

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
Condition	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.
Resolution	See Repair PPro Windows Client for Windows 8 Upgrade .	See Verify PPro Client (Posvpn driver) in Windows 8 .	

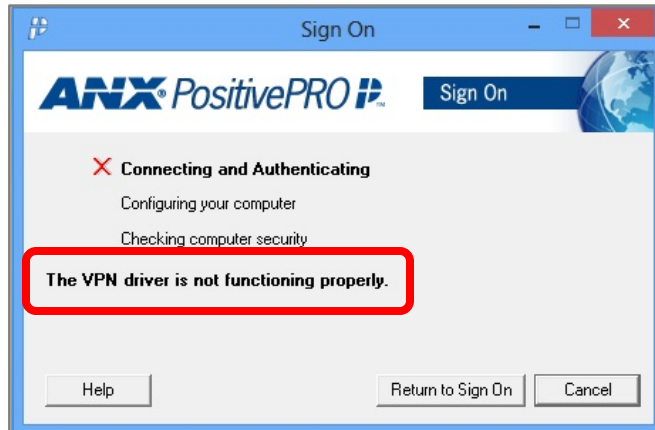
REPAIR PPRO WINDOWS CLIENT FOR WINDOWS 8 UPGRADE

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**



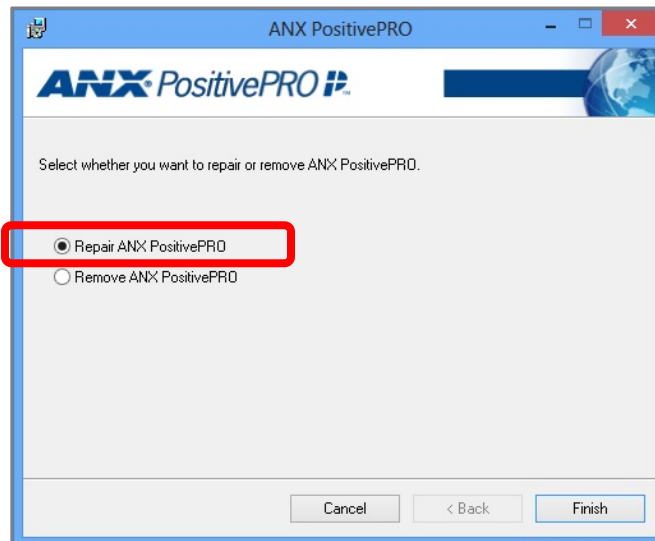
To repair PositivePro, complete the following steps:

1 Repair the PPro Client

Run the installer
PositiveSetup.exe.

Select **Repair ANX PositivePro.**

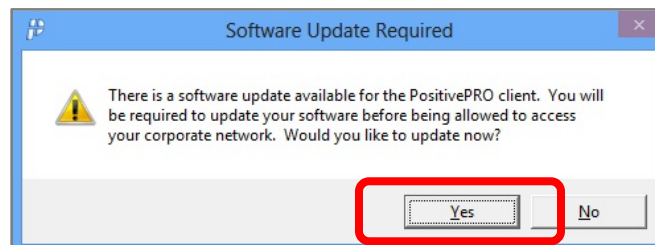
Click **Finish**



2 Log In; Update Software

Log in to PPro.

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



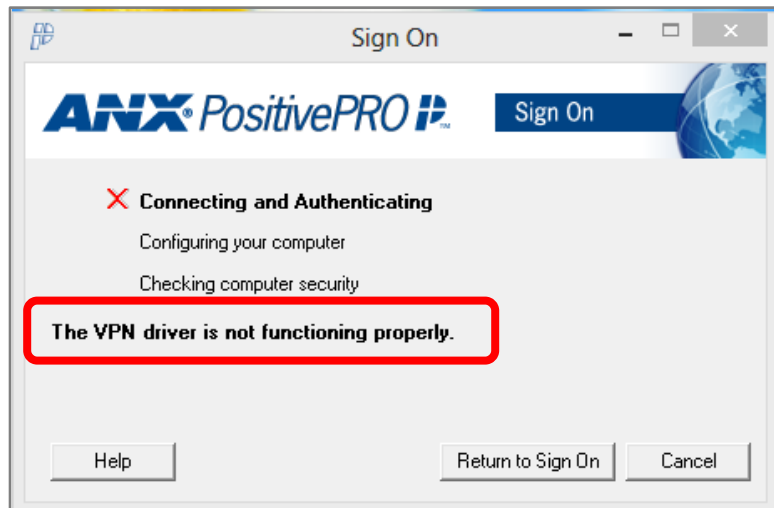
REPAIR PPRO WINDOWS CLIENT FOR NEW WINDOWS 8 INSTALL

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:

