

Firefox Extended Support Release (ESR)

Instructions for Downloading

As of version 52, Firefox no longer supports the Microsoft Silverlight browser plugin, which is required for Pyramid Analytics (BI Office) to operate properly. Until a more permanent solution is provided, Firefox offers an Extended Support Release (ESR) version, which can be downloaded using the links below.

[Download Firefox ESR \(Windows\)](#)

[Download Firefox ESR \(Mac OS\)](#)

Instructions:

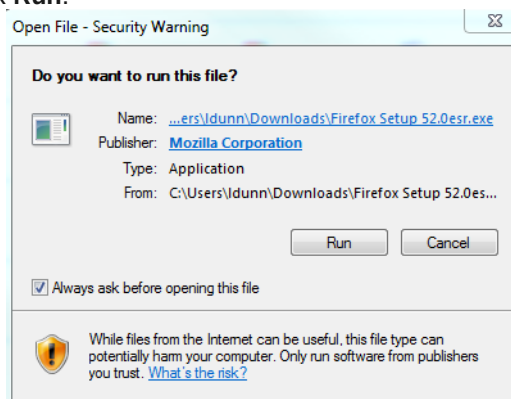
1. Click on the relevant link above.
2. Save the **Firefox Setup** file to your computer in the Downloads folder.
3. Once saved, open the **Firefox Setup** file – either by going to the Downloads folder or locating it in your local browser downloads.
4. Run the setup process.

[For Windows](#)

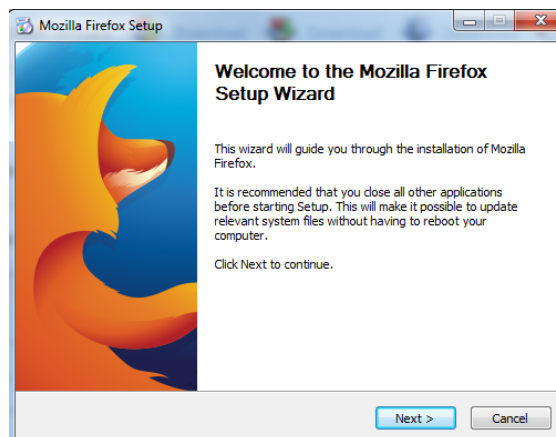
[For Mac](#)

For Windows:

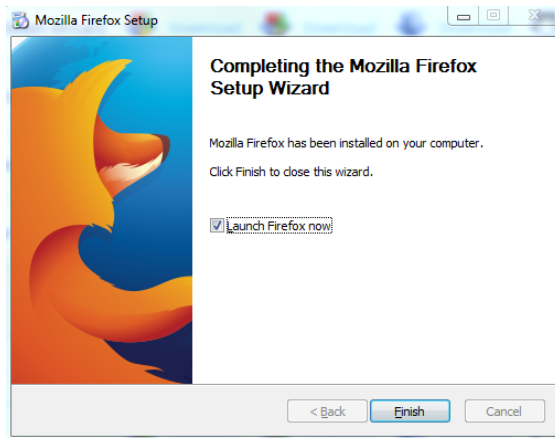
- a) Opening the Firefox Setup file will begin the setup process. When asked if you want to run the file, click **Run**.



- b) Wait for the **Extraction** process.
- c) When asked “Do you want to allow this program to make changes to your computer?” click **Yes**. This will launch the **Mozilla Firefox Setup Wizard**.
- d) Click **Next** multiple times, and **Upgrade** once, to complete the setup.



- e) Click **Finish**. You have the option to launch Firefox from here.

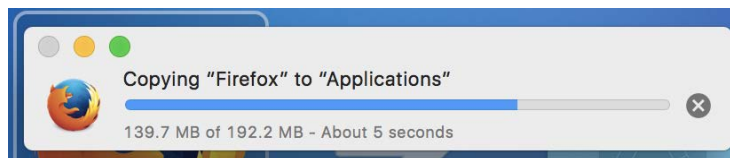


For Mac:

- a) Upon opening the Firefox Setup file, you should be prompted to drag the file into the **Applications** folder.



