



ClareVision and ClareVision Plus: Mozilla Firefox Support Ending

Last modified: 03/29/18

Issue

Mozilla Firefox is the recommended web browser for accessing ClareVision and ClareVision Plus cameras. Firefox has discontinued support for their NPAPI plugin, rendering the cameras and NVRs unviewable in the browser.

Note: The NPAPI plugin is only compatible with the 32-bit Mozilla Firefox installation.

Solution

Continue using Firefox by downloading and installing the ESR (extended support release) version.

To download and use the ESR version of Firefox:

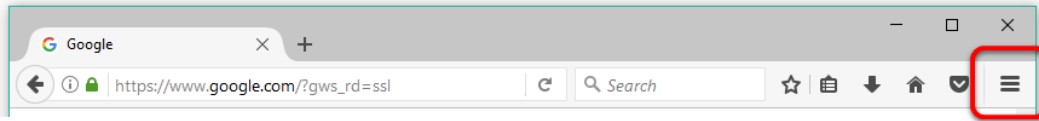
1. Access the computer used to view the cameras/NVRs.
2. Click the Windows link below, depending on the computer type.

<https://download.mozilla.org/?product=firefox-esr-latest-ssl&os=linux&lang=en-US>

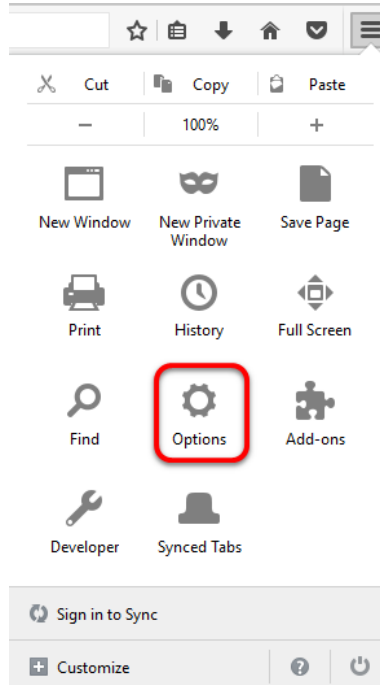
3. Access and run the downloaded Firefox Setup.
4. Complete the Mozilla Firefox Setup Wizard as prompted.
5. Launch Firefox, and then disable auto-updates.

To disable auto-updates:

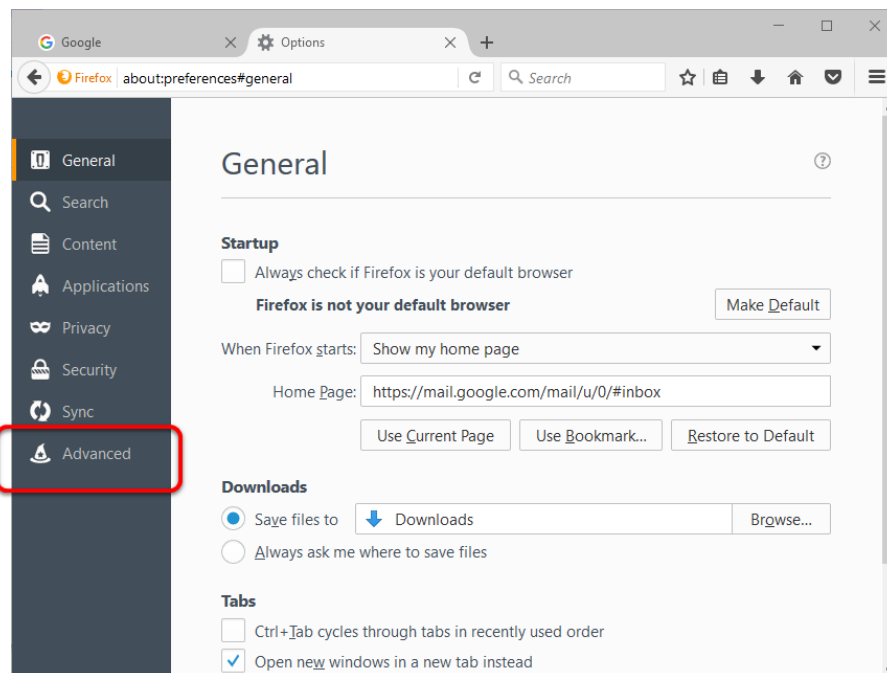
1. Click the **Open Menu** icon .



