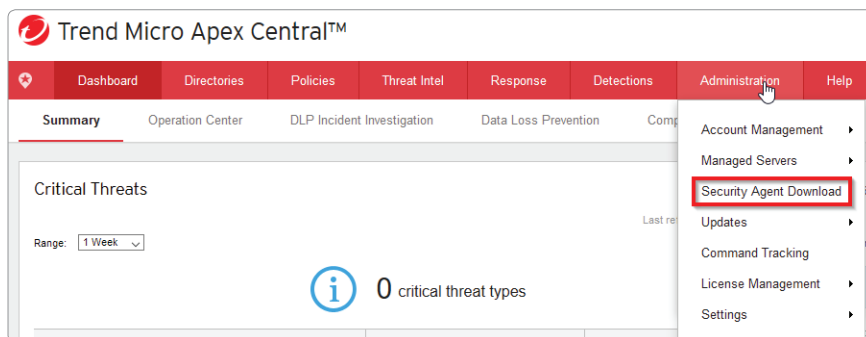
    c. Choose the desired options and click "Download Agent"
       (or choose "Get Download" to get a link to download directly to another machine)

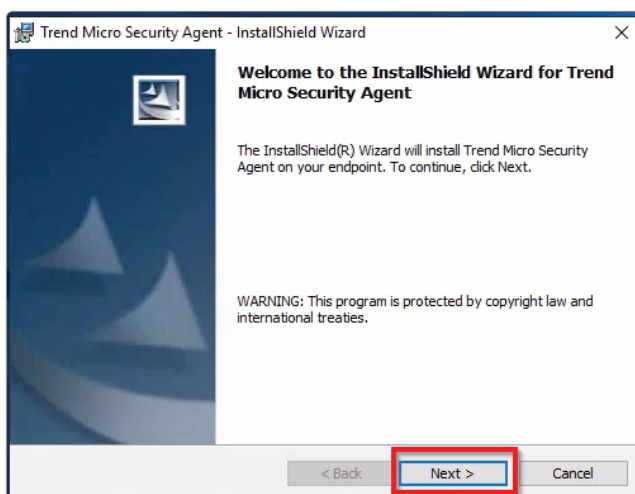THE ART OF CYBERSECURITY
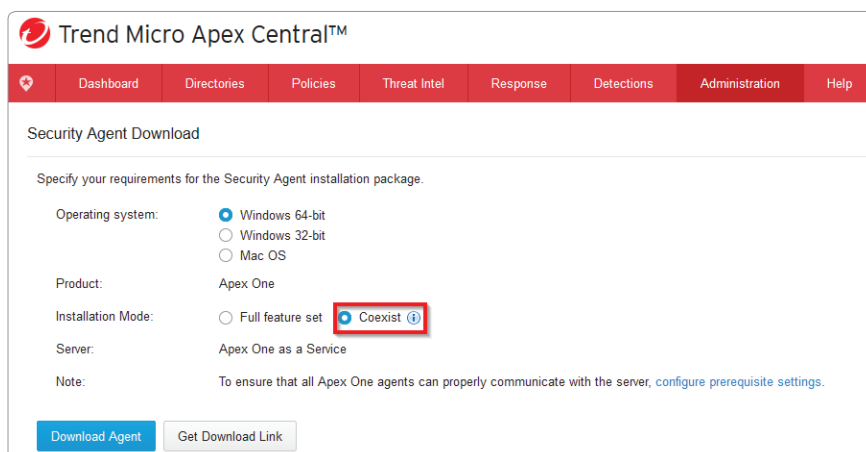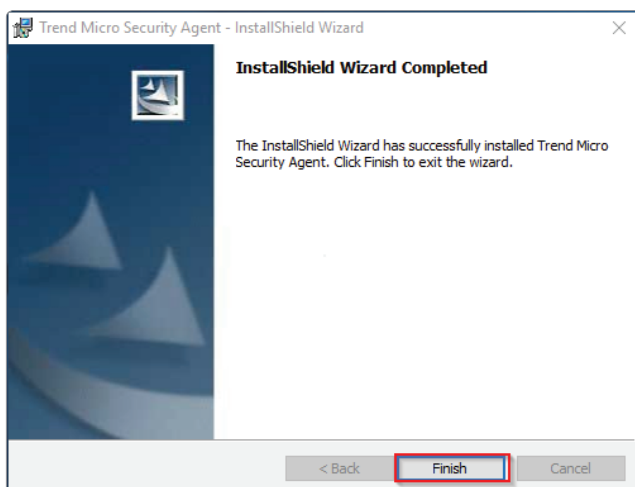
d. Option 1: Local install