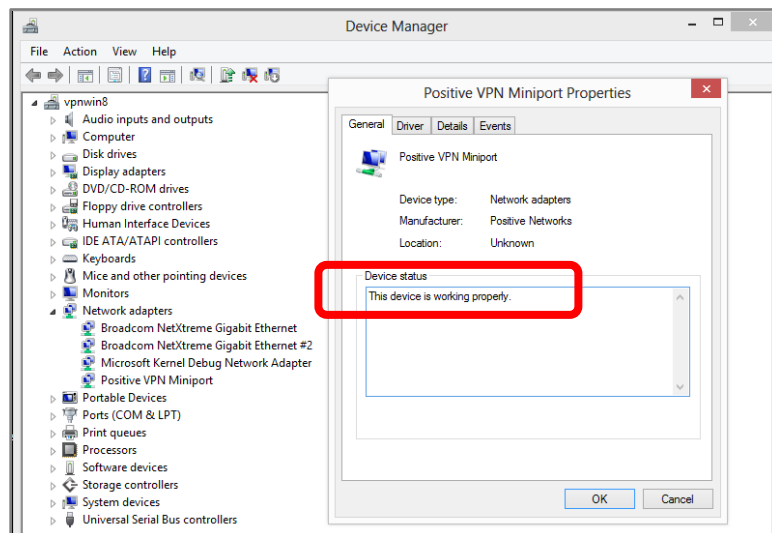
VERIFY PPRO CLIENT (POSVPN DRIVER) IN WINDOWS 8

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.

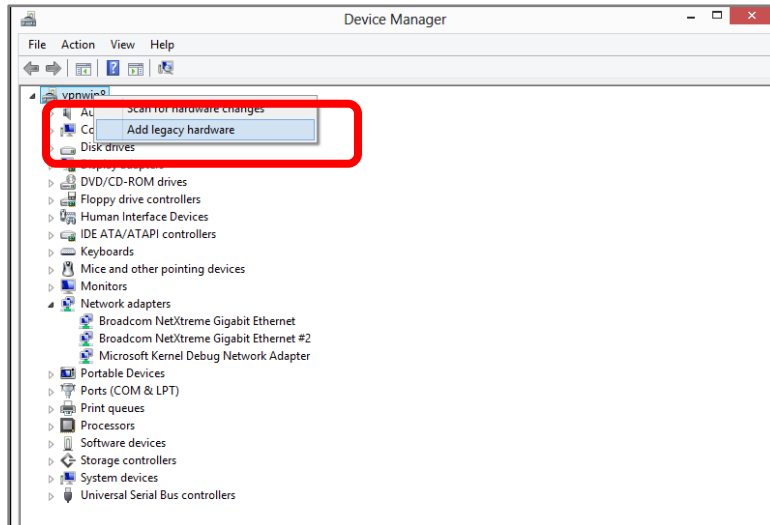


INSTALL VPN (POSVPN) DRIVER IN WINDOWS 8

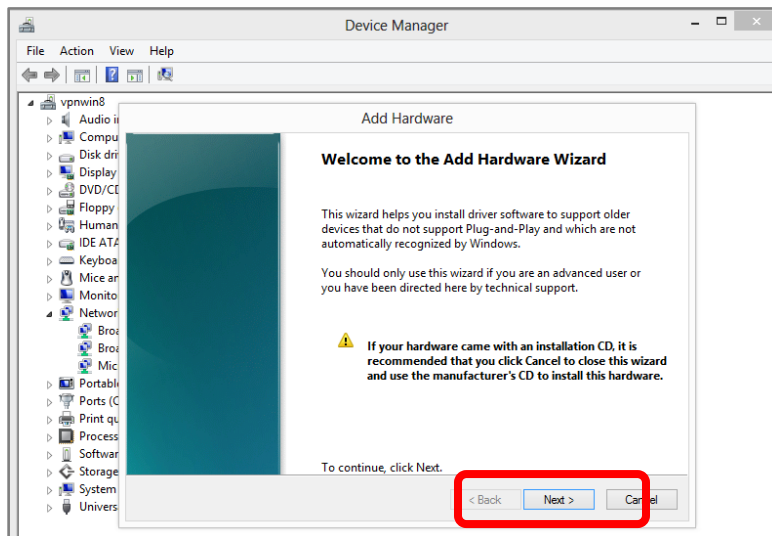
This section describes how to install the VPN (Posvpn) driver under Windows 8.

