

Officescan 10.6 SP3 FAQ

1. What's New in Officescan 10.6 SP3 ?
<http://esupport.trendmicro.com/solution/en-US/1098202.aspx>
2. What Hot fixes from previous versions and Enhancements were included in 10.6 SP3 ?
<http://esupport.trendmicro.com/solution/en-us/1097407.aspx>
3. Where can I download the Service Pack 3 installer ?
http://downloadcenter.trendmicro.com/index.php?regs=NABU&clk=latest&clkval=3802&lang_loc=1#fragment-4204
4. What is the minimum System Requirement to install SP3 ?
http://docs.trendmicro.com/all/ent/officescan/v10.6/en-us/osce_10.6_sp3_sys_req.pdf
5. What is the minimum bandwidth size to deploy SP3 to Officescan Clients ?
 - 32-bit client total = ~**39.7 MB**
 - 64-bit client total = ~**50.8 MB**

Note: The package sizes do not include any additional plug-in features. The size of the deployment package may vary depending on (1) additional plug-in features are included in the package (e.g. DLP) and (2) – Type of scan method used
6. On what instance would an upgrade to 10.6 SP3 require a client to REBOOT ?
 - When iDLP is deployed/enabled from the previous version (e.g. 10.6)
 - When a client is migrated from previous versions like 8.0,10,10.5 to 10.6 SP3
7. What should you consider before installing SP3
 - Upgrading Officecan Server and Client :
<http://esupport.trendmicro.com/solution/en-US/1095204.aspx>
 - Backup and Restore Procedure :
<http://esupport.trendmicro.com/solution/en-US/1039284.aspx>
 - Using ServerMigration Tool :
<http://esupport.trendmicro.com/solution/en-US/1059616.aspx>
 - Upgrade by leveraging Update Agent :
<http://esupport.trendmicro.com/solution/en-us/1034989.aspx>
8. How do I troubleshoot a failed SP3 installation ?
<http://esupport.trendmicro.com/solution/en-US/1056914.aspx>
9. Where can I find related documents for this release
<http://docs.trendmicro.com/en-us/enterprise/officescan.aspx>

10. Will Full Installer Package be released ?

Full Installer Package (10.6 + SP3) won't be released this time. SP 3 can be installed on version 10.6, 10.6 SP1, 10.6 SP2, 10.6 SP2 Custom Defense Pack, or 10.6 SP2 Custom Defense Pack Scan Enhancement. For version 10.0 and 10.5, Trend Micro suggests to use 10.6 SP2 Full Installer Package first and then install SP3 package.