    i. Double-click the security agent "MSI"

    ii. Step through the install process

    iii. During this process, the Apex One Security Agent will be installed in coexist mode

e. Option 2: Remote deployment

The MSI can be deployed using the software deployment tool of choice (Example: SCCM)

i. To silently install the Apex One Security Agent/Client MSI package using the Microsoft® Windows® Installer, run the following on the target computer:

msiexec /i <location and file name of the Apex One Security Agent/Client MSI package> /quiet /norestart /lv <log location and log name>

Example:

msiexec /i C:\agent_coexist_x64.msi /quiet /norestart /lv C:\ApexOne.log

Where:

/i = install the specified package

C:\agent_cloud_x64.msi = the target location and filename of the MSI package

/quiet = Quiet mode, no user interaction

/norestart = Do not restart after the installation is complete

/lv = create a log file in verbose mode

C:\ApexOne.log = the log file that will be created and its target location

As you can see, Trend Micro Apex One is installed side-by-side with Symantec.

Step 2: Remove Symantec Endpoint Protection / Symantec Endpoint Cloud

Apex One offers the ability to remove many third-party agents during the install / conversion process. This ability and availability can be discussed with support in the planning stage.

Symantec's available automatic removal methods can also be used. With our Coexist agent installed, your endpoints will still be protected during this stage.

For our example, we will remove the Symantec agent manually using Add/Remove Programs.

    a) Open "Add/Remove Programs" (also called "Apps & Features",
       depending on your version of Microsoft® Windows®)

    b) Select "Symantec Endpoint Protection" and click "Uninstall"
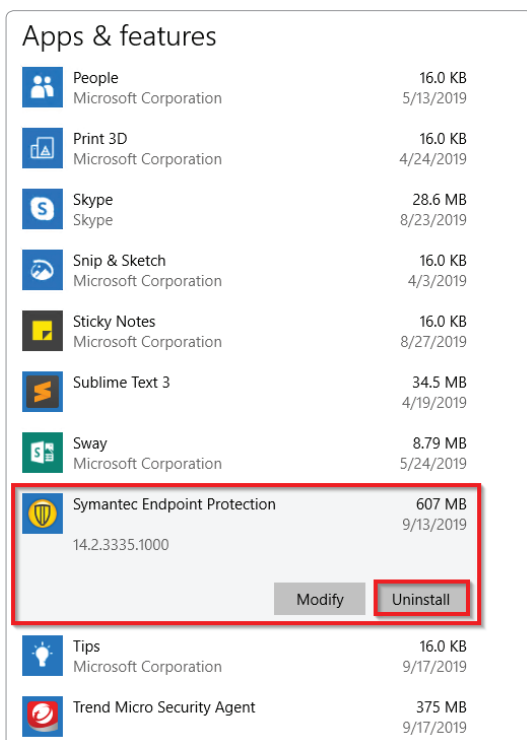
   c) Allow the process to complete, and then restart the machine as Symantec requests
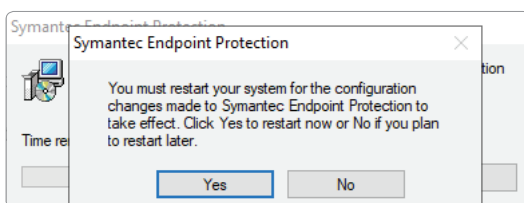
   d) You will now see the green Coexist icon without the Symantec icon on the machine

Step 3: Convert the Coexist Agent to the full agent

The next step is to create a policy to target your Coexist Agent and convert it to a full agent, with the settings you specify.