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

Click **Add legacy hardware**

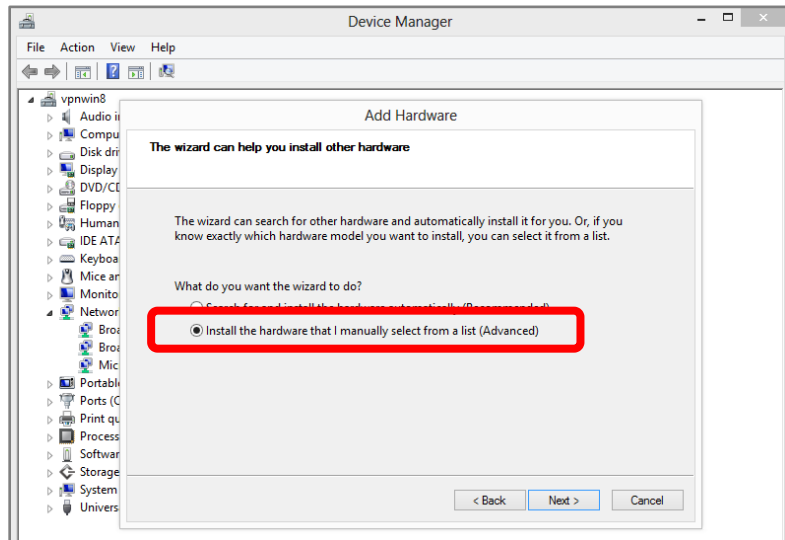


- 2 Click **Next**



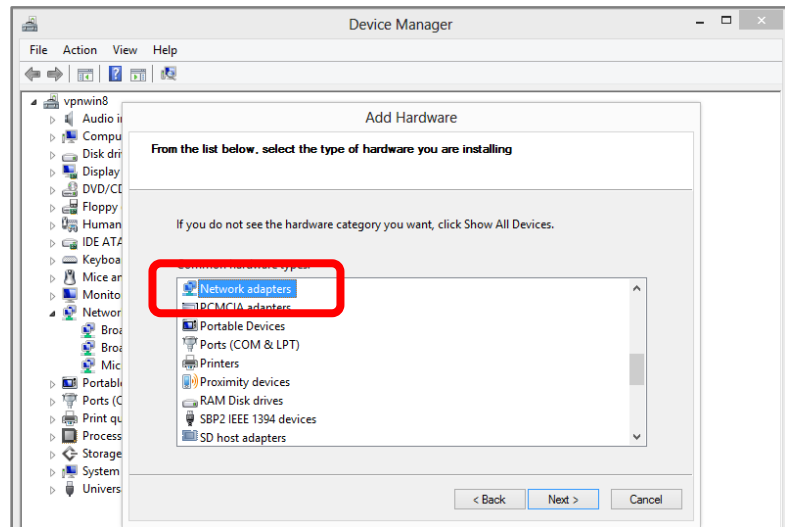
- 3 Choose **Install the hardware that I manually select from a list (Advanced)**.