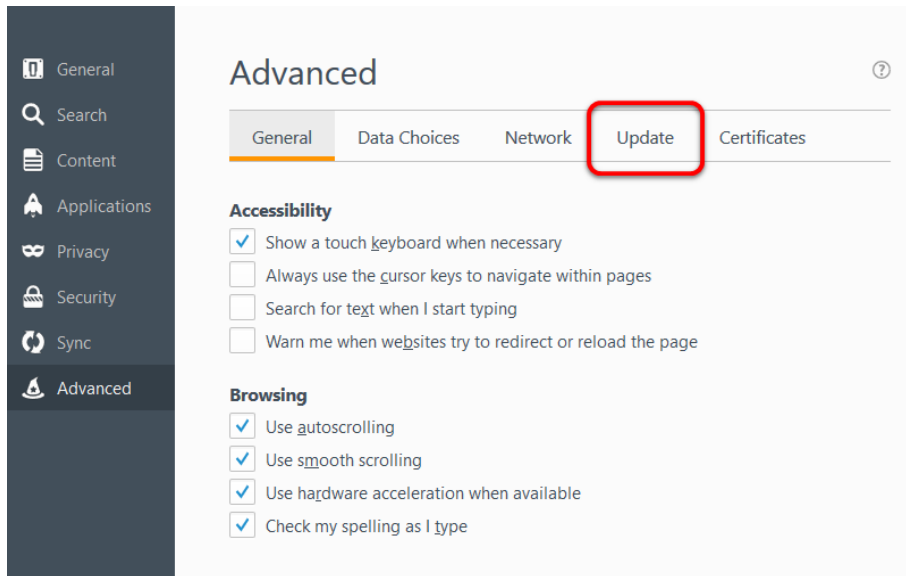
2. Click **Options**.



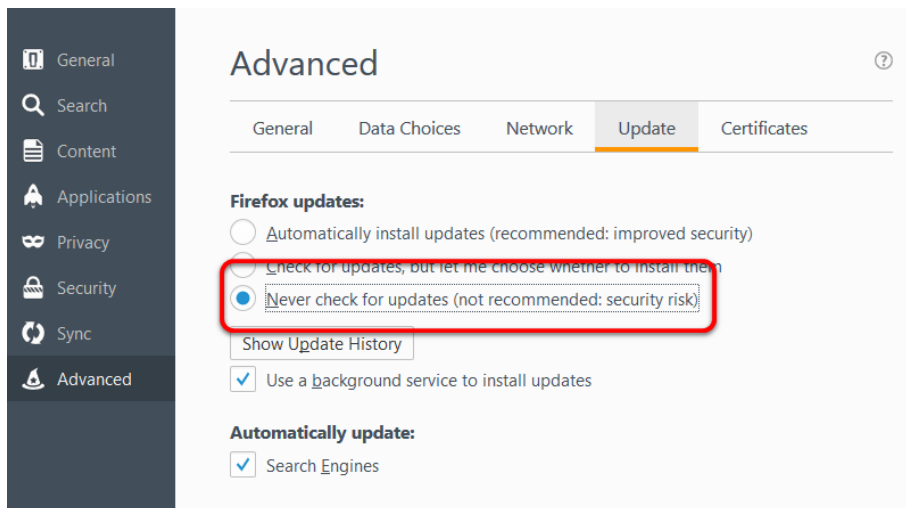
3. Click **Advanced**.



4. Click **Update**.



5. Select **Never check for updates**.



Contact information

Clare Controls, LLC.
7519 Pennsylvania Ave, Suite 104
Sarasota, FL 34243

General: 941.328.3991
Fax: 941.870.9646
www.clarecontrols.com

Integrator/Dealer Support: 941.404.1072
claresupport@clarecontrols.com

Homeowner Support (ClareCare): 941.315.2273 (CARE)
help@clarecontrols.com