Let's create a new policy to migrate the Coexist Agent to a Full Agent.

a. Log into the Apex One as a Service web console, and choose "Policies -> Policy Management"
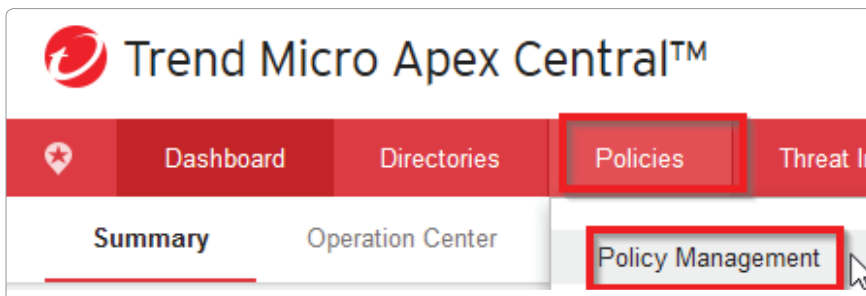

b. Click "Create" to create a new policy
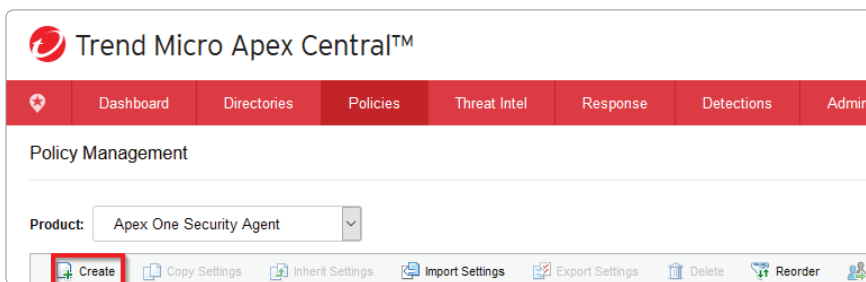
c. Name the new policy and choose the endpoints you want to convert. For targets, choose "Specify Target(s)" and click "Select". This will allow you to manually pick which agents in which to apply this policy.

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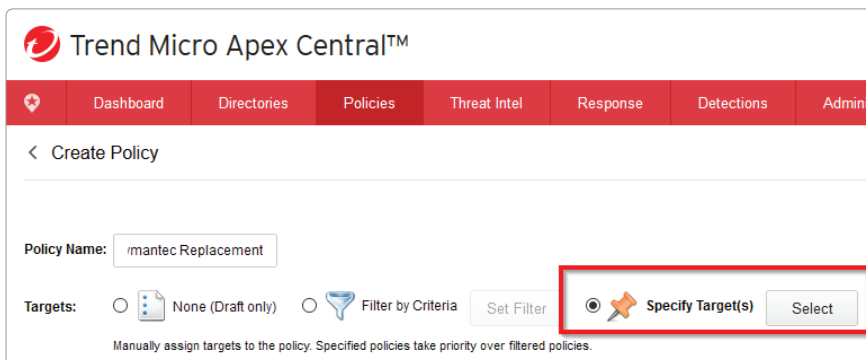
d. Under "Specify Target(s)" choose the "Browse" tab and locate/select the endpoint to add. Click "Add Selected Targets" and then click "OK".
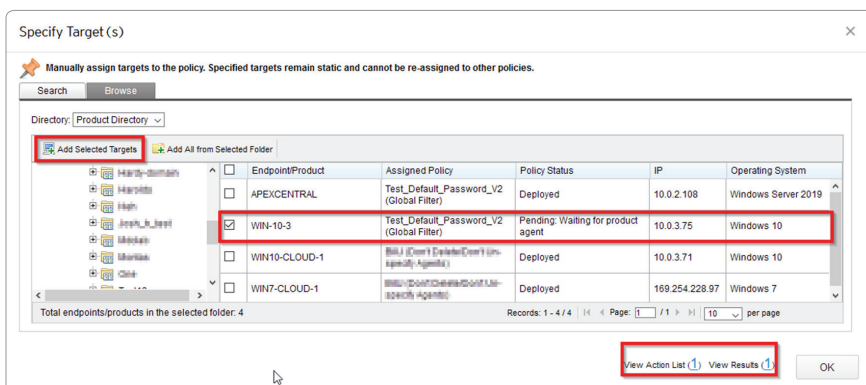
e. Next, go to "Privileges and Other Settings -> Other Settings", and under "Coexist Mode Agent Conversion" check the box for "Permanently convert Security Agents using coexist mode into fully-functional Security Agents".
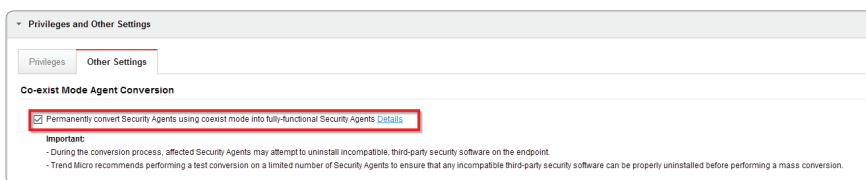
f. Other settings here can be modified as desired (such as exclusions and optional components), and will take effect when the agent converts to full. Or you can further change/update the policy later after the agent has converted. This is a good time to set an Unload and Uninstall password under "Privileges and Other Settings". Once done click the "Deploy" button at the bottom of the screen to deploy the policy.

