

## POSITIVEPRO COMPATIBILITY IN WINDOWS 8 AND INTERNET EXPLORER 10

Revision: v6.0 (December 18, 2012)

### Summary

Microsoft released Windows 8 on October 26, 2012. This document provides details on the compatibility of ANX's PositivePro (PPro) VPN solution with Windows (Win) 8 and Internet Explorer (IE) 10.

- PositivePro using the client access method is supported in Windows 8 and Internet Explorer 10.
- PositivePro using the web browser based method (WebTop) is not yet supported in Window 8 and Internet Explorer 10.

See the Support Matrix below for instructions on configuring PositivePro client access with Windows 8 and IE 10.

### Support Matrix

Windows 8 x32/x64	Win 8 Upgrade PPro Windows Client	Win 8 New Install PPro Windows Client	IE 10 PPro WebTop
<b>Condition</b>	Win 8 Upgrade, removes PPro interface driver that must be replaced.	Install the latest PPro Windows Client.	WebTop currently does not support IE 10 in Win 8. The development to support Win 8 and IE 10 is underway and is a top priority. This document will be updated when support is completed.  WebTop does support IE 10 (32-bit) in Windows 7.
<b>Resolution</b>	See <a href="#">Repair PPro Windows Client for Windows 8 Upgrade</a> .	See <a href="#">Verify PPro Client (Posvpn driver) in Windows 8</a> .	

## REPAIR PPRO WINDOWS CLIENT FOR WINDOWS 8 UPGRADE

When upgrading to Windows 8 from an older version of Windows, some PositivePro components are removed, which creates an error when PositivePro connects.

### Receive PPro Client Error

Even after entering proper credentials, login fails and you may receive the error "The VPN driver is not functioning properly".

Click **Cancel**



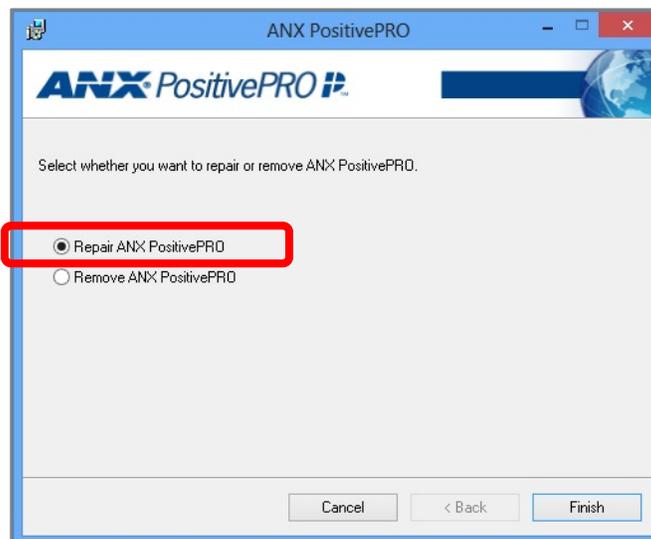
To repair PositivePro, complete the following steps:

### 1 Repair the PPro Client

Run the installer  
**PositiveSetup.exe.**

Select **Repair ANX PositivePro.**

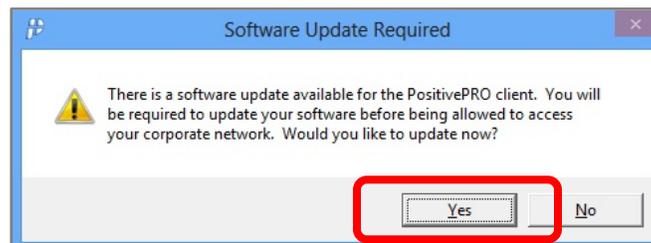
Click **Finish**



### 2 Log In; Update Software

Log in to PPro.

Click **Yes** to install the latest software update.



