

ENABLING SILVERLIGHT ON FIREFOX AND SAFARI

Uploading documents with Silverlight on Firefox is no problem after proper configuration. Steps are provided below to walk you through this process.

Firefox

Note: Works on both Mac and Windows.

1. Open Firefox
2. Download and install Silverlight:



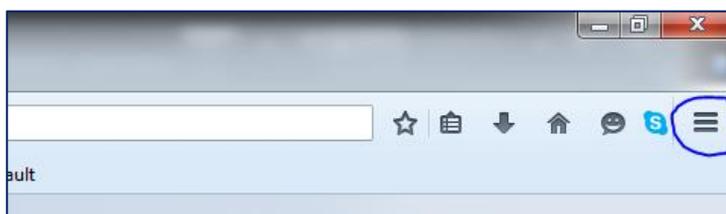
Figure 1.0

3. When installation is complete, this confirmation dialog will be presented:



Figure 1.1

4. Exit and restart Firefox
5. Locate "Open Menu" button at right side of the toolbar. Click on the "Open Menu" button:



This is the "Open Menu" button

Figure 1.2

6. Select "Add-ons" (shown here):

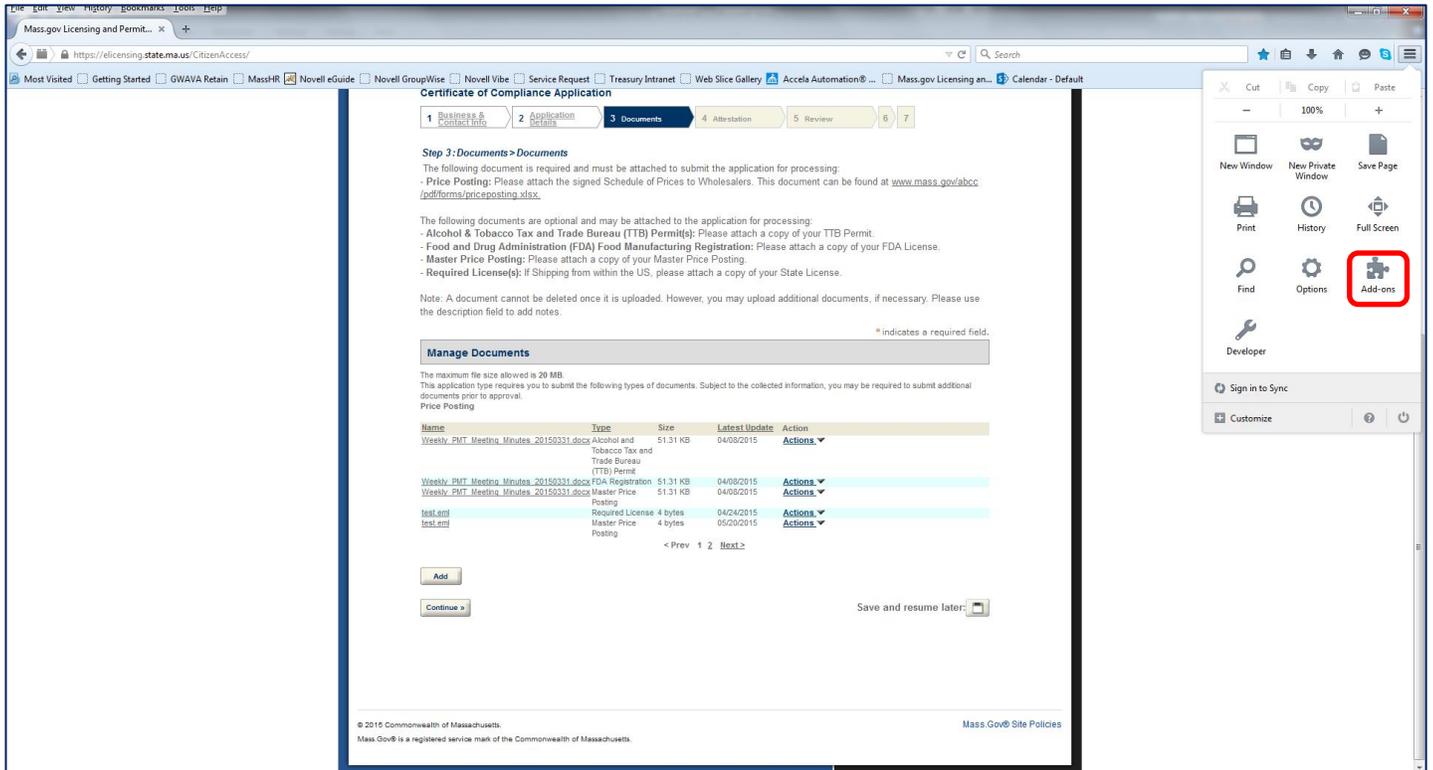


Figure1.3

7. Click on the "Plugins" tab (on the left) as shown here:

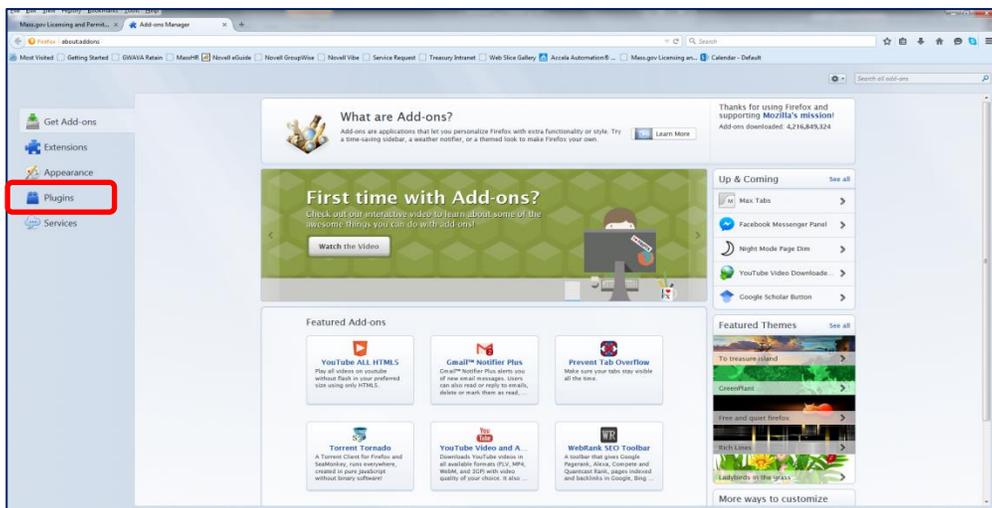


Figure 1.4

- Find the “Silverlight” plugin in the list:

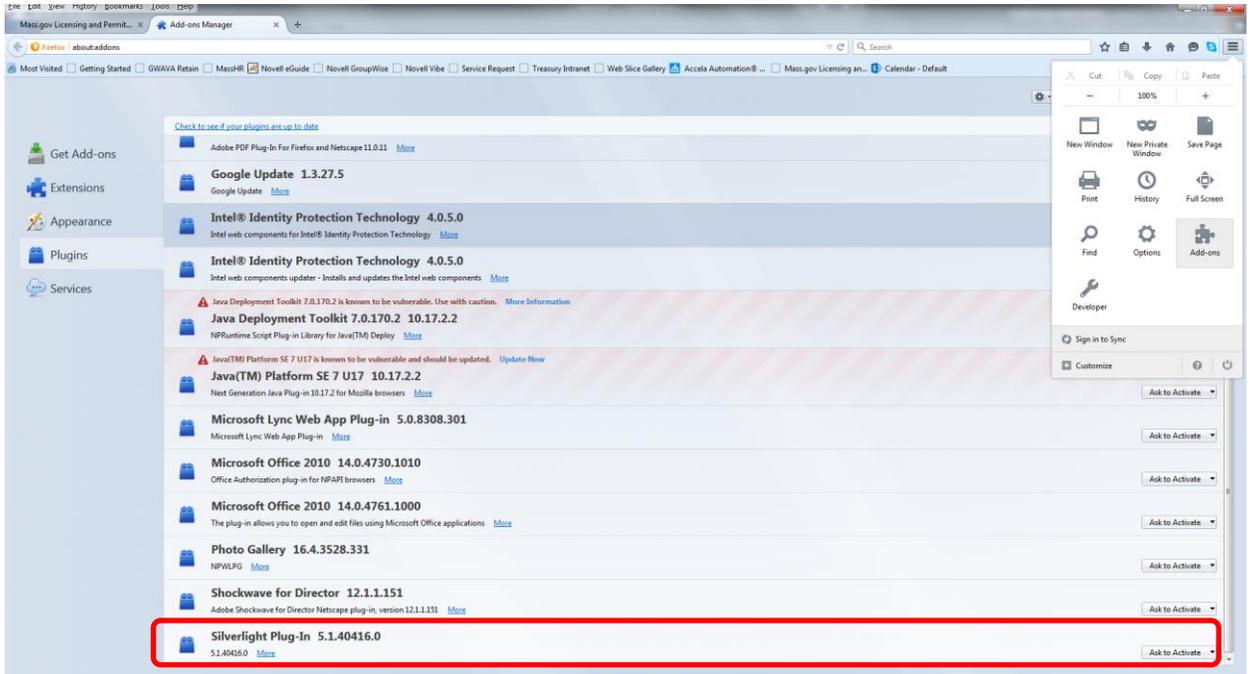


Figure 1.5

- At the far right, locate the Activation Status dropdown, “Ask to Activate”:

