

# Avira and Windows 8/Windows Server 2012

## Table of Contents

<b>1. What does Windows 8 compatibility mean? .....</b>	<b>3</b>
<b>2. Why is Avira not compatible with Windows 8? ...</b>	<b>3</b>
<b>3. Am I now protected on Windows 8? .....</b>	<b>4</b>
<b>4. What about version 2012? .....</b>	<b>4</b>
<b>5. What is actually happening out there? .....</b>	<b>4</b>
5.1 New installations of Avira version 2012 .....	4
5.2 New installations of Avira Version 2013 .....	5
5.3 Migration from Windows 7 to Windows 8 .....	5
<b>6. When are the customers affected? .....</b>	<b>8</b>
<b>7. What is the solution? .....</b>	<b>9</b>
<b>8. What is Avira doing to provide a solution and when? .....</b>	<b>10</b>
<b>9. What about the localized versions of Free, Premium and Internet Security 2013 ? .....</b>	<b>11</b>
<b>10. What about the business products version 2013? .....</b>	<b>11</b>
10.1 Professional Security 2013 .....	11
10.2 Server Security 2013 .....	11
10.3 Endpoint Security .....	11
10.4 Small Business Security Suite .....	11
10.5 Business Security Suite .....	12

## 1. What does Windows 8 compatibility mean?

Historically, Microsoft has always had a certification process with different levels for the software running on its operating system. These levels are “Compatible with ...” and “Designed for ...”.

In order to achieve these compatibility levels, there are many changes which need to be implemented by the software. After these changes have been implemented, the software has to be checked by Microsoft in order to confirm the results obtained by the ISV (Independent Software Vendor). All these steps require significant amount of time and effort.

The Windows 8 operating system, and its equivalent in the server area, called Windows Server 2012, have a completely new architecture. Their architecture forces the software which runs on them to make significant changes in the frameworks and the APIs (Application Programming Interface) used to write the software. Old frameworks (e.g.: Layered Service Providers, Transport Driver Interface, etc.) will no longer be supported on the long term.

However, Microsoft is not going to enforce from the very beginning (year 2012) these new fundamental changes in the frameworks used. But, in order to achieve the compatibility required for the certification it is required to fulfill these requirements.

## 2. Why is Avira not compatible with Windows 8?

Our goal is to offer our users the same excellent experience on Windows 8 as on Windows XP, Vista and Windows 7. Our software works on Windows 8, but because of the issues mentioned below, we are not able to offer the same experience as before. This is why at the very beginning, when we couldn't offer the same usability, we decided to publicly display that our software doesn't support yet the Windows 8 operating system.

At the end of December 2012, after we have published several updates, these problems have been fixed and the notification has been removed.

Avira is aiming to achieve the “Compatible with...” certification level, the same as was done in the past with all other versions of Windows.

### 3. Am I now protected on Windows 8?

Our software provides the protection it was designed for, it can update properly so that the latest virus signatures and engine are reliably delivered and inform the user about the issues encountered.

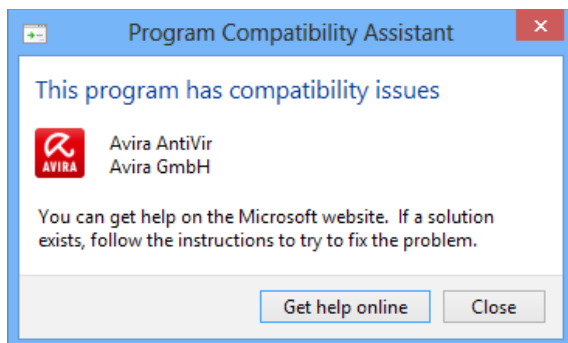
### 4. What about version 2012?

We do not plan currently to provide Windows 8 compatibility to this version of our products. However, all customers using 2012 may upgrade to version 2013 for free.

