

# EPPI Reviewer 4, Web Browsers and Add-Ons

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## 1. Introduction

Our software runs via your web browser; it is not installed as an application on your computer.

It currently utilises an add-on from Microsoft, called **Silverlight**.

This add-on is only compatible with certain web browsers – either Internet Explorer 11 (or earlier), or Firefox ESR v52.9.0 (or earlier).

(NOTE: We are currently in the process of re-writing EPPI Reviewer and testing new versions which run without add-ons, and will work on all current browsers and devices – computers, mobile phones and tablets. You can already use our Coding-Only interface to try the new software – see INSERT WEB LINK.)

The browsers are available from -:

- i. **Microsoft's Internet Explorer version 11\*** (or earlier; not Microsoft's Edge browser)

(available from <https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads>)

- ii. **Mozilla's Firefox ESR version 52.9.0\*\*** (or earlier i.e. the legacy EXTENDED SUPPORT RELEASE, not the standard version or the newer ESR version 60)

(available from <https://archive.mozilla.org/pub/firefox/releases/52.9.0esr/>)

You will need to ensure the browser add-on **Microsoft Silverlight** is installed and enabled, available from <https://www.microsoft.com/silverlight/default>

Full instructions for PCs and Macs are detailed on the following pages.

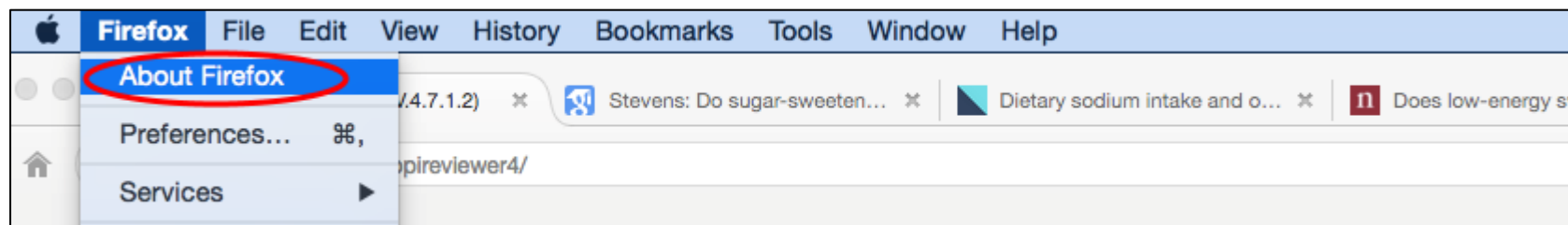
## 2. Macs and Firefox

### 2.1. Checking which version of Firefox is installed

Macs will run EPPI Reviewer 4 under Firefox ESR v.52.9.0, which can be downloaded from <https://archive.mozilla.org/pub/firefox/releases/52.9.0esr/mac/>.

If you do already use an alternative version of Firefox (their current “standard” version – Firefox Quantum v62, for example), you can install multiple versions concurrently. We do recommend creating different “Firefox profiles” for different versions though, and this process works in a similar manner to that described previously for PCs.

If you already have a version of Firefox installed, and wish to find out which one, click the **About Firefox** option under the **Firefox** menu.



The details will appear in a pop-up.



## 2.2. Installing Firefox

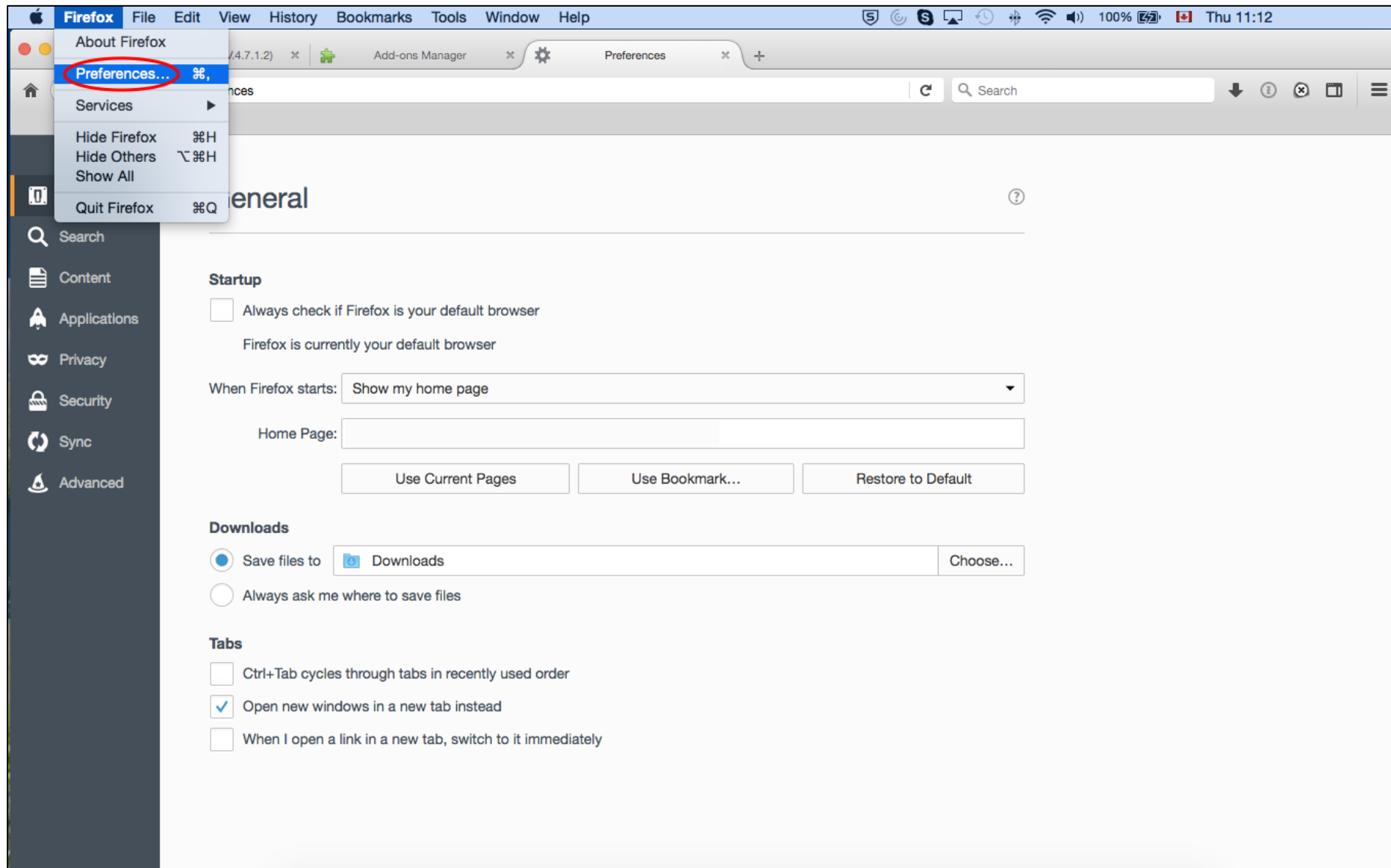
To install Firefox ESR, simply use the file available from <https://archive.mozilla.org/pub/firefox/releases/52.9.0esr/mac/>.

(You can install different versions concurrently, and these should install to different locations. You can then create separate profiles, as described for PCs. A Terminal window should let you start the application directly from a typed command, with the relevant switches.)

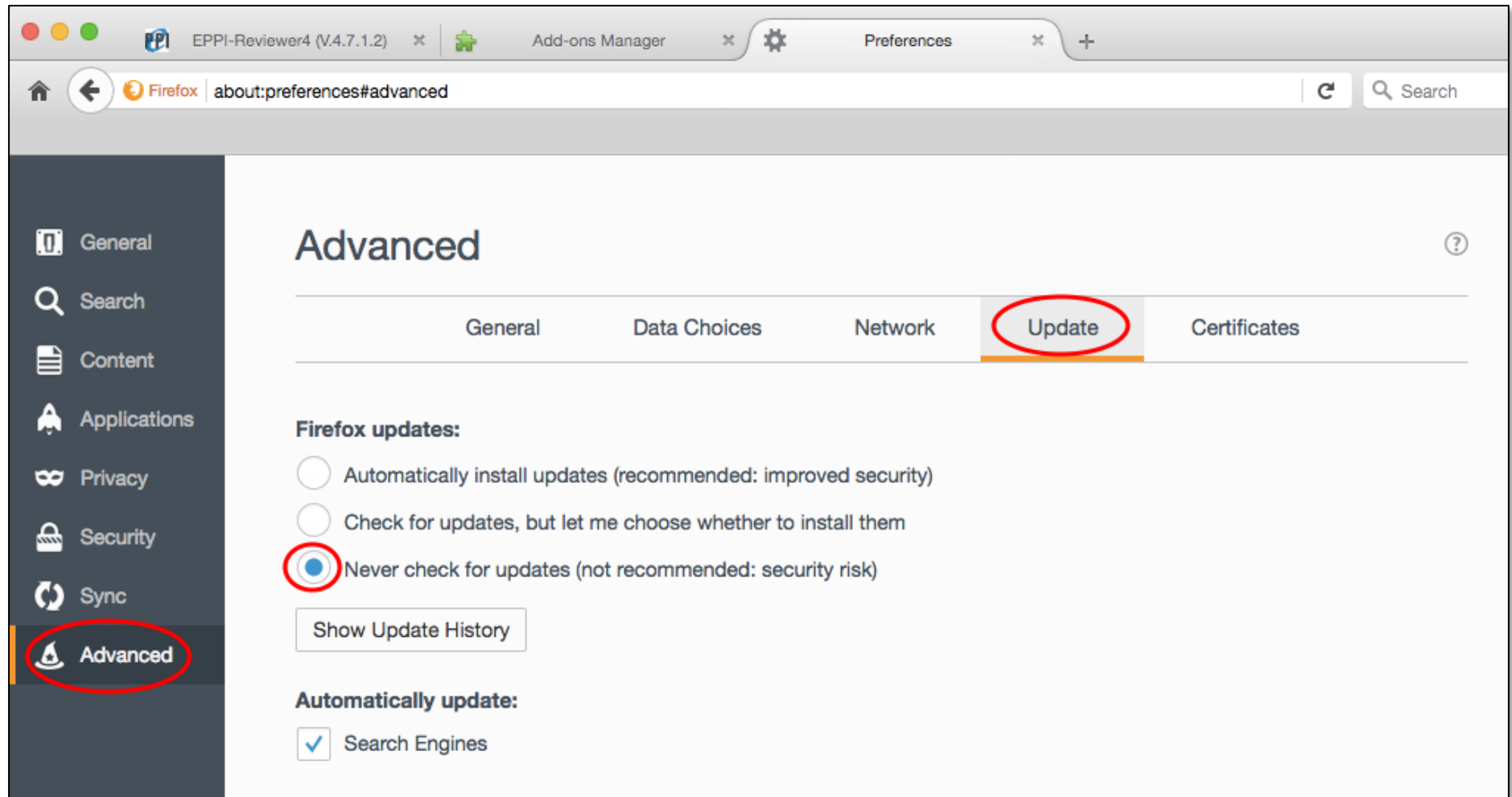
### 2.3. Disable Updates

Note that you should disable updates for Firefox, to prevent your installation updating to another version that does not allow NPAPI plug-ins.

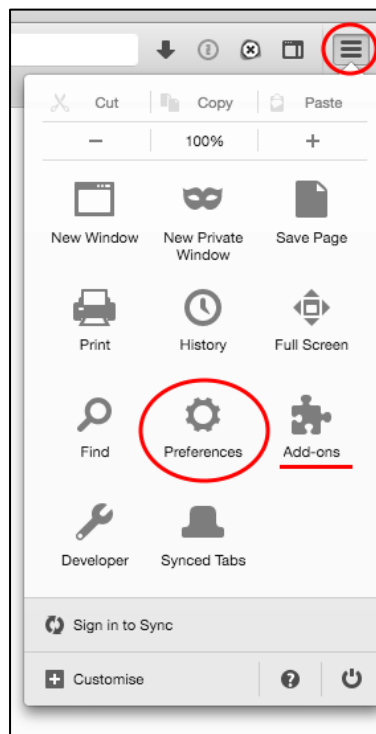
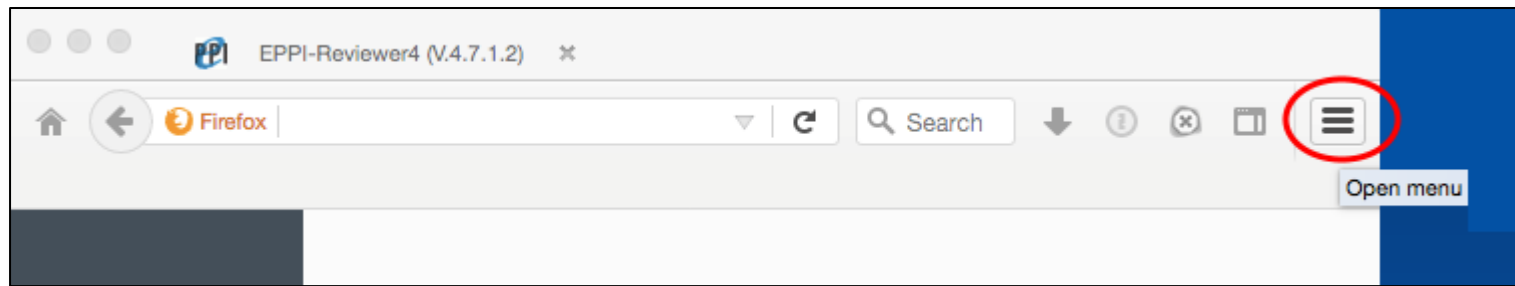
1. Select the **Preferences** Menu.



2. Select the **Advanced** section in the left-hand pane, and the **Update** tab in the right-hand pane. Then select **Never check for updates**.



(Note that you can enter the Preferences and Add-ons settings via the menu icon to the top-right of the Firefox window.)



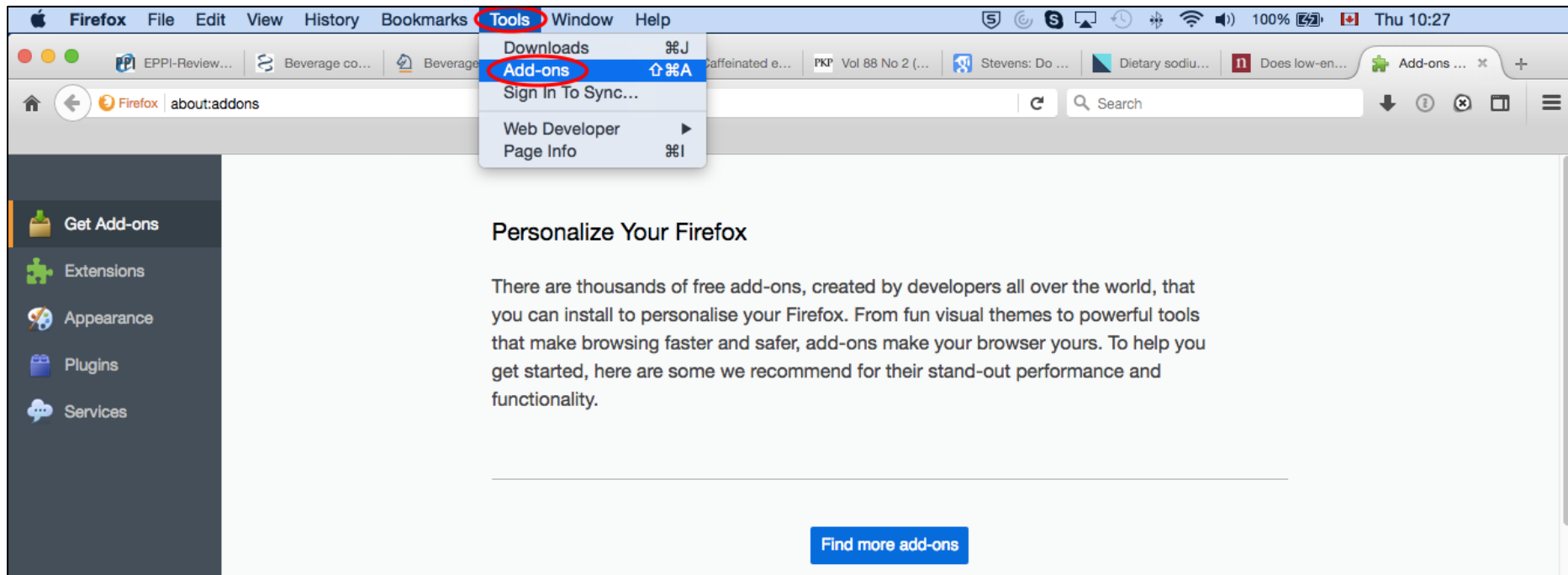
## 2.4. Silverlight

You will also need to install and enable the Microsoft Silverlight add-on.

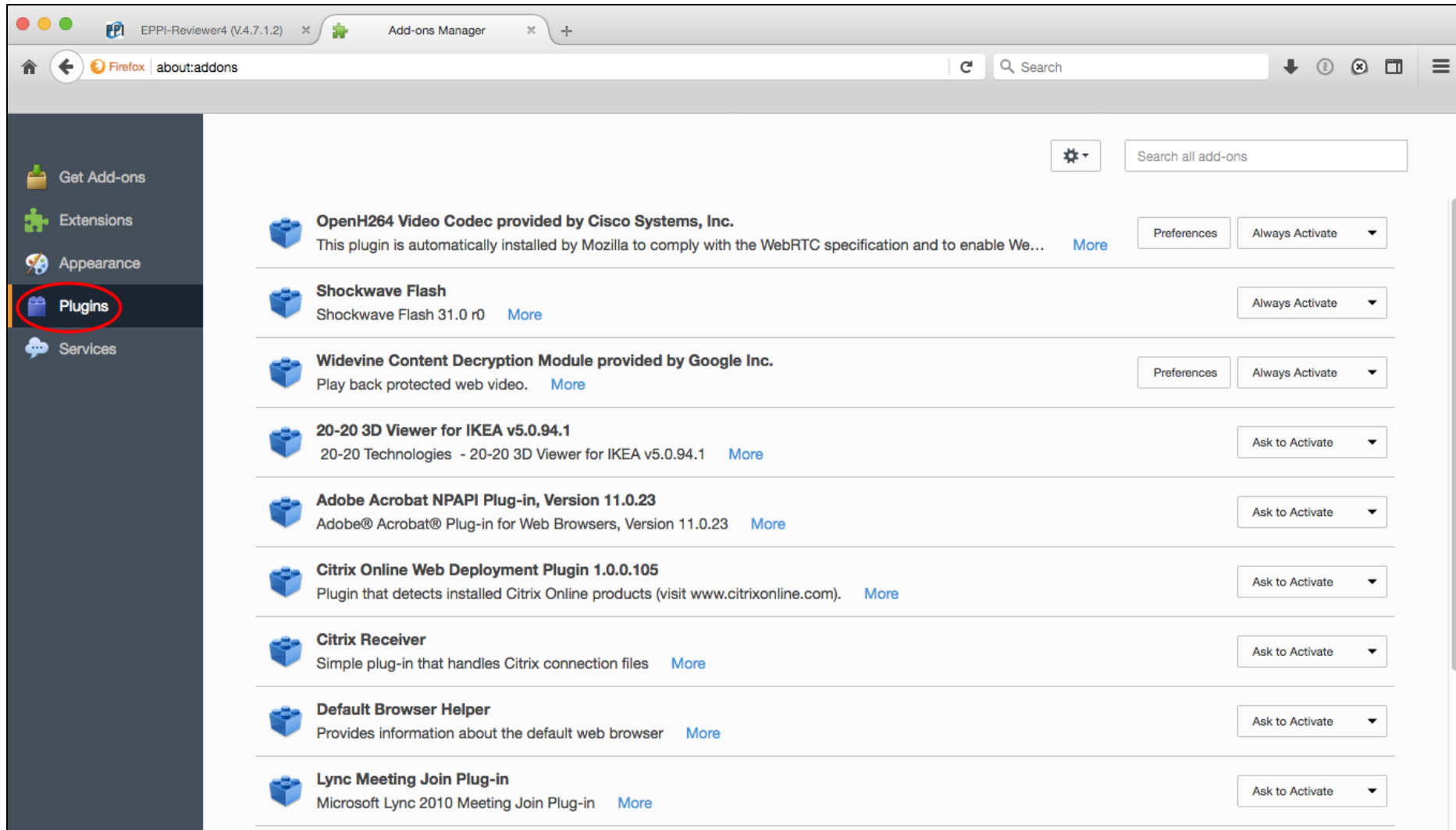
Visit <https://www.microsoft.com/getsilverlight/Get-Started/Install/Default> to download and install Silverlight.

You will then need to enable it.

1. Select the **Add-ons** menu from the **Tools** dropdown.



2. Select the Plug-Ins section in the left-hand pane of the screen.



3. Scroll down to the Silverlight plug-in.












EPPI-Reviewer4 (V.4.7.1.2) Add-ons Manager

Firefox | about:addons

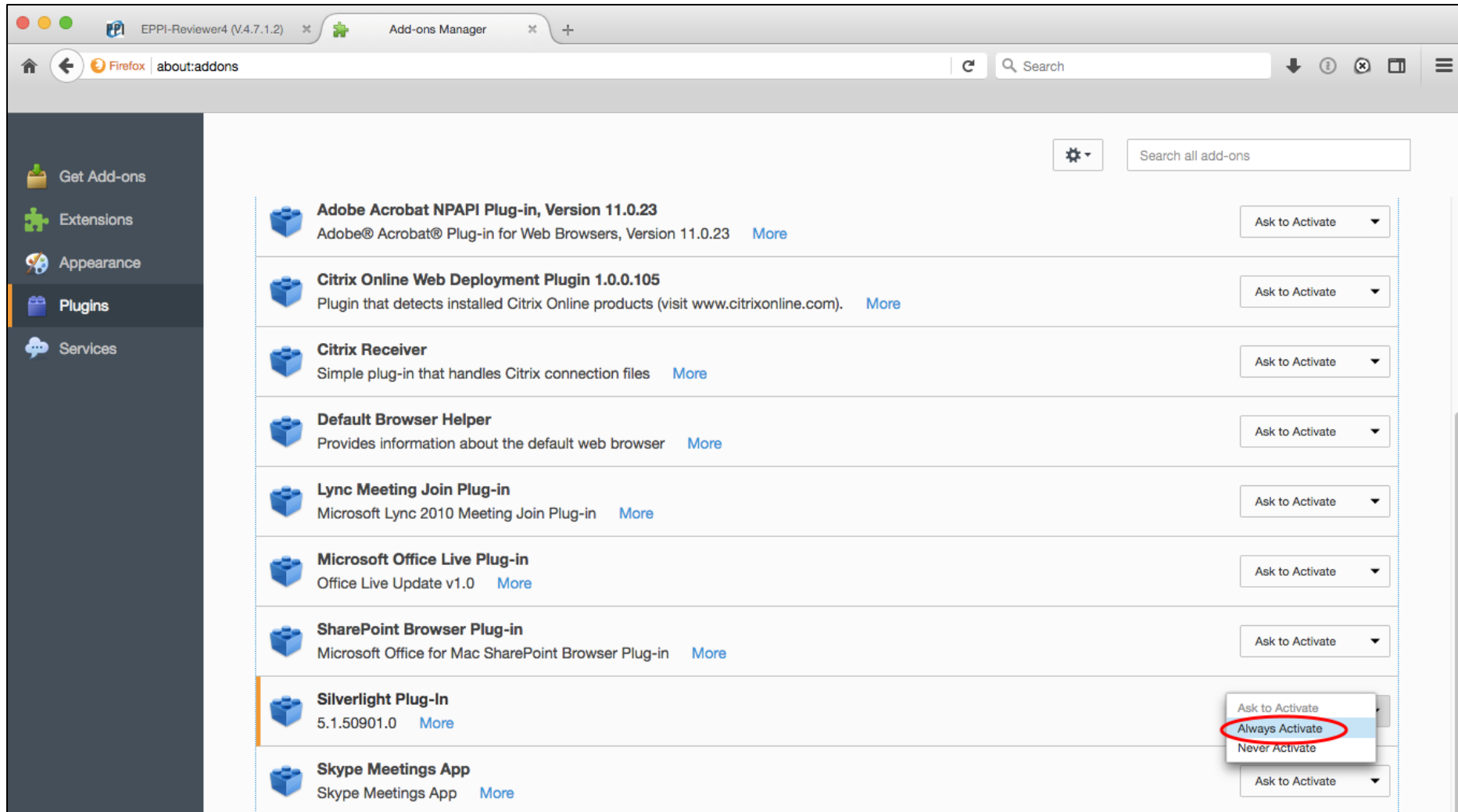
Search

Search all add-ons

- Get Add-ons
- Extensions
- Appearance
- Plugins**
- Services

	<b>Adobe Acrobat NPAPI Plug-in, Version 11.0.23</b> Adobe® Acrobat® Plug-in for Web Browsers, Version 11.0.23 <a href="#">More</a>	Ask to Activate ▼
	<b>Citrix Online Web Deployment Plugin 1.0.0.105</b> Plugin that detects installed Citrix Online products (visit <a href="http://www.citrixonline.com">www.citrixonline.com</a> ). <a href="#">More</a>	Ask to Activate ▼
	<b>Citrix Receiver</b> Simple plug-in that handles Citrix connection files <a href="#">More</a>	Ask to Activate ▼
	<b>Default Browser Helper</b> Provides information about the default web browser <a href="#">More</a>	Ask to Activate ▼
	<b>Lync Meeting Join Plug-in</b> Microsoft Lync 2010 Meeting Join Plug-in <a href="#">More</a>	Ask to Activate ▼
	<b>Microsoft Office Live Plug-in</b> Office Live Update v1.0 <a href="#">More</a>	Ask to Activate ▼
	<b>SharePoint Browser Plug-in</b> Microsoft Office for Mac SharePoint Browser Plug-in <a href="#">More</a>	Ask to Activate ▼
	<b>Silverlight Plug-In</b> 5.1.50901.0 <a href="#">More</a>	Ask to Activate ▼
	<b>Skype Meetings App</b>	Ask to Activate ▼

4. Set the plug-in to ***Always Activate***.

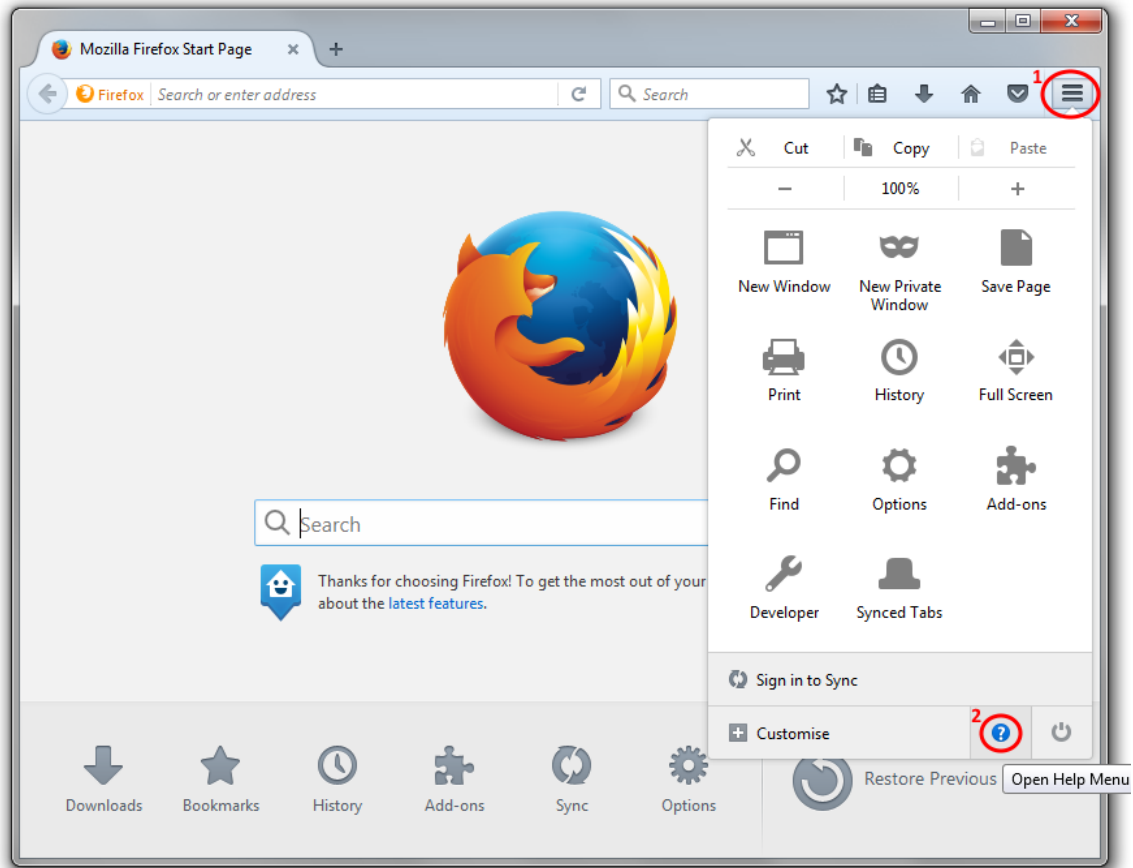


### 3. PCs and Firefox

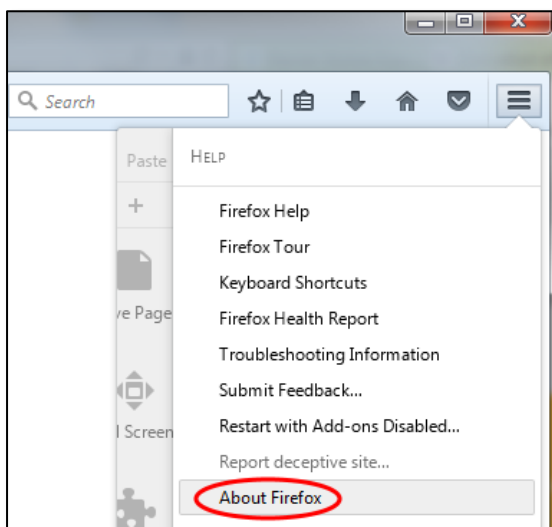
#### 3.1. Checking which version of Firefox is installed

You can check the version of the browser you are running using the following steps -:

- i. Click the **Menu** button, and then the **Help** icon



- ii. Select the **About Firefox** option



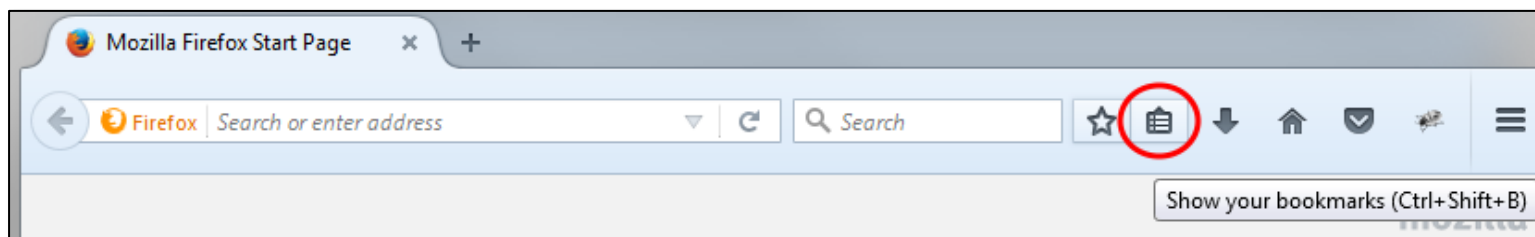
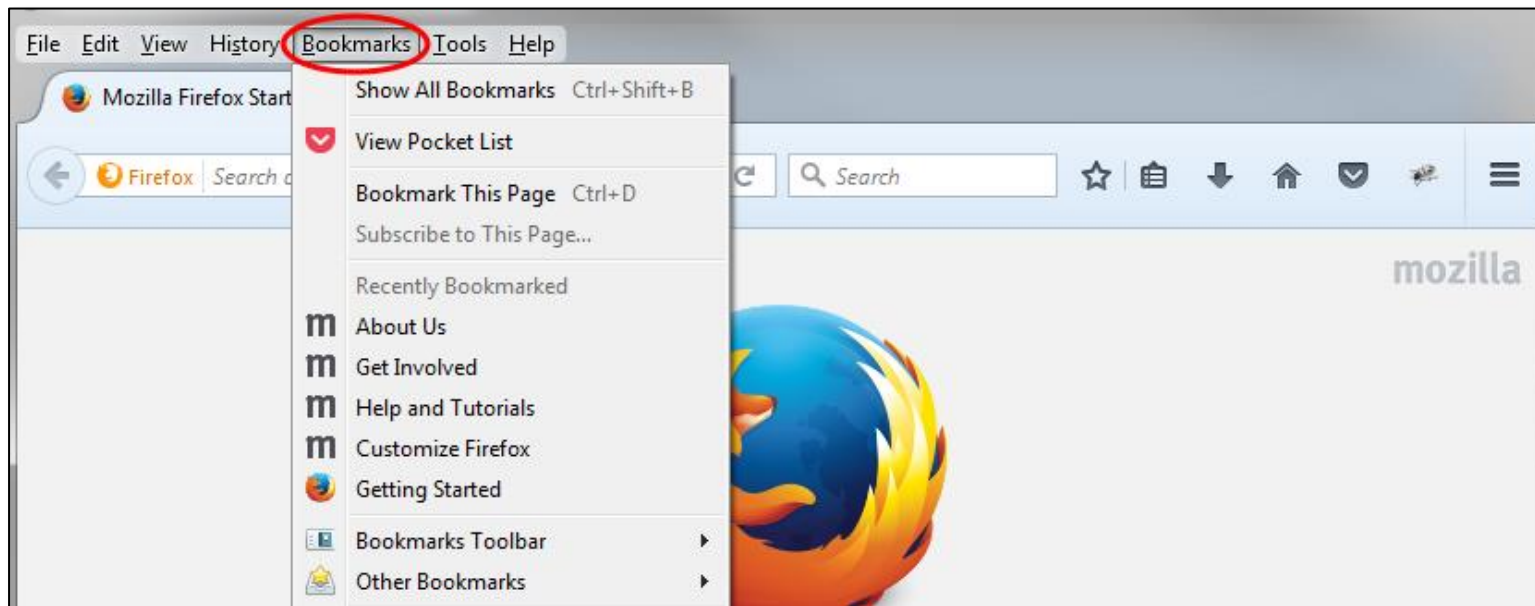
- iii. The version details will be displayed



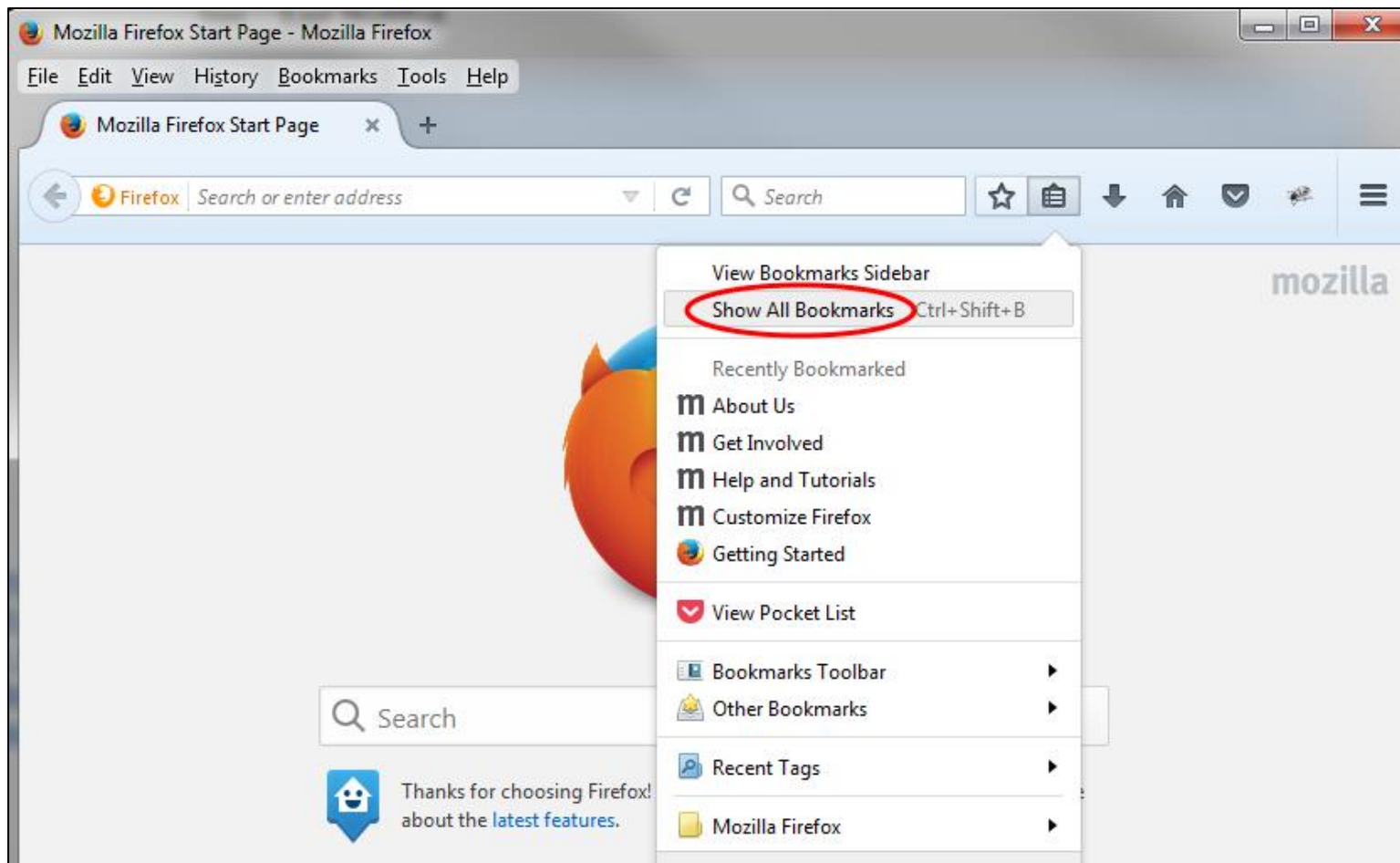
### 3.2. Backing Up Existing Bookmarks

If you do have a version of Firefox already installed, we recommend backing up your bookmarks and history, and then uninstalling your existing version of Firefox, before installing Firefox ESR v52.9.0.

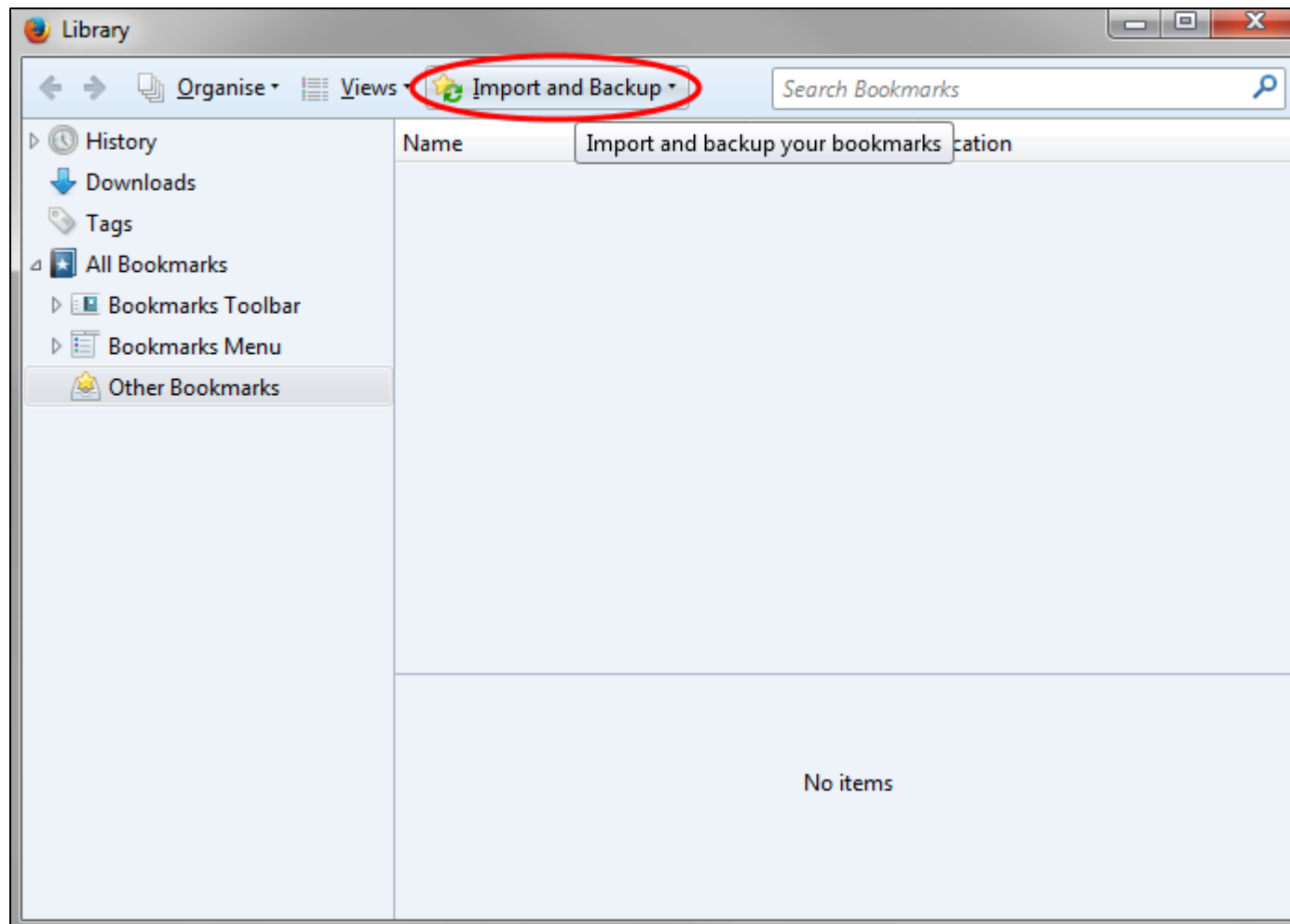
To save your bookmarks, click the **Bookmarks** menu or icon.



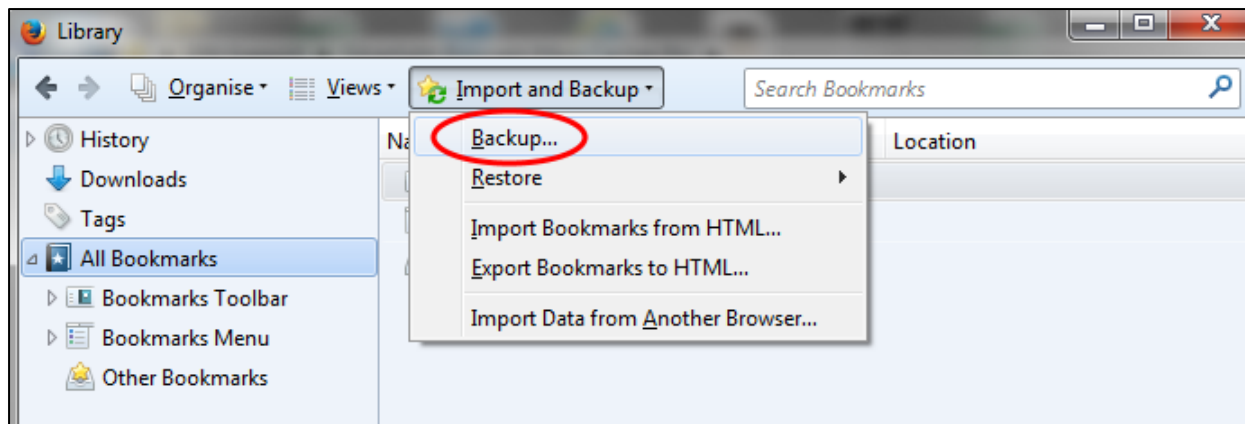
Then select **Show All Bookmarks**.



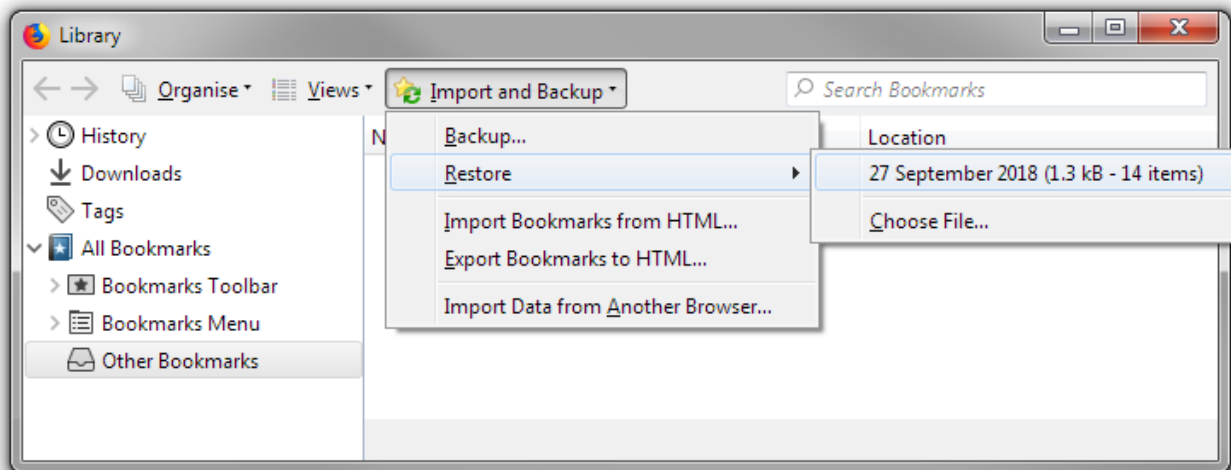
In the resultant window, click the ***Import and Backup*** button.



Select **Backup** to save your backups.



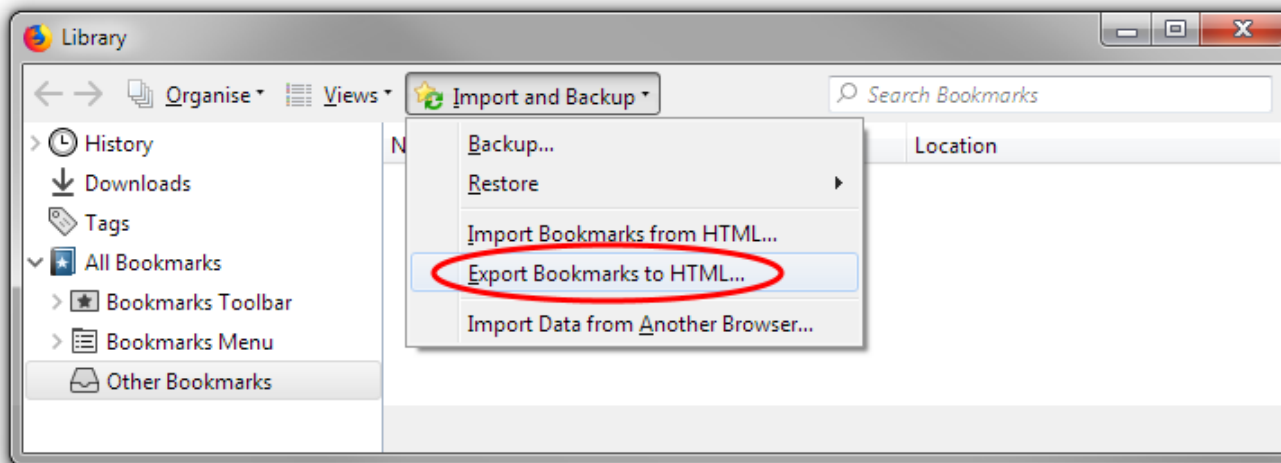
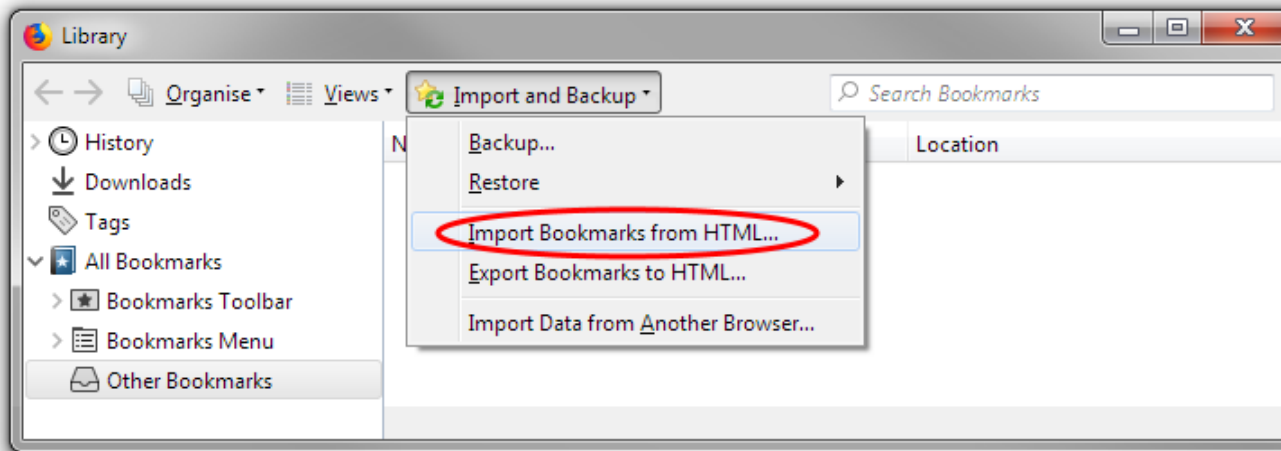
You can then select the **Restore** function to bring your bookmarks into any new installation of Firefox.



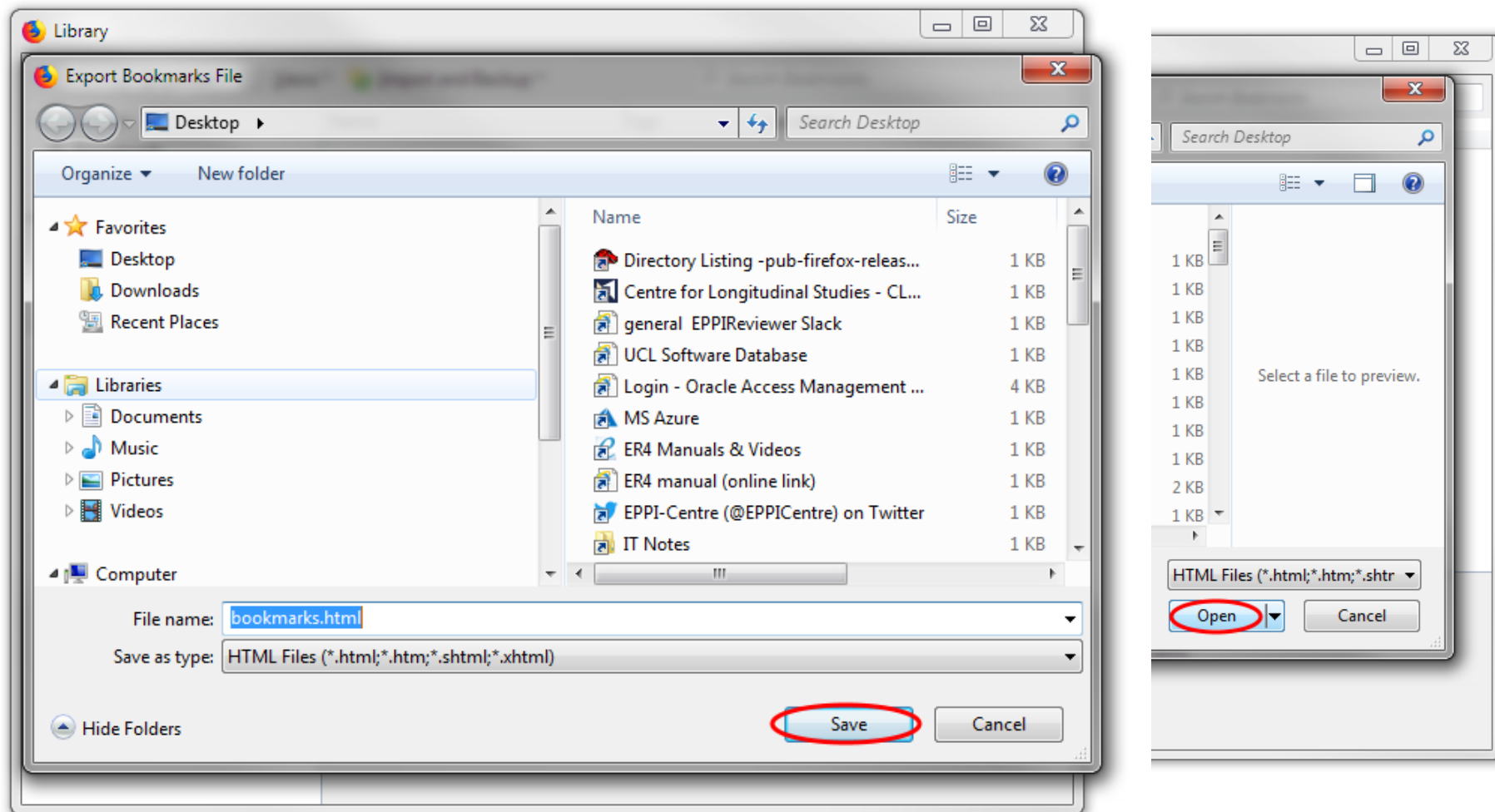
NOTE: Backing up your Favourites will not store your cached passwords, history, etc. If you did wish to save these, we recommend backing up your Firefox profile, as described in section 2.3.



Alternatively, select **Export Bookmarks to HTML** (which will save your bookmarks in an external file, viewable in any browser). You can then use the **Import Bookmarks from HTML** to bring your bookmarks into your new installation of Firefox.)



(Obviously, these operations will need you to backup / export to a specific file and location, and restore / import from a specific file and location, and you will be shown the relevant file selection dialogue.)



### 3.3 Installing Firefox

There are two options you may wish to consider when installing Mozilla Firefox ESR v52.9.0.

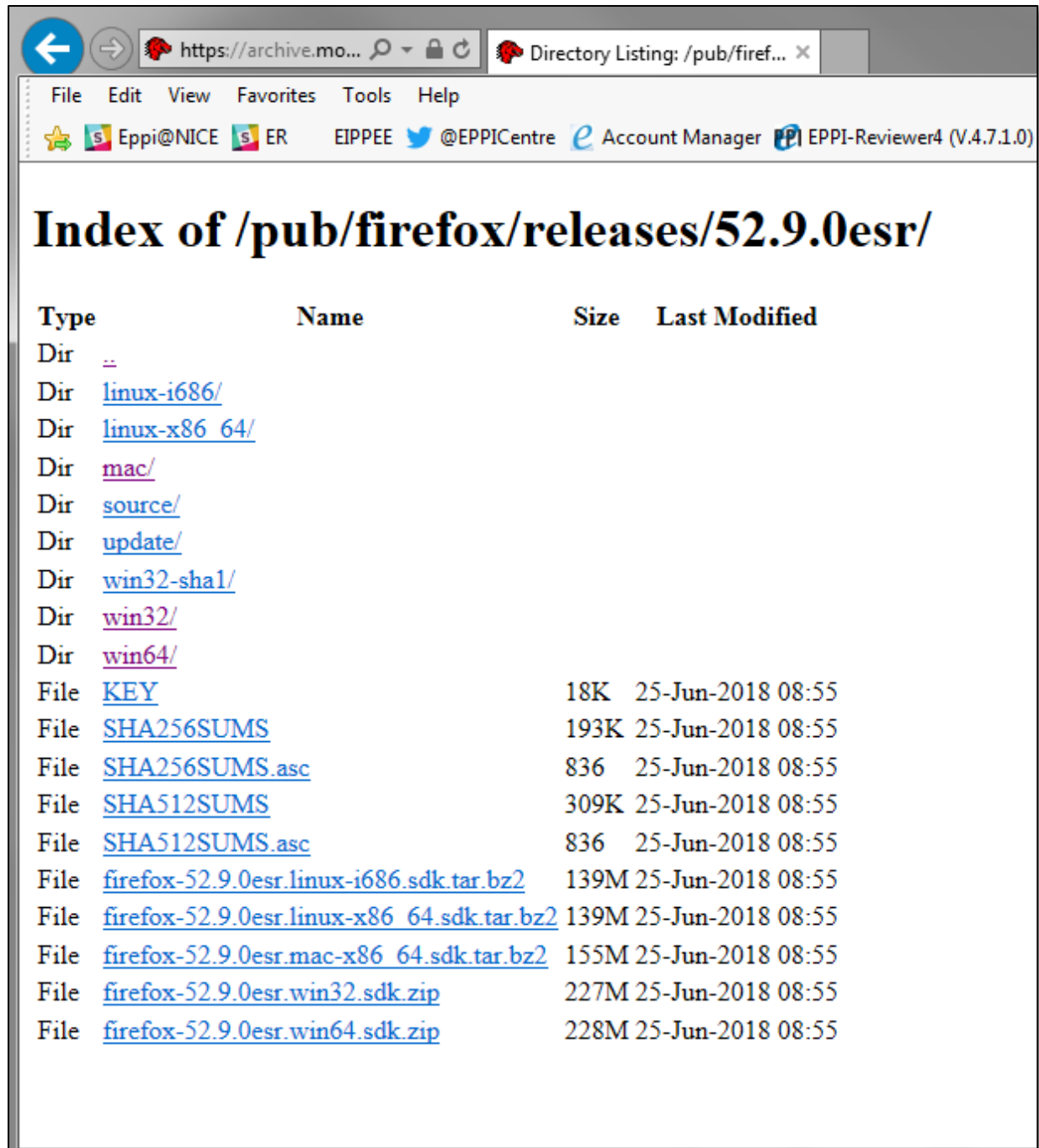
The first option is to install only Firefox ESR v52.9.0 and use that to run EPPI Reviewer 4. You can still use any other browser (e.g. Microsoft Edge, Google Chrome, Apple Safari) to visit other websites. (You could also use the legacy ESR version of Firefox to visit other websites, but it may not be able to show all active content and will not offer all the features and security measures of their newer standard browser.)

The second option is to install both the legacy ESR version of Firefox and the current standard version of Firefox. You can then use the former solely to access EPPI Reviewer 4, and the latter to access any other website – ensuring you have all the latest features and security measures available from Mozilla.

- Option 1 – Installing ONLY Firefox ESR v52.9.0

If you do have any other version of Firefox installed, we recommend backing up your existing bookmarks (favourites) and then uninstalling it, before installing Firefox ESR v52.9.0.

Firefox v. 52.9.0 ESR is available from Mozilla, via their FTP site at <https://archive.mozilla.org/pub/firefox/releases/52.9.0esr/>.



The screenshot shows a web browser window with the address bar displaying <https://archive.mozilla.org/pub/firefox/releases/52.9.0esr/>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons, including a search icon, a lock icon, and a directory listing icon. The main content area displays the title "Index of /pub/firefox/releases/52.9.0esr/" and a table of files and directories.

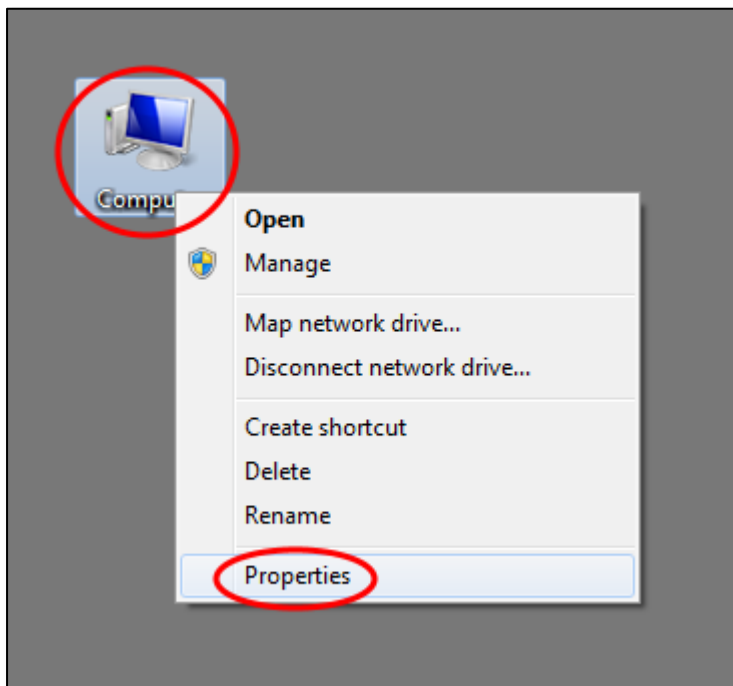
Type	Name	Size	Last Modified
Dir	<a href="#">..</a>		
Dir	<a href="#">linux-i686/</a>		
Dir	<a href="#">linux-x86_64/</a>		
Dir	<a href="#">mac/</a>		
Dir	<a href="#">source/</a>		
Dir	<a href="#">update/</a>		
Dir	<a href="#">win32-sha1/</a>		
Dir	<a href="#">win32/</a>		
Dir	<a href="#">win64/</a>		
File	<a href="#">KEY</a>	18K	25-Jun-2018 08:55
File	<a href="#">SHA256SUMS</a>	193K	25-Jun-2018 08:55
File	<a href="#">SHA256SUMS.asc</a>	836	25-Jun-2018 08:55
File	<a href="#">SHA512SUMS</a>	309K	25-Jun-2018 08:55
File	<a href="#">SHA512SUMS.asc</a>	836	25-Jun-2018 08:55
File	<a href="#">firefox-52.9.0esr.linux-i686.sdk.tar.bz2</a>	139M	25-Jun-2018 08:55
File	<a href="#">firefox-52.9.0esr.linux-x86_64.sdk.tar.bz2</a>	139M	25-Jun-2018 08:55
File	<a href="#">firefox-52.9.0esr.mac-x86_64.sdk.tar.bz2</a>	155M	25-Jun-2018 08:55
File	<a href="#">firefox-52.9.0esr.win32.sdk.zip</a>	227M	25-Jun-2018 08:55
File	<a href="#">firefox-52.9.0esr.win64.sdk.zip</a>	228M	25-Jun-2018 08:55

You will see a list of folders containing various versions – Linux i686 or x86 64 bit, Mac, Windows 32 bit or 64 bit, etc. Select the correct version for your operating system, then the correct language e.g. Windows 7 64-bit versions are at <https://archive.mozilla.org/pub/firefox/releases/52.9.0esr/win64/>, listed by language e.g. en-GB is the English (British) version, available at <https://archive.mozilla.org/pub/firefox/releases/52.9.0esr/win64/en-GB/>.

