



EndPoint Protection (Trend Micro Anti-Virus)

Agent Installation SOP

Author: HPE Team

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Important notice

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Authors and email	Sasank Gunturu	Role	Technical Consultants
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Version History

Date	Version	Edited by	Description
1 st April 2026	1.0	Rabi Bhushan	DRAFT version
14th July 2026	1.5	Sasank Gunturu	Revised version as per DoP inputs

Objective

The objective of this document is to detail the SOP for End Point protection Agent Installation at DOP sites as part of DOP IT 2.0 modernization project. In subsequent sections, it lists the details of prerequisites, Installation steps, Post Installation checks etc., intended to provide an overview of how the agent will be installed.

Agent Installation SOP

Name of the solution	End Point Protection (Trend Micro AV)			
DOP SPOC for the solution	TBD by DOP			
Purpose	To provide clear instructions for end users to install the Endpoint Protection Platform (EPP) agent on their systems, ensuring compliance with security policies and proper functioning of endpoint protection.			
Scope	Applicable to all authorized endpoint devices of DOP which need to be protected with the EPP agent on Windows machines within the DoP organization.			
Endpoint Prerequisites	- Minimum System requirements of End point to be ensured as per Table below - Administrative rights on the endpoint device. - Stable MPLS Connection - Access to the official EPP agent installer provided by IT/security team. - Ensure Connectivity & DNS Resolution to Designed Servers			
	Endpoint Minimum System Requirement			
	Operating System	Process	RAM	Disk Space
	Windows 7	Min 1GHz (32-bit)/2GHz(64-bit)	2 GB min	3 GB min
	Windows 8	AMD 64 Processor		
	Windows 10 & 11	Intel 64 Processor		
Responsibilities	End User: Follow the steps accurately and report any issues to IT support through Support Desk ticket. IT Team: Provide installer, SOP and support during installation.			
Process Flow for Agent Installation	1. Check the Endpoint prerequisites 2. Validate the Network Prerequisites (refer Section 1) 3. Identify the Update Agent and install the AV agent (Refer section 5)			

4. **Raise the Service Desk ticket with details mentioned (in Section 5 Serial no. 3) for updation of Update Agent (GUP) details in the Central server.**
5. **Follow Steps mentioned in Section 3 for installation of AV agents.**

Section 1

Network Connectivity Prerequisites for Agent Installation

Before proceeding with the onboarding agents, please ensure the following prerequisites are met:

1. Network Connectivity

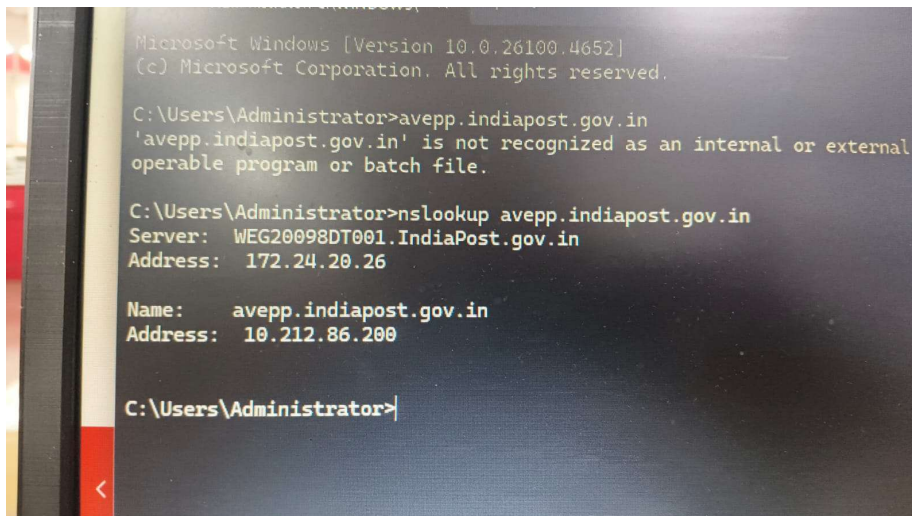
- The target system **must be connected to the MPLS Network only**.
- Ensure no alternate network (VPN) is active during installation and validation.