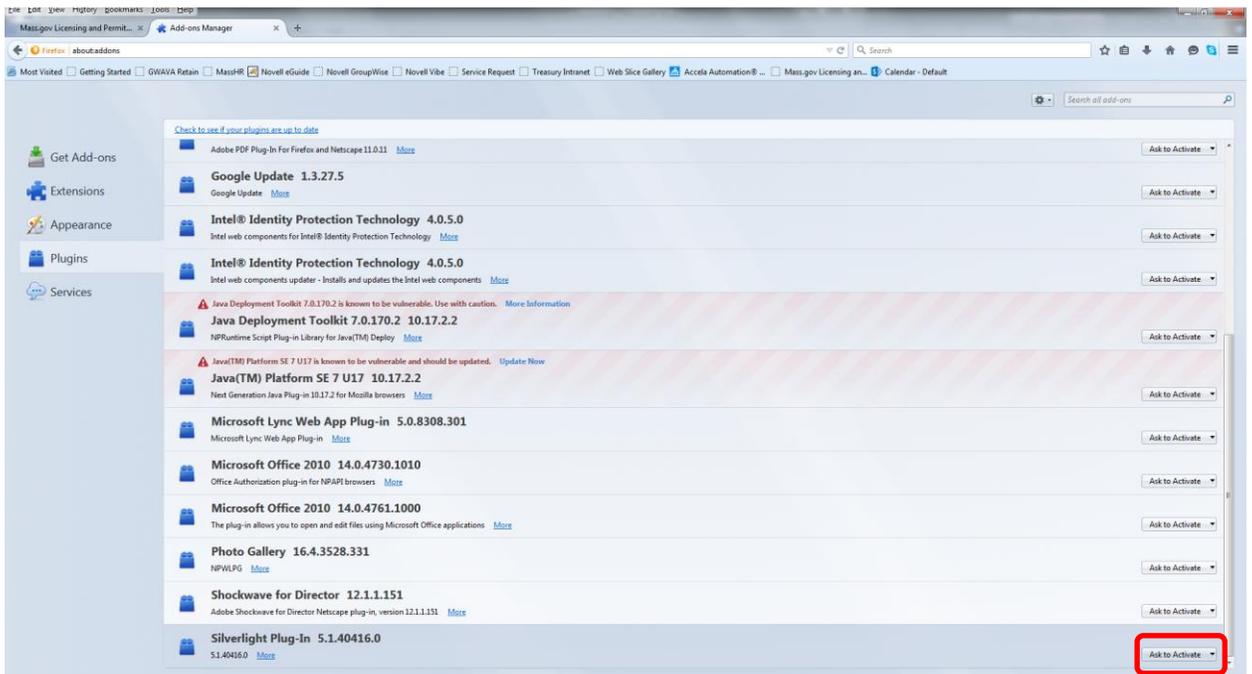


Figure 1.6

10. Click on the Activation Status dropdown, then select "Always Activate":

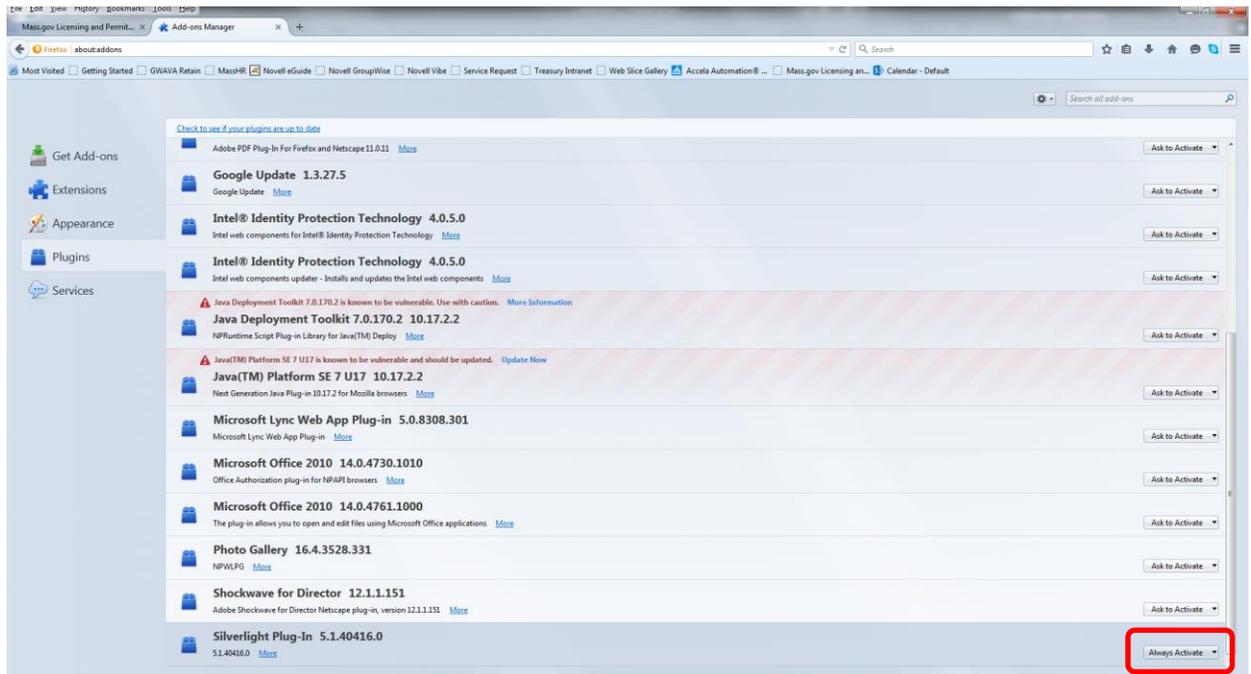


Figure 1.7

11. Close the Add-ons Manager page

Firefox is now ready to upload documents with Silverlight.

USING SAFARI v7 or v8

Goal: To change the "User Agent" on Safari from "default" to "Internet Explorer 10" and then back to "default".

Below are the steps to enable your browser to become compatible to the eLicensing website:

1. Enable the develop feature in Safari:

a) Open Safari, click on Safari in the menu bar and select "Preferences":



Figure 2.0



Figure 2.1

b) Click the Advanced option/Tab:

c) Select the checkbox for "Show Develop menu on menu bar":