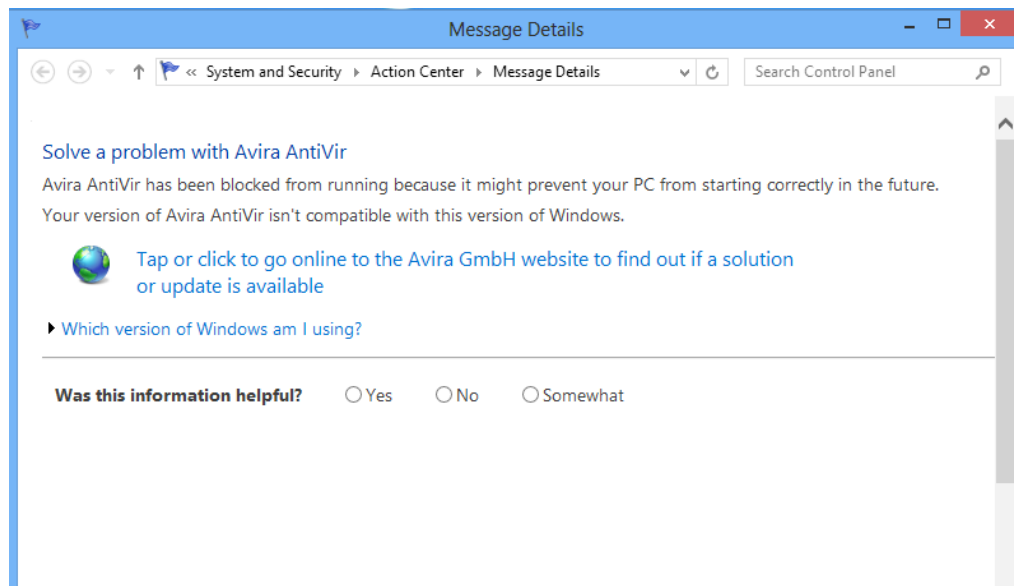
### 5. What is actually happening out there?

#### 5.1 New installations of Avira version 2012

It is currently no longer possible to install Version 2012 on Windows 8. Microsoft has applied the so called “hard block” and it prevents all products with version 2012 to install on Windows 8. If the setup of any of the version 2012 products is started, the following popup is displayed and the installation is stopped.



If you click on “Get help online”, you will be redirected to this explanation:



The link goes to [www.avira.com/windows8](http://www.avira.com/windows8) which is a page we translated in all supported languages as follows: <http://www.avira.com/en/windows8-compatibility>. If the language of your browser is not automatically detected, you can change the language of the page from the top right corner of the website.

## 5.2 New installations of Avira Version 2013

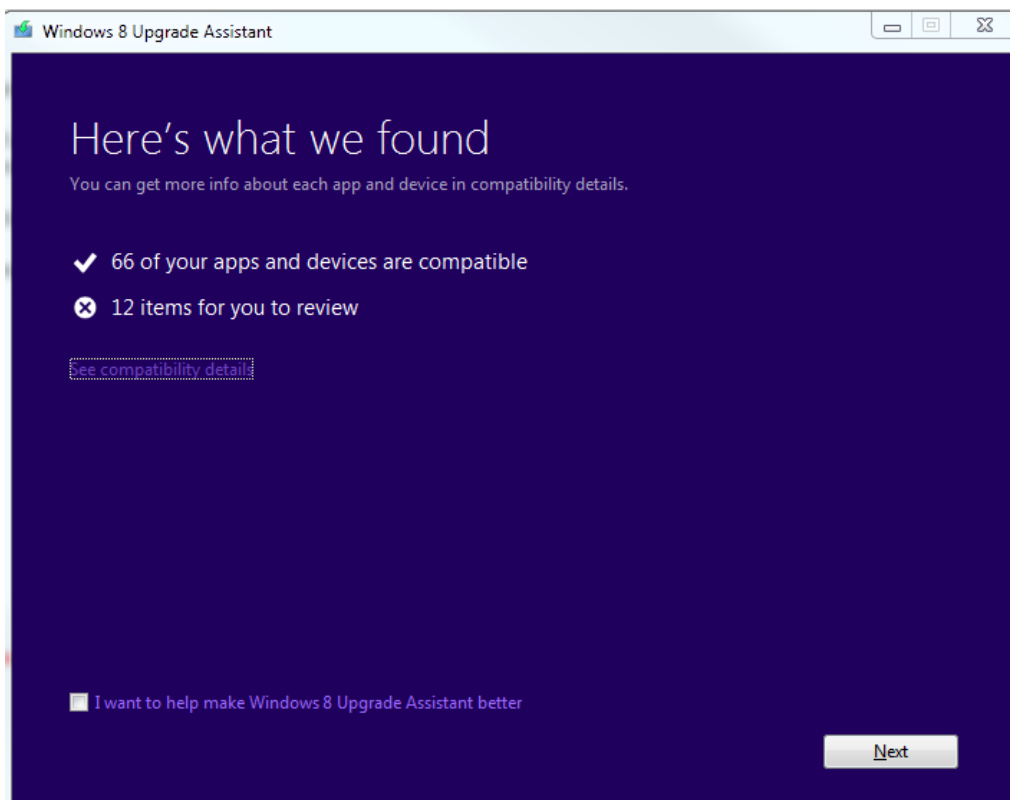
The latest package of all our products on Windows run correctly on Windows 8. If you encounter any problem, please contact support on [our website](#).