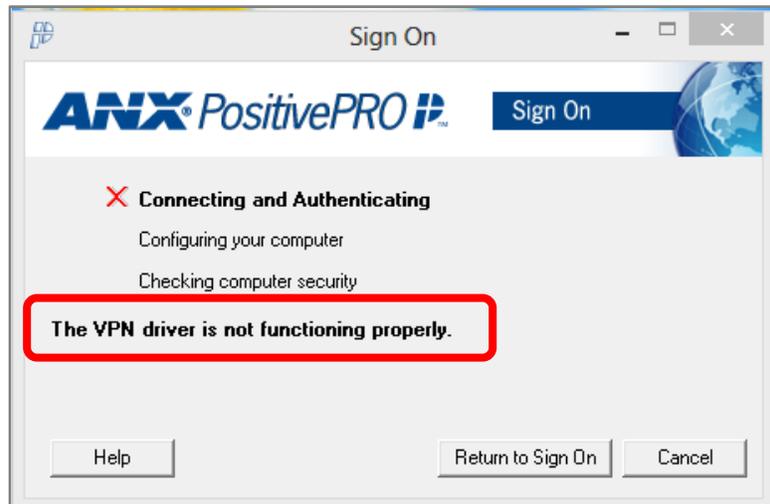
## REPAIR PPRO WINDOWS CLIENT FOR NEW WINDOWS 8 INSTALL

Under certain conditions, PositivePro client software may not have installed properly.

### Receive PPro Client Error

Even after entering proper credentials, login fails and you may receive the error "The VPN driver is not functioning properly".

Click **Cancel**



If you receive the error above, complete the following steps:

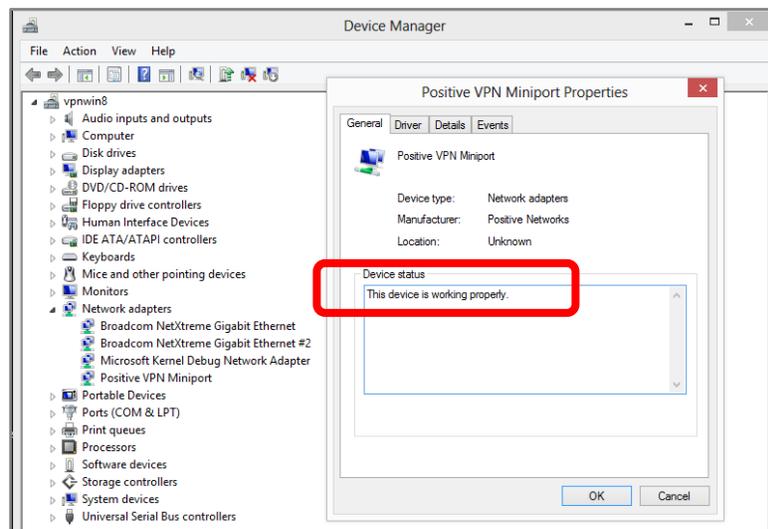
## VERIFY PPRO CLIENT (POSVPN DRIVER) IN WINDOWS 8

Go to **Control Panel > Device Manager > Network Adapters**.

If **Positive VPN Miniport** is listed, right-click on **Positive VPN Miniport > Properties** to view the Device status.

If Device status is **This device is working properly**, the driver has been installed correctly and should function properly. Contact ANX for support.

If **Positive VPN Miniport** is not listed, the VPN (Posvpn) driver has not been installed. Continue to the next section to install the driver.