2. DNS Resolution Check

- Run the following command in Command Prompt (CMD):

nslookup avepp.indiapost.gov.in

Expected Result:



```
Microsoft Windows [Version 10.0.26100.4652]
(c) Microsoft Corporation. All rights reserved.

C:\Users\Administrator>avepp.indiapost.gov.in
'avepp.indiapost.gov.in' is not recognized as an internal or external
operable program or batch file.

C:\Users\Administrator>nslookup avepp.indiapost.gov.in
Server: WEG20098DT001.IndiaPost.gov.in
Address: 172.24.20.26

Name: avepp.indiapost.gov.in
Address: 10.212.86.200

C:\Users\Administrator>
```

3. Port Connectivity Check

- Run the following command in Command Prompt:

telnet 10.212.86.200 4343

Expected Result: A blank screen (successful connection) indicates the port is reachable.

Section 2

Windows OS Prerequisites for Agent Installation

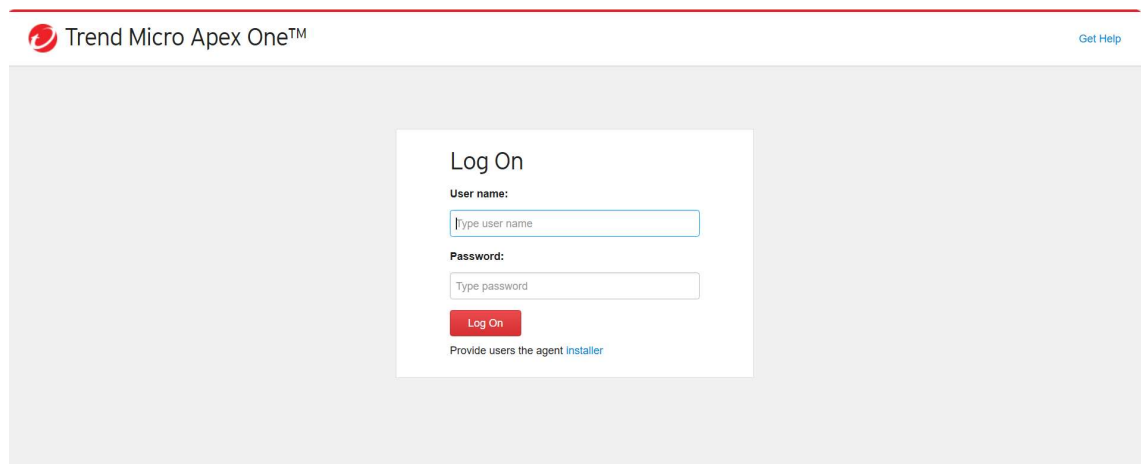
1. Windows Needs to be Activated.
2. Endpoints should meet the minimum Windows patch baseline.
3. Doesn't support pirated/non-genuine Windows OS.

Section 3

DOP EPP Agent Download link

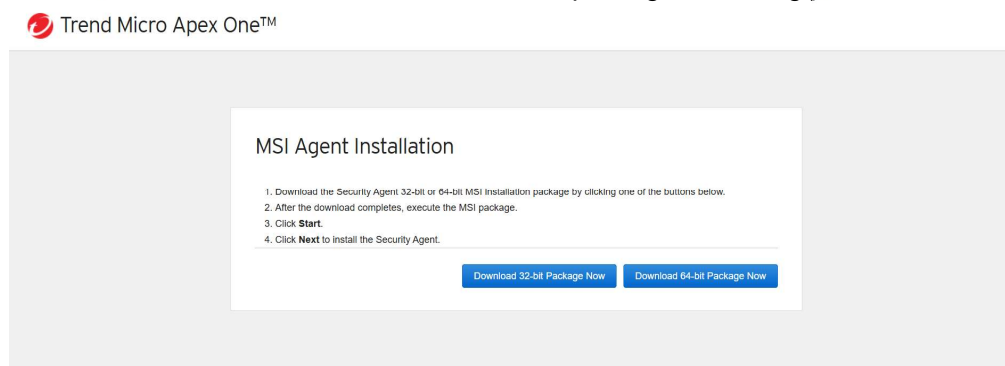
1. Open any web browser and enter the below:

<https://avepp.indiapost.gov.in:4343/officescan/console/html/cgi/cgiChkMasterPwd.exe>



The screenshot shows the Trend Micro Apex One™ web interface. At the top left is the Trend Micro logo and 'Apex One™' text. At the top right is a 'Get Help' link. The main content area is a light gray box containing a white 'Log On' form. The form has fields for 'User name:' and 'Password:', each with a text input box. Below the password field is a red 'Log On' button. At the bottom of the form, it says 'Provide users the agent [installer](#)'.