g. The endpoint Security Agent will automatically retrieve and update the policy, enabling full-functionality as defined by the policy with no prompts and no required interaction by the end user on the endpoint. The Coexist green icon will change to the full-feature blue icon.
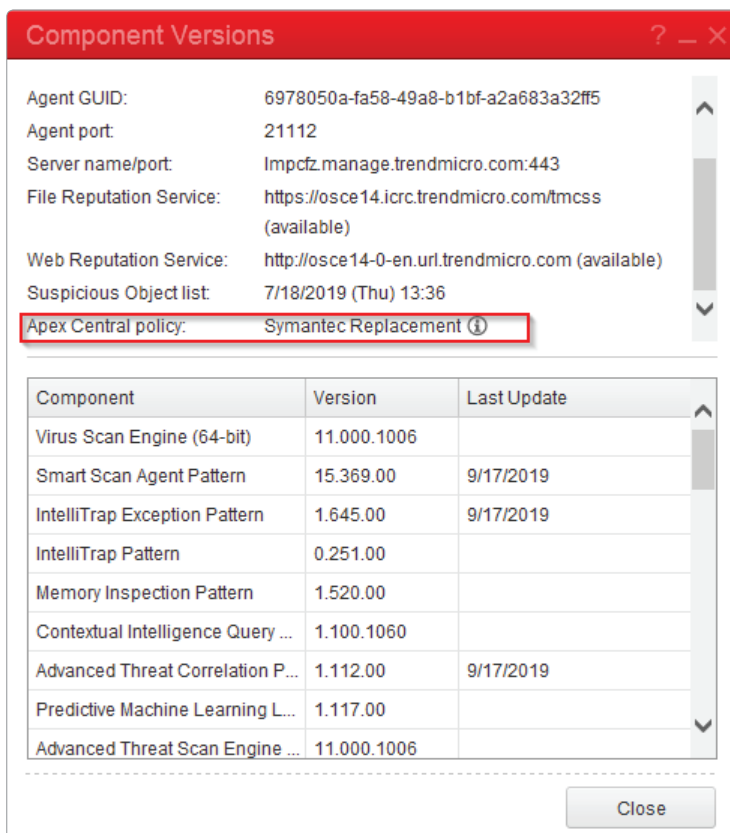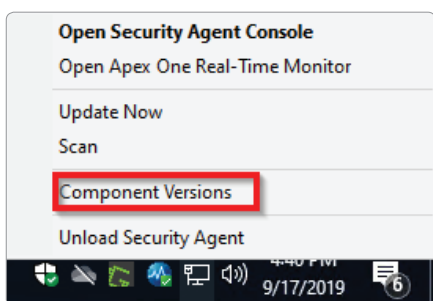
    i. Before:

    ii. After:

h. We can then verify the policy by right-clicking the agent and choosing "Component Versions"

i. The Apex Central Policy line will display the policy that's currently applied to this endpoint

j. Opening the Windows Security Dashboard will also reflect the Apex One agent as installed and running.

As a cloud-based security solution, Apex One is easy to deploy, with no required on-site servers.

Migrating to Apex One is a simple process and Trend Micro support teams are available to assist you every step of the way to answer any questions you have.

Securing Your Connected World

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