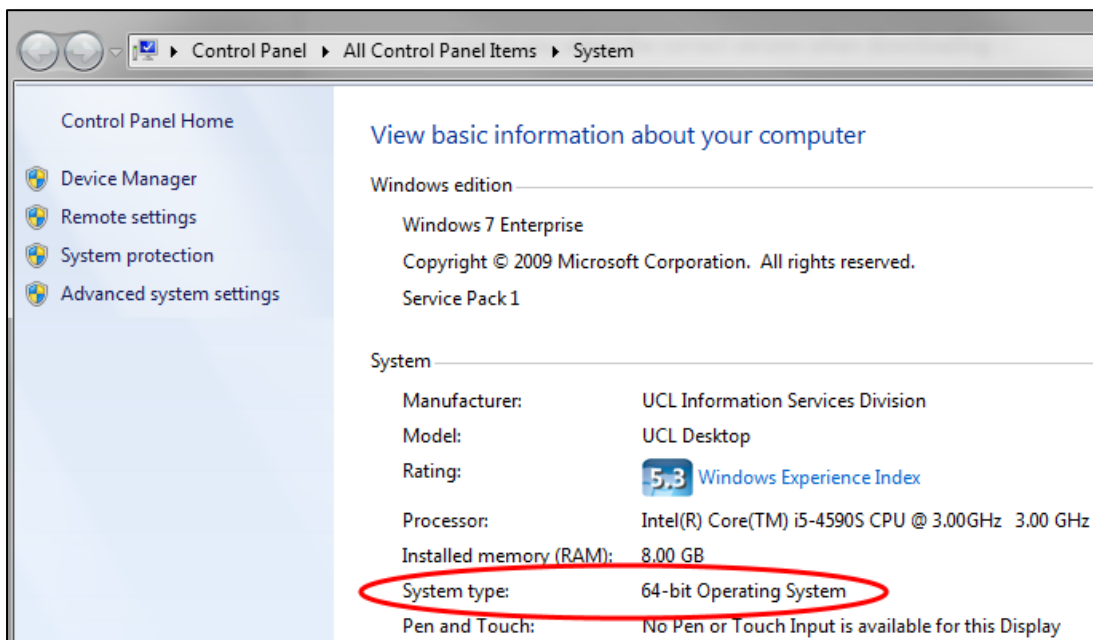


(A full list of language abbreviations can be found at <http://www.lingoes.net/en/translator/langcode.htm> e.g. the Swedish version is at <https://archive.mozilla.org/pub/firefox/releases/52.9.0esr/win64/sv-SE/>.)

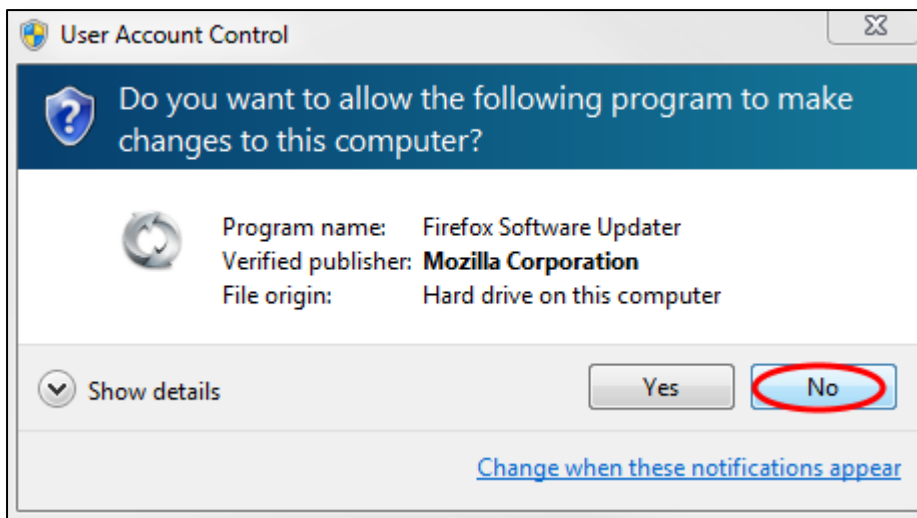
If you are unsure as to which version of Windows you have, *right-click* on the **My Computer** icon on your desktop (or right-click on Computer within Windows Explorer) and select **Properties**.)



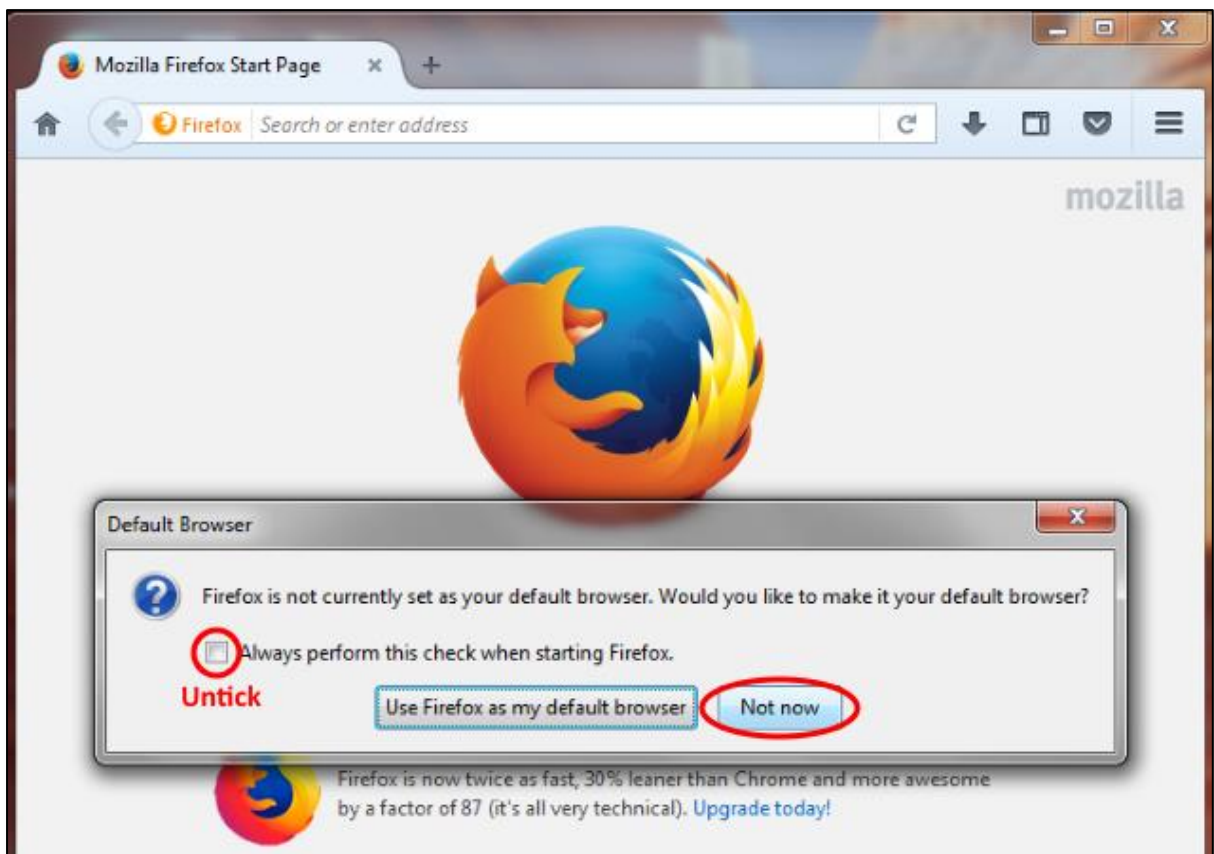
The system type will be displayed -:



After installation, when you start Firefox 52.9.0 ESR, click **No** to any suggested upgrade.

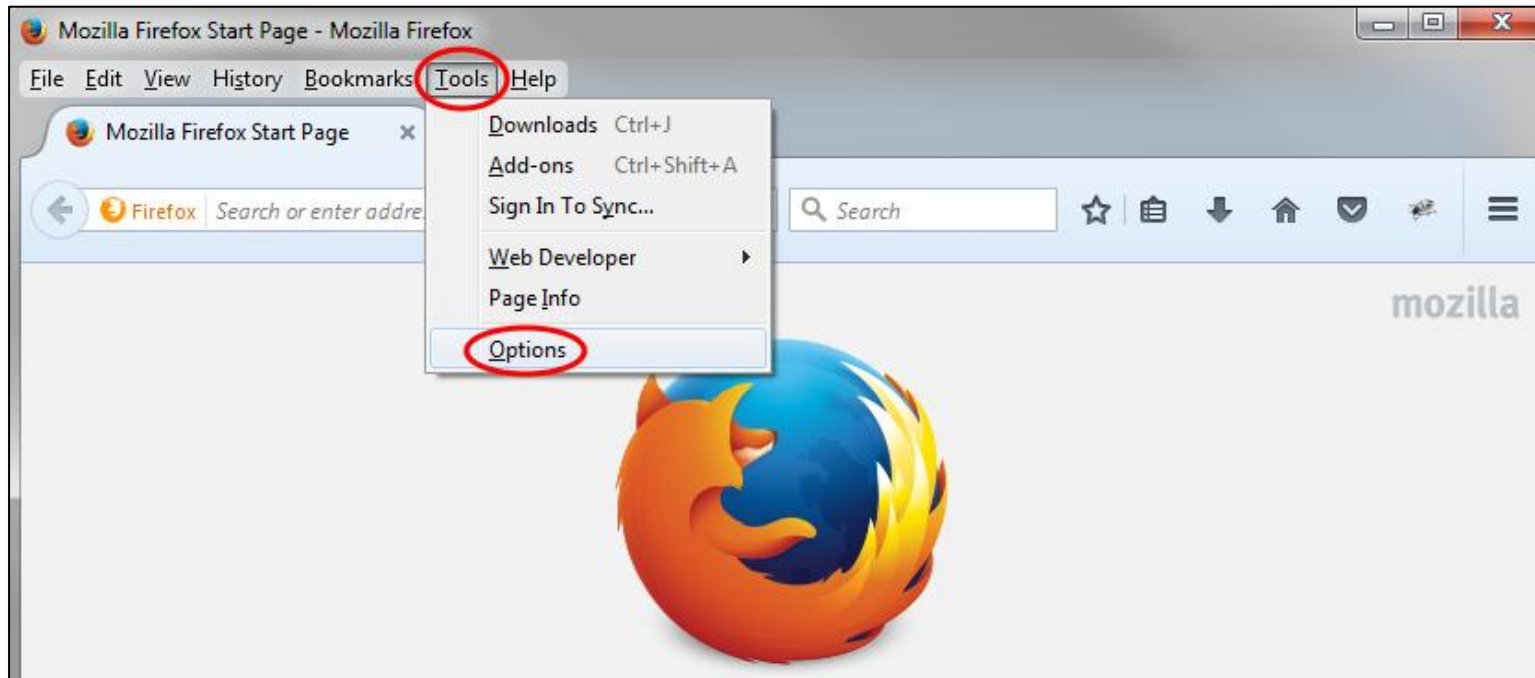


(When first running Firefox ESR v52.9.0, also make sure you do not set it as your default browser, and ensure the option to check in future is disabled / unticked.)



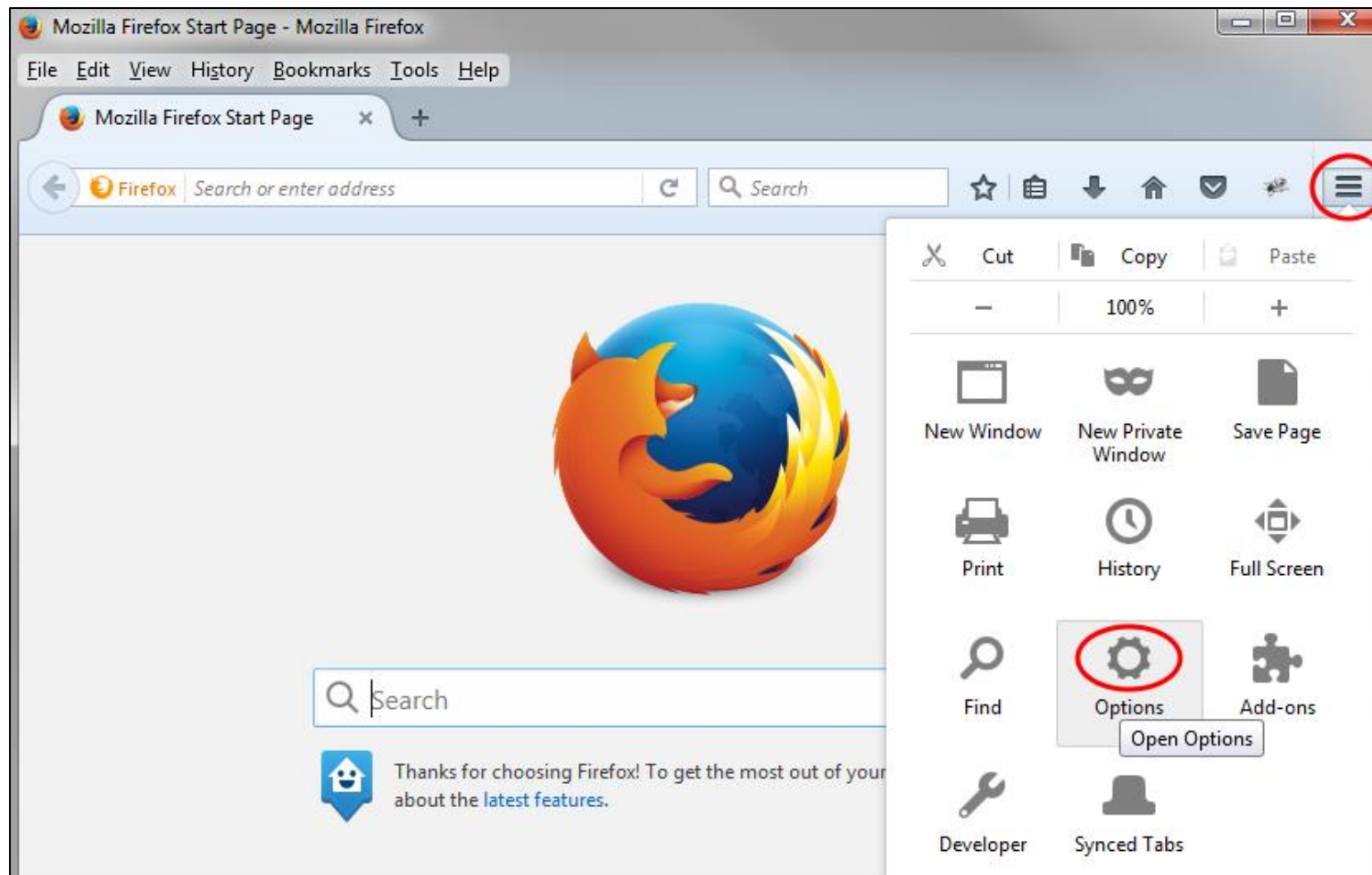
Note that you can set options within Firefox, so it does not check for updates; this may be something you wish to do, so you are not shown the option to upgrade every time you run the application.

Select **Tools** and then **Options**.

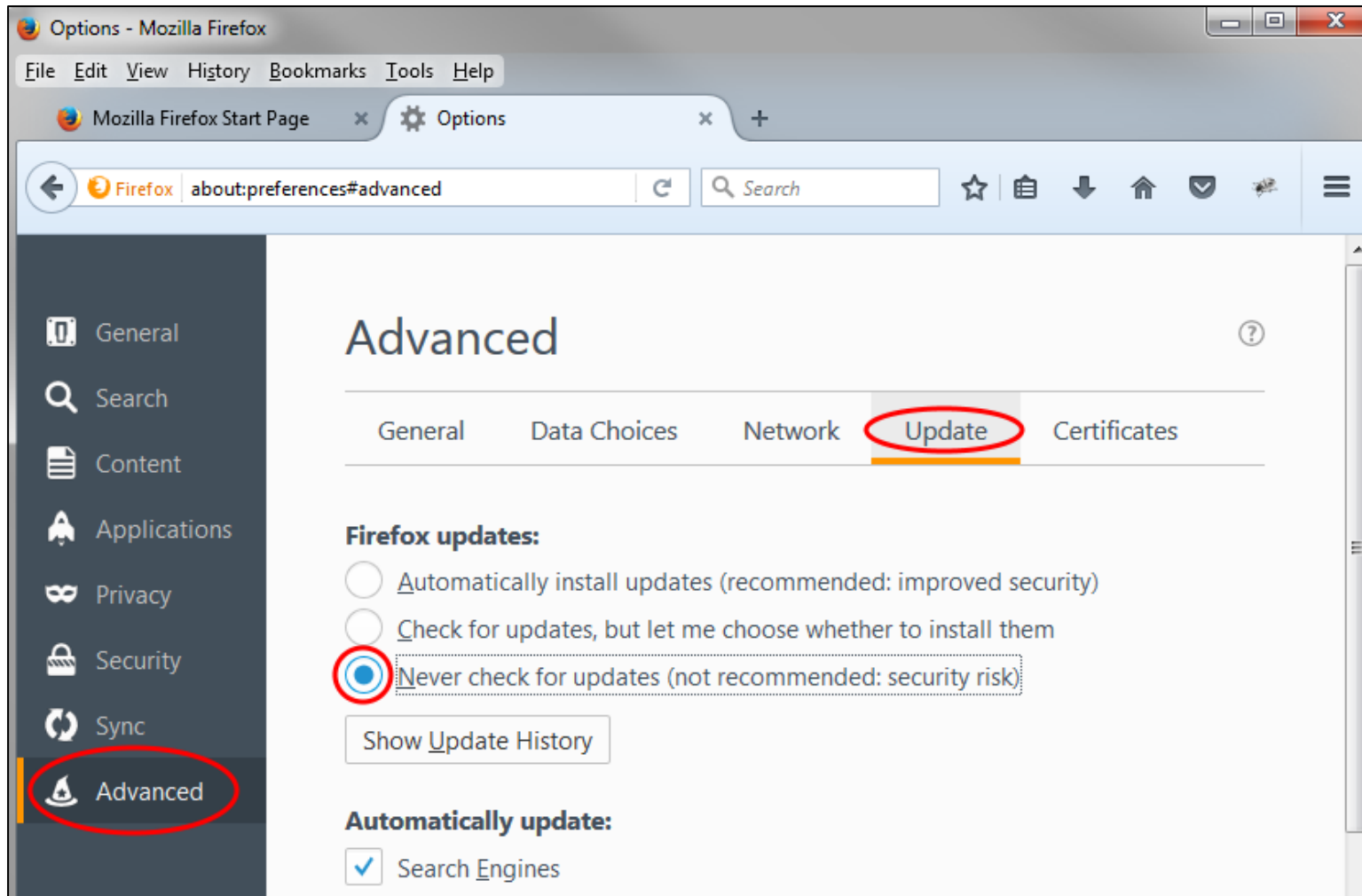




Alternatively, click the **Menu** button, then the **Options** button.



Select the **Advanced** section on the left, and the **Update** tab across the top; then click the **Never check for updates** option.



- Option 2 – Installing BOTH Firefox ESR v.52.9.0 AND standard Firefox (currently Firefox Quantum).


*Note – this process will also work if you wish to install the legacy version of Firefox ESR (v52.9.0) and the latest version of Firefox ESR (currently v60, available from <https://www.mozilla.org/en-US/firefox/organizations/>). This may be a mandatory requirement in some institutions.*



If you do have any other version of Firefox installed, we recommend backing up your existing bookmarks before installing Firefox ESR v52.9.0, as discussed in the section above.

If you are keeping the existing (i.e. already installed) version of Firefox and installing Firefox ESR v52.9.0 alongside (i.e. concurrently with) it, you should create a new, separate, Firefox profile to use with your second installation (of Firefox ESR v52.9.0). Equally, if you are creating two new installations of Firefox ESR v52.9.0 and another version of Firefox (e.g. Firefox Quantum v62 or Firefox ESR v60) you may wish to create a second profile alongside the existing default profile, to use when running Firefox ESR.

(Firefox saves your personal information such as bookmarks, passwords, and user preferences in a set of files called your profile, which is stored in a separate location from the Firefox program files. You can have multiple Firefox profiles, each containing a separate set of user information. The Profile Manager allows you to create, remove, rename, and switch profiles. Using the same profile for both versions of Firefox can cause issues, as they are not guaranteed to be backwardly compatible. You could also tailor your environment so, for example, your Firefox ESR v52.9.0 browser has its homepage set to EPPI Reviewer 4.)

2. If Firefox is open, close Firefox:

Click the Firefox menu , then click **Exit**.


3. Press the Windows Start button  + **R** on the keyboard (or press , then type **Run** and press **Enter**).

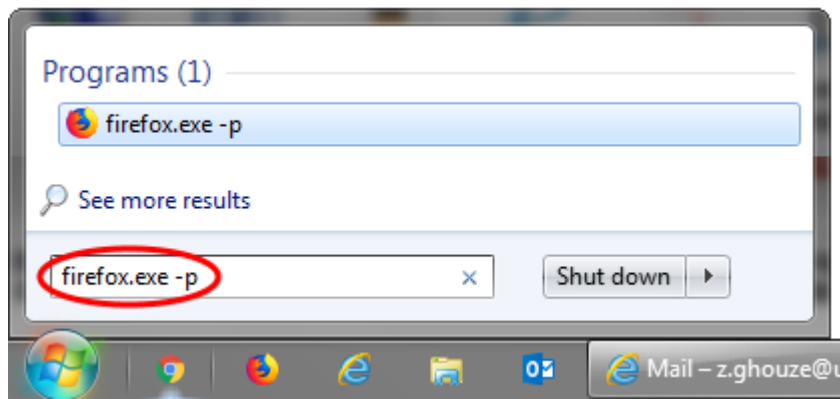
A Run dialog will open. In the Run dialog box, type in -:

```
firefox.exe -P
```

(Note: You can use **-P**, **-p**, or **-ProfileManager**; any of them should work).

4. Click **OK** or press **Return**. The Firefox Profile Manager (Choose User Profile) window should open.

(Note: Another way to start the Profile Manager is from the Search box in the Windows Start menu. Close Firefox (if open), press , type **firefox.exe -P** and press **Enter**.



If the Profile Manager window does not appear, you may need to include the full path to the Firefox program, enclose that line in quotes, then add a space followed by **-P**. Examples:

*Firefox (32-bit) on 64-bit Windows*

- **"C:\Program Files (x86)\Mozilla Firefox\firefox.exe" -P**

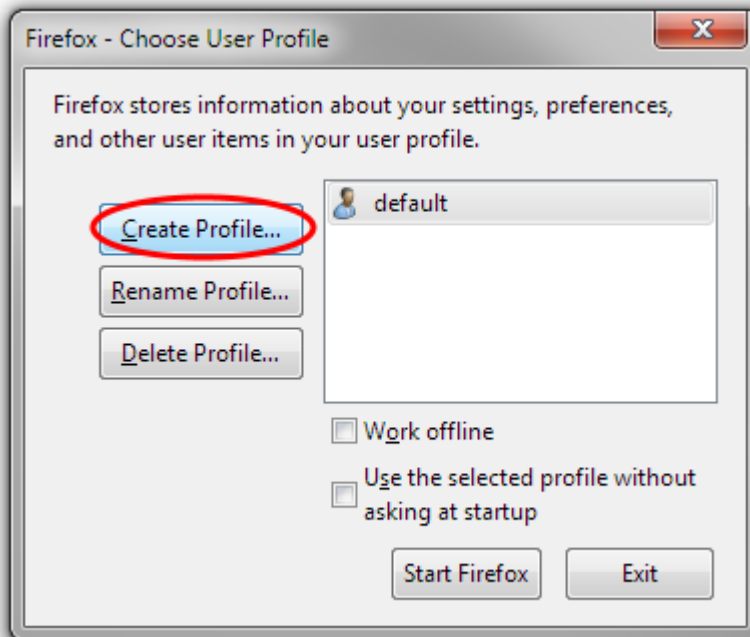
*Firefox (32-bit) on 32-bit Windows (or 64-bit Firefox on 64-bit Windows)*

- **"C:\Program Files\Mozilla Firefox\firefox.exe" -P**

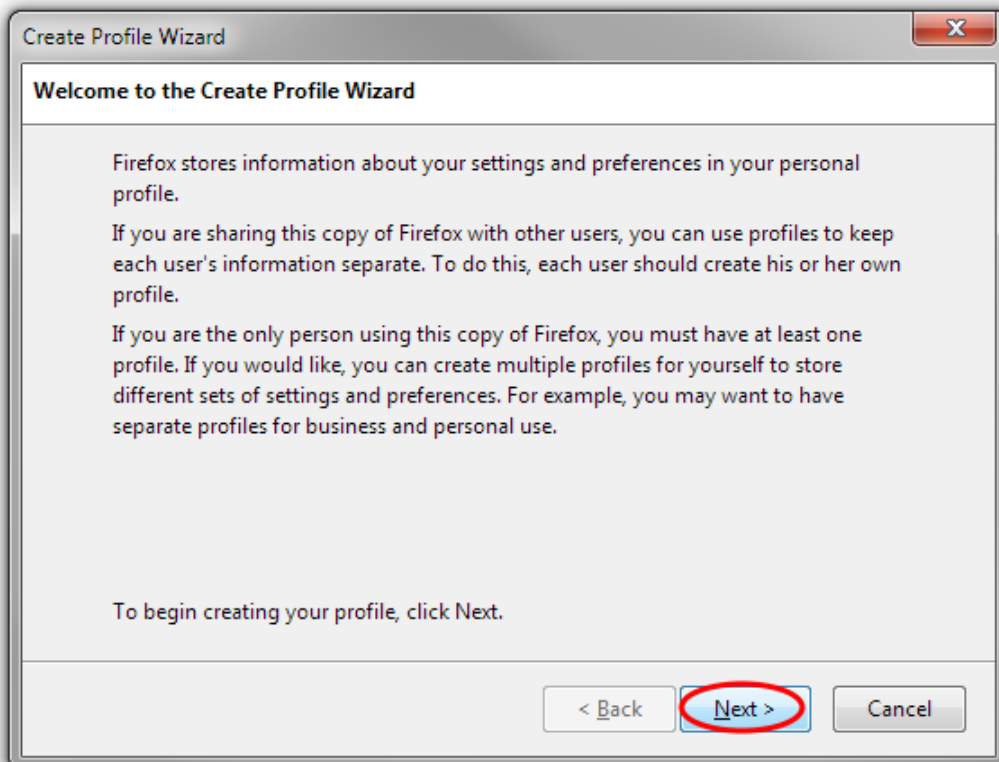
If the Profile Manager window still does not open, Firefox may have been running in the background, even though it was not visible. Close all instances of Firefox or restart the computer and then try again.

After starting the Profile Manager as explained above, you can create a new, additional profile as follows:

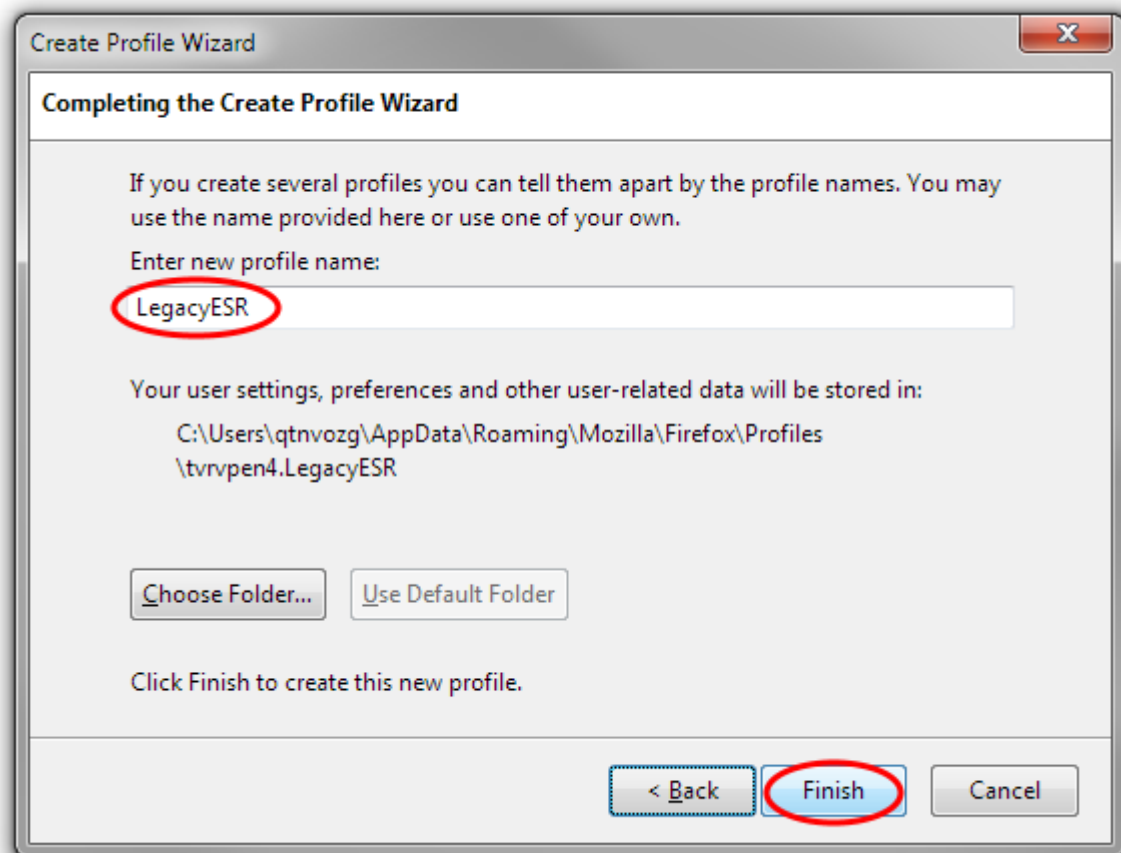
In the Profile Manager, click **Create Profile...** to start the Create Profile Wizard.



You will see an information box displayed. Click **Next**.



Enter the name of the profile. Use a profile name that is descriptive, such as “**LegacyESR**”. This name is not exposed on the Internet.



You can also choose where to store the profile on your computer. To choose its storage location, click **Choose Folder....**

**Warning:** If you choose your own folder location for the profile, select a new or empty folder. If you choose a folder that isn't empty and you later remove the profile and choose the "Delete Files" option, everything inside that folder will be deleted.

To create the new profile, click **Finish**.

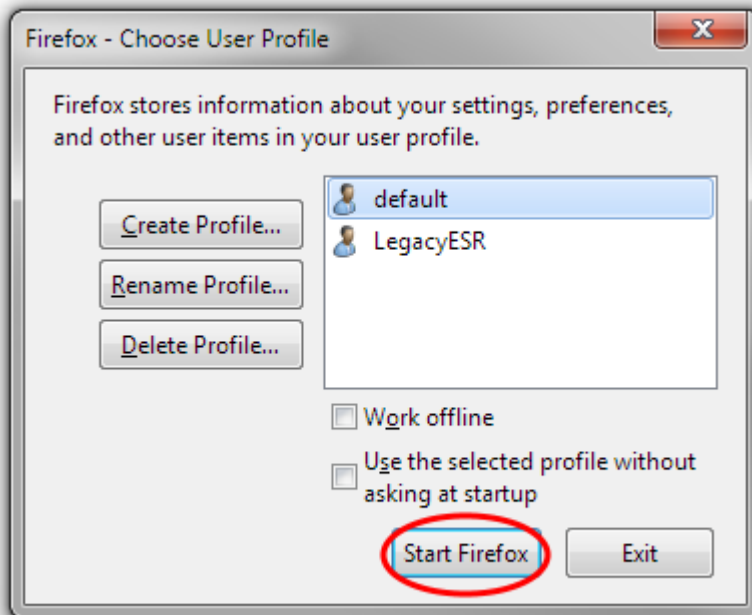
You will be taken back to the Profile Manager window, where you can either start Firefox or exit the Profile Manager.

**Note:** If you want the Profile Manager to appear the next time you start Firefox, remove the checkmark from the box, "Use the selected profile without asking at startup". Otherwise, the selected profile will be used automatically.

**Note:** You can also delete and rename profiles as you wish. (You can choose whether to remove the underlying profile files when deleting an existing profile. Bear in mind that when renaming a profile, the folder containing the files for the profile is not renamed.)