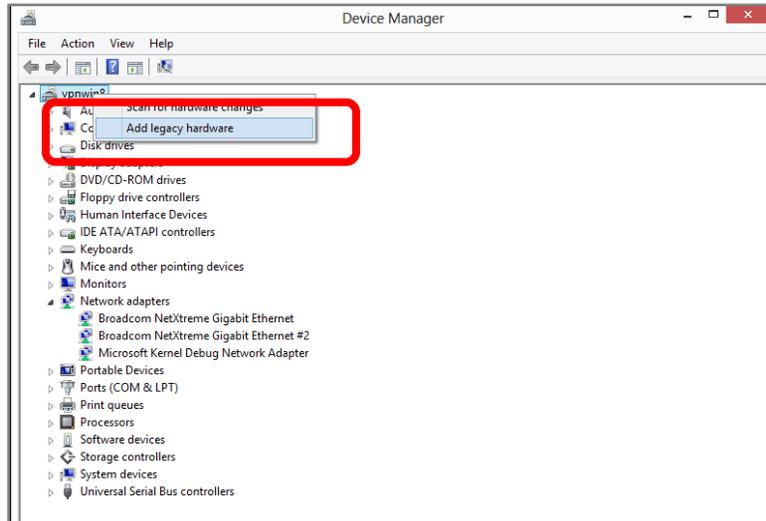


## INSTALL VPN (POSVPN) DRIVER IN WINDOWS 8

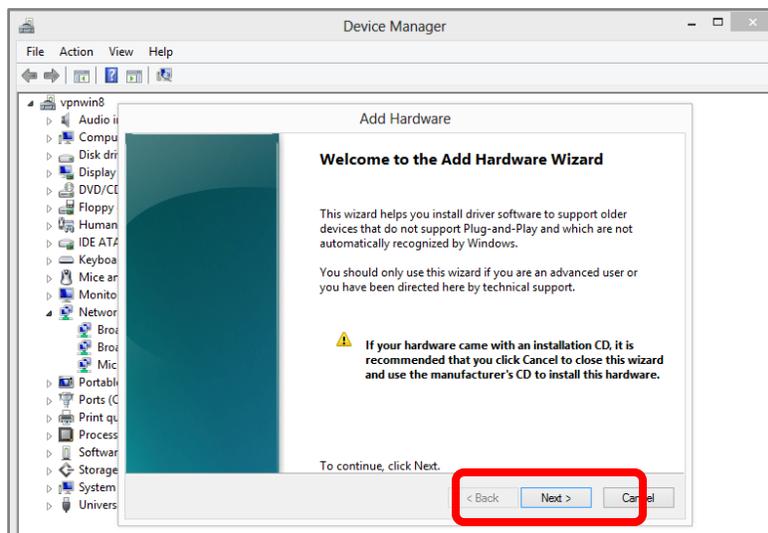
This section describes how to install the VPN (Posvpn) driver under Windows 8.

- 1 Go to **Control Panel > Device Manager**; right click the computer name.

Click **Add legacy hardware**

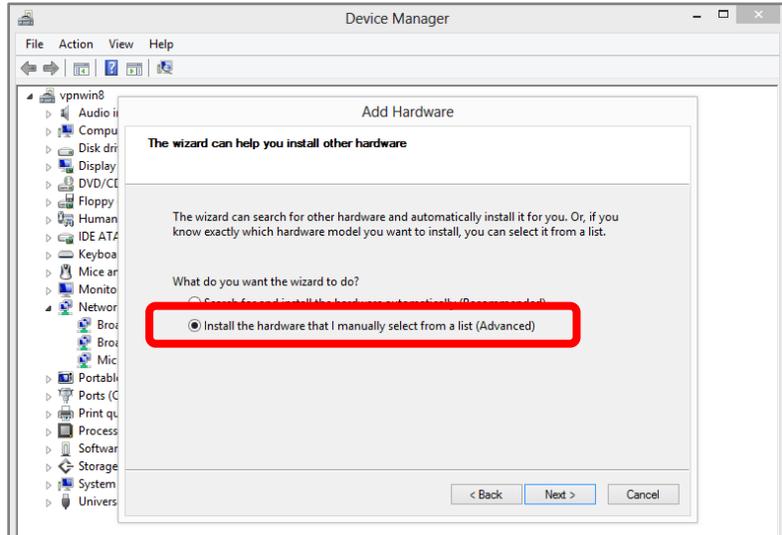


- 2 Click **Next**



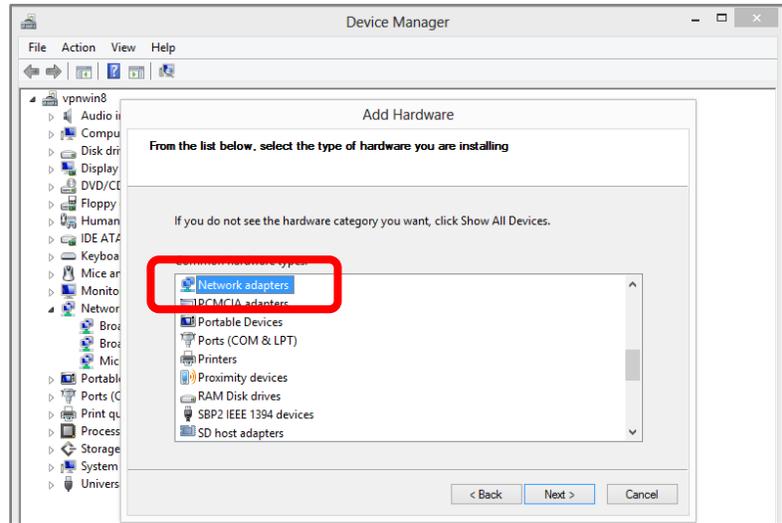
- 3 Choose **Install the hardware that I manually select from a list (Advanced)**.

