



How S2M Center Products Support Windows 8™

Vero is committed to helping its customer's transition smoothly to the new Windows 8 operating system. This document details how current and upcoming S2M Center products support Windows 8.

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 8

Q. Will S2M Center support the new Windows 8 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 8 operating system and has been working with the latest software releases from Microsoft to test S2M Center products. Now that Windows 8 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 8.
- Verify that upcoming releases of S2M Center products meet rigorous standards of quality and fully support Windows 8.

Q. Do current versions of S2M Center products support Windows 8?

A. S2M Center products available as of October 26, 2012 were released before Windows 8 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 8 with minimal issues. To find out more about how different S2M Center products work with Windows 8, please see specific product sections later in this FAQ.

Q. Does S2M Center Version 5 run on Windows 8?

A. Yes. S2M Center Version 5 was designed to install and run on Windows 8. In fact, Version 5 concretely demonstrates our commitment to making our manufacturing products compatible with the new Windows 8 operating system as soon as feasible.

Q. Does S2M Center 2012 R2 (Version 4.1) run on Windows 8? Do earlier versions of S2M Center run on Windows 8?

A. S2M Center 2012 R2 (Version 4.1) has been tested on release versions of Windows 8. Customers can install and run S2M Center 2012 R2 (Version 4.1) but may run into issues.

Earlier versions of S2M Center do not officially support Windows 8. Vero does not plan to release updates to Version 4.1 or earlier versions of S2M Center to support Windows 8.

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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 8?

A. When upgrading to a major new operating system like Windows 8, 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 8 support statement. Although there is no separate Upgrade Advisor for Windows 8, as there was for Windows 7, there is a portion of the Windows 8 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 8

Q. Where can I learn about any known issues with S2M Center products and Windows 8?

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

<http://esupport.planit.com>

And search for the latest information on known issues and possible solutions. Enter “Windows 8” in the search field to look for specific results.

Q. Does Vero offer technical support for running current products on Windows 8?

A. Vero offers basic support for running current S2M Center products on Windows 8. 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 October 26, 2012 on Windows 8.

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AT A GLANCE: S2M Center PRODUCTS AND WINDOWS 8 SUPPORT

Q. Is there a quick way for me to check which products support Windows 8?

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 8	How It Runs on Windows 8
NcCenter 1.x	Does Not Support	Vero does not recommend attempted install or running in Windows 8.
NcCenter 2.0	Does Not Support	Vero does not recommend attempted install or running in Windows 8.
NcCenter 2.1	Does Not Support	Vero does not recommend attempted install or running in Windows 8.
S2M Center 2.2	Does Not Support	Vero does not recommend attempted install or running in Windows 8.
S2M Center 2011 R1 (3.0)	Not Officially Supported	Known to run on Windows 8, but there may be issues that will not be addressed.
S2M Center 2011 R2 (3.1)	Not Officially Supported	Known to run on Windows 8, but there may be issues that will not be addressed.
S2M Center 2012 R1 (4.0)	Not Officially Supported	Known to run on Windows 8, but there may be issues that will not be addressed.
S2M Center 2012 R2 (4.1)	Not Officially Supported	Known to run on Windows 8, but there may be issues that will not be addressed.
S2M Center Version 5	Yes	Full Windows 8 compatibility.

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