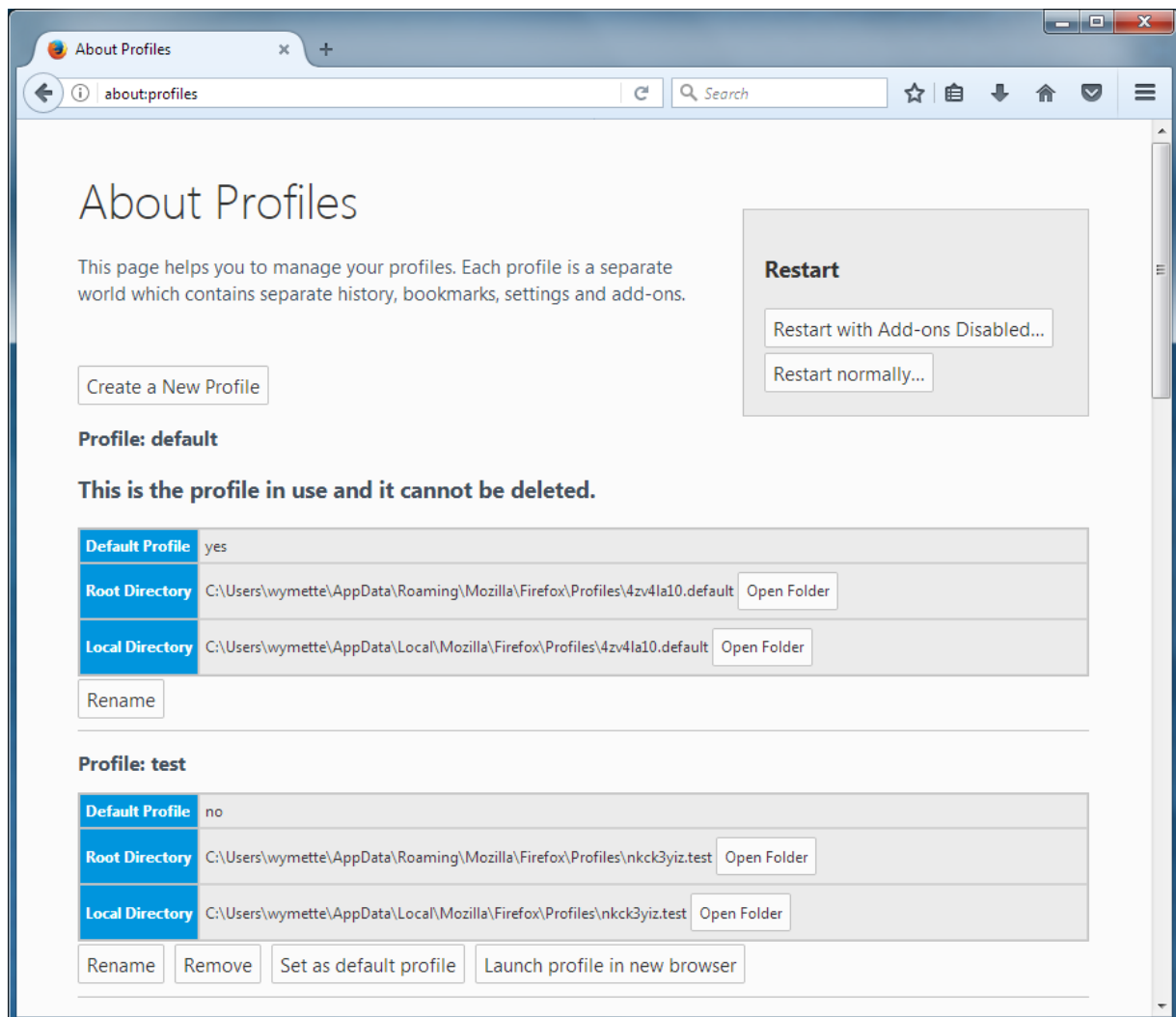
Now when you start either version of Firefox, you will be asked which profile to use. Select the **Default** one for the standard version of Firefox, and the **LegacyESR** one for the Legacy ESR version.

(Ensure the option to “Use the selected profile without asking at startup” is NOT ticked. If you do tick this option, you will always be using that profile, even if you wish to use the other i.e. you are not given the option when starting up Firefox. You will have to manually start the Profile Manager first to select a profile.)



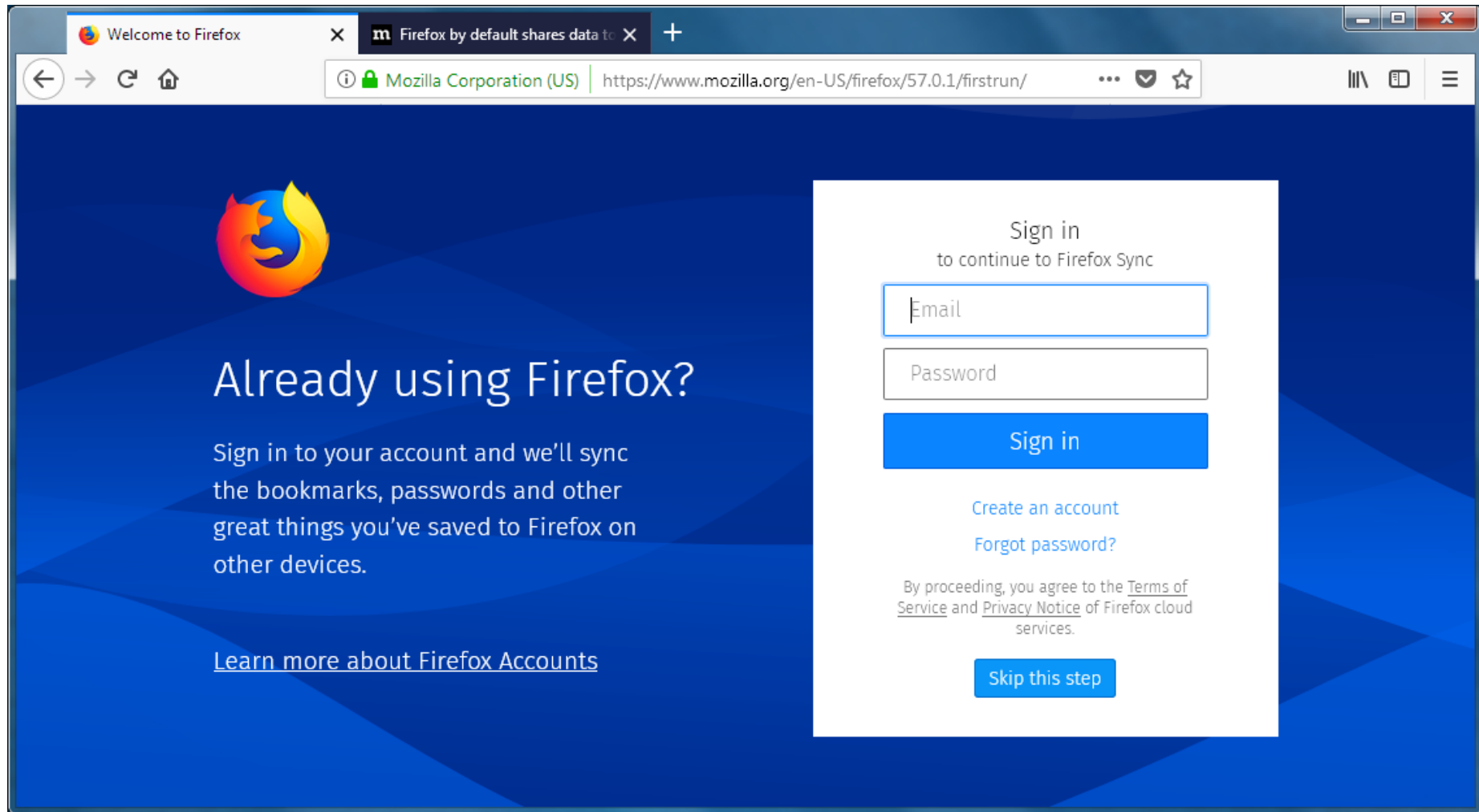
NOTE: To copy all of your Firefox data and settings to another Firefox installation (e.g. when you get a new computer), you can make a backup of your Firefox profile, then restore it in your new location. For instructions, see [Back up and restore information in Firefox profiles](#).

Note: The option to “Use the selected profile without asking at startup” is only available via the profile manager when Firefox is not running. You can manage profiles when Firefox is open, but you will not be able to alter this option...To manage profiles when Firefox is open, type **about:profiles** into the Firefox address bar.





(When you first start Firefox with the new profile, you will be prompted to sign in to Sync so that you can [sync your data with the new profile](#). This feature allows you to store your favourites etc. in the cloud, so they are accessible wherever you use Firefox. You may not wish to avail yourself of this feature, especially in your Firefox ESR v52.9.0 installation used to run EPPI Reviewer 4. Simply ignore this prompt, if you do not wish the feature. If you already use Sync in another profile or device, enter the email address and password for your [Firefox Account](#) and your new profile will use those settings.)



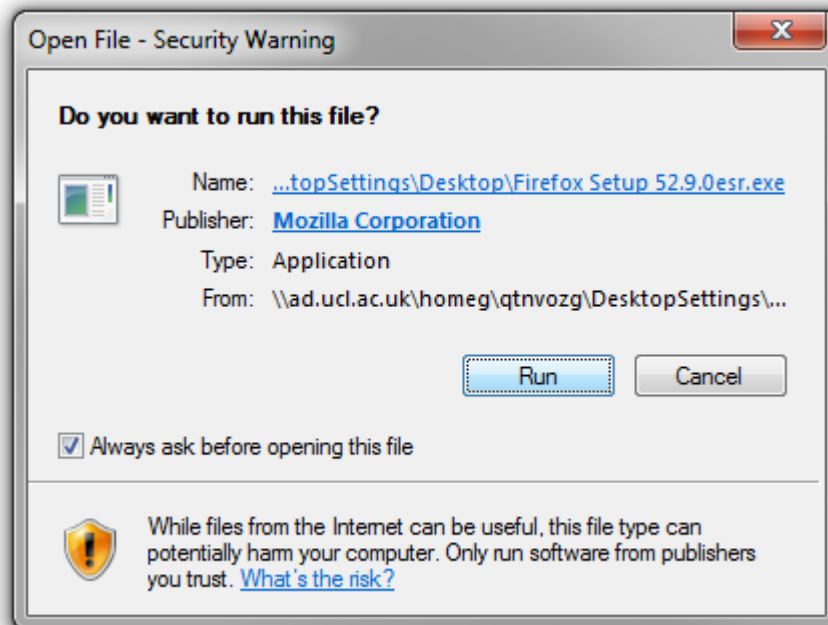
Once you have one version of Firefox installed, and you have created a separate profile for your second installation, you can then install the second version.

However, you will need to perform a custom installation and specify an alternative destination directory to the default, so the two programs do not overwrite each other.

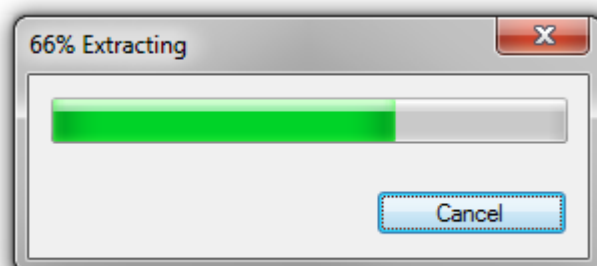
You can then rename the program shortcuts as appropriate.

Once you have downloaded the installation file\* and double-clicked it, follow the steps below -:

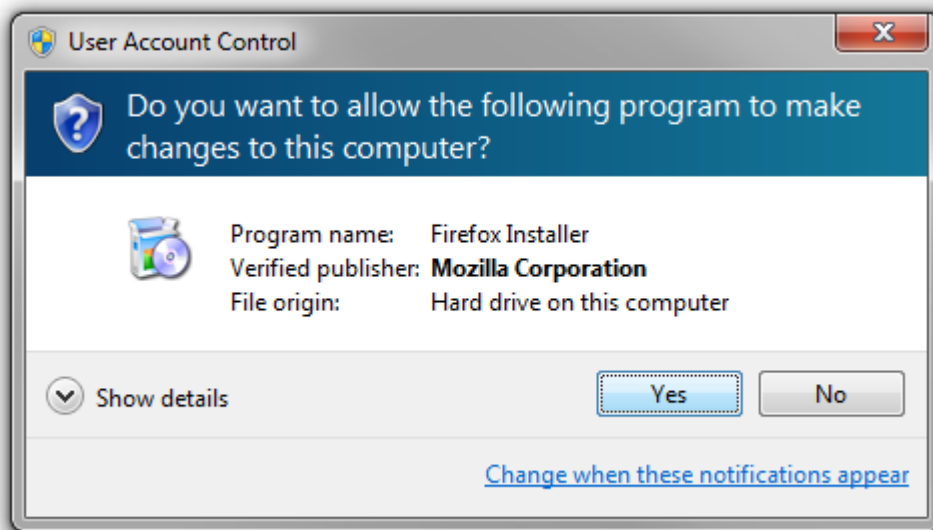
1. Click **Run**



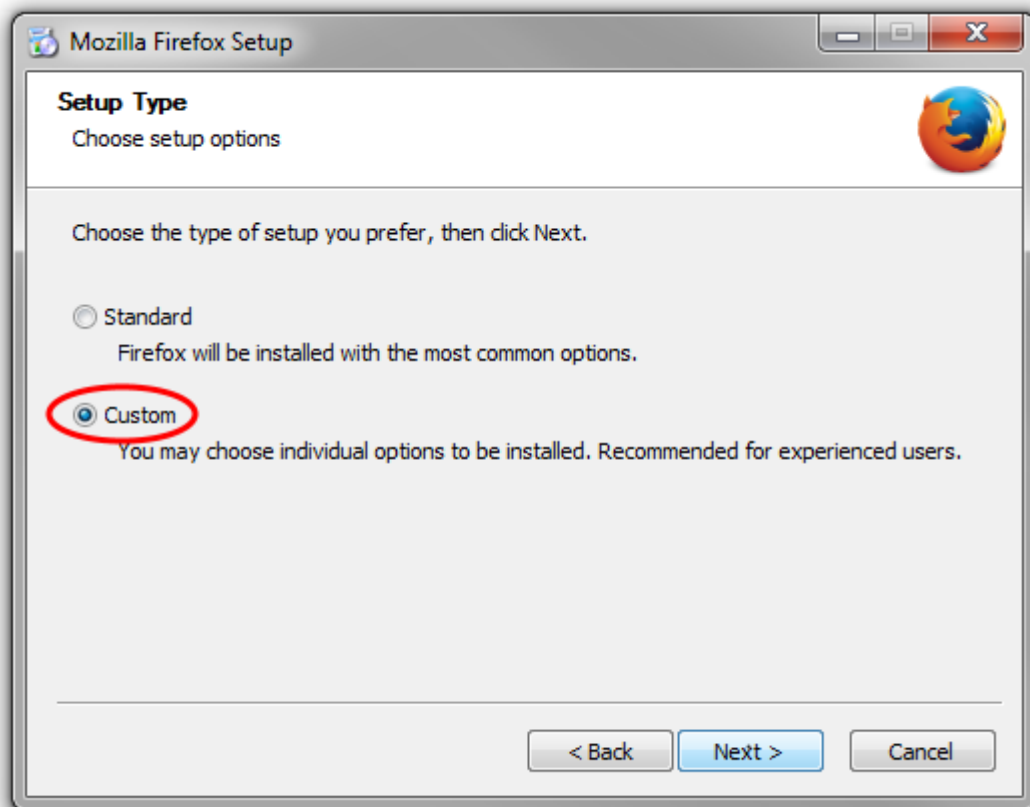
The program will extract.



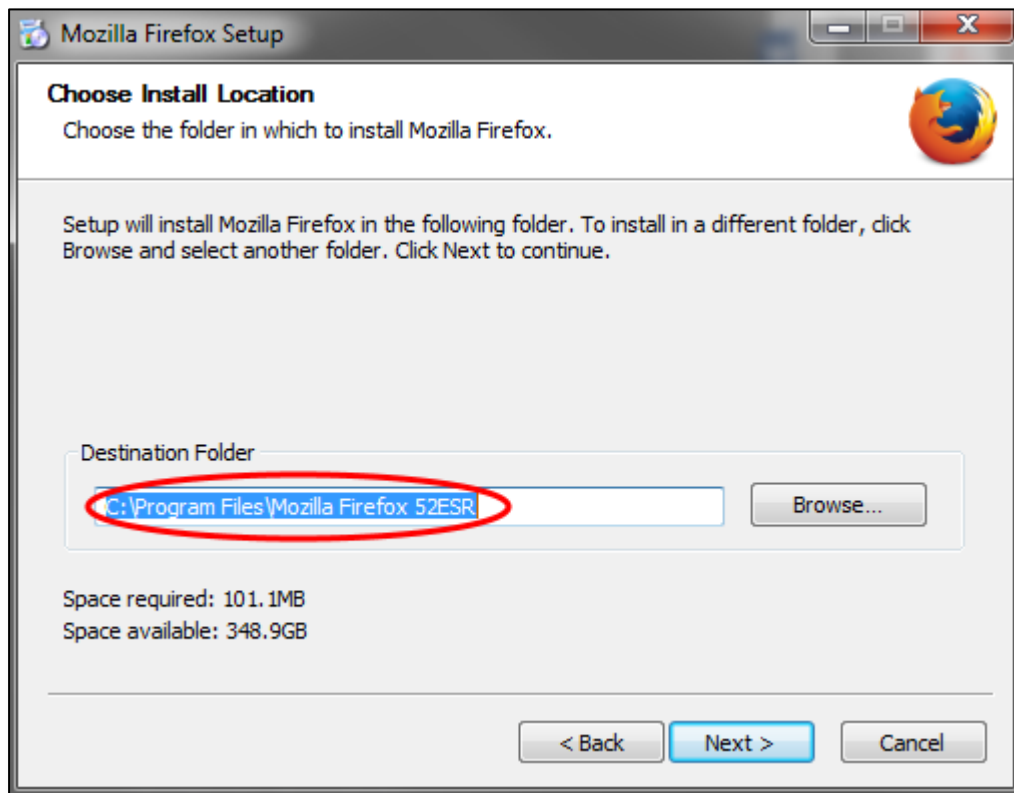
2. Click **Yes** then **Next**



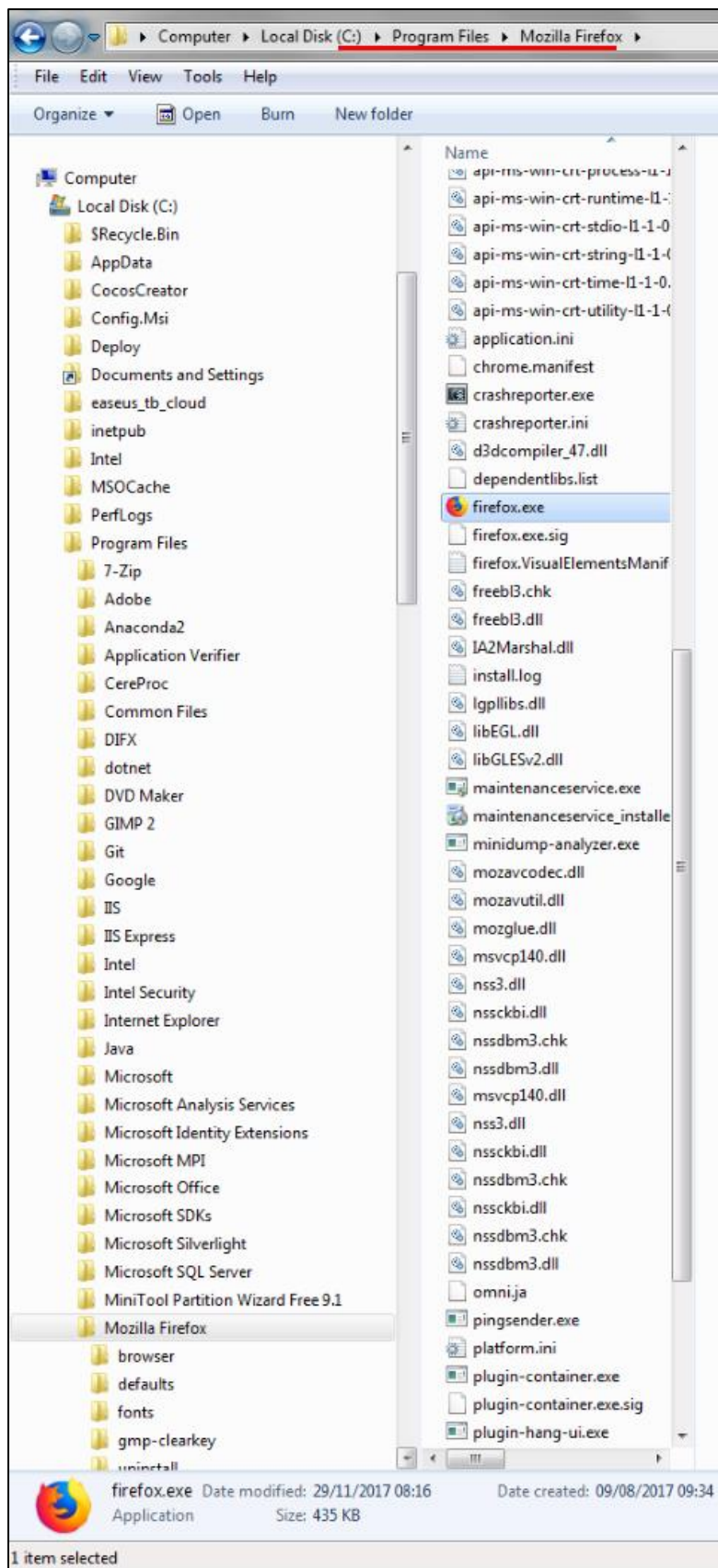
3. Select **Custom** Setup Type and click **Next**

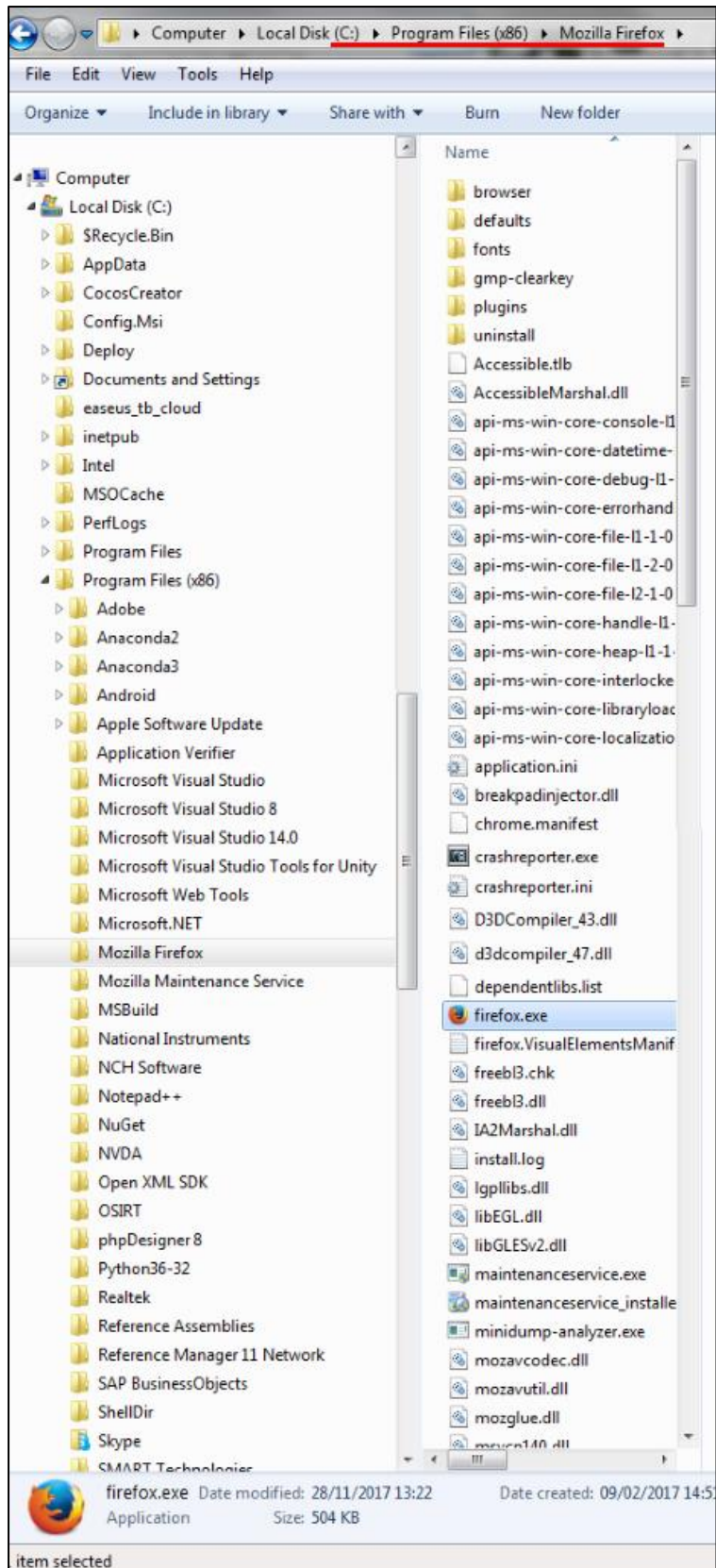


4. Rename the standard directory name from Mozilla Firefox to something else, then click **Next**

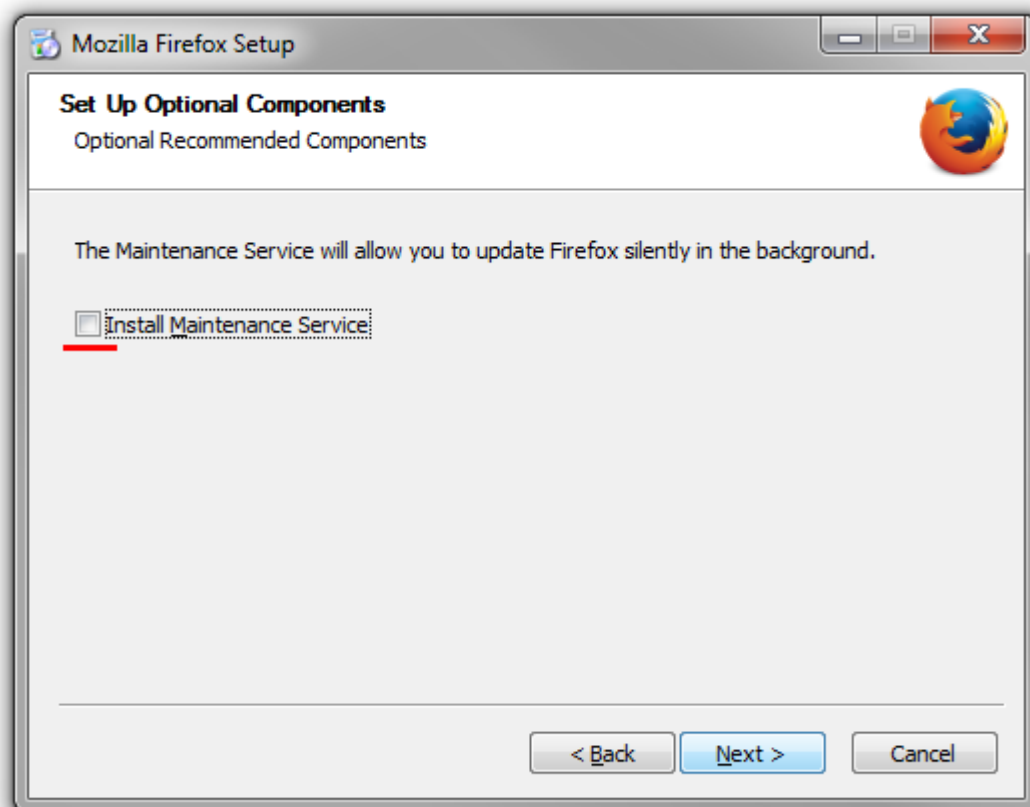


(The following screenshots shows example directory locations of the two different applications.)