2. Click on [Installer](#) and Download 32-bit / 64-bit package accordingly.

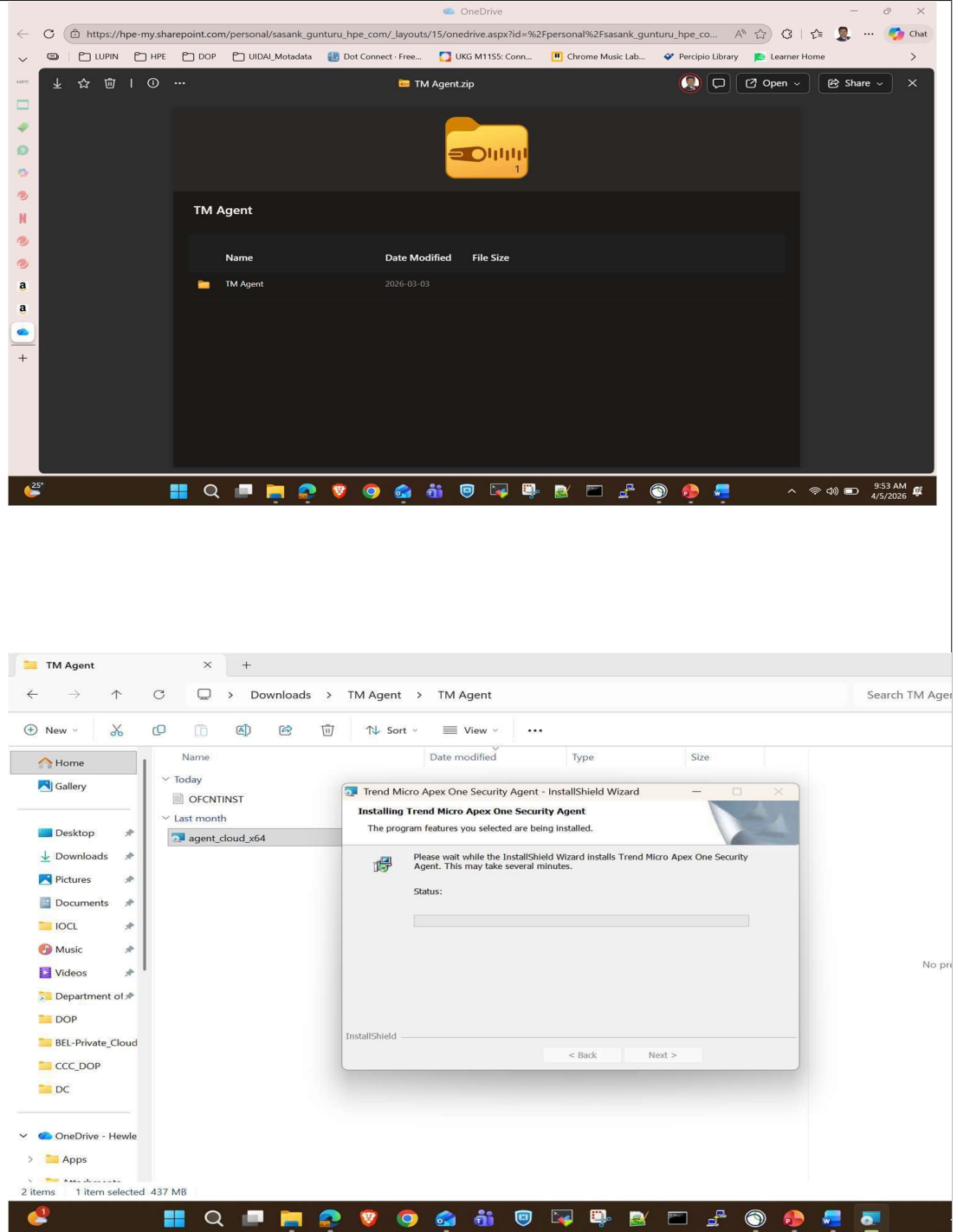


The screenshot shows the Trend Micro Apex One™ web interface for MSI Agent Installation. At the top left is the Trend Micro logo and 'Apex One™' text. The main content area is a light gray box containing a white 'MSI Agent Installation' form. The form has a list of instructions: 1. Download the Security Agent 32-bit or 64-bit MSI Installation package by clicking one of the buttons below. 2. After the download completes, execute the MSI package. 3. Click **Start**. 4. Click **Next** to install the Security Agent. At the bottom of the form are two blue buttons: 'Download 32-bit Package Now' and 'Download 64-bit Package Now'.