Click **Next**

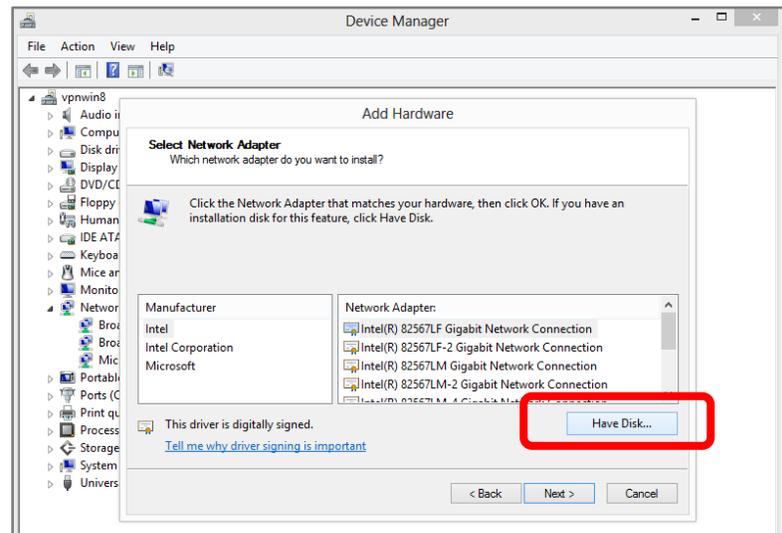


- 4 Scroll down; click **Network adapters**.