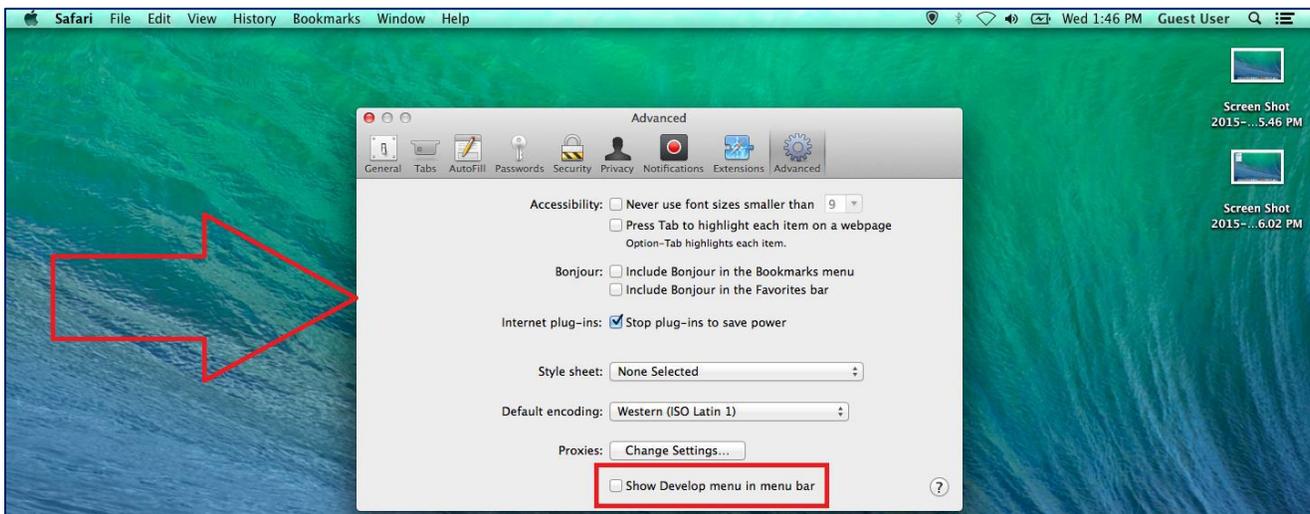


Figure 2.2

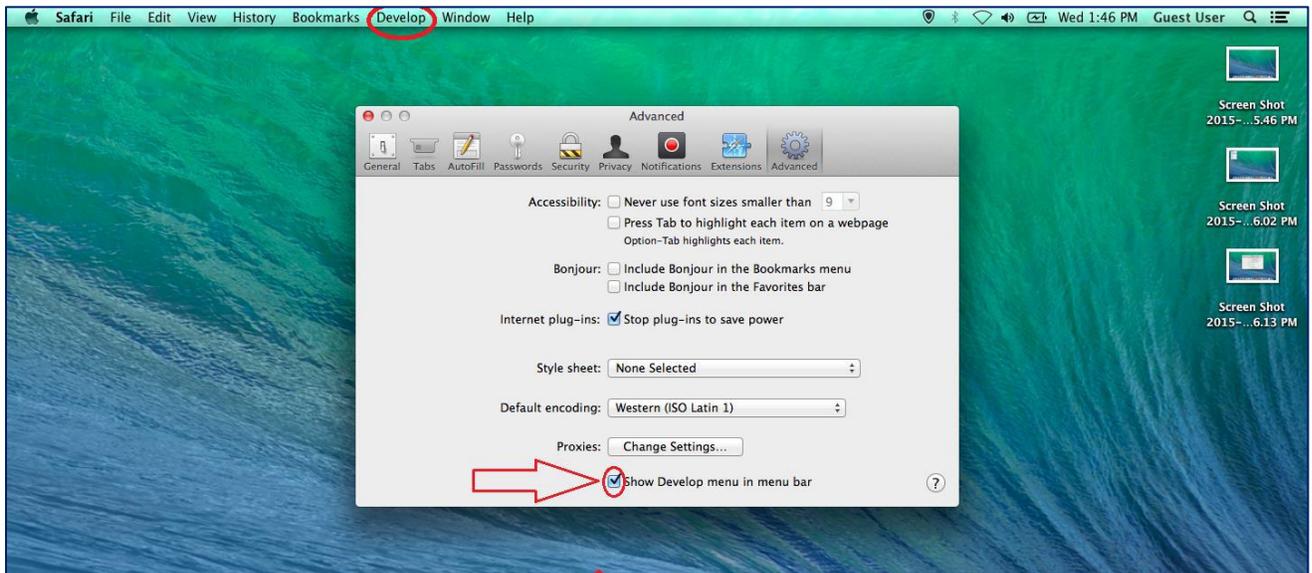


Figure 2.3

d) Close the popup window after selecting checkbox.