Click **Next**

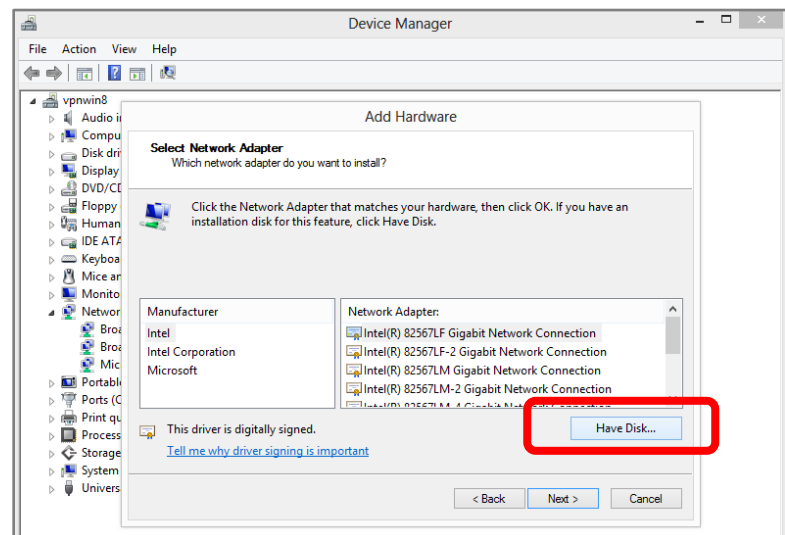


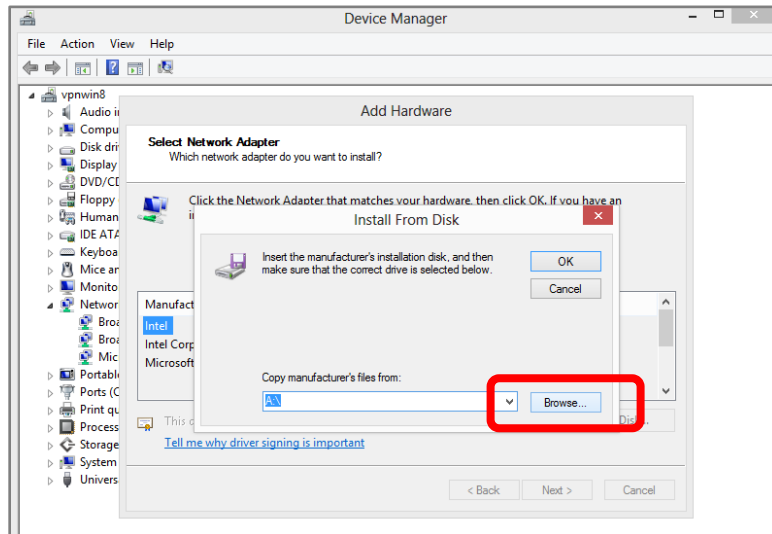
- 4 Scroll down; click **Network adapters**.

Click **Next**

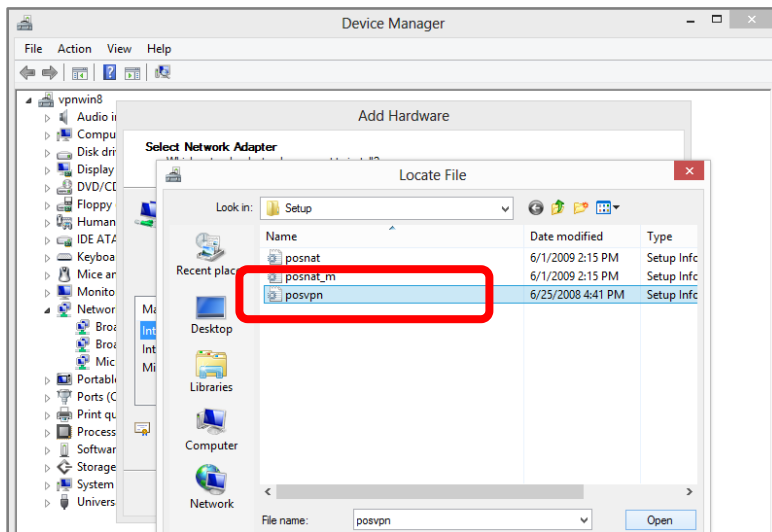
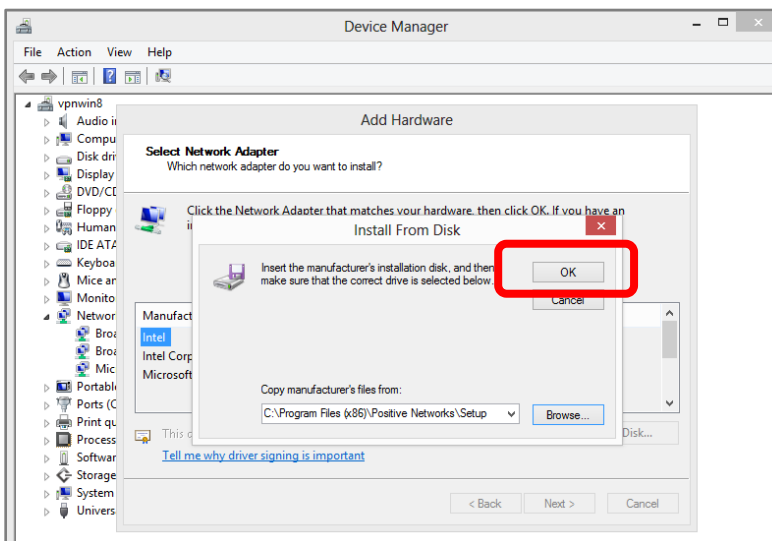