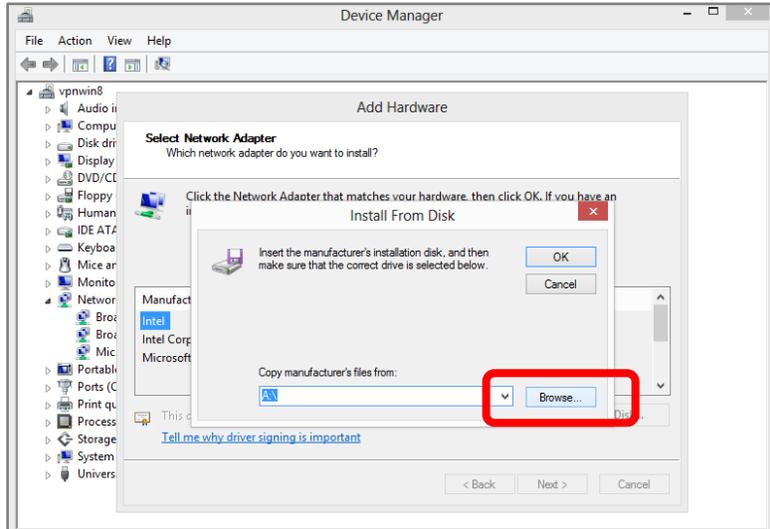
Click **Next**



- 5 Click **Have Disk**

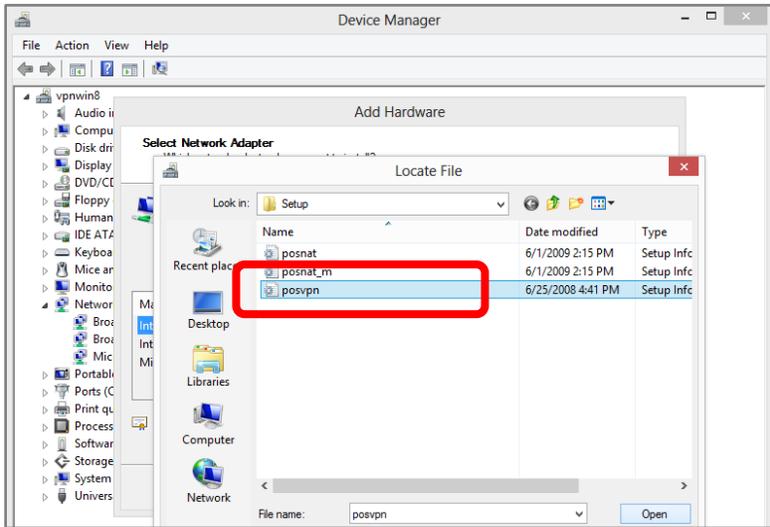


6 Click **Browse...**

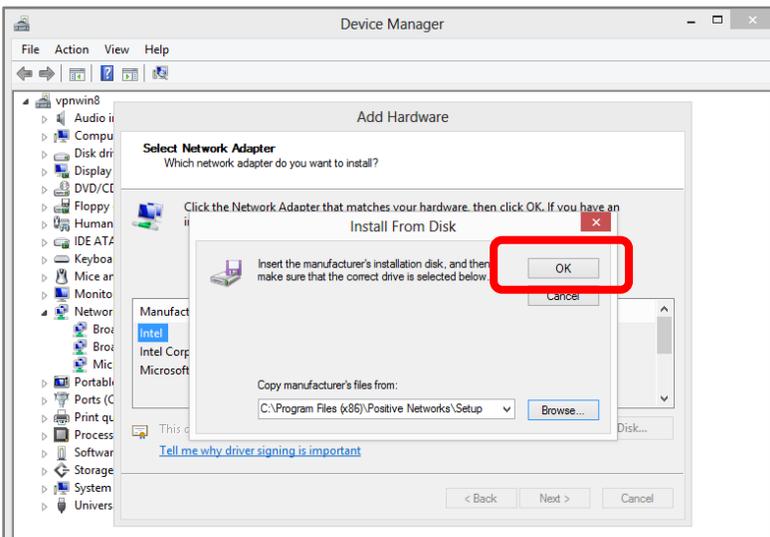


7 Choose **C:\Program Files (x86)\Positive Networks\Setup\posvpn.inf**  
OR  
**C:\Program Files\Positive Networks\Setup\posvpn.inf**.

Click **Open**

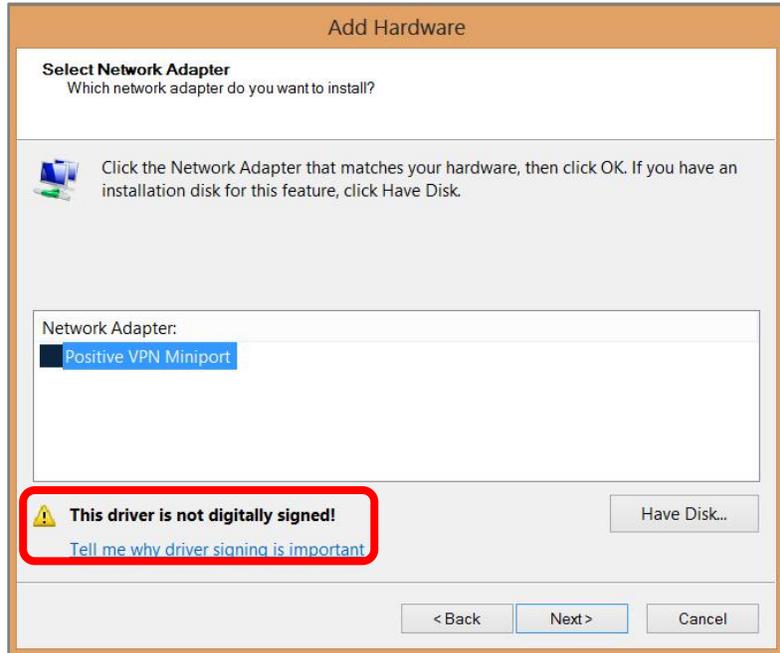


8 Click **OK**



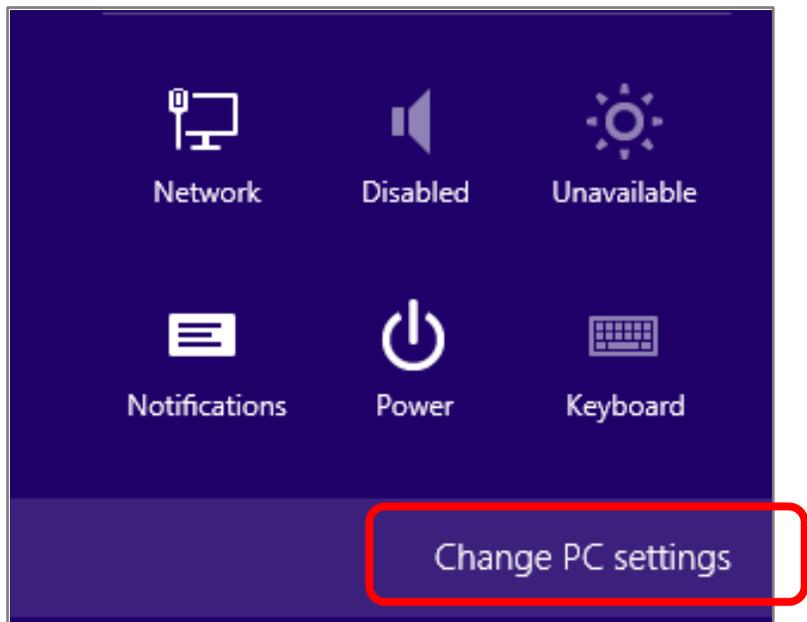
- 9 If you see **This driver is not digitally signed**, click **Cancel**; continue to step 10.

