How do I uninstall Firefox and install Firefox ESR on a University computer?

Tell Me

Note

The instructions below are for people downloading onto university owned, ITS managed computers. There are exceptions:

1. If you are a Windows user in College of Engineering (COE) or Housing and Residence Life (HRL), ask your IT department.
2. If you are a Mac user in the Student Union, Activities & Recreation (SUAR), contact your IT department.
3. If you are using a Belk College of Business laptop, contact your IT department.

We recommend a hard wired connection when installing applications.

Info

Firefox web browser will no longer support plugins including Java. This may prevent Banner Production and other web enabled services from working correctly. Firefox ESR is controlled by the University and will continue to allow plugins to run.
To VERIFY which version of Firefox is installed

1. Open Firefox
2. Select the Menu icon then open the Help Menu
3. Select About Firefox
4. Verify that Firefox ESR appears as the name of the application
5. If you do not have the ESR version, proceed to uninstall Firefox

To VERIFY which version of Firefox is installed

1. Open Firefox
2. Click on Firefox at the top of the screen, and then About Firefox
3. Verify that Firefox ESR appears as the name of the application
4. If you do not have the ESR version, proceed to uninstall Firefox installation section to have Firefox ESR installed
To UNINSTALL Firefox

1. **Right-Click** on **Start** and click on **Control Panel**

2. Click on **Uninstall a program** under the **Programs** section

3. Click on **Mozilla Firefox**

4. Click **Uninstall**

5. Follow the on-screen prompts to complete the uninstall

To INSTALL Firefox ESR

NOTE: These instructions show Windows 10 screenshots, Windows 7 will be similar.
1. Go to Start > All Apps > Microsoft System Center

2. Select Software Center

3. Select Firefox from the Application List

4. Select Install

To INSTALL Firefox ESR

1. Click on the magnifying glass icon in the upper right of your Mac

2. In the Spotlight Search box that pops up, type in **Self Service** and hit **Enter** to open the Self Service application

3. In **Self Service**, scroll down until you find **Mozilla Firefox**, and click the **Install** button

4. Quit the Firefox application, and when you re-open it, you will be on the Firefox ESR Release
Related FAQs

- What software is available to UNC Charlotte employees?
- What software is available to UNC Charlotte students?
- How do faculty and students get access to Microsoft Azure Dev Tools for Teaching (formerly Imagine Premium)?
- How do faculty and students get access to Microsoft Imagine Premium?
- How do I purchase and install Microsoft Project or Visio on my University computer?