Section 4

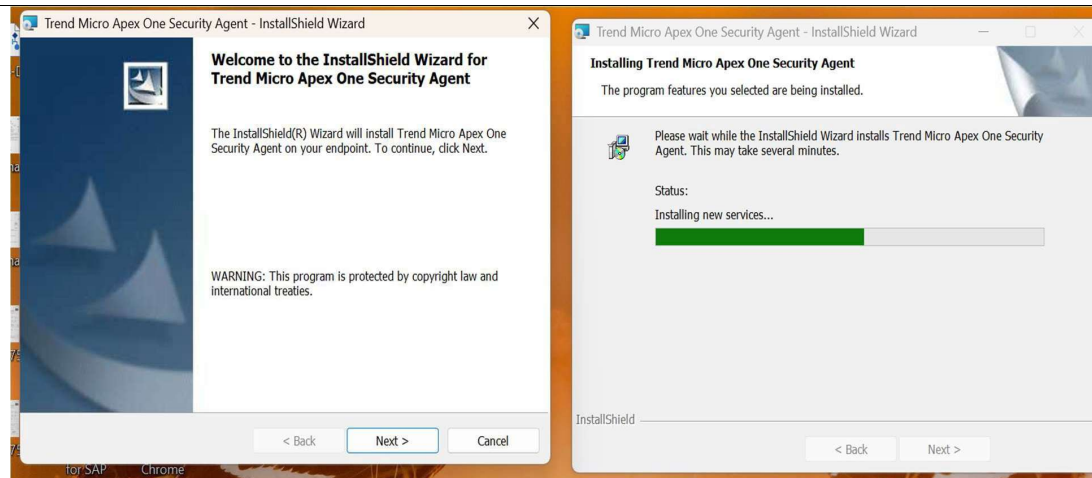
Installation Steps:

Step 1:



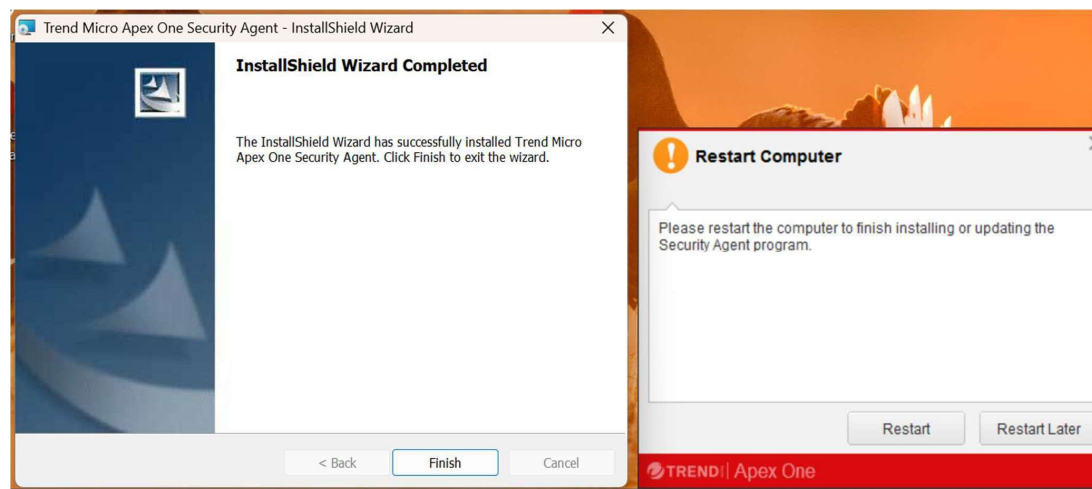
Step 2: Verify Installer - Check the file name and version against IT details. Ensure the file is digitally signed.

Step 3: Run Installer - Double-click the installer file. If prompted by UAC, click Next.



Step 4: Accept License Agreement - Read and accept EULA.

Step 5: Complete Installation - Click Install and wait for completion.



Step 6: Restart System - Restart your computer to apply changes.

Note: Installation of Trend Micro AV agent will automatically uninstall the existing Symantec AV agent. Tamper will be disabled centrally by backend team.

Post-Installation Verification	• Check for EPP agent icon in the system tray. • Open the agent console and verify Active status and latest pattern update. • Run a quick scan to confirm functionality
Troubleshooting	If installation fails: ○ Ensure previous antivirus is removed ○ Check Windows is Activated and Latest Patch Update. ○ Contact below Contact Matrix with error details.
Compliance	Installation must be completed within 24 hours of receiving the installer. Do not disable or uninstall the agent without IT approval.

Section 5	Update Agent (GUP) Identification & Communication Mechanism
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1. Suitable Systems for Update Agent (GUP)

The maximum number of concurrent agent update requests that an Update Agent can handle depends on the system specification of the machine.