## 5.3 Migration from Windows 7 to Windows 8

Microsoft has changed their policy in regard to migration to this new operating system.

When a user tries to buy the product from their website, first they have to download an assistant in order to check for the compatibility of the applications.

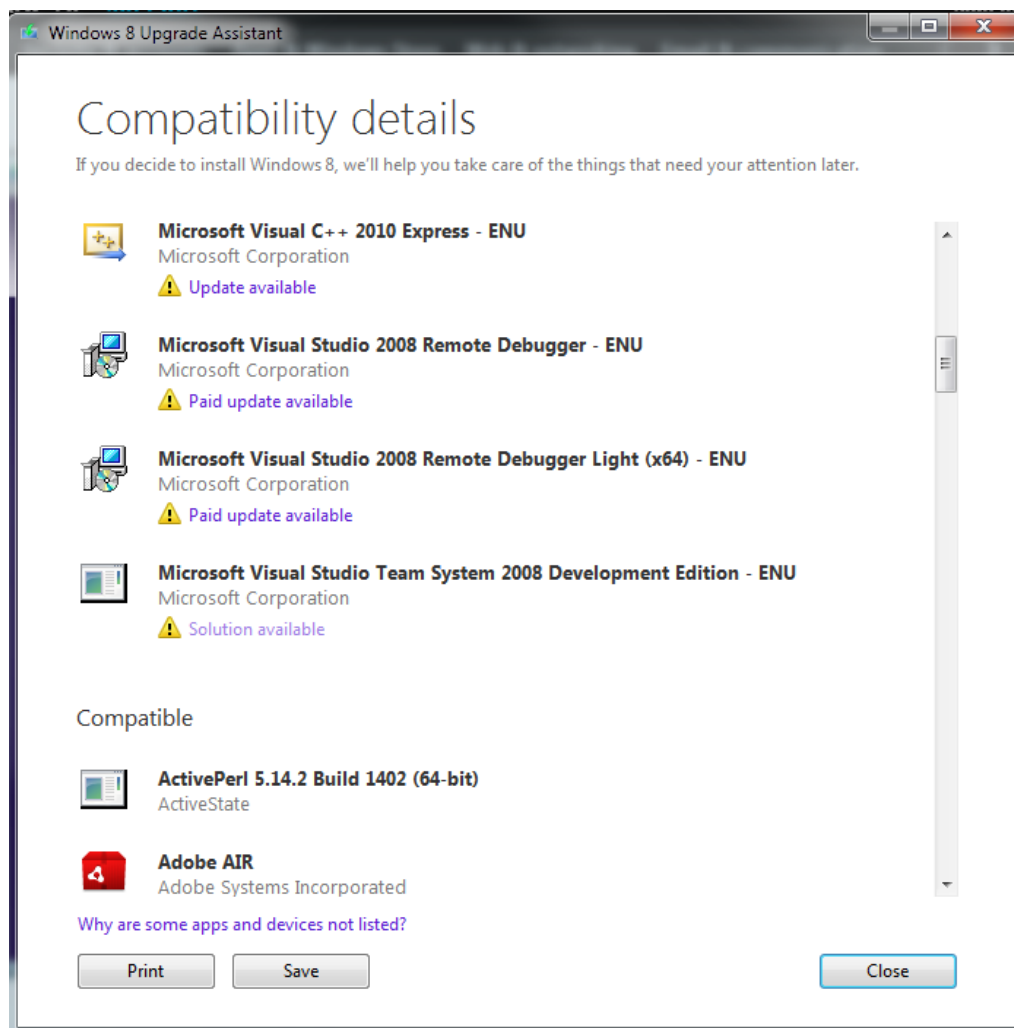
Microsoft has published the tool “Windows 8 Upgrade Assistant” which displays the results found as displayed below:



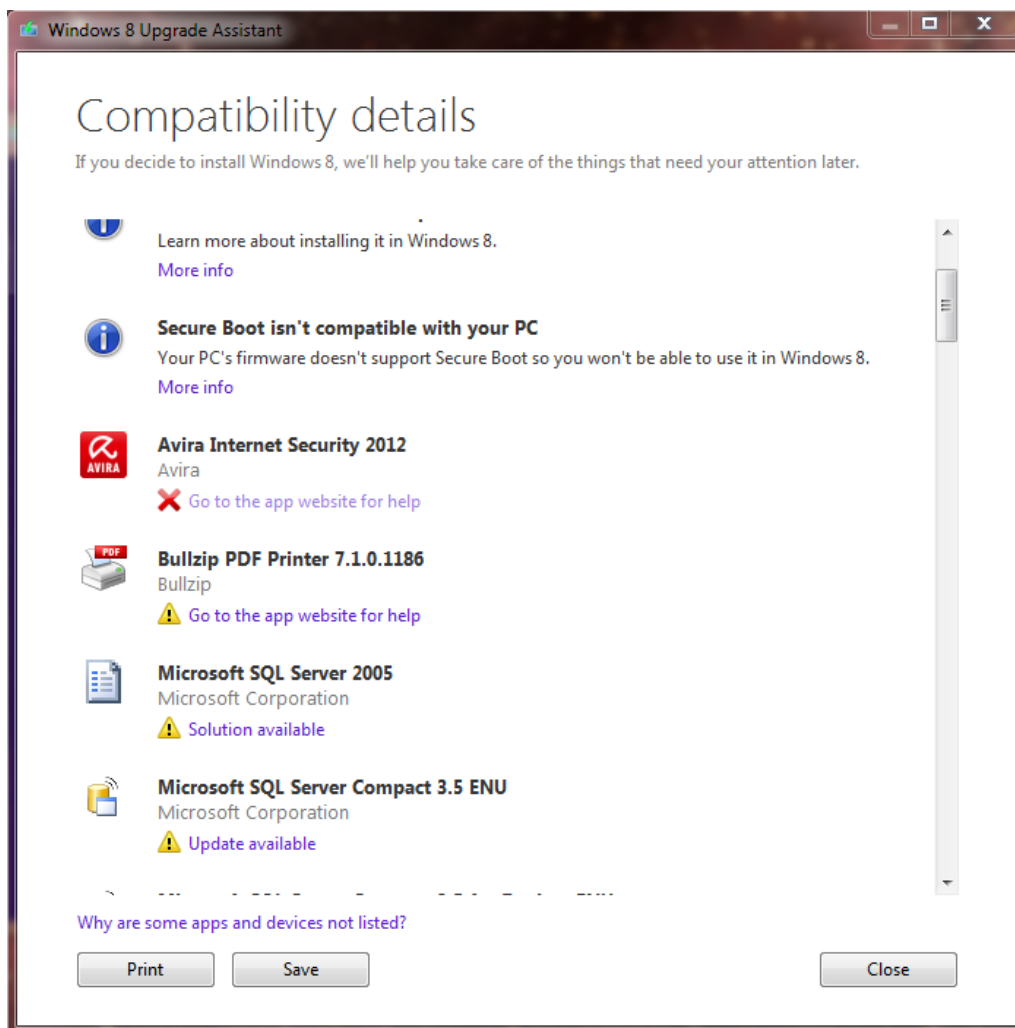
### Important note:

At the moment of writing this article, all Avira products version 2013 are not listed at all. (They are not present as **neither compatible nor incompatible**).

We are in contact with them in order to clarify this.



Version 2012 is detected only as incompatible:



This means that an Avira 2013 user is not warned in any way about the fact that the latest version of our software might have issues when running on Windows 8. If during the installation the first option is selected (it is by default selected), the Avira products will be started after reboot in a completely new environment for which they were not designed.

