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 the next section to uninstall Firefox
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

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

In the box that pops up, type in and hit Spotlight Search

Self Service to open the Self Service application

, scroll down until you find , and click the Self Service button

Install

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