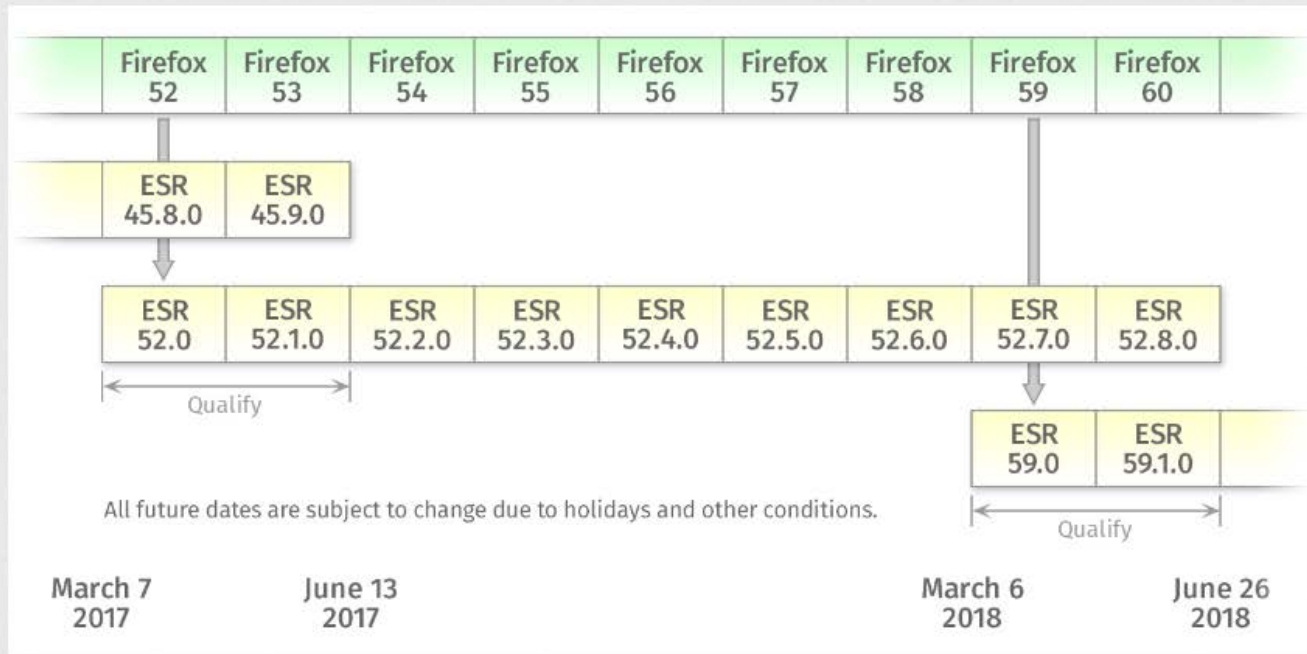
- b) Drag the file into the Applications folder. This will trigger the setup and download process.



- c) When setup process is complete, you can launch Firefox by clicking the Firefox icon depicted in step (a).

What does the Mozilla Firefox ESR life cycle look like?

Releases will be maintained for approximately one year, with point releases containing security updates coinciding with regular Firefox releases. The ESR will also have a two cycle (12 week) overlap between the time of a new release and the end-of-life of the previous release to permit testing and certification prior to deploying a new version.



Maintenance of each ESR, through point releases, is limited to high-risk/high-impact security vulnerabilities and in rare cases may also include off-schedule releases that address live security vulnerabilities. Backports of any functional enhancements and/or stability fixes are not in scope.

At the end of the support period for an ESR version:

- the release will reach its end-of-life
- no further updates will be offered for that version
- an update to the next version will be offered through the application update service