



# Windows 8 / Server 2012 .Net Framework 4.0 Compatibility Problem

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## Applied to

GV-Center V2

GV-VSM

GV-Dispatch Server

GV-Recording Server / GV-Video Gateway

GV-Redundant Server / GV-Failover Server

GV-Mobile Server

GV-Backup Center

GV-ASManager

GV-Web Report

Content Designer

## Symptom

The software listed above has the minimum system requirement of .Net Framework 3.5. Some features will not work properly since Windows 8 / Server 2012 built-in .Net Framework 4.0 has a compatibility issue with .Net Framework 3.5.



## Solution

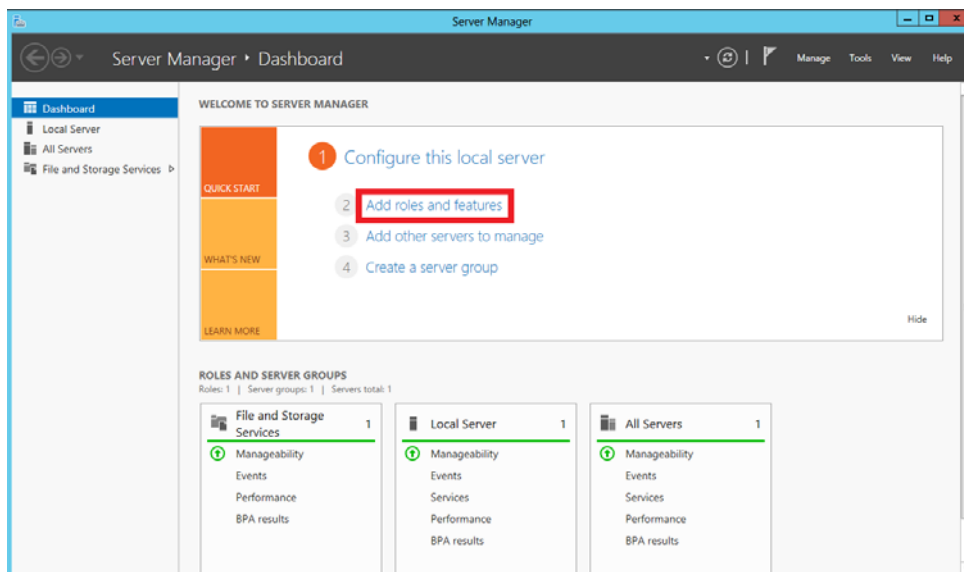
To solve this compatibility issue, install .Net Framework 3.5 for Windows Server 2012 and Windows 8. Refer to the steps below to manually install .Net Framework 3.5 for Windows Server 2012 and Windows 8.

