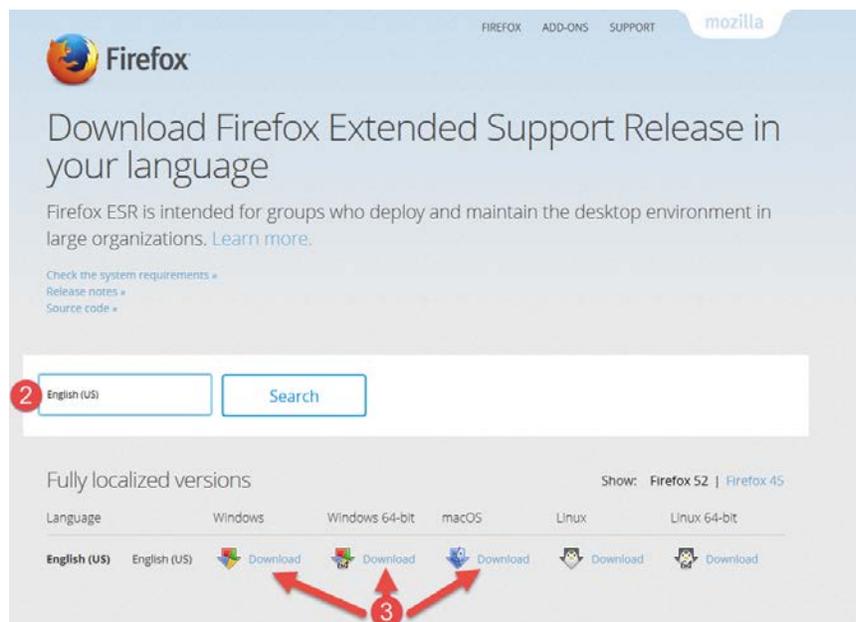


How to Download and Install Firefox Extended Support Release for Use with Topaz Elements

As of March 2017, Firefox general release version 52 and higher no longer supports NPAPI Plugins like Silverlight or Java. Topaz Elements requires the Silverlight plugin. To continue to use Firefox with Topaz Elements, you must use the Firefox Extended Support Release (ESR) version instead (or choose an alternative browser, such as Safari [Mac] or Microsoft Internet Explorer 11 [PC]). Firefox ESR is available in different languages for Windows and Mac OS. It also supports the Silverlight 5.x plugin required in Topaz Elements. You must also have admin privileges on the computer to install the software.

Download Firefox Extended Support Release

1. In an alternative browser besides Firefox such as IE, MS Edge, Safari or Chrome, click this link or type <https://www.mozilla.org/en-US/firefox/organizations/all/> in your browser's address bar.
2. Type **English (US)** or other desired language in the Search box on the Download Firefox ESR page.
3. Click **Download** link for your computer's operating system Windows (32-bit), Windows 64-bit or Macintosh OS to download the install file to your desktop or browser's downloads folder.



4. **Exit and close** your browser.

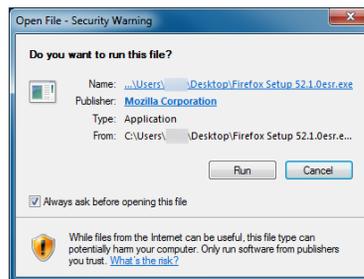
5. Locate the **Firefox ESR installer file** and **double click** it. It is called Firefox Setup 52.x.xesr.exe (PC) or Firefox 52.x.xesr.dmg (Mac) [or similar].

Note: To install one of these files you must have admin rights on your machine that allows you to install software. If you do not have such rights, contact your department computer support staff or the UConn Health IT Helpdesk for assistance in installing the software on your desktop or laptop.

6. To continue, follow the instructions below for either Windows or Mac OS below.

Windows Install

7. After clicking on the Firefox ESR exe file, a security warning may appear. If prompted, click the **Run** button. The File will be extracted

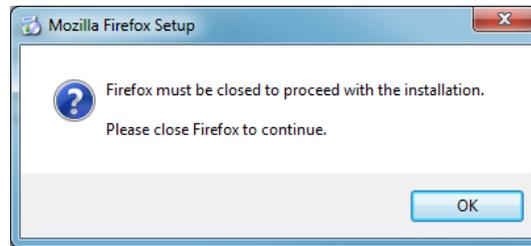


8. If prompted, enter the admin username and password. Click **Continue** or **OK**.
9. When prompted, Do you want to allow the following program to make changes to your computer? Click **Yes**.
10. The Mozilla Firefox Setup Wizard appears. Click **Next**



11. Click **Next**, ensuring "**Standard**" is selected.
12. Click **Install**.

- If prompted, Firefox must be closed to proceed with the installation. Please close Firefox to Continue. **Exit** Firefox and then click **OK** on the prompt.



- Click **Finish**.

- Launch the Firefox browser. In Firefox, go to **Help > About Firefox** to confirm it says Firefox ESR. If it says Firefox ESR (below right), the browser can be used with Topaz Elements. If it doesn't say, ESR (below left). Try reinstalling Firefox ESR again.



- Consult the [Optimize Firefox ESR Browser Preferences – PC](#) on the Office of the VP for Research Topaz Elements How-To Guides for further Firefox and Silverlight optimizations.

Macintosh OS Install

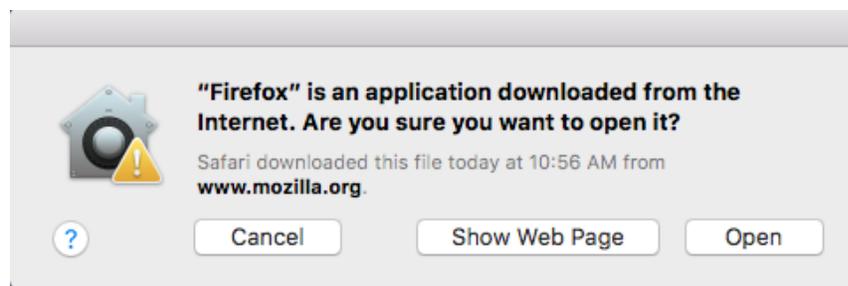
- After double clicking on the Firefox 52.x.xesr.dmg, a virtual disk image will mount. Once the virtual disk is open, **drag and drop the Firefox icon into the Applications folder**.



- You may be prompted to stop the installation or replace the version of Firefox already installed. Choose the **Replace** option.



- After clicking the replace button, Firefox ESR files will be installed in your Applications folder. Once completed, you can safely eject the mounted virtual drive and drag the .dmg file to the Trash.
- Upon launching Firefox ESR for the first time, you'll see the window below. Click the **Open** button to launch Firefox. You won't see this window again.



- In Firefox, go to **Firefox > About Firefox** to confirm it says Firefox ESR. If it says Firefox ESR, the browser can be used with Topaz Elements. If it doesn't say, "Firefox ESR" and instead just reads Firefox. Try reinstalling Firefox ESR again.



- Consult the [Optimize Firefox ESR Browser Preferences – MAC](#) on the Office of the VP for Research Topaz Elements How-To Guides page.