

# Product Information Bulletin

## ArtioPortal Desktop Compatibility with Firefox 52

This bulletin contains important information about the use of ArtioPortal Desktop with the Firefox browser.

### Introduction

Exterity ArtioPortal Desktop runs within the Firefox browser and requires the Java plugin to be available. Due to a change of policy regarding browser plugin support, NPAPI plugins are no longer supported in the Firefox 52 release: this includes the Java plugin required by ArtioPortal Desktop.

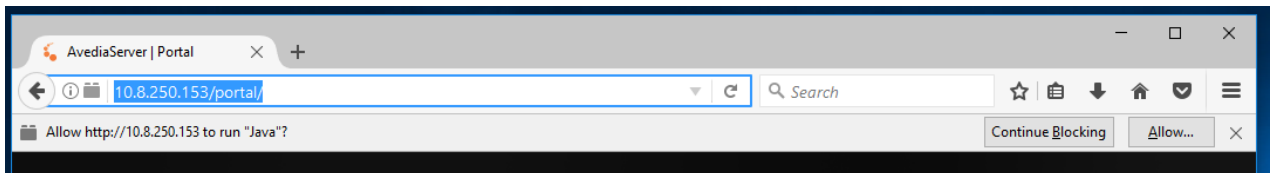
Browsers are typically configured to update automatically so Firefox 52 may already be installed on your machine.

### Running Java on Firefox

The Java plugin can still be used by installing Firefox ESR (Extended Service Release) 32bit, version 52.0: this version is expected to support NPAPI plugins and Java until May 2018.

### Please note that Firefox ESR 64bit is not supported

Firefox ESR 52 contains the ability to allow Java to run – as before you need to explicitly allow it via the pop-up. You can then specify that this setting should always be used.



To download Firefox ESR, go to: <https://www.mozilla.org/en-US/firefox/organizations/>