



How S2M Center Products Support Windows 10™

Vero is committed to helping its customer's transition smoothly to the new Windows 10 operating system. This document details how current and upcoming S2M Center products support Windows 10.

To see exact System Requirements for the S2M Center please see the System Requirements area of <http://www.screentomachine.com/systemrequirements>.

This FAQ contains forward-looking statements, including those related to S2M Center product offerings, the performance and capability of S2M Center products, the benefits derived by customers from the use of S2M Center products and solutions, and expected ship dates of S2M Center products, all of which involve risks and uncertainties that could cause actual results to differ materially. Vero does not undertake an obligation to update forward-looking statements.

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S2M Center PRODUCTS AND WINDOWS 10

Q. Will S2M Center support the new Windows 10 operating system?

A. As a leading developer for Microsoft® Windows®, Vero has a long track record of supporting the latest version of the Windows operating system. Vero is excited about the new Windows 10 operating system and has been working with the latest software releases from Microsoft to test S2M Center products. Now that Windows 10 is publicly available, Vero is conducting final testing of many of its products to:

- Identify and document issues with current versions of its software.
- Develop patches for some of S2M Center's currently available products, so they run smoothly on Windows 10.
- Verify that upcoming releases of S2M Center products meet rigorous standards of quality and fully support Windows 10.

Q. Do current versions of S2M Center products support Windows 10?

A. S2M Center products available as of July 29, 2015 were released before Windows 10 became publicly available and so have not been fully designed for or tested on this new operating system. However, many of those products run under Windows 10 with minimal issues. To find out more about how different S2M Center products work with Windows 10, please see specific product sections later in this FAQ.

Q. Does S2M Center Version 10 run on Windows 10?

A. Yes. S2M Center Version 10 was designed to install and run on Windows 10.

Q. Does S2M Center Version 6 run on Windows 10?

A. Yes. S2M Center Version 6 was designed to install and run on Windows 10.

Q. Does S2M Center Version 5 run on Windows 10?

A. S2M Center Version 5 has been tested on release versions of Windows 10. Customers can install and run S2M Center Version 5 but may run into issues.

Earlier versions of S2M Center do not officially support Windows 10. Vero does not plan to release updates to Version 5 or earlier versions of S2M Center to support Windows 10.

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Q. I use a variety of video hardware for some of my S2M Center software. Are all of those components compatible with Windows 10?

A. When upgrading to a major new operating system like Windows 10, you need to plan your transition and make sure that all of the hardware and software components you depend on daily will also be compatible. Unfortunately there is no single source of information. Instead, we recommend making a list of the hardware and software tools you use regularly, and then visiting each related website to review their Windows 10 support statement. Although there is no separate Upgrade Advisor for Windows 10, as there was for Windows 7, there is a portion of the Windows 10 install which will evaluate your system and let you know possible Hardware and Software incompatibility issues on your system.

S2M Center TECHNICAL SUPPORT AND WINDOWS 10

Q. Where can I learn about any known issues with S2M Center products and Windows 10?

A. You can visit eSupport for the latest information on S2M Center Products:

<http://esupport.verosoftware.com>

And search for the latest information on known issues and possible solutions. Enter “Windows 10” in the search field to look for specific results.

Q. Does Vero offer technical support for running current products on Windows 10?

A. Vero offers basic support for running current S2M Center products on Windows 10. Specifically, we will:

- Research and document known issues, and possible workarounds, in the S2M Center Support Forums.
- Troubleshoot issues with installation, crashes, and other similar issues, just as we would for fully supported operating systems.
- Offer full support on how to use the features of supported applications, subject to the normal parameters of our support policies.

Please note that we may not be able to address installation or compatibility and other issues that arise from running S2M Center products released before July 29, 2017 on Windows 10.

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AT A GLANCE: S2M Center PRODUCTS AND WINDOWS 10 SUPPORT

Q. Is there a quick way for me to check which products support Windows 10?

A. We have compiled the following chart to make it easier for you to check specific products. This chart will continue to grow as more testing and support information becomes available across our products.

Related Products	Support for Windows 10	How it Runs on Windows 10
NcCenter 1.x	Does Not Support	Vero does not recommend attempted install or running in Windows 10.
NcCenter 2.0	Does Not Support	Vero does not recommend attempted install or running in Windows 10.
NcCenter 2.1	Does Not Support	Vero does not recommend attempted install or running in Windows 10.
S2M Center 2.2	Does Not Support	Vero does not recommend attempted install or running in Windows 10.
S2M Center 2011 R1 (3.0)	Not Officially Supported	Known to run on Windows 10, but there may be issues that will not be addressed.
S2M Center 2011 R2 (3.1)	Not Officially Supported	Known to run on Windows 10, but there may be issues that will not be addressed.
S2M Center 2012 R1 (4.0)	Not Officially Supported	Known to run on Windows 10, but there may be issues that will not be addressed.
S2M Center 2012 R2 (4.1)	Not Officially Supported	Known to run on Windows 10, but there may be issues that will not be addressed.
S2M Center Version 5	Not Officially Supported	Known to run on Windows 10, but there may be issues that will not be addressed.
S2M Center Version 6	Yes	Full Windows 10 compatibility.
S2M Center Version 10	Yes	Full Windows 10 compatibility.

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