2. Modify the User Agent in Safari:

a) Go to the "Develop" tab in Safari:

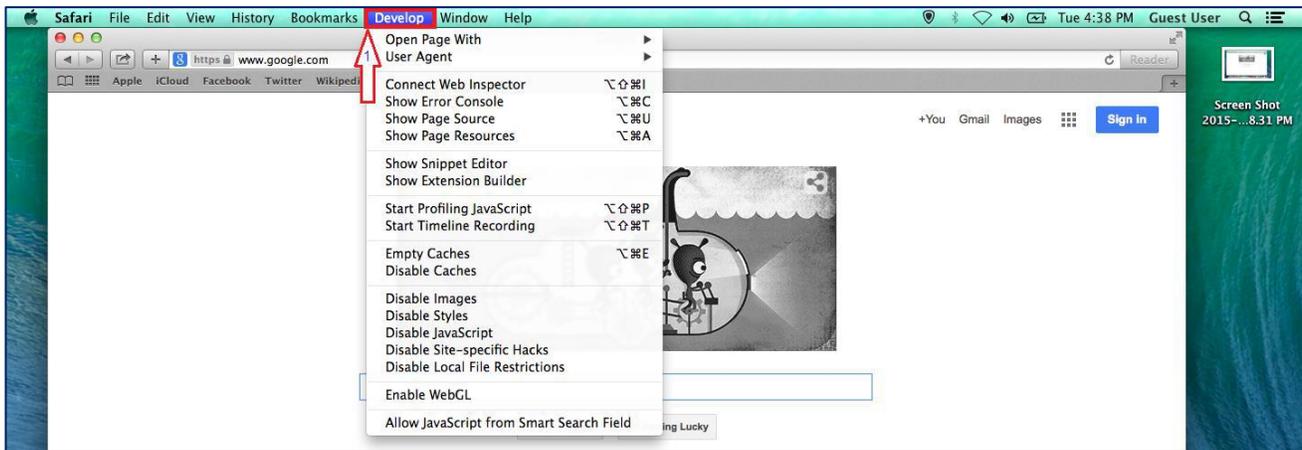


Figure 2.4

b) Change the "User Agent" to Internet Explorer 10:

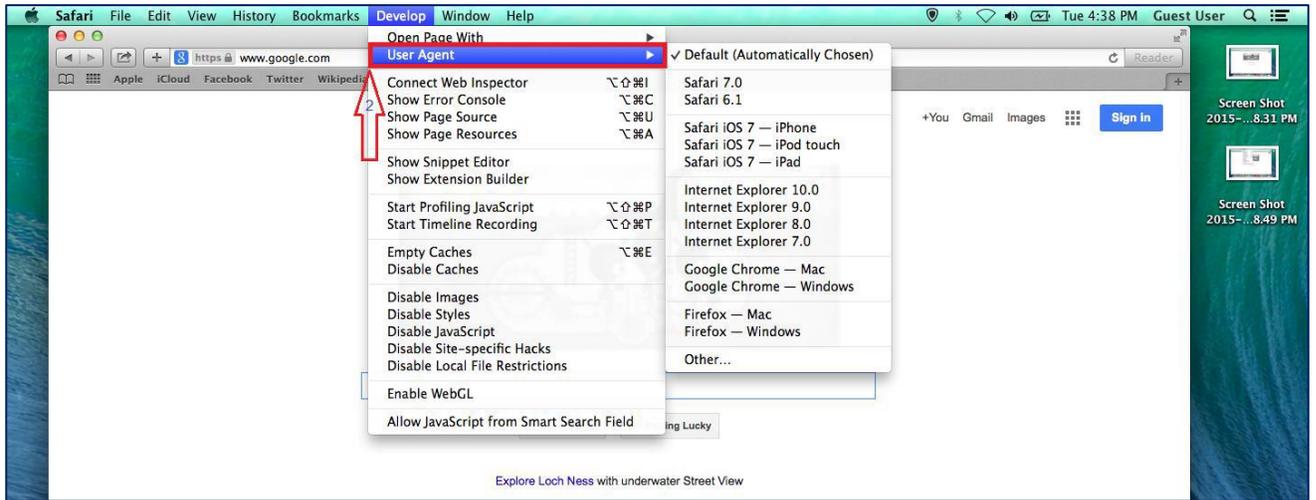


Figure 2.5

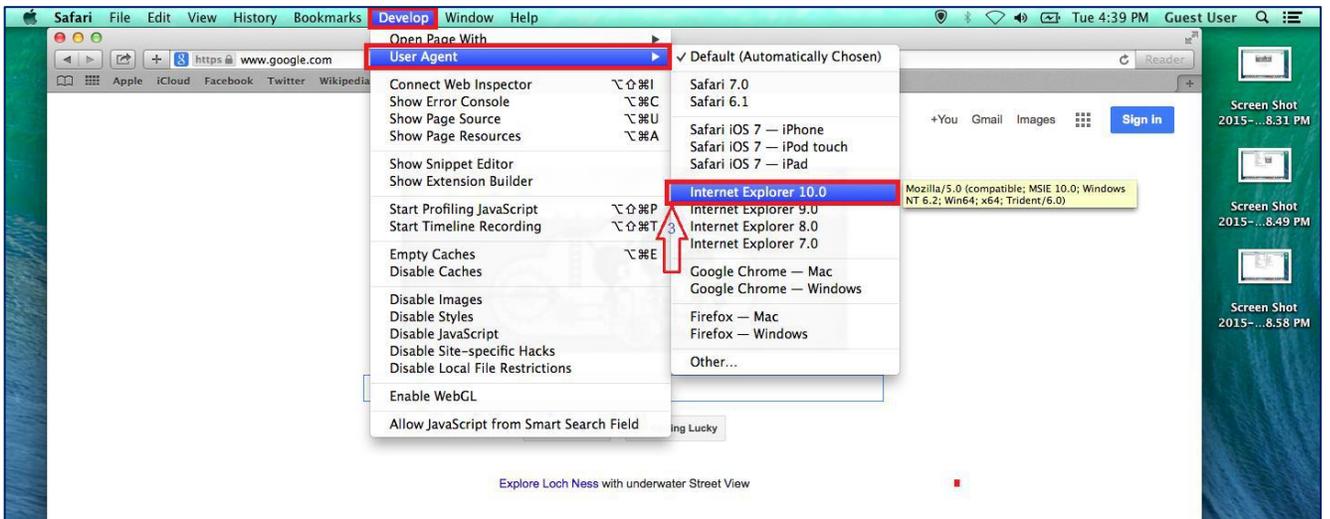


Figure 2.6

c) Then change the User Agent back to **default**:

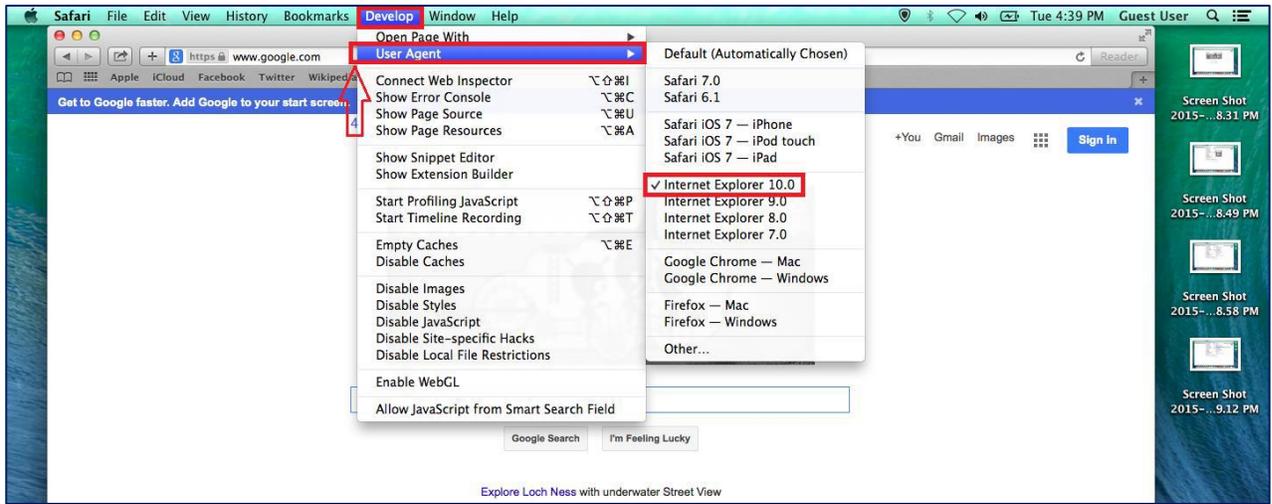


Figure 2.7

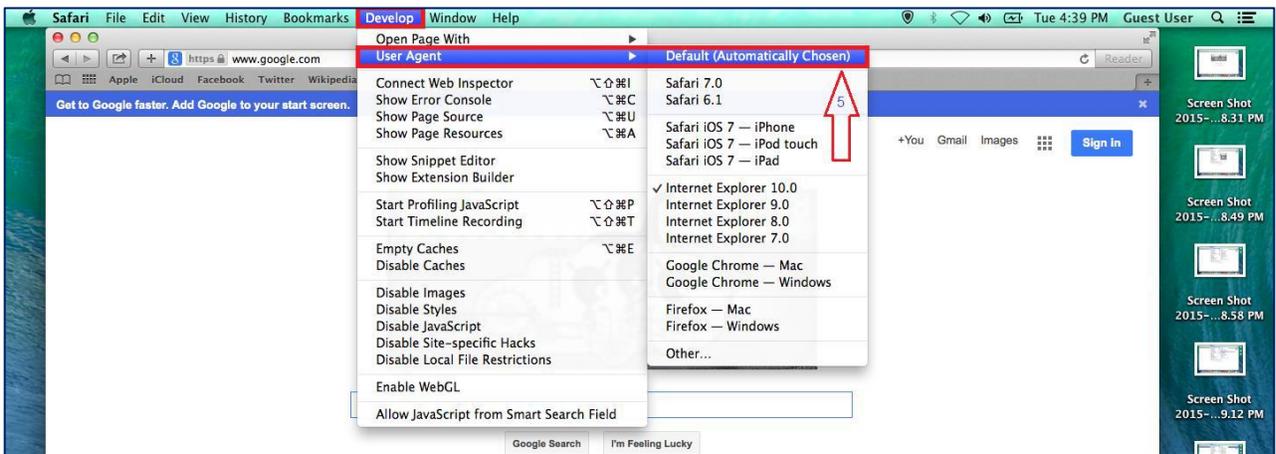


Figure 2.8

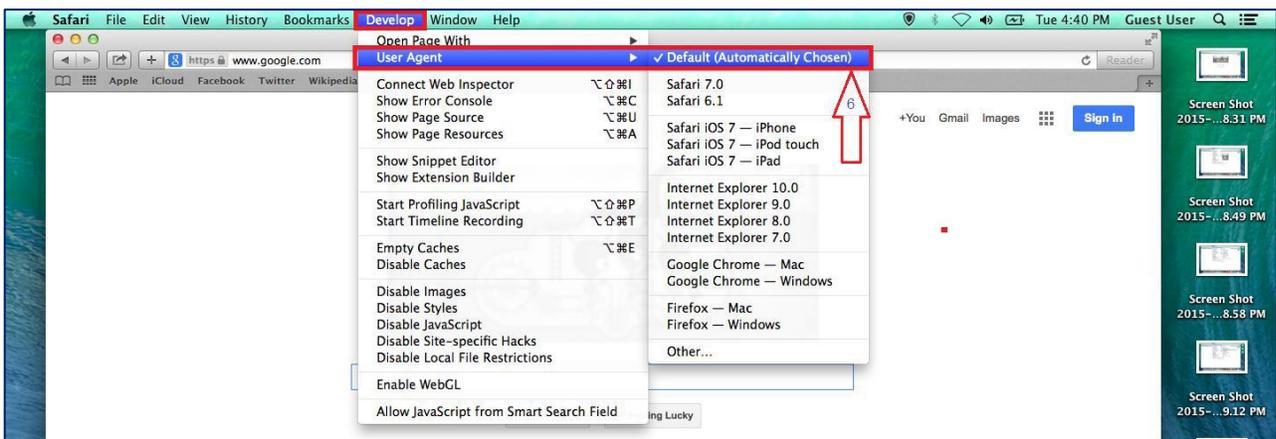


Figure 2.9

3. Disable the develop feature

- a) Open Safari, click on Safari in the menu bar and select Preferences
- b) Click the Advanced option/Tab
- c) De-select the checkbox for "Show Develop menu on menu bar"
- d) Close the popup window after selecting checkbox.

Your browser is now compatible for the ePLACE Portlet.