

Web Browsers Supported by OnBase 15

For users accessing OnBase 15 via a web browser, below are the only browsers that will function with OnBase:

- **Windows**
 - **Internet Explorer 9**
 - **Internet Explorer 10**
 - **Internet Explorer 11**
 - **Firefox 31 ESR**

- **Mac**
 - **Safari 5.1.9**
 - **Safari 5.1.10**
 - **Safari 6.0.4**
 - **Safari 6.0.5**
 - **Safari 6.1.x**
 - **Safari 6.2.x**
 - **Safari 7.0.x**
 - **Safari 7.1.x**
 - **Safari 8.0.x**
 - **Firefox 31 ESR**

For issues/assistance with your browser, it is recommended that you work with your department IT professional. If your department does not have an IT professional, the ITS Solution Center can assist. Some general browser information is provided below.

Internet Explorer 10

NAU ITS manages the deployment of Internet Explorer to NAU computers. At this time, Internet Explorer 10 is the NAU ITS supported version of Internet Explorer that is deployed university wide.

Firefox 31 ESR

There are two Firefox channels. The first is the retail/home use channel. The second is the Extended Support Release (ESR) channel. The ESR channel is recommended for organizations. NAU ITS partially supports the ESR versions of Firefox, version 31 ESR specifically.

Mozilla manages the update of Firefox; which automatically updates to the newest version by default (within your channel). If you are on the ESR channel, it will update to the most recent ESR version (unless you disable automatic updating, see below).

New ESR versions (that include significant changes to the browser) are released once a year, however, Mozilla does provide regular security updates, i.e. 31.1, 31.2, 31.3, etc. As long as you are still on one of the 31 ESR versions your browser will work with OnBase. By releasing major updates once a year, with security updates in between, this provides a stable browser that will function with the organization's environment.

Currently, the only ESR version of Firefox that will function with OnBase is Firefox 31 ESR. It functions well with OnBase and can be downloaded here:

Windows:

<https://download.mozilla.org/?product=firefox-31.8.0esr-SSL&os=win&lang=en-US>

Mac:

<https://download.mozilla.org/?product=firefox-31.8.0esr-SSL&os=osx&lang=en-US>

Important! If your browser has updated to Firefox 38 ESR, you will need to reinstall 31 ESR from the links above and then disable automatic updating; see instructions below.

Windows

How to disable automatic updating in Firefox

1. Open Firefox ESR
2. Click on **Firefox** menu at the top left of the screen or if you have the File, Edit, View, etc structure then click on **Tools**
3. Click **Options**
4. Click **Advanced** on the top right of new window that opens
5. Click the **Update** tab
6. Select the "Never check for updates..." button
7. Uncheck the "Use a background service to install updates"
8. Click OK

How to enable automatic updating in Firefox

1. Open Firefox ESR
2. Click on **Firefox** menu at the top left of the screen or if you have the File, Edit, View, etc structure then click on **Tools**
3. Click **Options**
4. Click **Advanced** on the top right of new window that opens
5. Click the **Update** tab
6. Select the "Automatically install updates..." button
7. Uncheck the "Use a background service to install updates"
8. Click OK

Mac

How to uninstall existing version of Firefox

Note: If you prefer to keep your existing version of Firefox, you do not have to uninstall it to install the ESR version of Firefox. You can have both versions installed on your Mac at the same time.

1. Click on desktop to be sure that the **Finder** menu is listed at the top of the screen
2. Click on **Go**
3. Click on **Applications**
4. Right-Click on **Firefox** application in the Applications folder
5. Click **Move to Trash**
 - a. If you receive a message that says Firefox can't be moved to the Trash because it is open, then open Firefox and click **Firefox** on the top menu and select **Quit Firefox** then retry

How to install ESR version of Firefox

1. Download the correct version of Firefox ESR (See above)

2. If using Safari to download Firefox, click the Downloads symbol in the upper right
3. Locate the correct file and double click it
4. This will open a new window, see below. To install Firefox, click and drag the Firefox symbol to the Applications folder symbol and release it
 - a. Note: If you did not uninstall your existing version of Firefox, you may receive a message indicating that a file named "Firefox" already exists. To keep both files, select **Keep Both Files**. You may want to rename the new Firefox file so you can differentiate between the two versions



How to disable automatic updating in Firefox

1. Open Firefox ESR
2. Click **Firefox** in top menu
3. Click **Preferences**
4. Click **Advanced** on the top right of new window that opens
5. Click **Update** in menu below
6. Click the "Never check for updates..." button

How to enable automatic updating in Firefox

1. Open Firefox ESR
2. Click **Firefox** in top menu
3. Click **Preferences**
4. Click **Advanced** on the top right of new window that opens
5. Click **Update** in menu below
6. Click the "Automatically install updates..." button

Safari

OnBase will function with most current versions of the Safari browser (specific versions listed above). If you are on the most recent version of the Mac operating system, then you most likely are not using the browsers indicated and will be unable to downgrade. The recommended solution is to use the Firefox ESR versions listed above.

You can also connect to the NAU Microsoft Remote Desktop (a virtual version of Windows) from your Mac. This environment has the right browsers installed. Here are instructions on how to connect:

<http://www.nau.edu/its/learn/rdsconnect/>

Questions regarding browser issues should be directed first to your department IT Professional or the ITS Solution Center. If they are unable to assist, please contact OnBase@nau.edu.