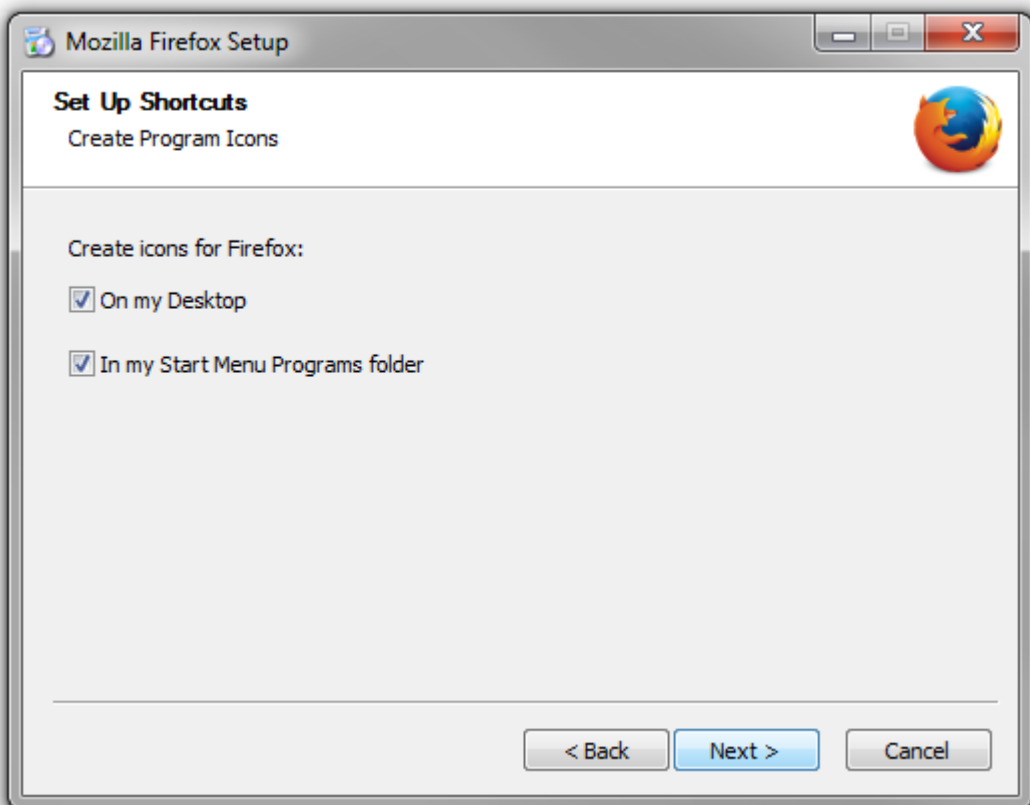




5. **Untick** the option to Install Maintenance Service, then click **Next**

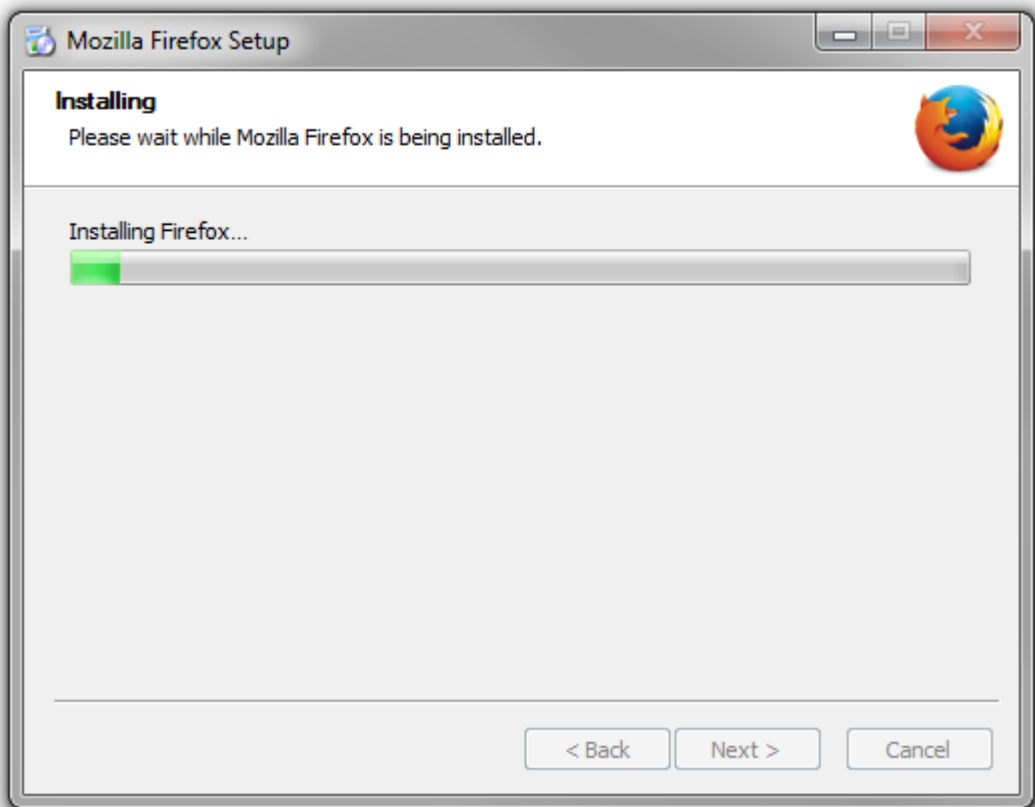
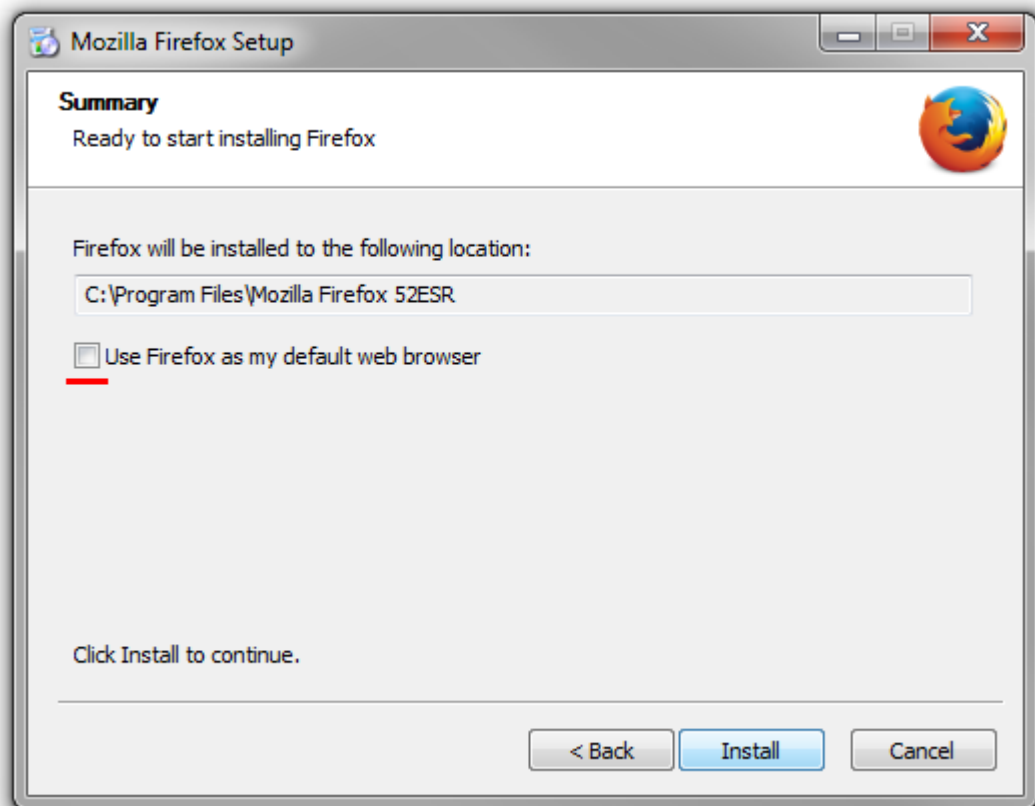


6. Click **Next**





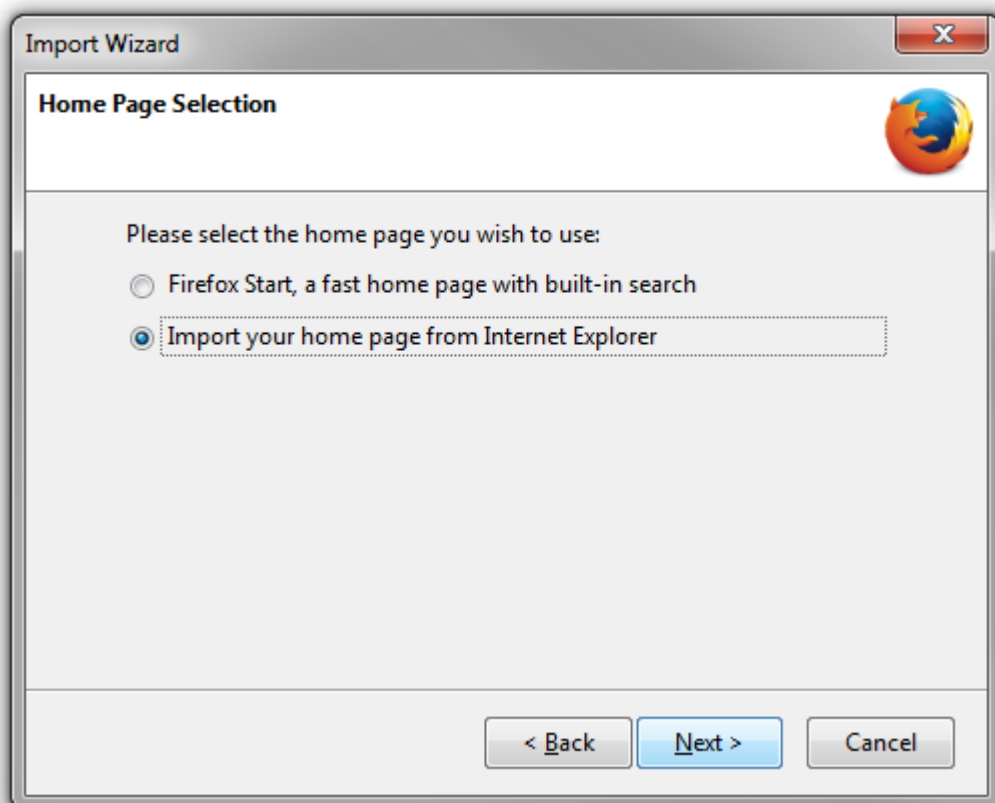
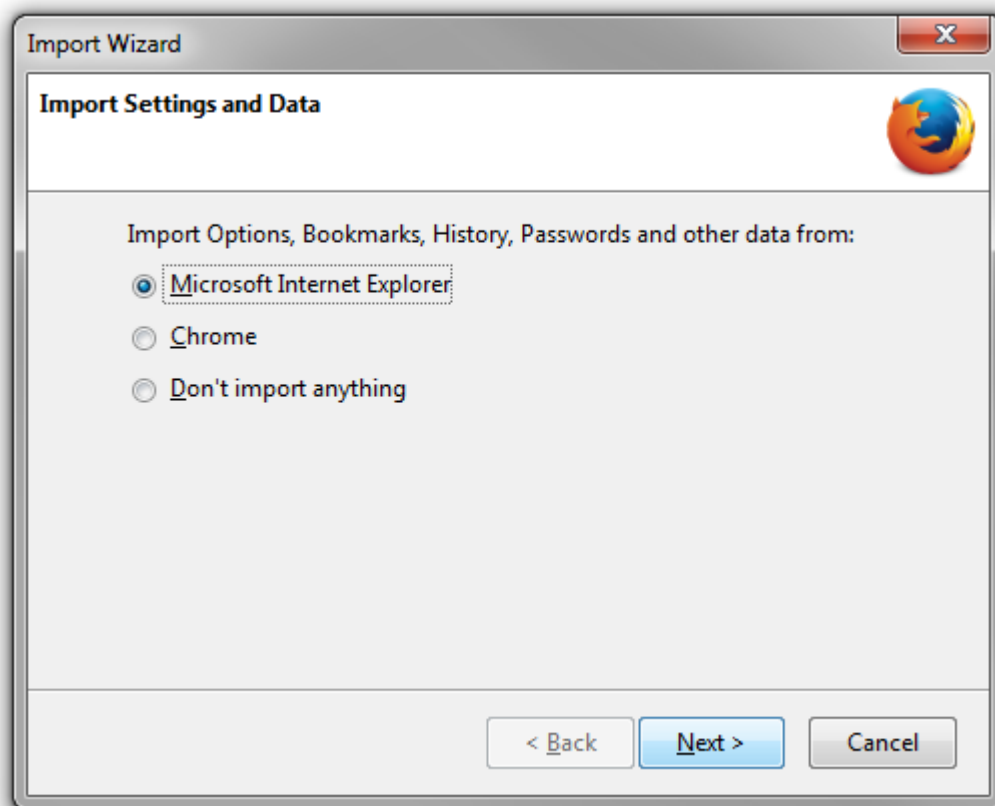
7. **Untick** the option to set this installation as your default browser, then click **Install**

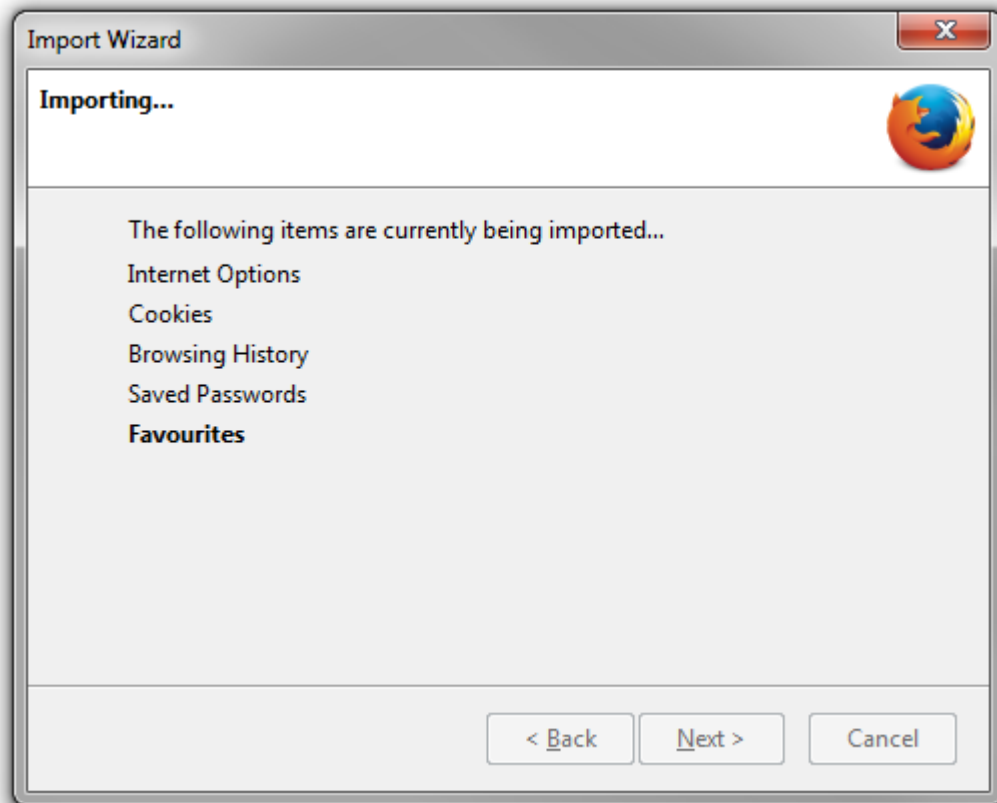


8. Click **Finish**

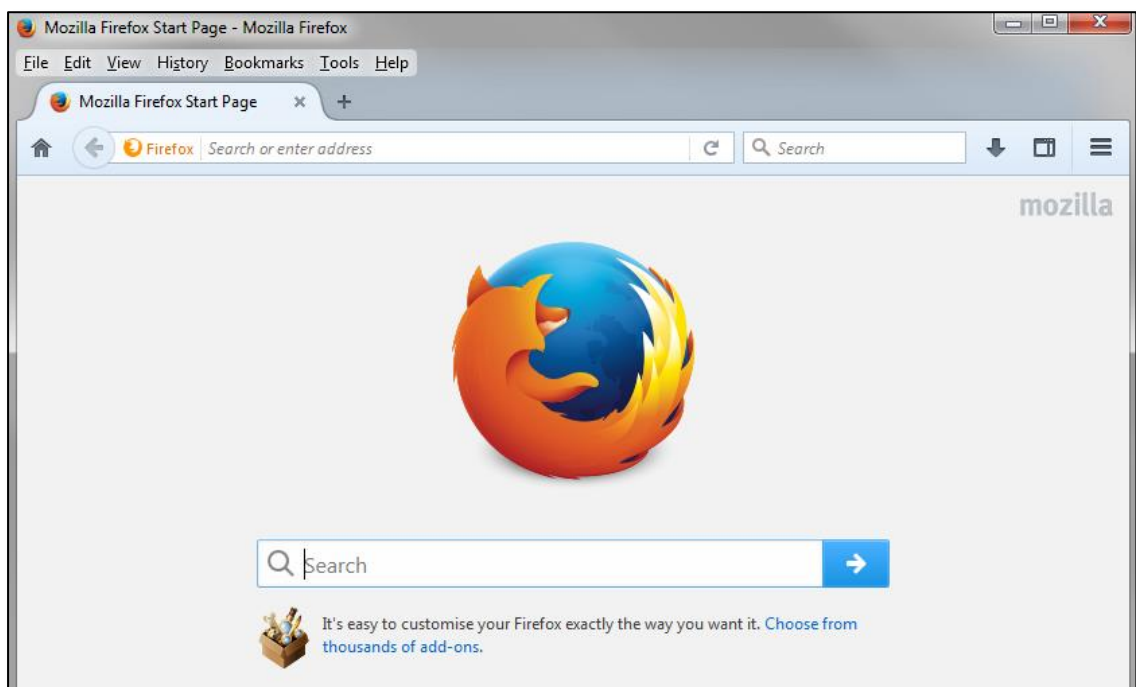


9. You can import your existing favourites and home page if you wish, when you first start the application.





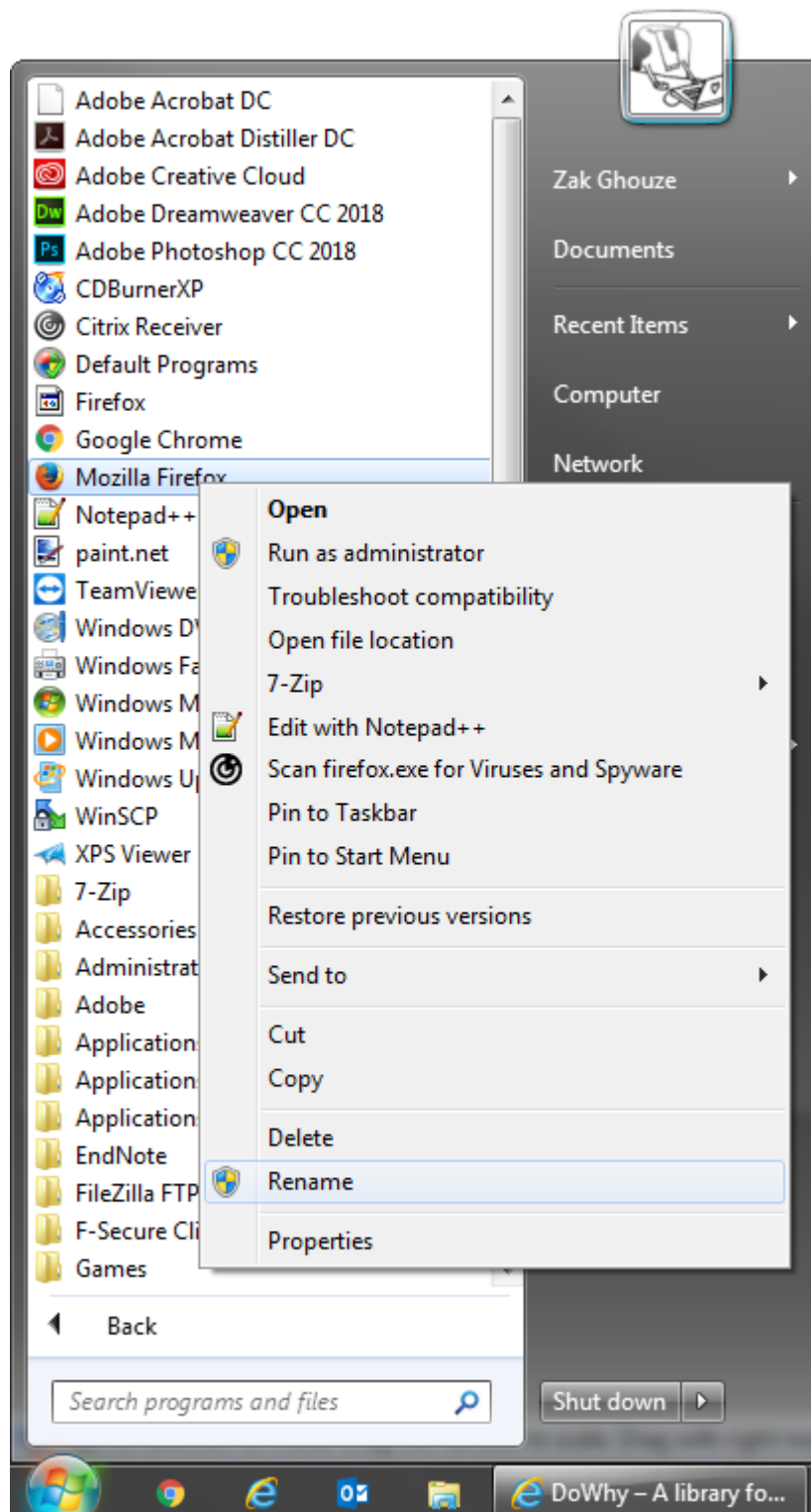
10. The browser window should then appear

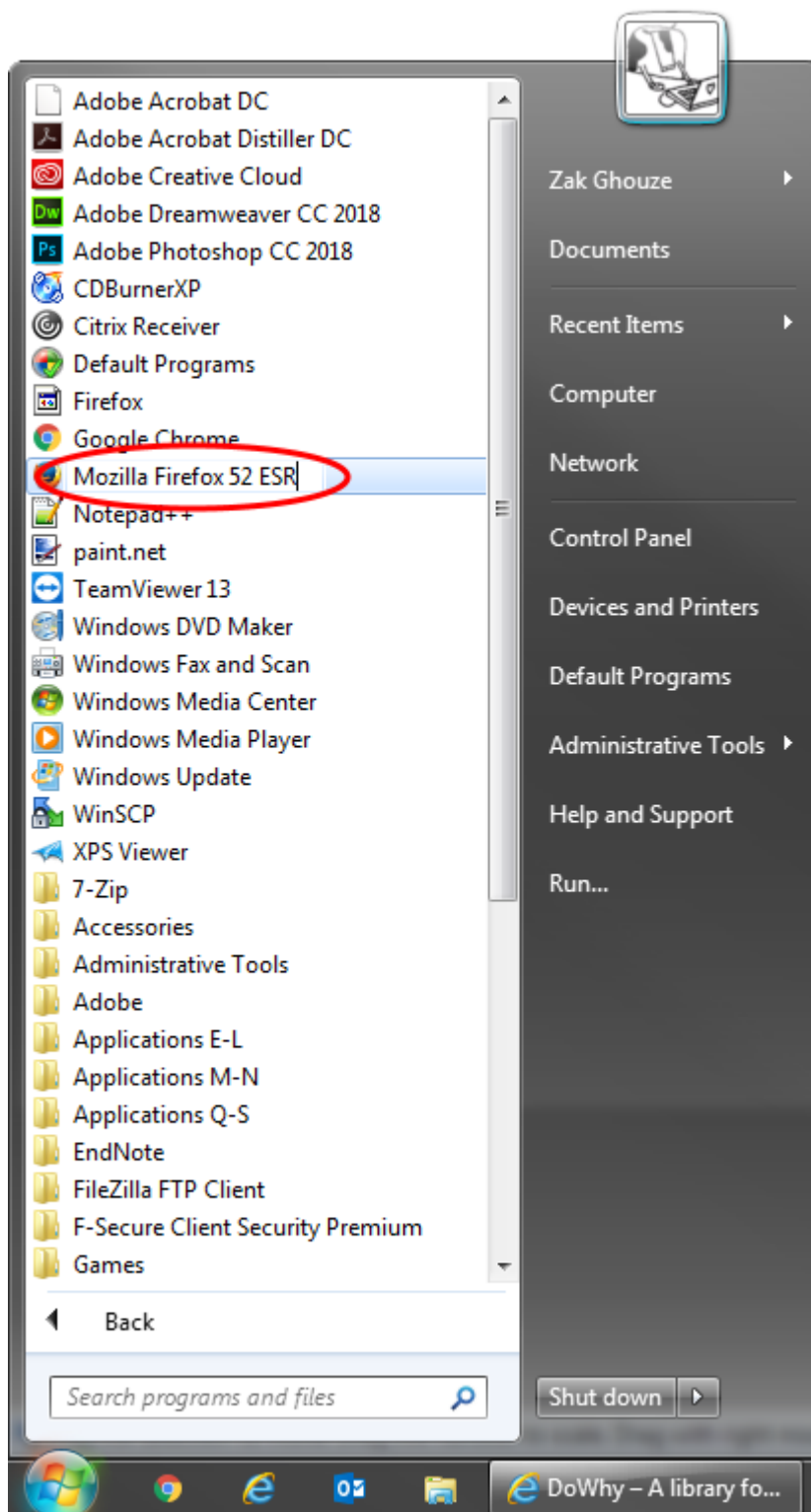


11. DO NOT CLICK CHECK FOR UPDATES... (As mentioned before, you can set Firefox to never check for updates.)

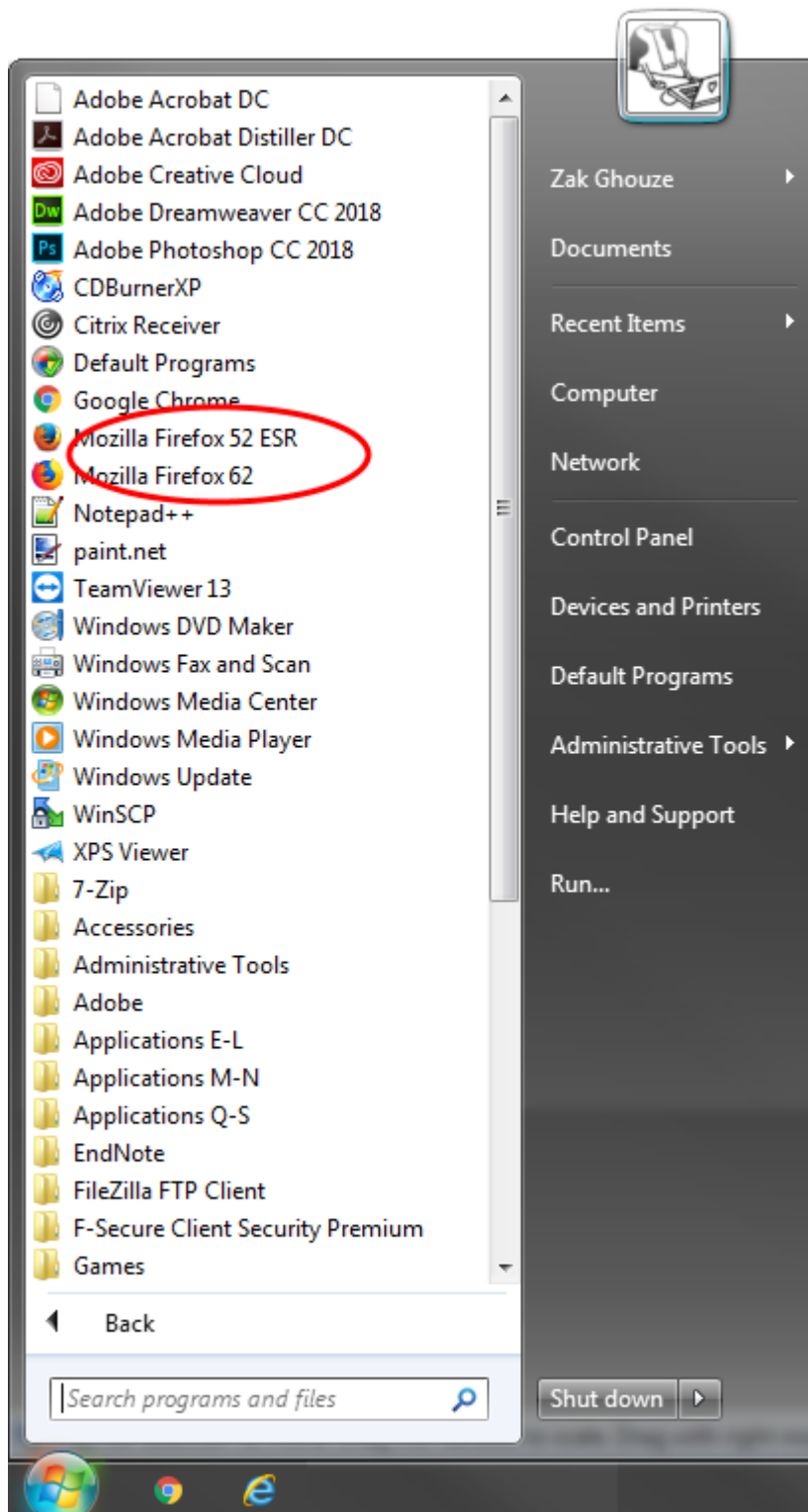


12. You will want to change the name of any program shortcuts or Start menu entries, to distinguish the various versions of Mozilla Firefox that you have installed.





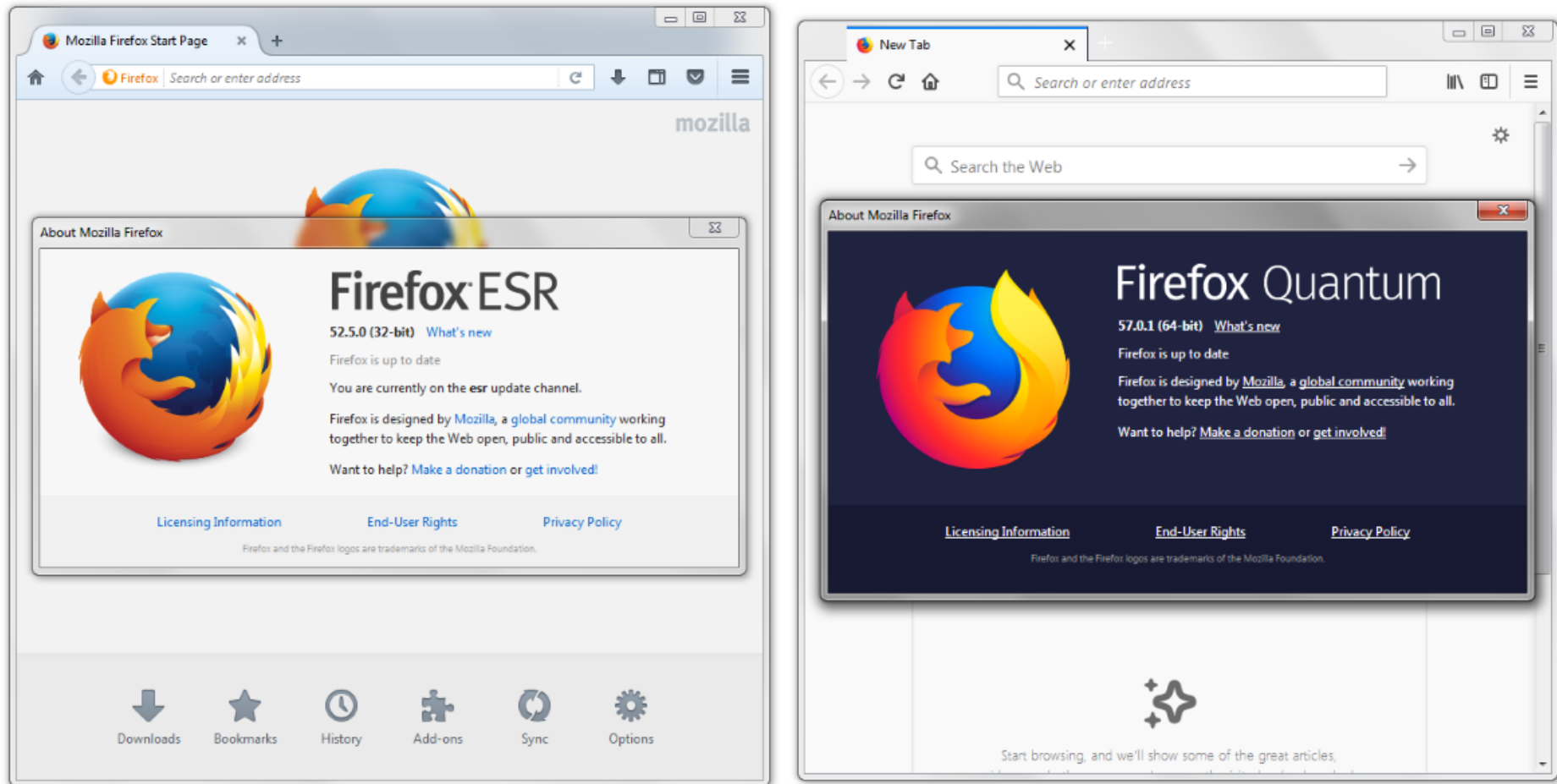
After installation and name-changes, you should be able to see both versions listed and available in the start menu.



