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.

| Windows |  |
To VERIFY which version of Firefox is installed

1. Open Firefox
2. Select the **Menu** icon then open the **Help Menu**

![Firefox Menu](image1.png)

3. Select **About Firefox**

![About Firefox](image2.png)

4. Verify that Firefox ESR appears as the name of the application

![Firefox ESR](image3.png)

5. If you do not have the ESR version, proceed 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

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To UNINSTALL Firefox

1. Open Finder and click on **Applications**

2. Right-click on Firefox and choose **Move to Trash**

3. Right-click on the Trash bin in your dock and select **Empty Trash**
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, type in Self Service and hit the Spotlight Search button 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 is the Grace Period for SPSS License Codes?
- How do I restore lost bookmarks in Firefox on a University computer?
- How can I uninstall software on my University computer through Self Service and Software Center?
- Is there assistive technology available on campus and in labs?
- How does a faculty/staff member purchase and install Microsoft Project or Visio on my University computer?