

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 \(64-bit\)*](#)

[Download Firefox ESR \(32-bit\)*](#)

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

*To determine if your OS is 32- or 64-bit:

Windows 7/8: Go to your Start menu, right-click on Computer and choose Properties. Look under System and System Type.

Windows 10: Right-click on the Start menu and select File Explorer. Right-click This PC and select Properties. Look under System Type.

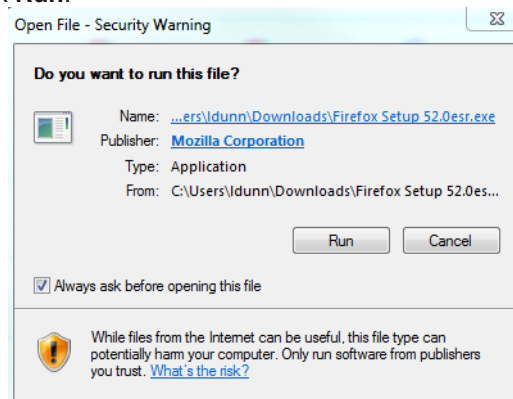
Instructions:

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 PC](#)
[For Mac](#)

For PC:

- 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.

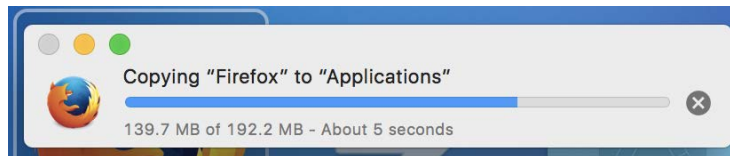


For Mac:

- 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).