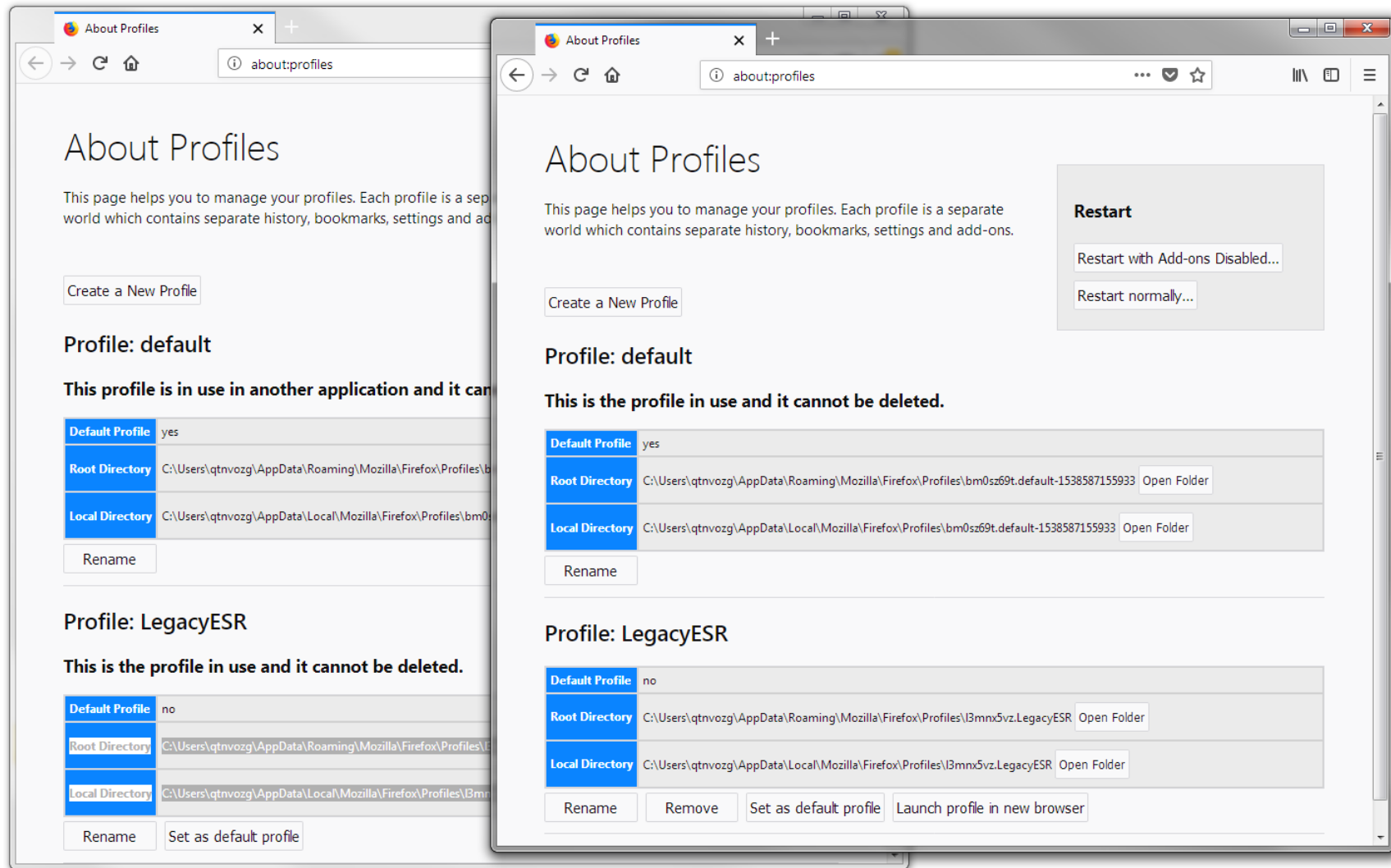


If you have set up your profiles correctly, you should be asked which profile you wish to use when you start either version of Firefox.

The screenshot below shows two different versions of Firefox running concurrently.

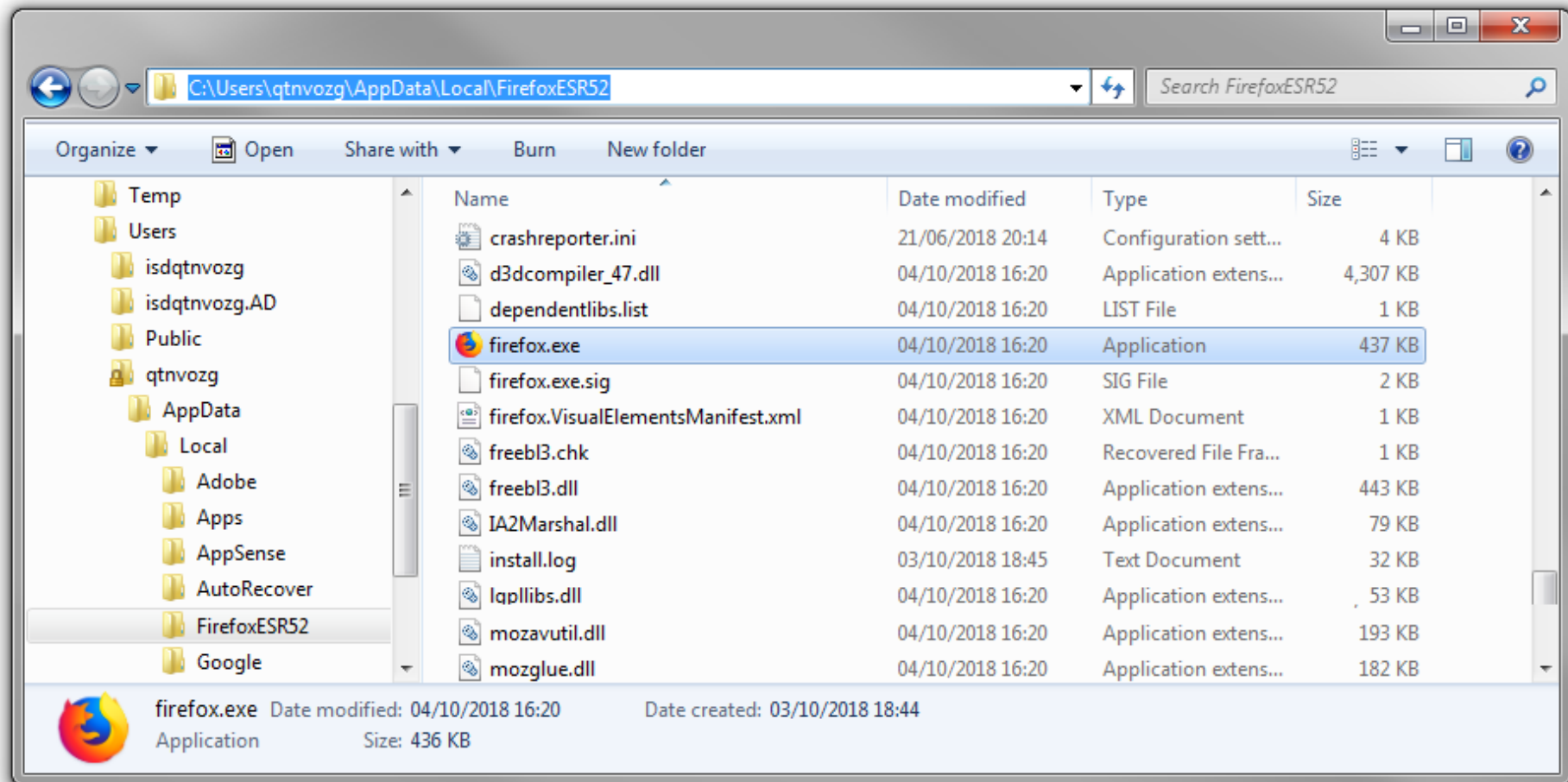


This following shortcut shows two separate applications using separate profiles concurrently.

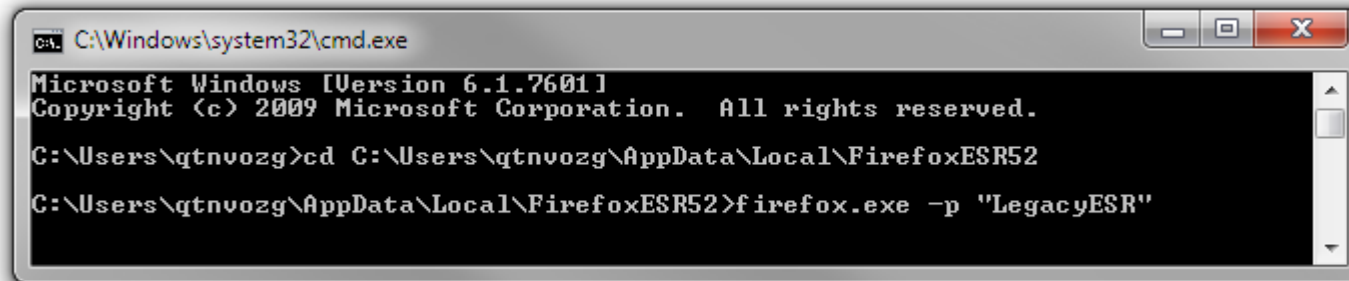


However, you may wish to create some shortcuts on your desktop or in your Start menu that allow you to start each version of Firefox without having to select the relevant profile.

In the example below, the application is located in the directory **C:\Users\qtnvozg\AppData\Local\FirefoxESR52\Program Files\Mozilla Firefox** and the relevant executable program is **firefox.exe**. We wish to use this with the profile named **LegacyESR**.



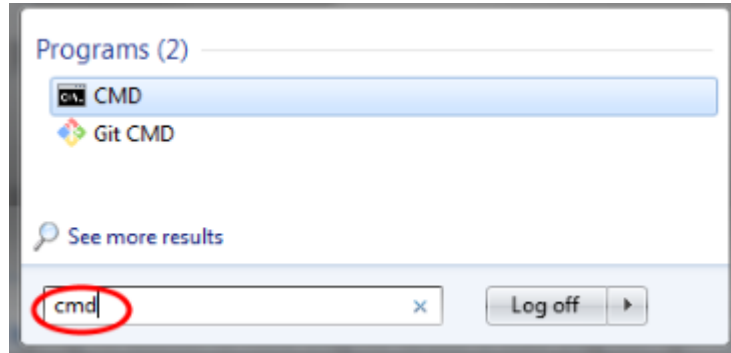
The following DOS commands can be copied into a plain text file (using Notepad, for example) and saved with a **.BAT** extension. A shortcut can then be created to the .BAT file. This shortcut will automatically start the specified application with the specified profile.



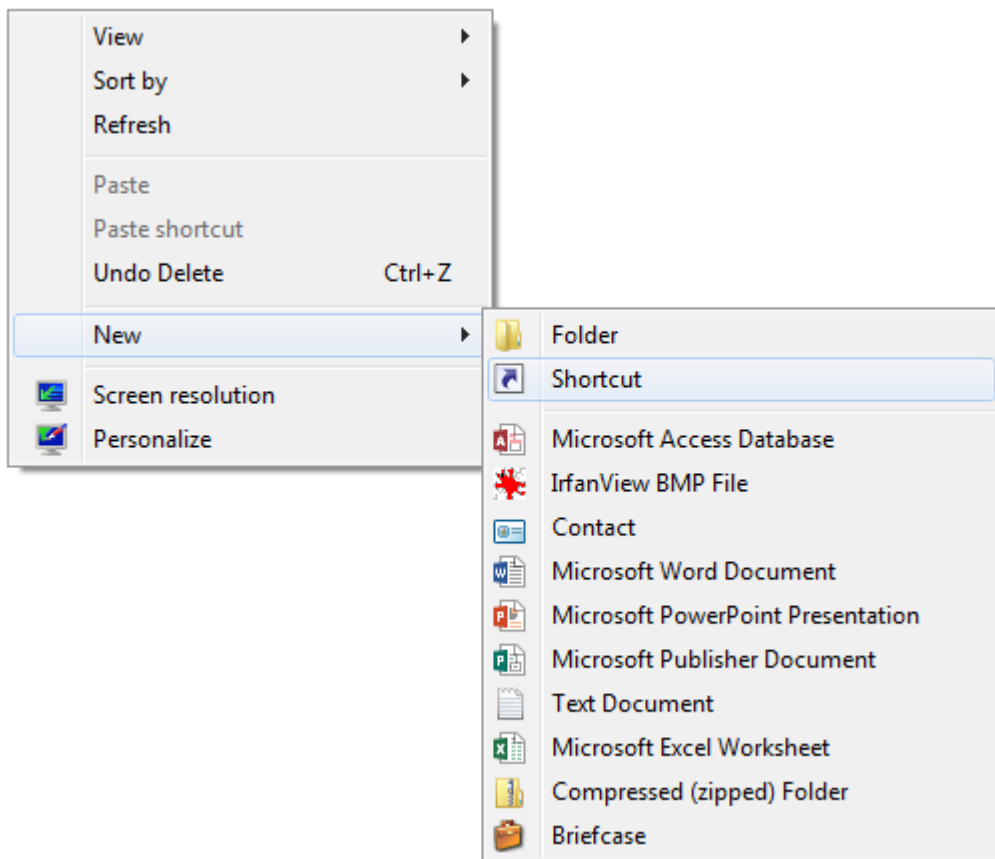
```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\qtnvozg>cd C:\Users\qtnvozg\AppData\Local\FirefoxESR52
C:\Users\qtnvozg\AppData\Local\FirefoxESR52>firefox.exe -p "LegacyESR"
```

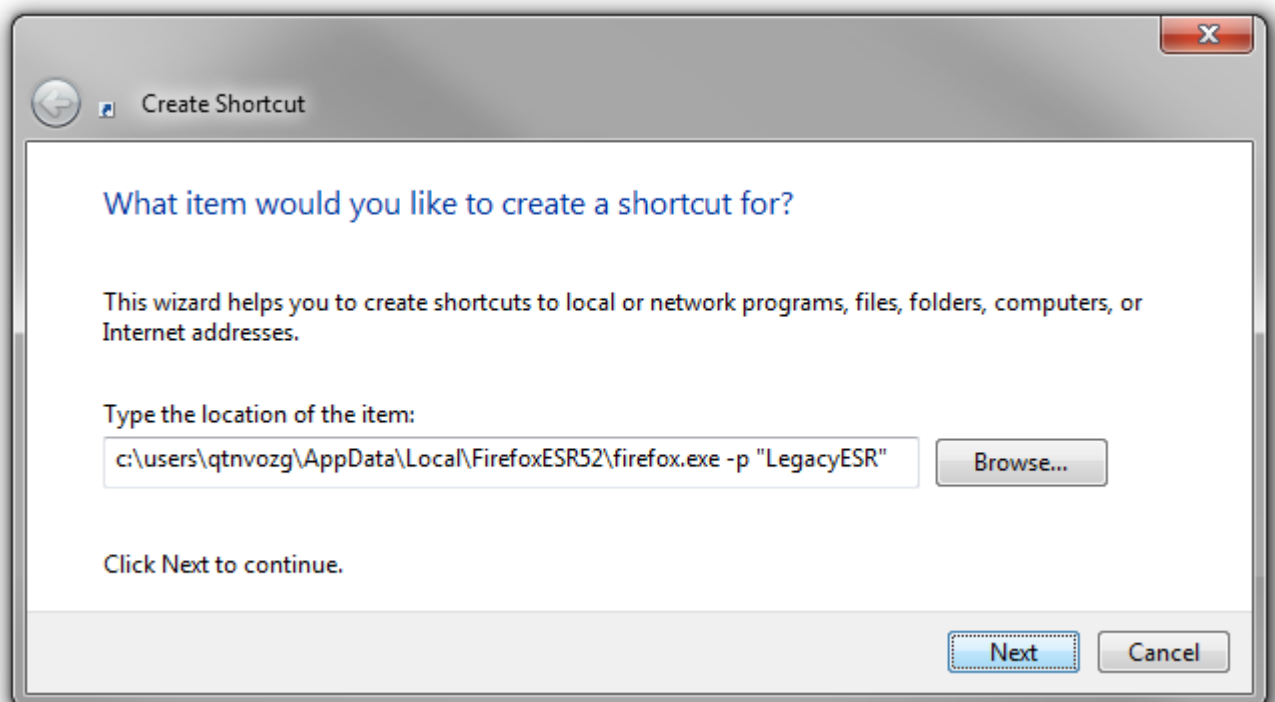
(You can access the DOS Command prompt shown above by typing **cmd** in the box that appears after pressing the **Start** button (or browsing for the CMD shortcut from the Start menu.)



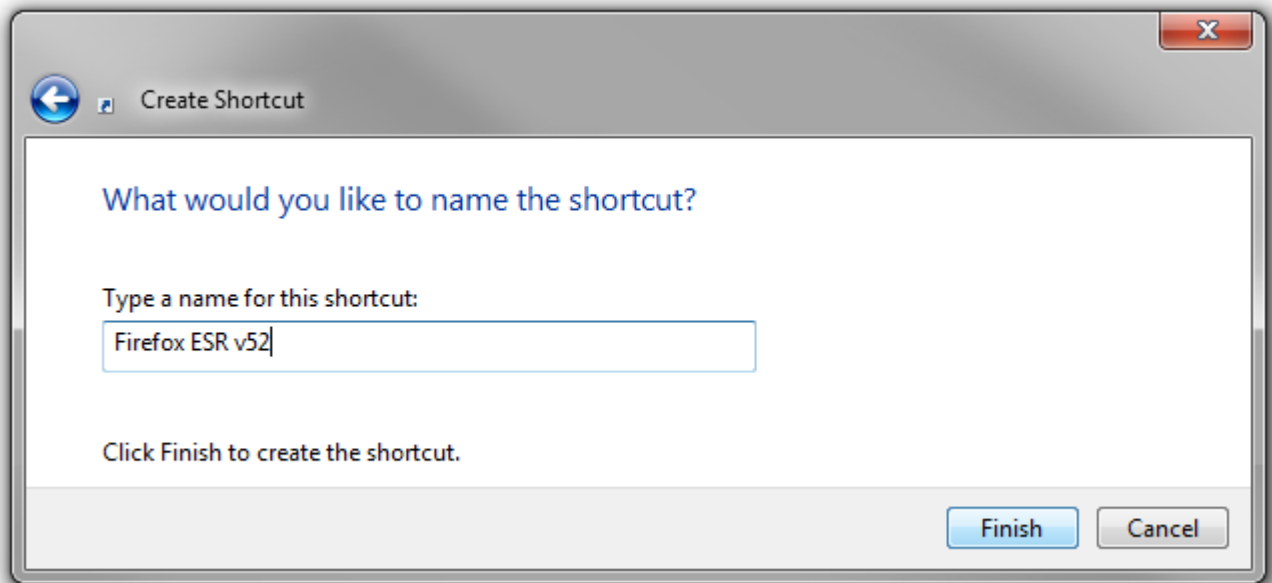
Alternatively, right-click on your desktop and select new shortcut.



Then enter the following details -:



Finally, give the shortcut an appropriate name to distinguish the version.



The shortcut will appear on your desktop; it will automatically start the associated version of Firefox with the specified profile.

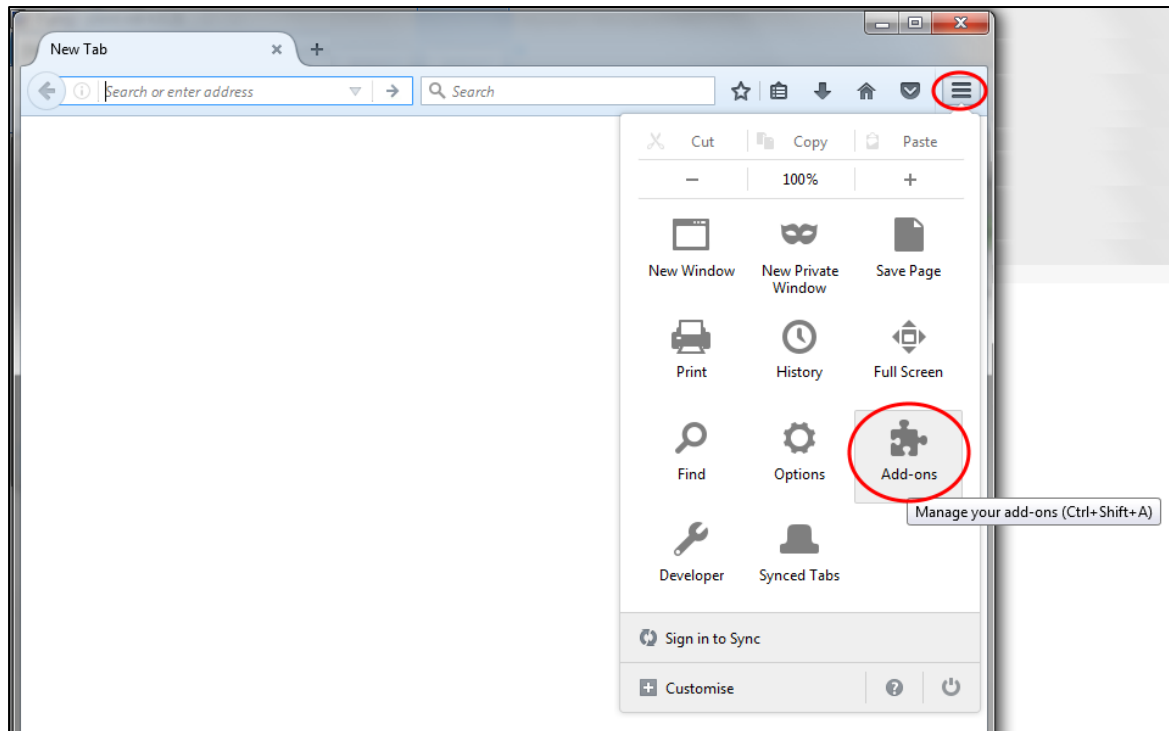


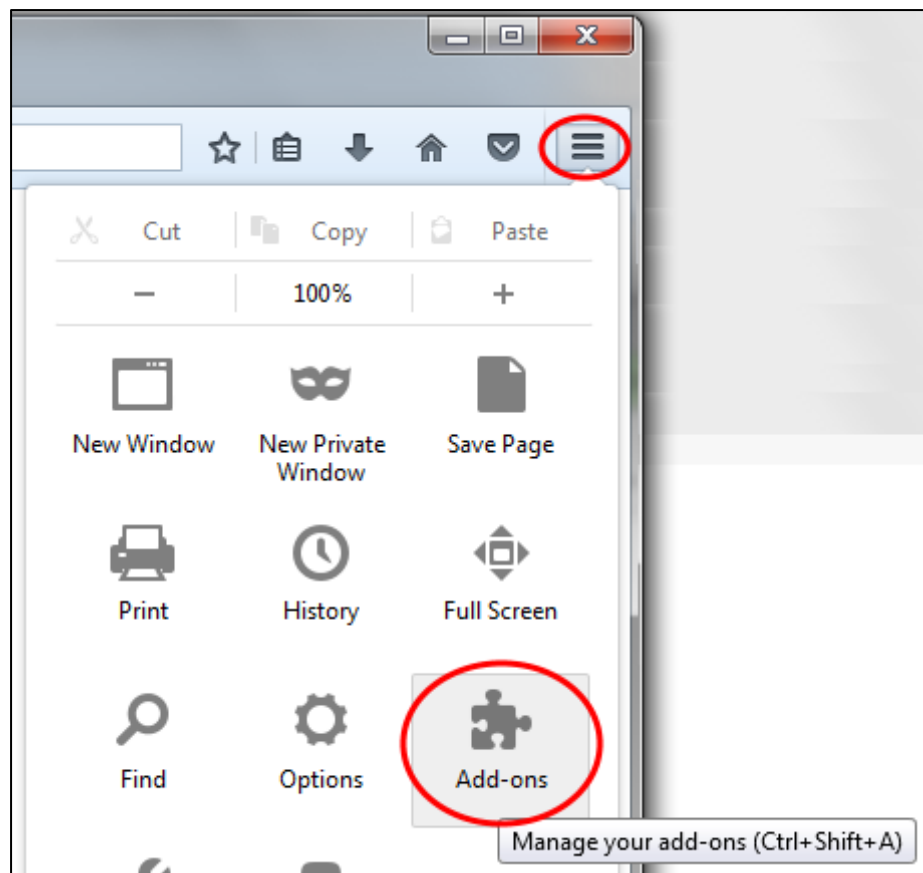
You can do the same for other versions of Firefox on your computer.

(NOTE: You can also use the switches `--no remote` `-new-instance` (along with the `-profile` switch), to ensure the browser you open is not controllable by further external commands or other Firefox windows, and to ensure the browser opens a new instance, rather than a new window in a running browser / existing Firefox session.)

### 3.4. Activating Silverlight

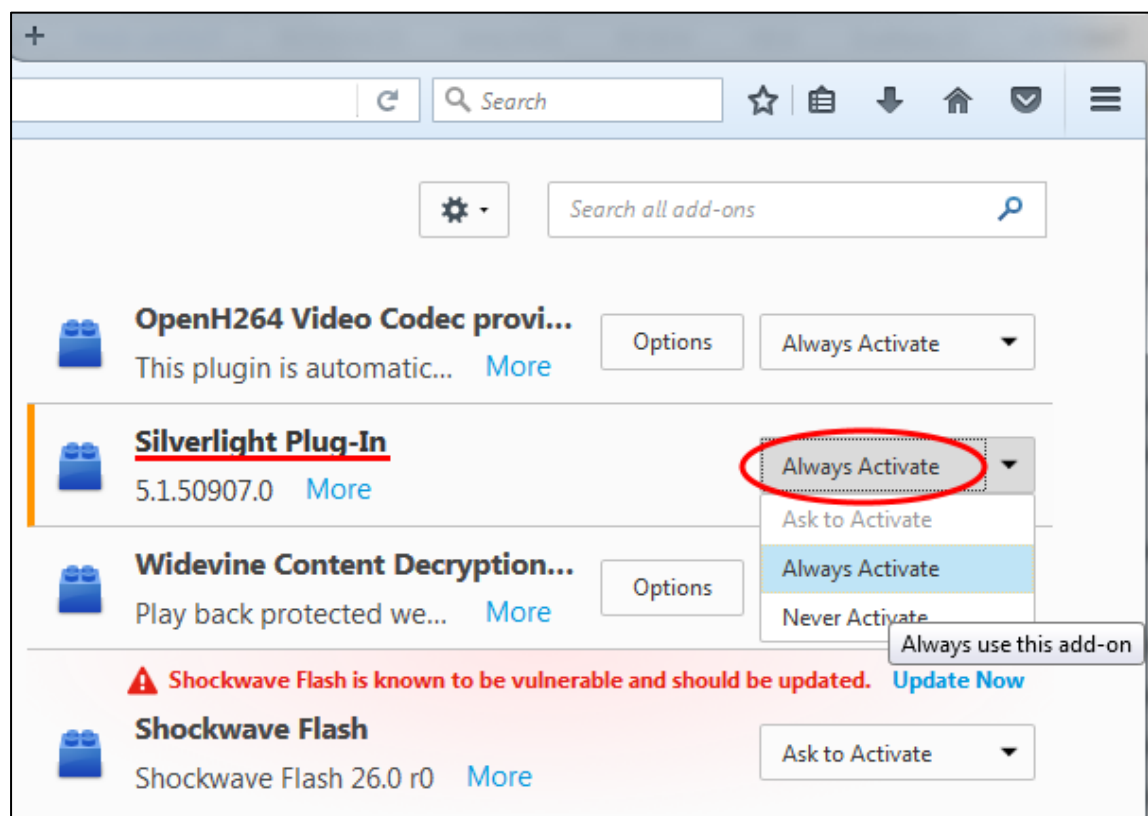
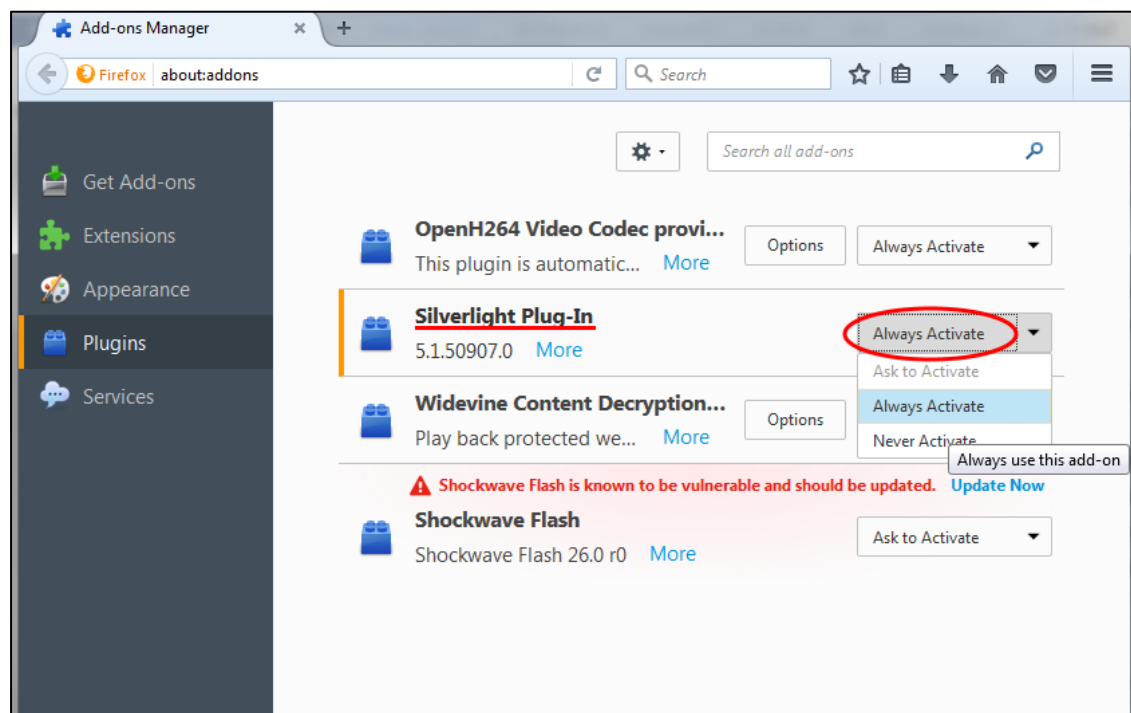
1. Download and install Silverlight from <https://www.microsoft.com/silverlight/default>.
2. Click the **menu bar icon** at the top right of the window, and then select **Add-ons**.







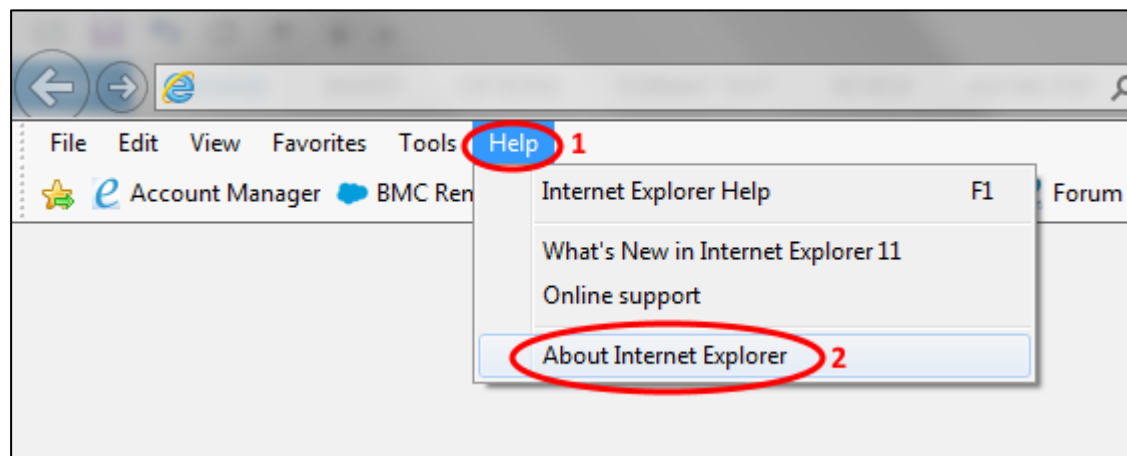
3. Make sure the Silverlight plug-in is set to ***Always Activate***.