- 5 Click **Have Disk**



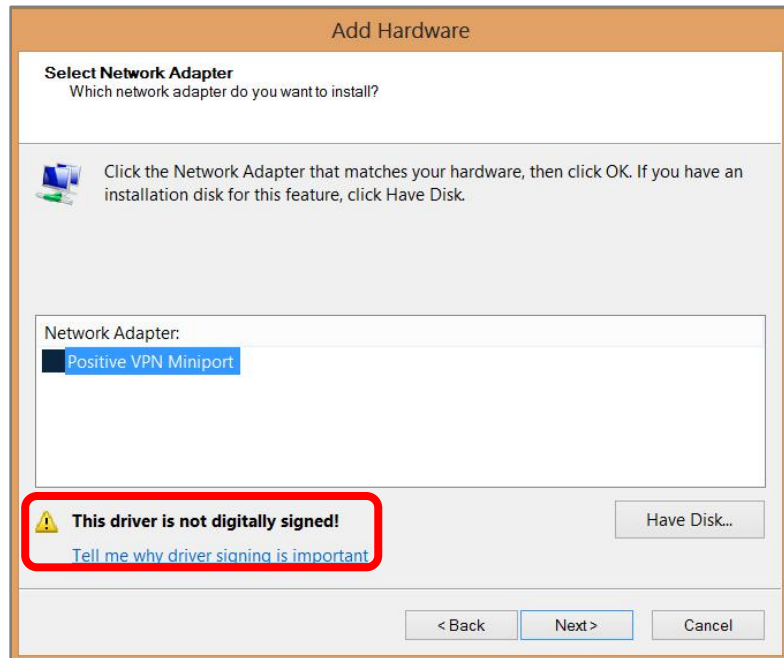
6 Click Browse....**7 Choose C:\Program Files (x86)\Positive Networks\Setup\posvpn.inf or C:\Program Files\Positive Networks\Setup\posvpn.inf.**


Click **Open**

**8 Click OK**

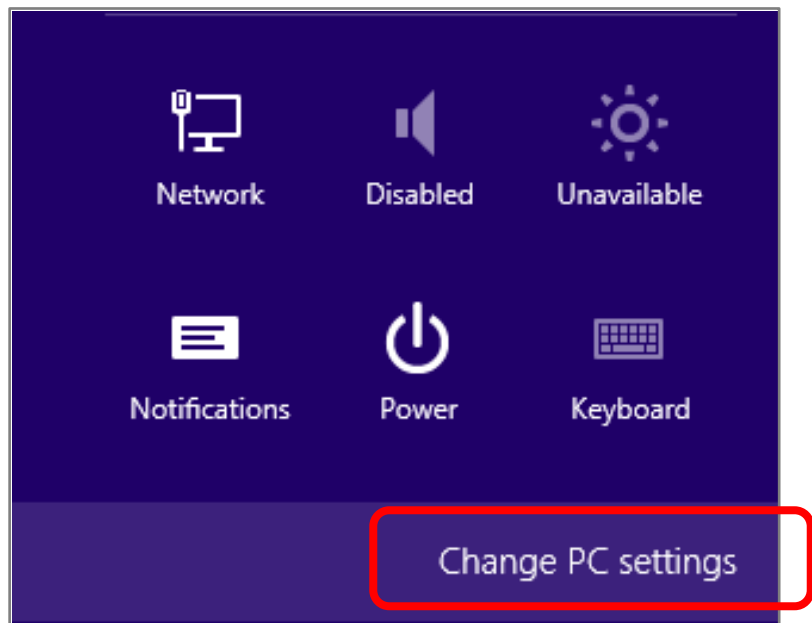
- 9 If you see **This driver is not digitally signed**, click **Cancel**; continue to step 10.