## 6. When are the customers affected?

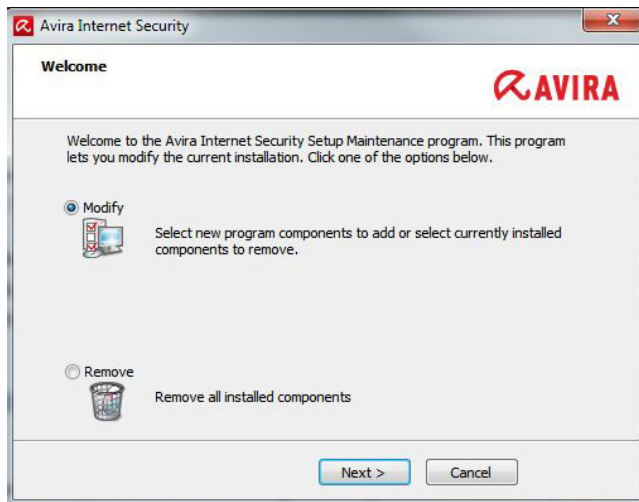
The only problem we are aware of is that after a migration from Windows 7 to Windows 8 the Firewall is not functioning. This can be easily fixed by performing a repair of the installation.

Because of the fact that the Avira products are not mentioned at all during the analysis of the compatible applications, the customer does not get the chance to see the warning that the product is not officially supporting Windows 8.



## 7. What is the solution?

In order to perform a repair of the installation go in “Program and Features”, find Avira Internet Security, right click on it and choose **Change**. You will see the following dialog.



Click on **Next** until you see the list of all modules.



Make sure that the Avira Firewall is selected and click **Next**. Once all operations have been performed, you have to reboot your computer.

## 8. What is Avira doing to provide a solution and when?

Avira is working hard to solve the problems and receive the certification for Windows 8. We plan to deliver the fixes in three stages, each containing several smaller releases.

### Stage 1:

We fix the crashes, compatibility problems.

### When?

This was delivered in several steps in December 2012.

### Stage 2:

We integrate better with the Application Center and we allow the user to use the Windows UI to:

- to activate/deactivate the product
- perform an update
- prolong the license

### When?

This was delivered in in December 2012.

### Stage 3:

Achieve the certification level “compatible with Windows 8”.

### When?

After the first two stages are implemented and rolled out, we will concentrate on achieving the certification.

#### Note

All products, including the localized versions have been released in December 2012.

## **9. What about the localized versions of Free, Premium and Internet Security 2013 ?**

We released in November 2012 the kits of the localized versions. These products will have all fixes we pushed for the versions English and German integrated. Therefore, they will be as compatible with Windows 8 as the English and German versions are.

## **10. What about the business products version 2013?**

### **10.1 Professional Security 2013**

We released on December 20th 2012, the Professional Security version 2013 in all supported languages. It is as compatible with Windows 8 as the consumer products. The same applies to the localized versions of the Professional Security version 2013.

### **10.2 Server Security 2013**

We added support for Windows Server 2012 in the same stages as we do for our consumer products. This product was released together with the Professional Security 2013 in December 2012.

### **10.3 Endpoint Security**

This is a bundle between Professional Security, Server Security and Avira Management Console.

We released this product bundle in January 2013.

It is as compatible with Windows 8/Windows Server 2012 as the products that are included in it are.

### **10.4 Small Business Security Suite**

This is a bundle between Endpoint Security and Avira Exchange Security - Small Business Edition.

We cannot predict at this moment when the Avira Exchange Security - Small Business Edition will be compatible with Windows Server 2012.



## 10.5 Business Security Suite

This is a bundle between Endpoint Security and Avira Exchange.  
We cannot predict at this moment when the Avira Exchange Security will be compatible with Windows Server 2012.

This manual was created with great care. However, errors in design and contents cannot be excluded. The reproduction of this publication or parts thereof in any form is prohibited without previous written consent from Avira Operations GmbH & Co. KG.

Issued Q1-2013

Brand and product names are trademarks or registered trademarks of their respective owners. Protected trademarks are not marked as such in this manual. However, this does not mean that they may be used freely.



live free.™