## 4. PCs and Internet Explorer

### 4.1. Checking which version of Internet Explorer is installed

- i. Click the **Help** menu, and then select **About Internet Explorer**

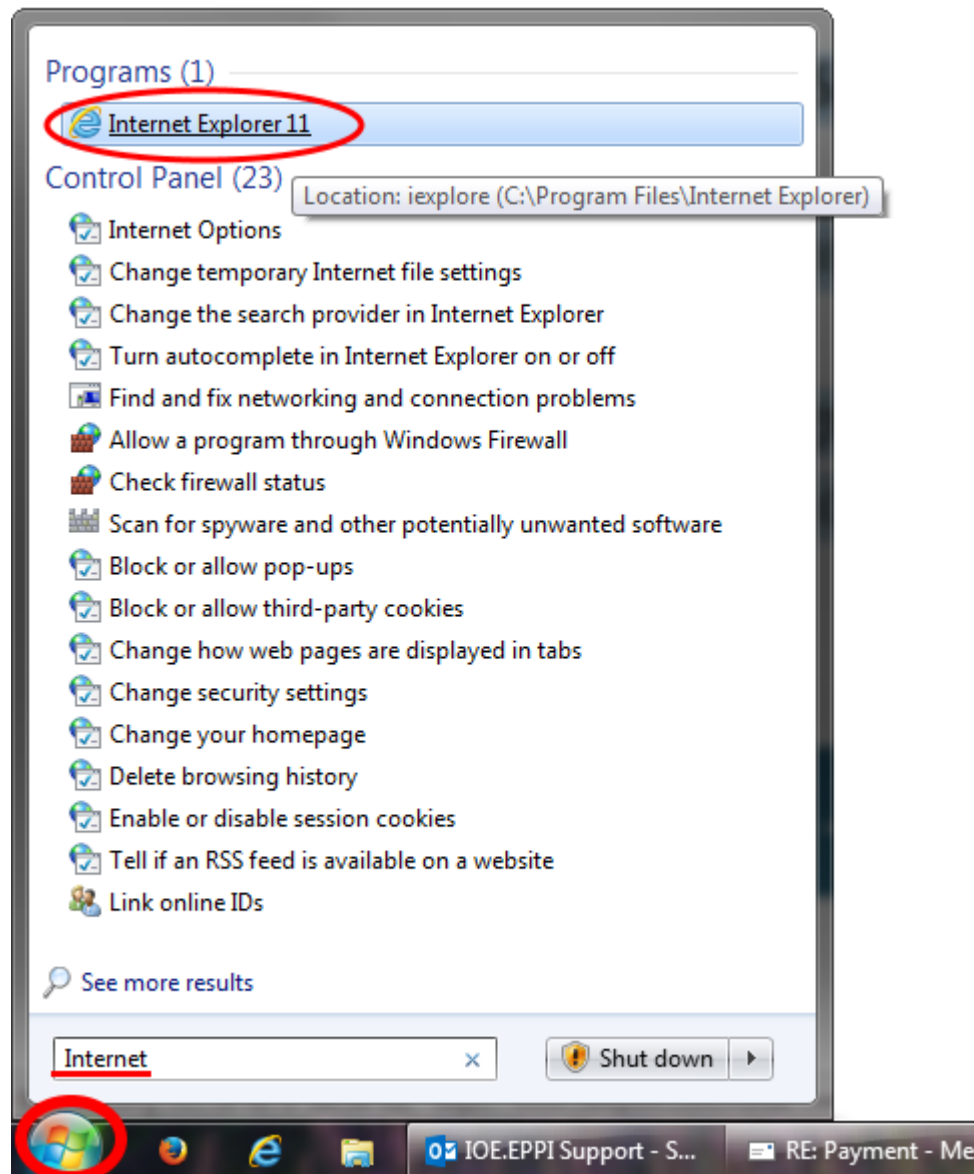


- ii. The version will be displayed in a pop-up box. (You will need version 9, 10 or 11.)



## 4.2. Accessing Internet Explorer 11

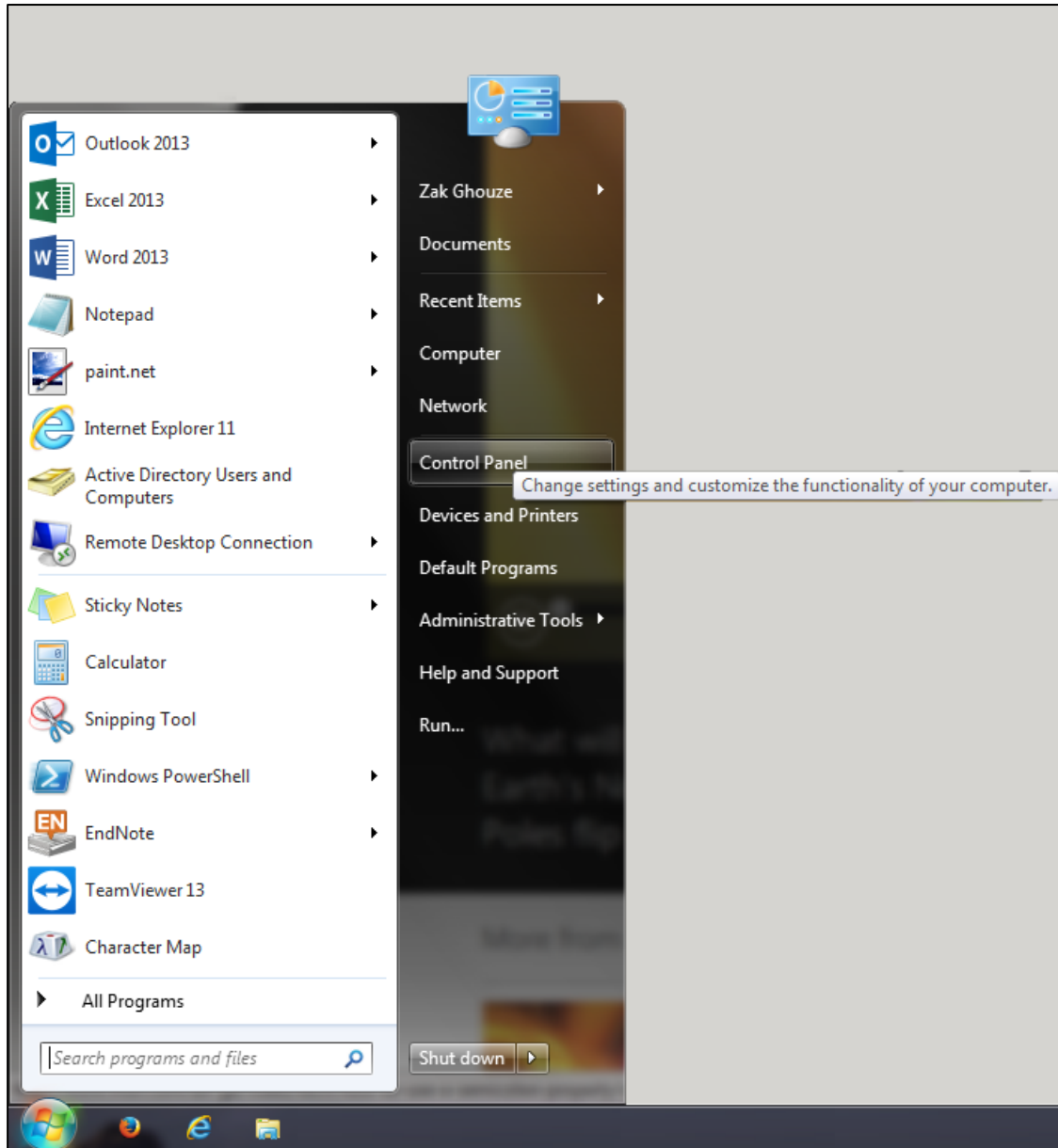
\*NOTE: If you are trying to locate Internet Explorer on your PC, but can only locate Microsoft's Edge browser (which has a very similar icon), press the **Start** button, and then begin typing **Internet Explorer**. The program should be listed.





If it is not listed, you will have to enable it.

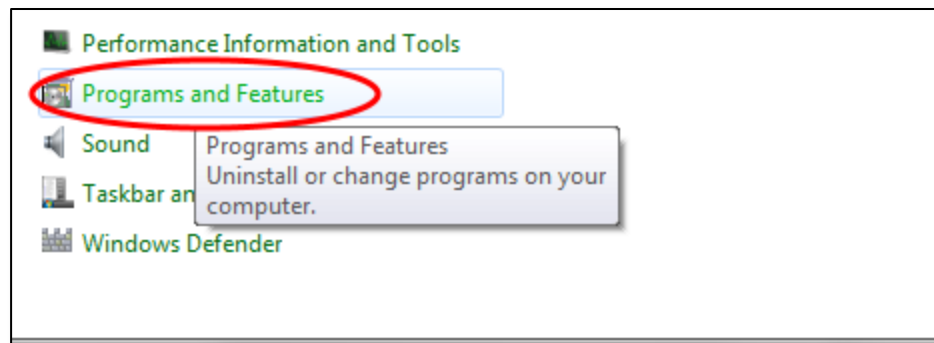
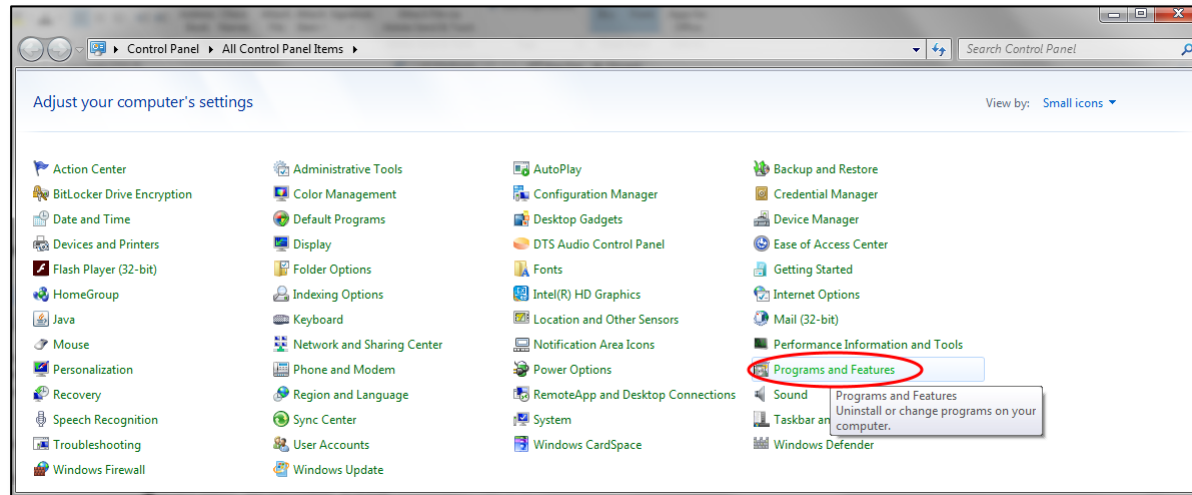
1. Press the ***Start*** button, and open the ***Control Panel***



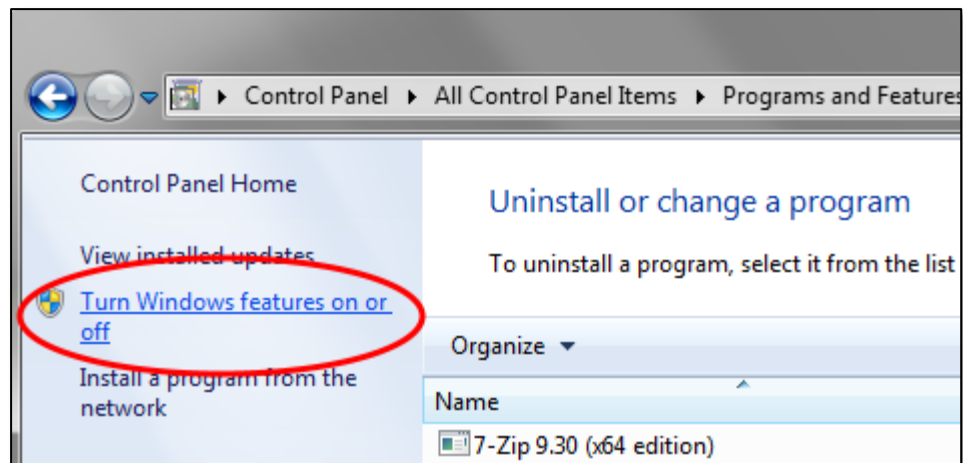
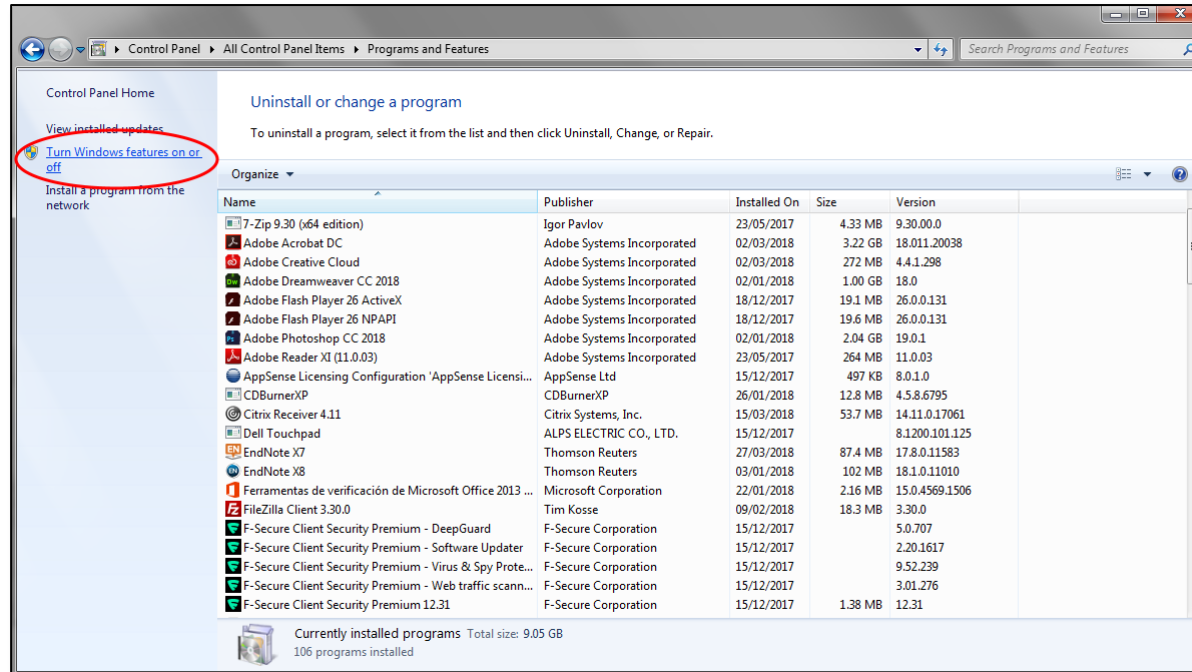




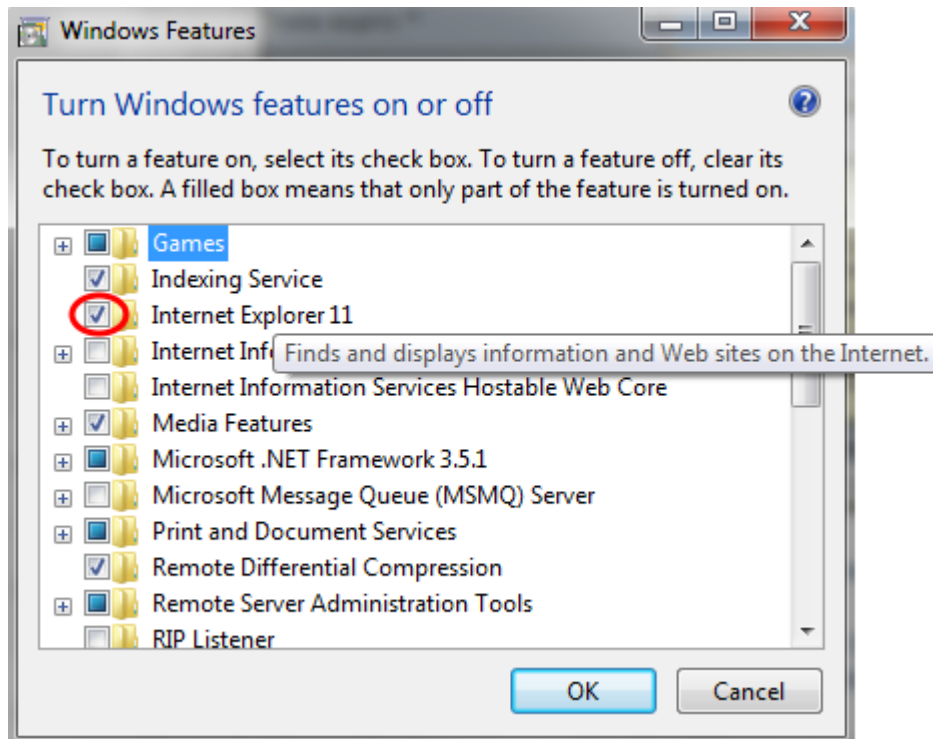
## 2. Select ***Programs and Features***



## 3. Select ***Turn Windows features on or off***



4. Click the option to turn **Internet Explorer 11** on

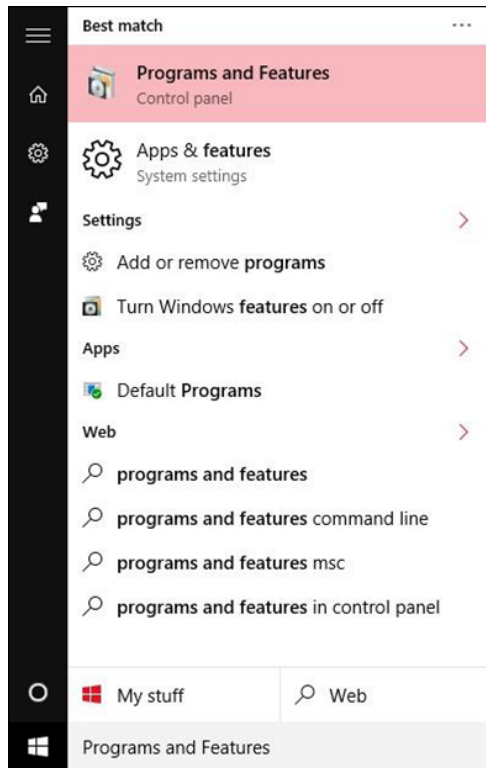


Internet Explorer 11 should now be available from the Start menu, as described earlier.

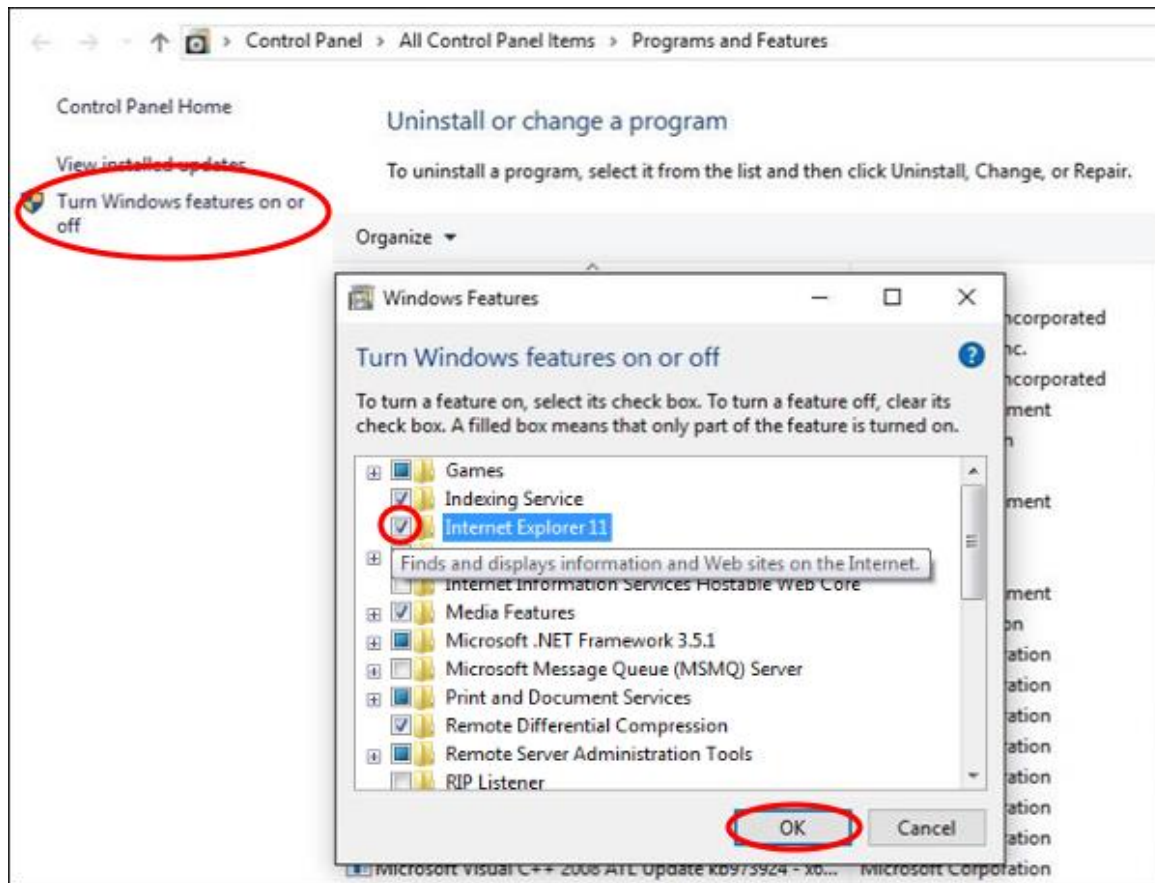
(If you cannot locate it, it is available from <https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads>.)

(The screenshot below shows the same process for Windows 10, rather than Windows 7.)

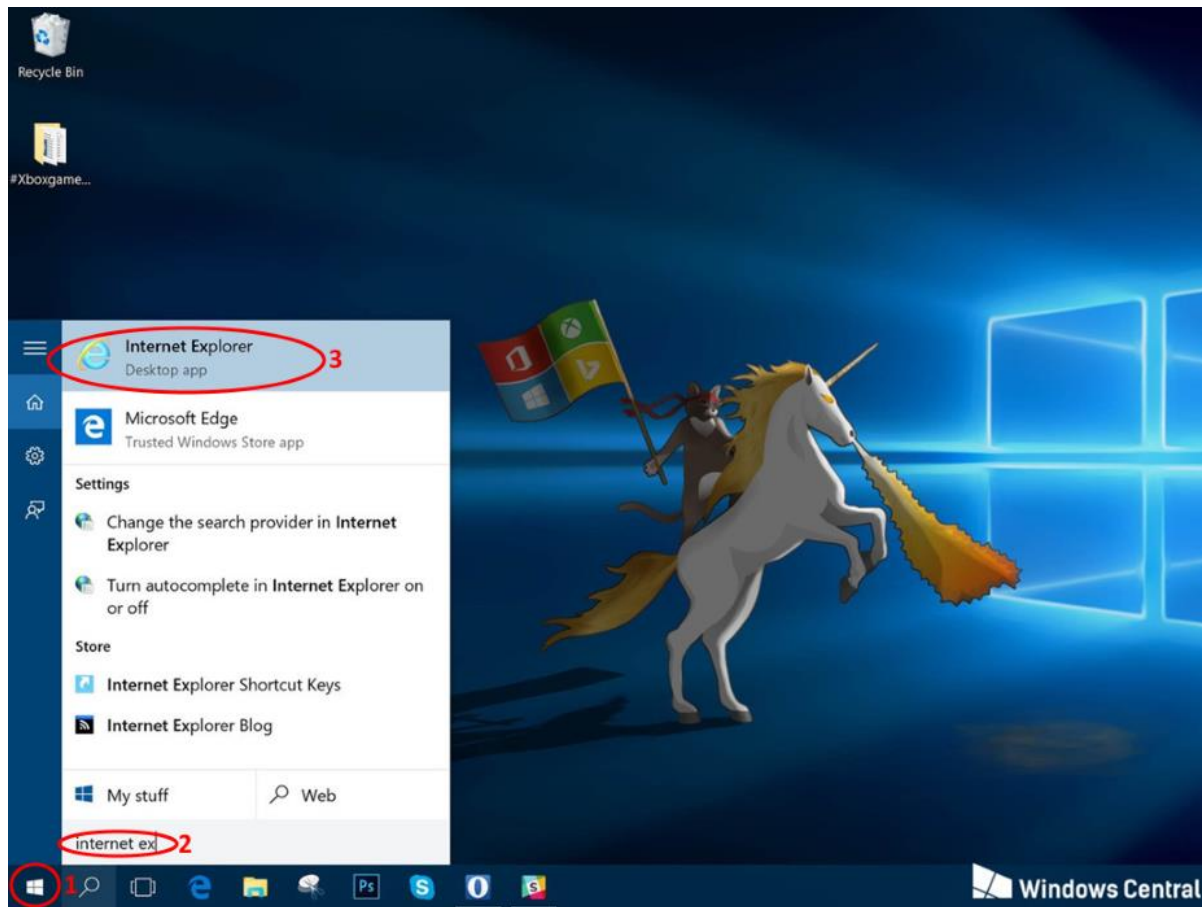
1. Press the **Start** button, and then begin typing **Programs and Features**



2. Select **Turn Windows features on or off**, and then Check the tickbox to turn **Internet Explorer 11** on

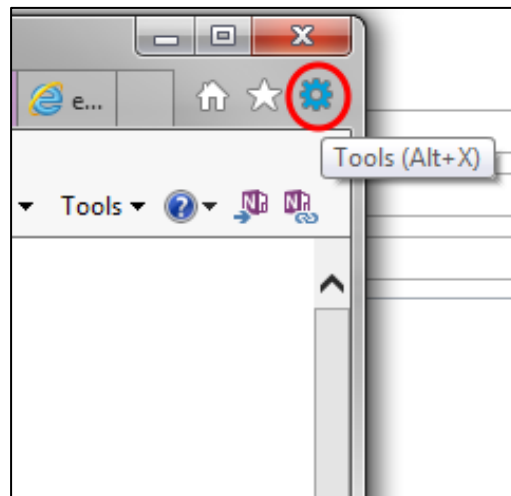
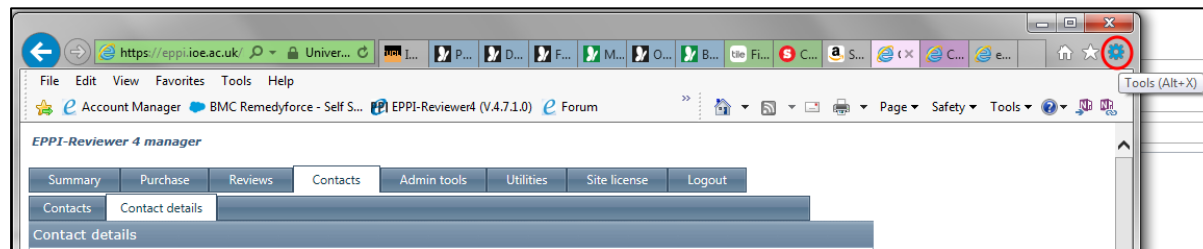


3. Internet Explorer 11 should now be available by pressing the **Start** button, and then beginning to type **Internet Explorer 11**

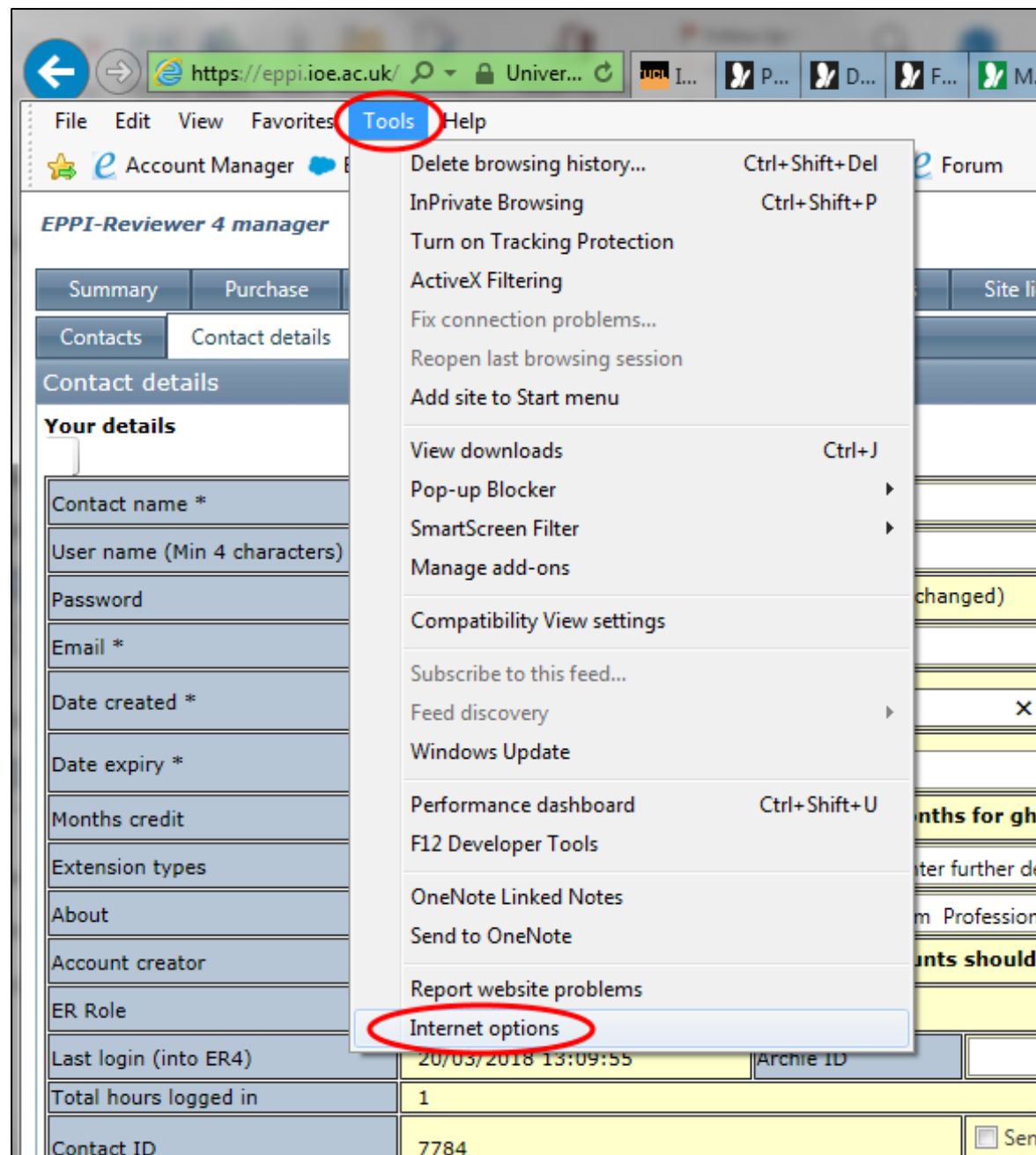


### 4.3. Activating Silverlight

1. Download and install Microsoft Silverlight from <https://www.microsoft.com/silverlight/default>.
2. Click the **Tools** cog icon, or select the **Tools** option from the menu bar, then click **Internet Options**.