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



- 10 Press  + I to launch the charm bar.

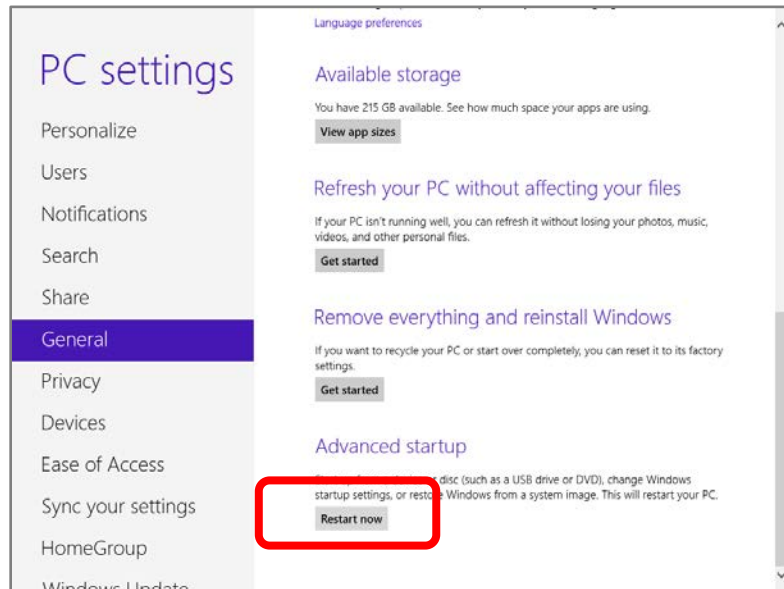
Click **Change PC Settings**



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**

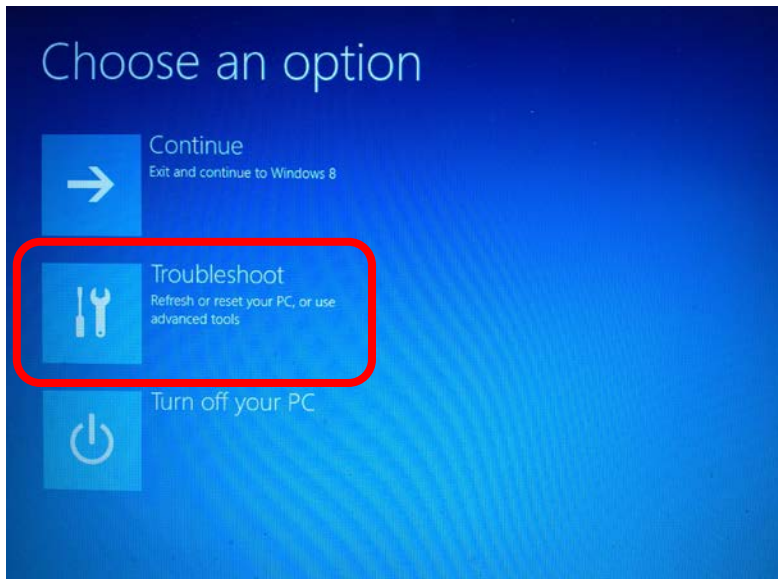
**12 Click Troubleshoot in the Choose an option startup menu.**