If you see **This driver has an Authenticode™ signature**, click **Next** and continue to step 14.



- 10 Press  + I to launch the charm bar.

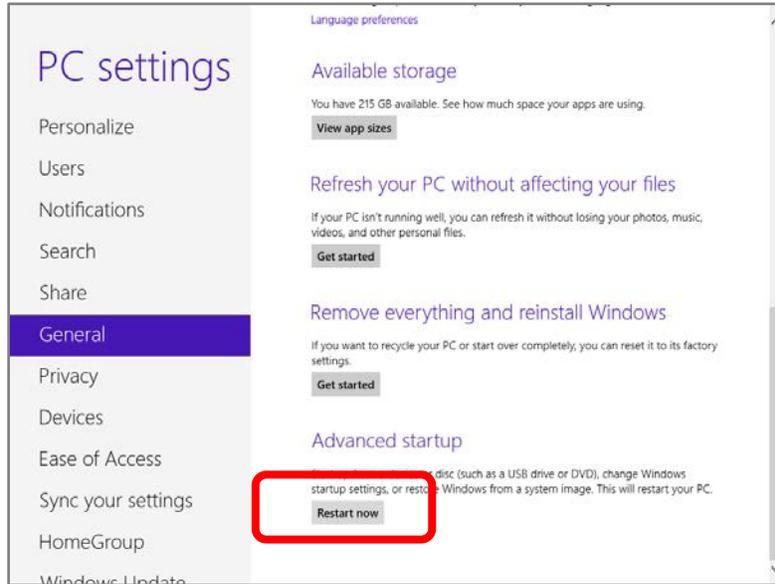
Click **Change PC Settings**



11 Click **General**.

*Before completing step 11, read and print step 12 because your computer will restart and you won't be able to access these instructions.*

Scroll down; under Advanced Startup, click **Restart now**



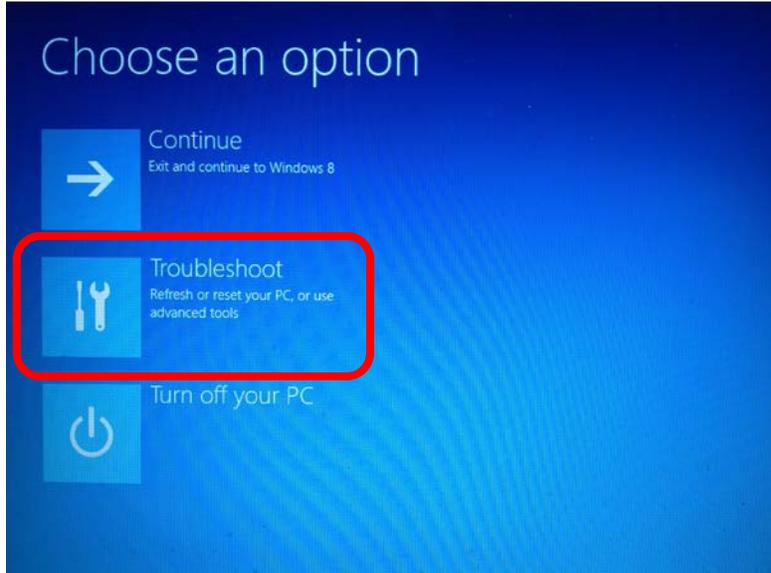
12 Click **Troubleshoot** in the Choose an option startup menu.

Click **Advanced options**

Choose **Startup Settings**

Click **Restart**. (The computer reboots and prompts with Startup Settings menu.)

Press **7** or **F7** to disable driver signature enforcement.