### Windows Server 2012:

1. Open **Server Manager** from the Start menu.

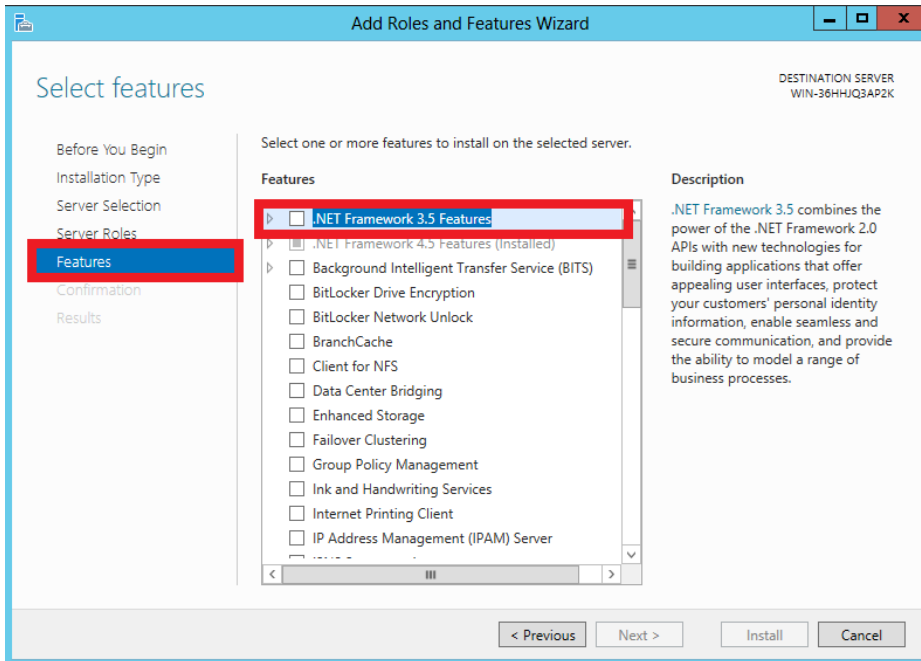


2. Click **Dashboard** from the tree list on the left and click **Add roles and features**.

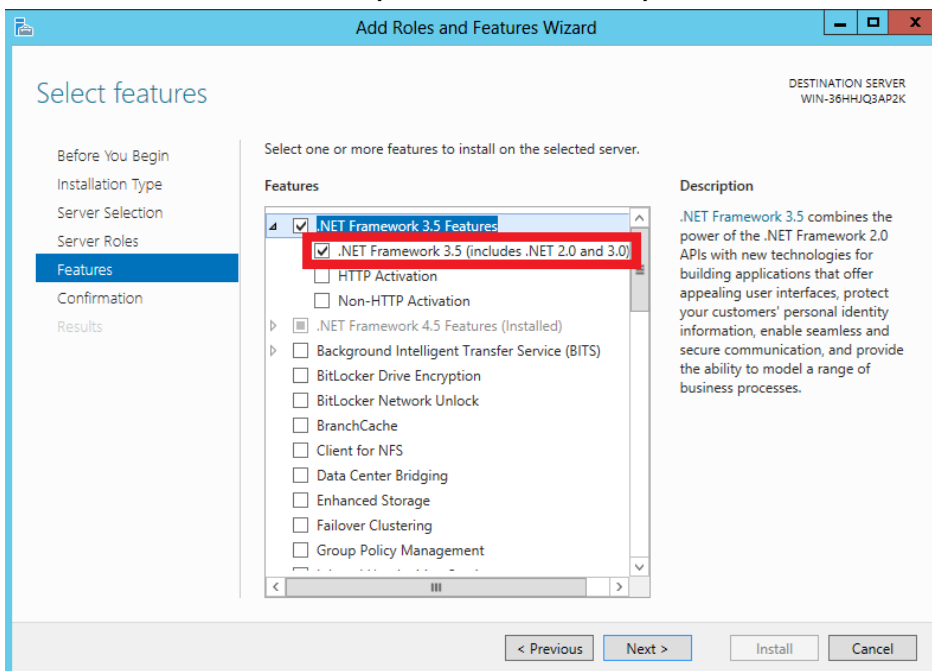




3. Click **Features** from the tree list on the left and select **.Net Framework 3.5 Features**.



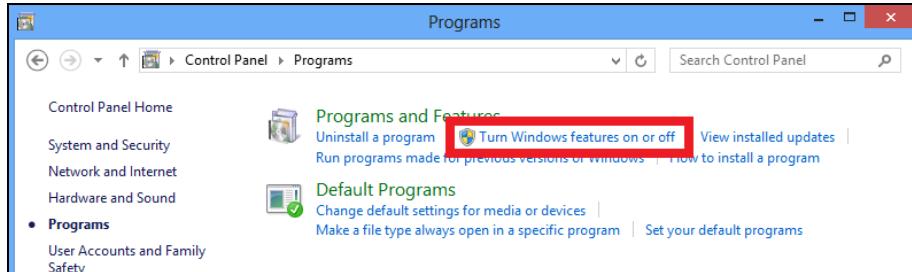
4. Select **.Net Framework 3.5 (include 2.0 and 3.0)** and click the **Install** button.





## Window 8

1. Click **Control Panel** from the Start menu.
2. Click the **Programs** icon.
3. Select **Turn Windows features on or off** under the Programs and Features title.



4. Select **.Net Framework 3.5 (includes .Net 2.0 and 3.0)** and click the **OK** button.