Click **Advanced options**

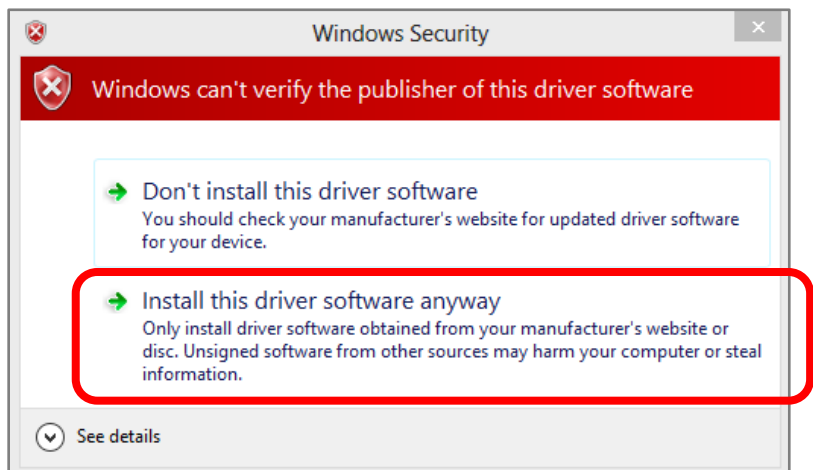
Choose **Startup Settings**

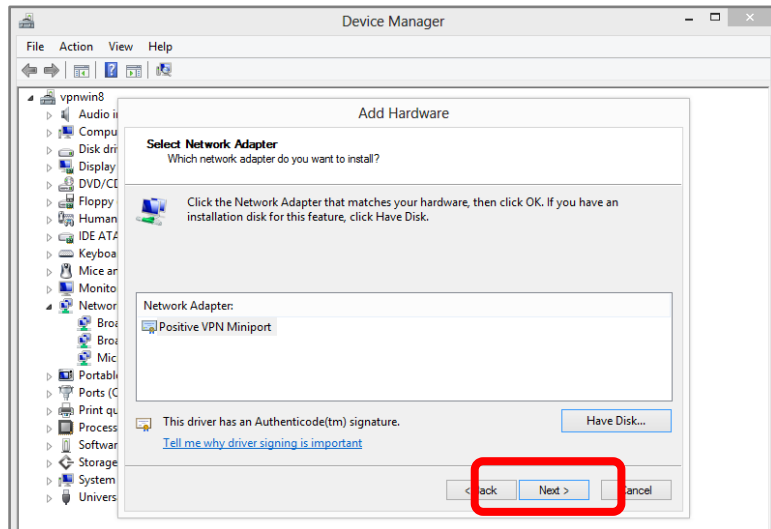
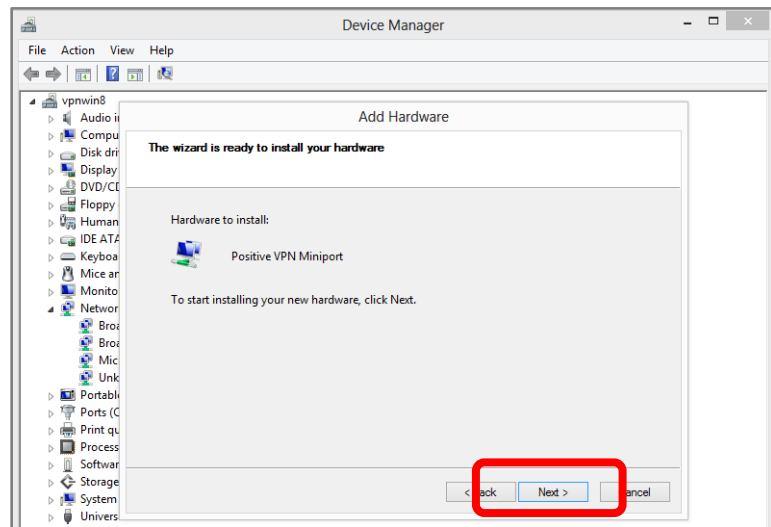
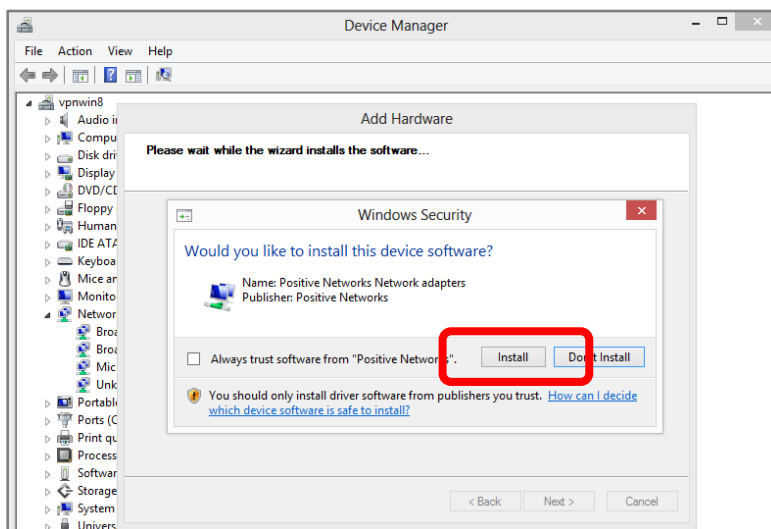
Click **Restart**. (The computer reboots and prompts with Startup Settings menu.)

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 driver16 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**