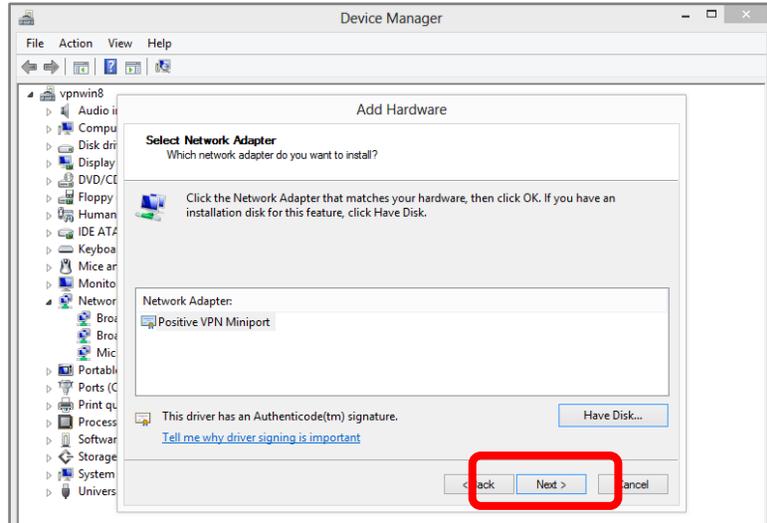


13 Go to Step 1 to install the VPN driver.

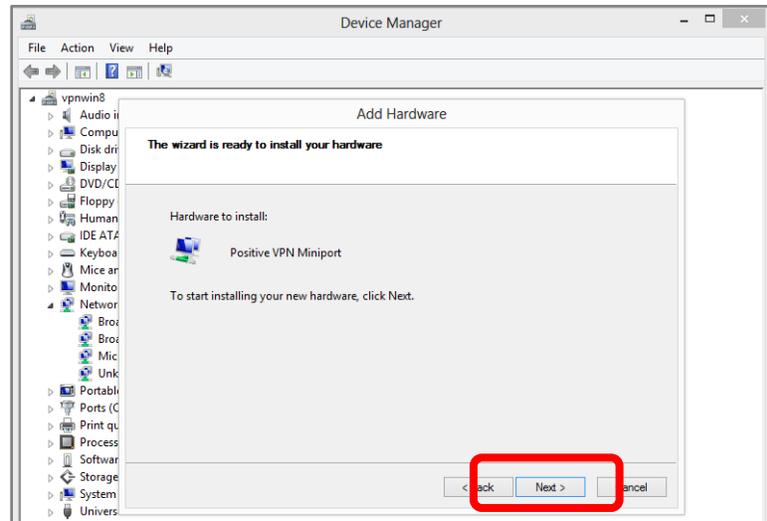
Note: Click **Install this software anyway to continue** if a Windows Security warning appears.



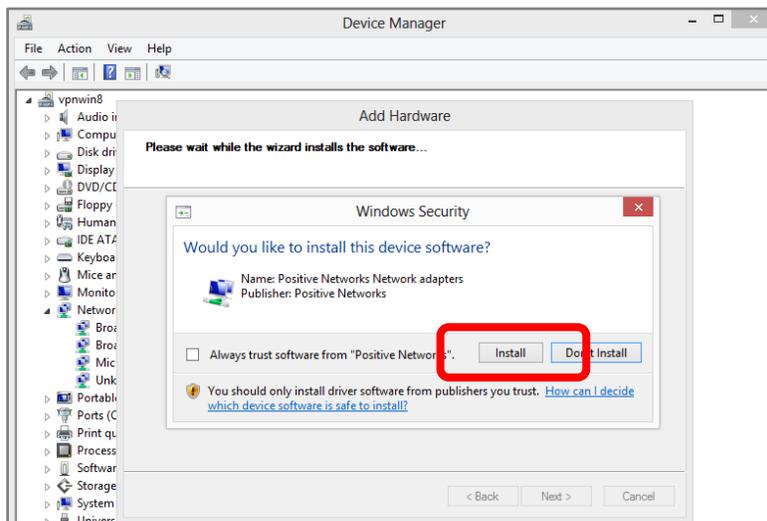
14 Click **Next**



15 Click **Next** to start installing the driver



16 Click **Install** if you see this warning window



- 17 You should see "Windows has finished installing the software for this device". After installation, restart your computer again to re-enable the digital signature enforcement.

Click **Finish**