The following data are based on internal testing and can be used as a guide. Please note that these numbers are based on machines running exclusively as an Update Agent.

CPU	Cores	RAM	Network	OS	Number of connections
Intel(R) Core(TM) i5 CPU 760 @ 2.80GHz	4	8 G	100 Mbps	Windows 10	400
Intel(R) Core(TM) i5 CPU 760 @ 2.80GHz	4	8 G	1 Gbps	Windows 10	900
Intel(R) Xeon(R) Platinum 8259CL CPU @ 2.50GHz	8	16 G	10 Gbps	Windows 10	7,700

2. Best Practice Recommendations

- System selected as Update Agent should always remain connected to the MPLS/LAN network.
- Place the Update Agent within the same VLAN/subnet as the client endpoints.
- Ensure additional 2 GB free disk space is available on the Update Agent system.
- Prefer systems that remain powered ON continuously.
- Avoid selecting systems with high CPU or memory utilization.

3. Communication Mechanism of Update Agent (GUP)

Once a suitable update agent (GUP) has been identified, the Edge SPOC should raise a ticket on the DOP Support Portal and provide the required details in the same ticket accordingly.

Depending on the Edge location, two or more update agents (GUPs) may be identified.

Details to be shared in the format below

Location Name	Circle	IP Subnet	GUP Hostname	GUP IP address
Bangalore GPO	Karnataka	10.169.2.0/24	ACCOUNTANTGPO	10.169.2.188
Anna Road Chennai	Tamil Nadu	10.133.8.0/24	DESKTOP-EB1NJ3L	10.133.8.223

Section 6

DOP EPP Agent Uninstallation

- The uninstallation of the Trend Micro Apex One Agent shall be performed either through centralized management from the Apex One Server or by using the approved uninstallation tool/package provided by the EPP O&M team, based on the operational requirement and endpoint accessibility.
- Prior approval from the IT team shall be obtained before initiating the uninstallation process.
- The uninstallation activity shall be validated to ensure complete removal of the agent and successful completion of the process on the target endpoints.

Section 7

Escalation matrix

Communication Plan & Contact Matrix

Resources involved in Rollout

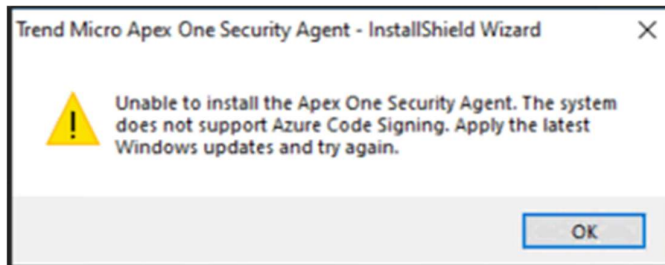
	Name	Contact
HPE/DOP O&M SPOC	Sandesh M d	8073778596
Escalation Level 1	Sreedhar G	9347608947
Escalation Level 2	Santhosh M	9445763618
Escalation Level 3	Shanmugam A	9791783069

HPE Contact for O&M

	Name	Contact
HPE/DOP O&M SPOC	Sandesh M d	8073778596

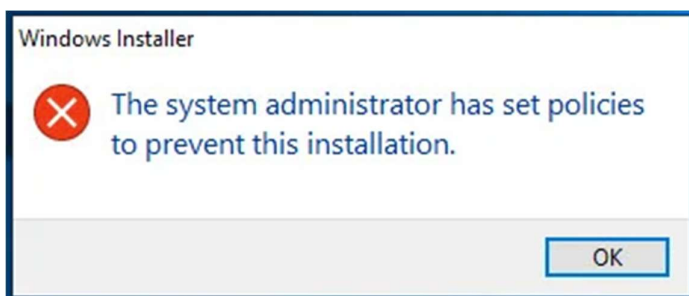
FAQ Section

Issue 1: Windows OS not updated – Apex One agent installation failed due to unsupported Azure Code Signing and outdated/corrupted Windows components.



Plan Of action: Update the Windows OS with the latest security patches and baseline updates, then retry the Apex One agent installation.

Issue 2: Windows policy restriction / Windows not activated prevented installation.



Plan Of Action: Activate Windows and verify local/group policy settings to allow MSI installations.

Trend Micro Debug Tool Download Link -

https://files.trendmicro.com/products/Case_Diagnostic_Tool/Windows/CDTApeOneExclusive2020_1070.zip

DOP Approval

Name of the solution	Trend Micro End Point Protection (AV)
SOP approved by	
Date	