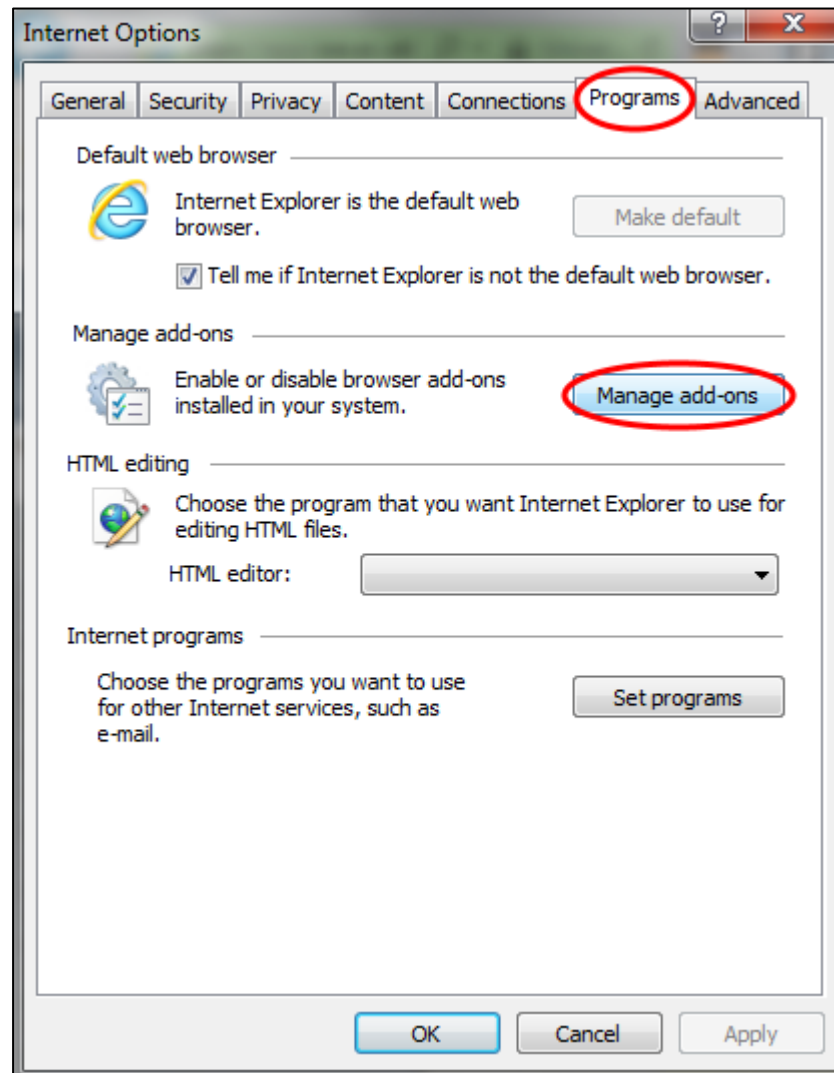






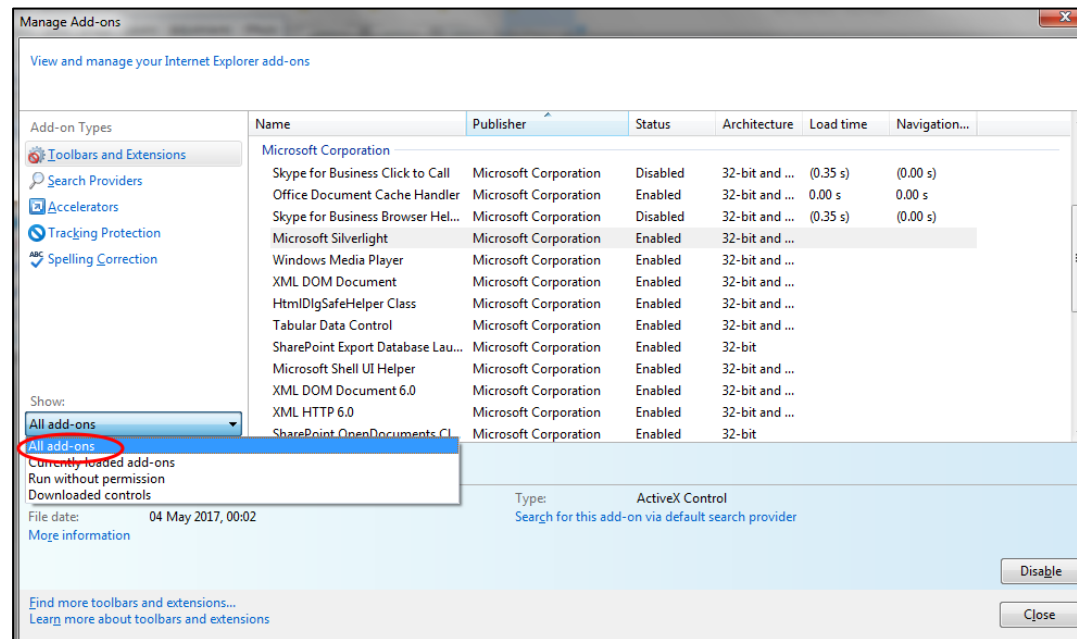


3. Select the **Programs** tab and then the **Manage add-ons** button.





4. Ensure **All add-ons** are shown.



HtmlDlgSafeHelper Class    Mi  
Tabular Data Control    Mi  
SharePoint Export Database Lau...    Mi  
Microsoft Shell UI Helper    Mi  
XML DOM Document 6.0    Mi  
XML HTTP 6.0    Mi  
SharePoint.OpenDocuments.Cl    Mi

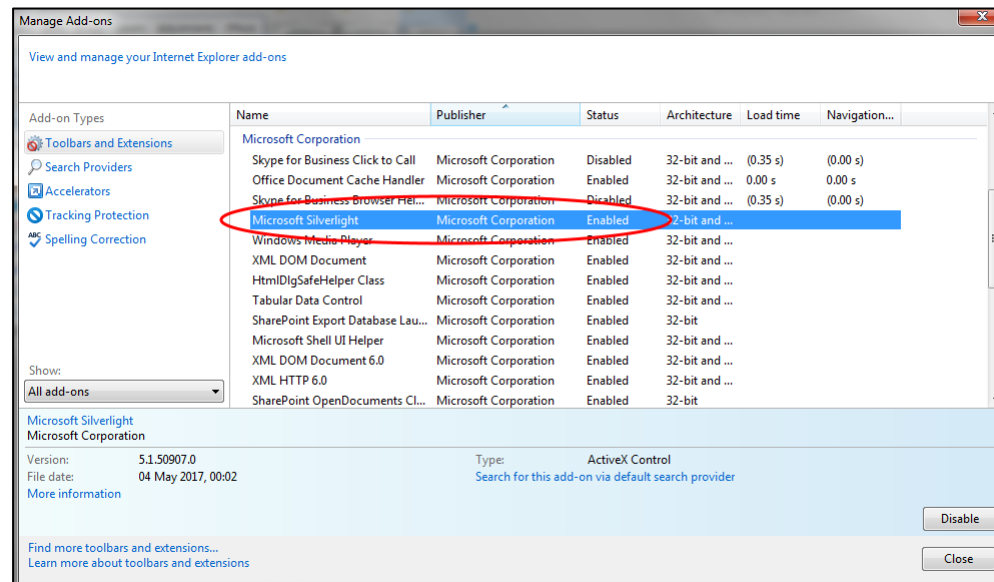
Show:  
All add-ons ▼

All add-ons  
Currently loaded add-ons  
Run without permission  
Downloaded controls

File date:      04 May 2017, 00:02  
[More information](#)

[Find more toolbars and extensions...](#)  
[Learn more about toolbars and extensions](#)

5. Select **Microsoft Silverlight**.



Add-on Types

Toolbars and Extensions

Search Providers

Accelerators

Tracking Protection

Spelling Correction

Show:  
All add-ons

Name	Publisher	Status	Age
Microsoft Corporation			
Skype for Business Click to Call	Microsoft Corporation	Disabled	32
Office Document Cache Handler	Microsoft Corporation	Enabled	32
Skype for Business Browser Hel...	Microsoft Corporation	Disabled	32
Microsoft Silverlight	Microsoft Corporation	Enabled	32
Windows Media Player	Microsoft Corporation	Enabled	32
XML DOM Document	Microsoft Corporation	Enabled	32
HtmlDlgSafeHelper Class	Microsoft Corporation	Enabled	32
Tabular Data Control	Microsoft Corporation	Enabled	32
SharePoint Export Database Lau...	Microsoft Corporation	Enabled	32
Microsoft Shell UI Helper	Microsoft Corporation	Enabled	32
XML DOM Document 6.0	Microsoft Corporation	Enabled	32
XML HTTP 6.0	Microsoft Corporation	Enabled	32
SharePoint OpenDocuments Cl...	Microsoft Corporation	Enabled	32

Microsoft Silverlight

Microsoft Corporation

Version: 5.1.50907.0

File date: 04 May 2017, 00:02

More information

Type: ActiveX Control

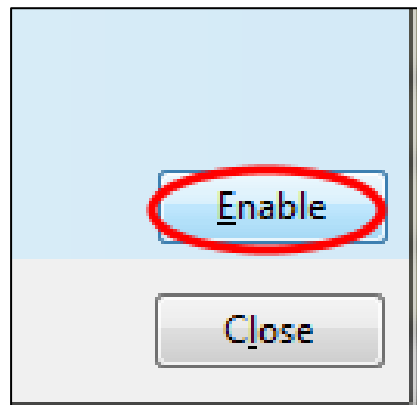
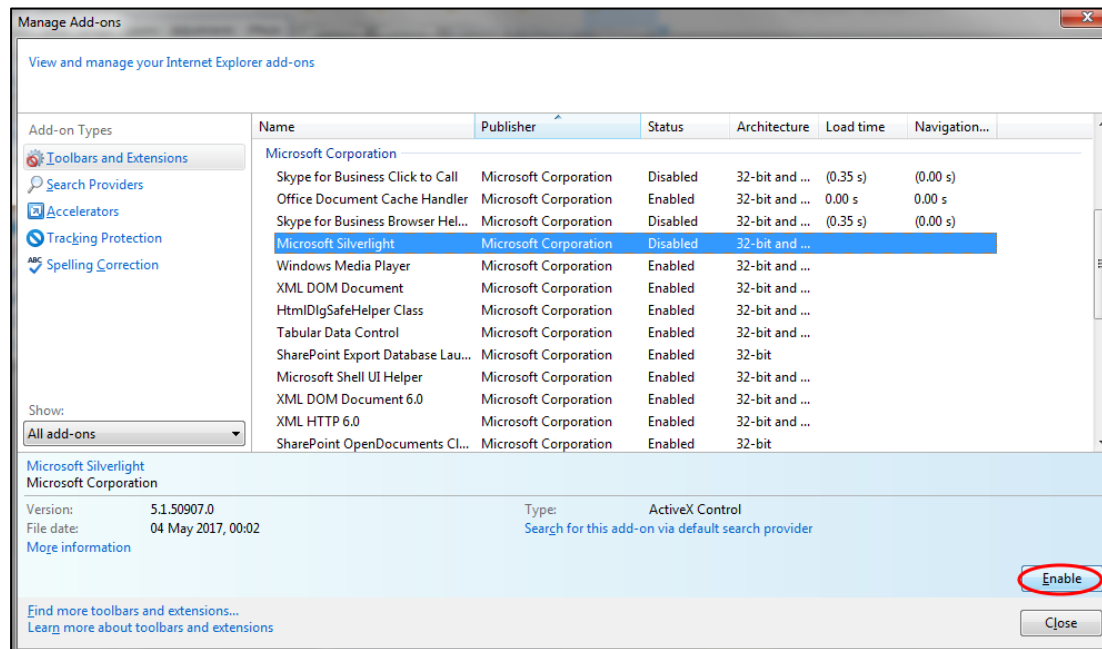
Search for this add-on via default search engine

Find more toolbars and extensions...

Learn more about toolbars and extensions



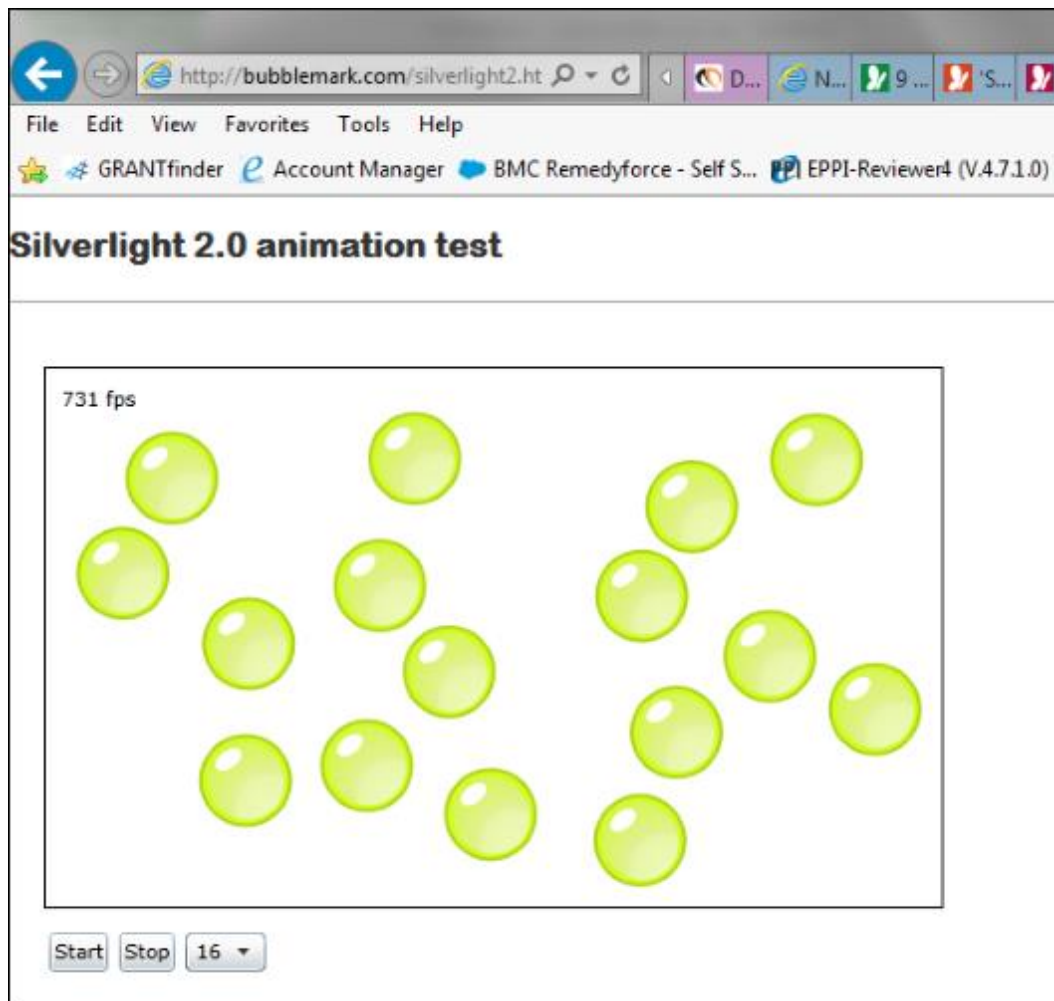
6. Ensure it is enabled by clicking the **Enable** button, then click **Close** to close the options windows



## 5. Testing your Silverlight installation

Once you have Silverlight installed and enabled, you can test it by visiting the following page -:  
<http://bubblemark.com/silverlight2.html>

You should see some bouncing green bubbles moving around the screen, as per the screenshot below.



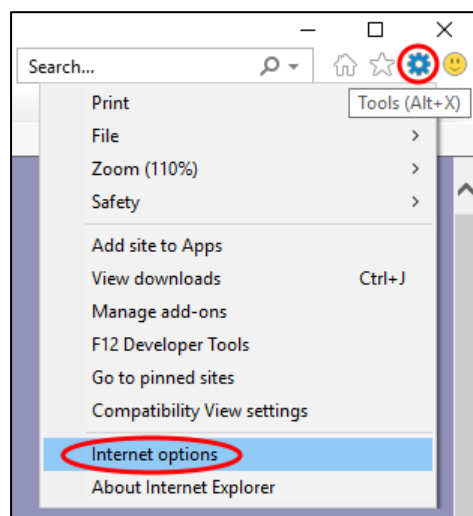
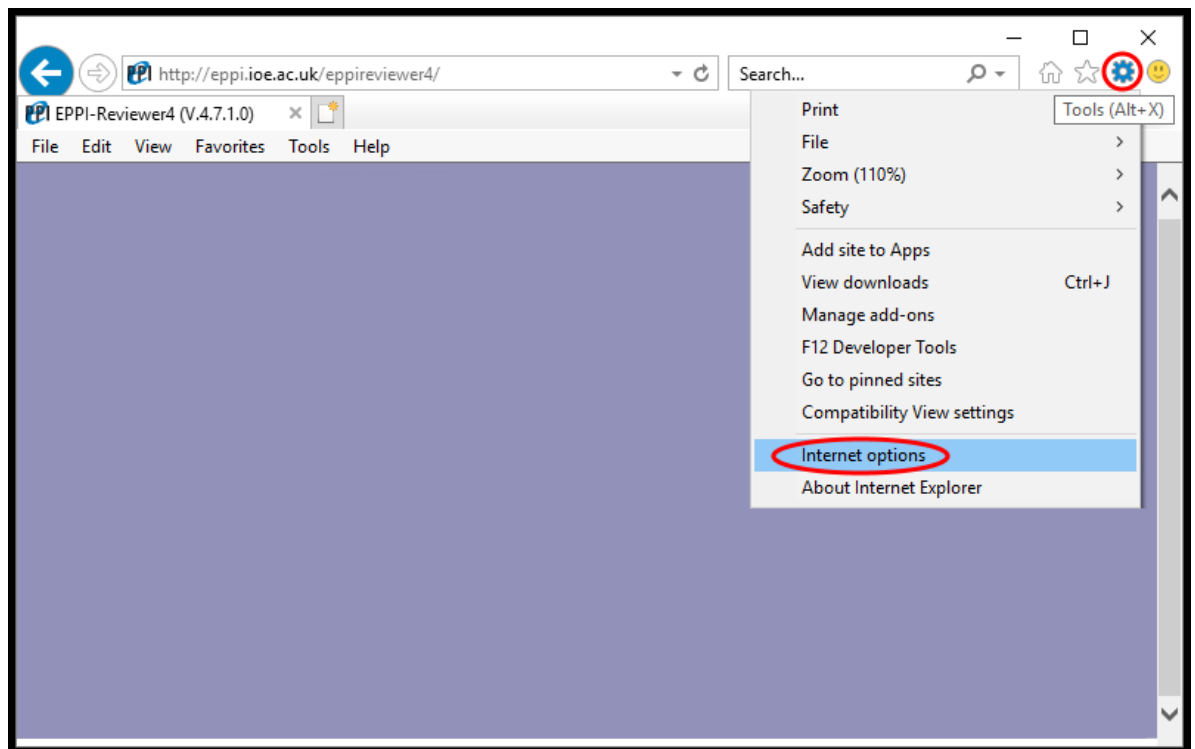
## 6. Other Tips

It is always worth restarting your browser after installing and enabling Silverlight, or if you are experiencing problems with EPPI Reviewer.

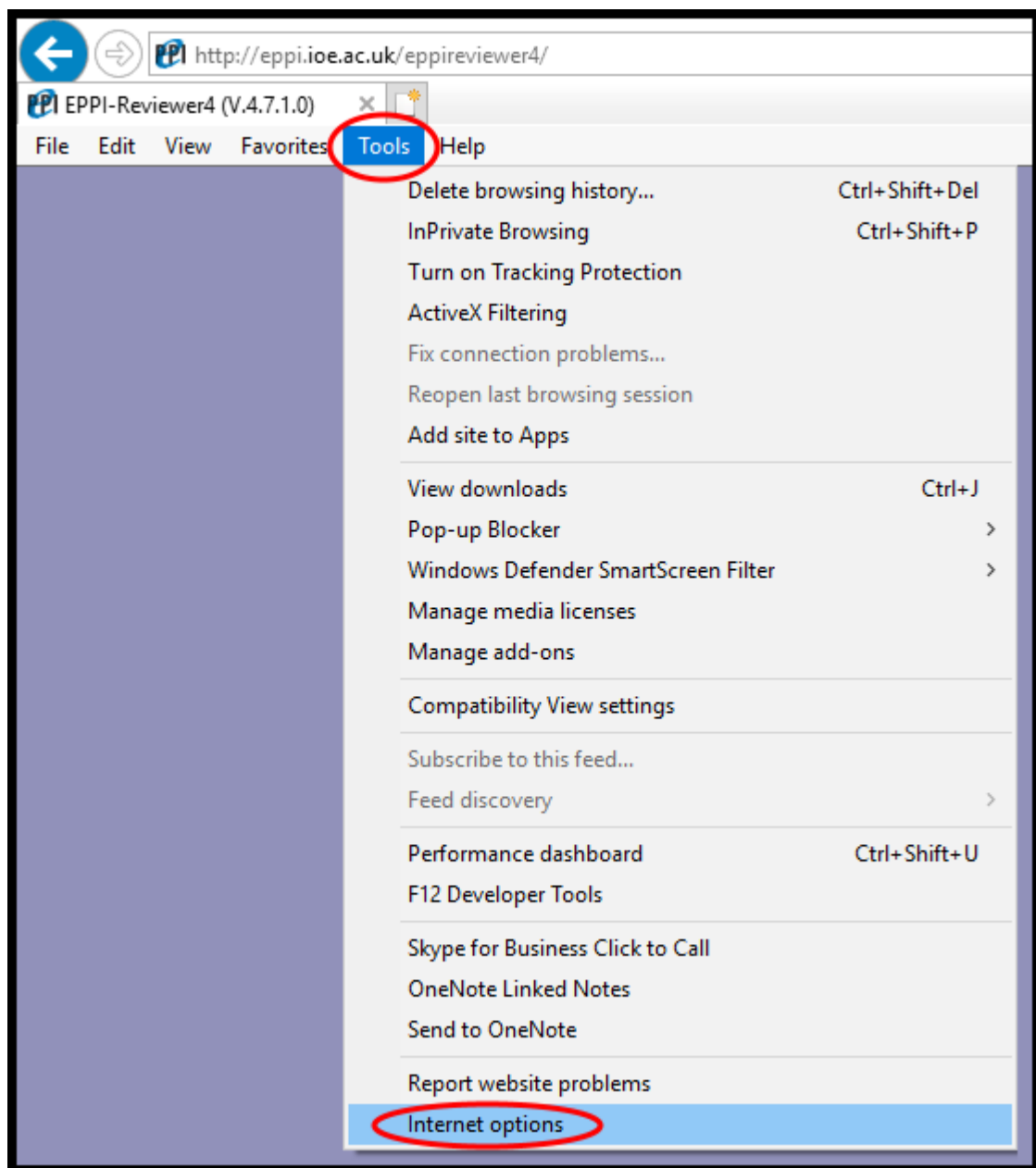
You can also try clearing the cache, in case of issues with EPPI Reviewer.

If you are using Internet Explorer, follow these steps -:

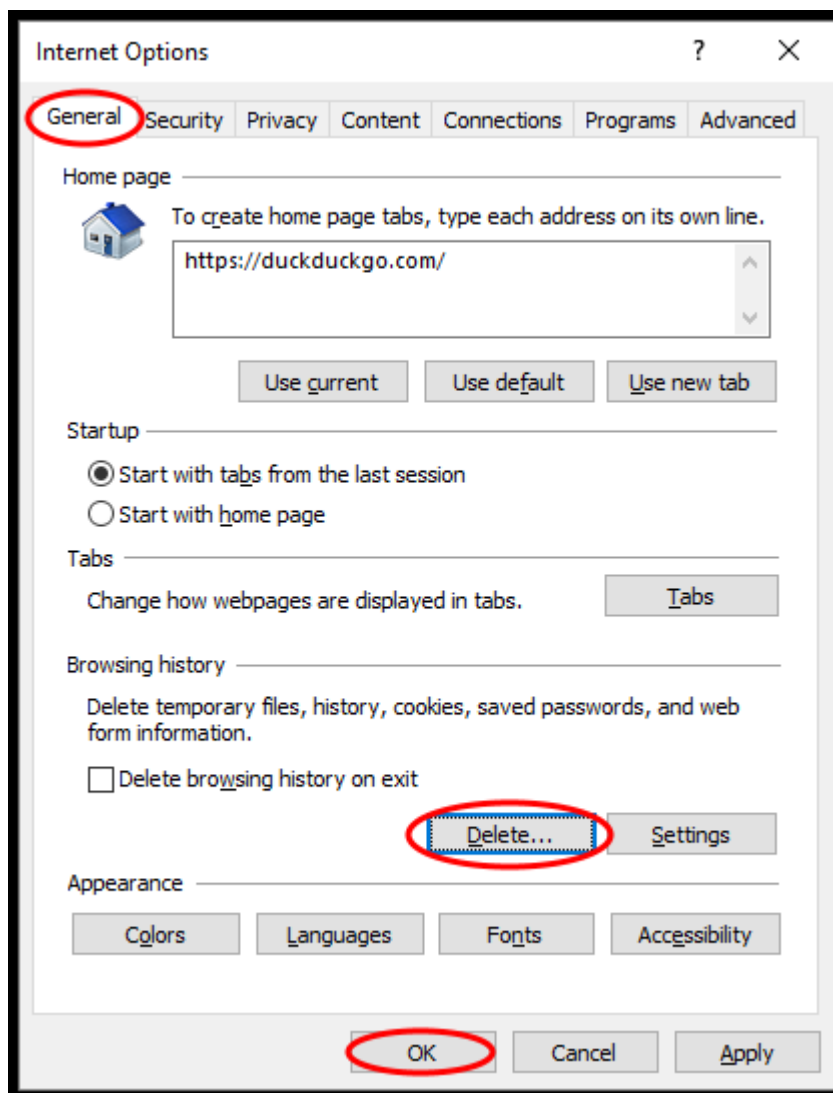
1. Once your browser is open, click the gear icon (**Tools**). Then, select **Internet options**



(Or select Tools from across the top menu bar, then select **Internet options**.)



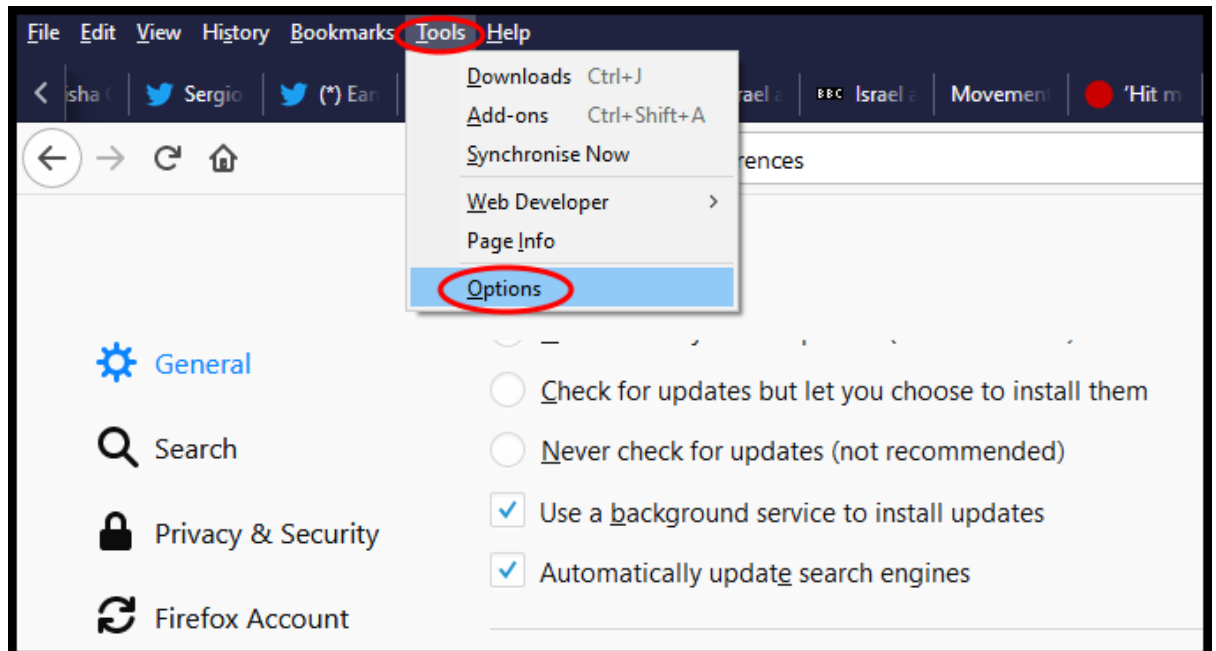
2. Select the **General** tab, and press the Delete button to clear your temporary internet files



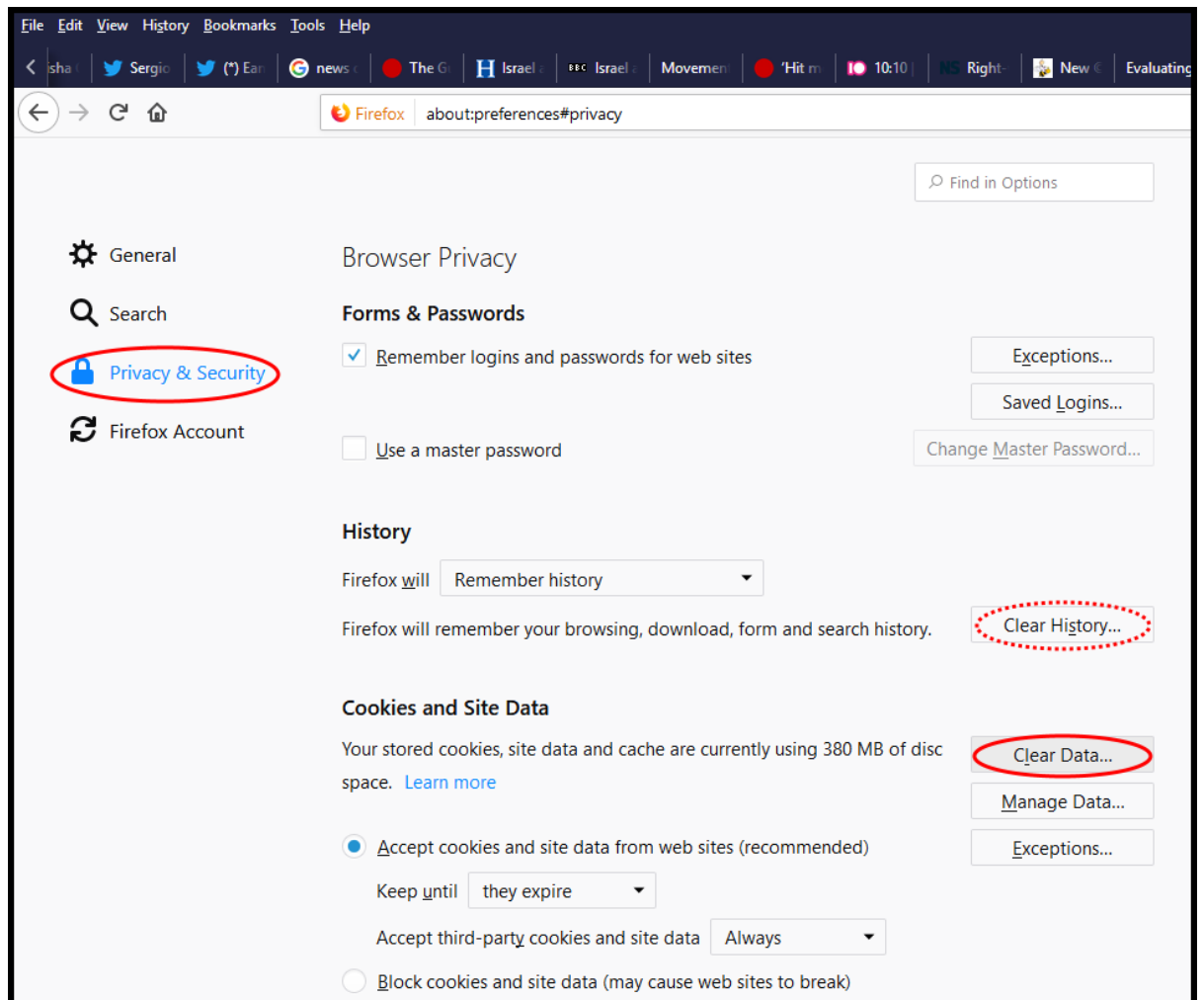
3. Your computer will work for a moment, and then the process will be complete.

If you are using Firefox ESR, follow these steps -:

1. With the browser open, select Tools from the menu bar across the top, or press the Menu icon
2. Select Options (or the gear icon)



3. Select the Privacy & Security option from the menu list down the left-hand side of the screen
4. Click the Clear Data button (within the Cookies and Site Data section). You may wish to Clear History too, if you are still experiencing problems after clearing data



## 7. Further information

Finally, the old trick of turning it off and then on again has actually been known to work. (It does clear the memory of your computer, will properly close any applications that have been quit in unstable ways, etc.)

If you are still having trouble using EPPI Reviewer 4, do please email [EPPISupport@UCL.ac.uk](mailto:EPPISupport@UCL.ac.uk); you may also find our [forum](#) at useful. Finally, we have a full manual available online, together with instructional videos, [here](#).