



Preparing Your Computer to Use the ASA24® System with Firefox (All Versions Prior to ASA24-2016)

This document contains information about preparing your computer to complete ASA24 food recalls if you are using Mozilla Firefox to browse the internet.

Microsoft® Silverlight™

Microsoft Silverlight™ is a free program called a plug-in. Plug-ins allow you to experience a website's full set of features, such as animation. You may already be familiar with a similar plug-in called Flash from Adobe. Flash has been around for much longer and most computers already have it installed. Silverlight is newer, but you may not have yet had a chance to install it on your computer.

Silverlight version 4.0 or higher is needed to complete food recalls using the ASA24 system. If you do not already have it installed on your computer, you will need to install it before you will be able to log in to the ASA24 system. You will only need to install Silverlight once in the browser you will be using. But if you use a different browser (e.g., Internet Explorer or Safari) the next time you use the ASA24 system on your computer or use a different computer to complete ASA24 food recalls, you may have to install it again. It takes less than one minute to install Silverlight.

Note regarding Apple computers, iPhones, and iPads: Silverlight will run on Intel-based Macintosh computers (also known as Macs) but **not** on older Mac PowerPCs. Intel-based Macs have been around for over five years so if you have a Mac, chances are it is an Intel-based Mac. ASA24 food recalls cannot be completed on Apple's iPhones or iPads because they do not support Silverlight.

Please note: the ASA24 system displays a lot of information at once so it is best viewed on a monitor that supports a minimum resolution of 1024x768 or greater. Early versions were designed to be completed on a monitor size of at least 10", though greater than 13" is recommended. While the ASA24 system will proportionally scale to lower resolutions, you may find it difficult to use.

Known Issues When Using MacOS and Firefox to Run Silverlight Applications Like the ASA24 System

Some users of Firefox version 17.0 or later who have downloaded Silverlight using a Mac find that they are prompted repeatedly to download. This is because Firefox does not automatically enable the plug-in to make Silverlight available. Users must manually enable the plug-in by going to Firefox settings, selecting "Manage add-ons", and pressing the "Enable" button next to Silverlight.

How Do I Know If I have Silverlight Installed?

There are a few ways you can check to find out if the plug-in is enabled in your browser. The easiest way is to let the ASA24 system check for you.

When you are notified to complete ASA24 food recalls, [log in](#) using the username and password assigned to you. Click **Begin ASA24** (Figure 1) to get started.

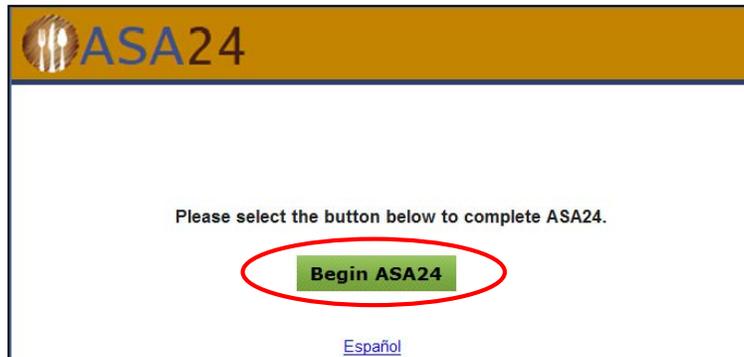


Figure 1

If you have the Silverlight plug-in installed, the ASA24 system will launch. If you do not have the Silverlight plug-in installed, you will see the message displayed below in Figure 2.



Figure 2

Step 1: To install Silverlight, click or select the **Install Now** button shown in Figure 2.

Step 2: Next you will be prompted to begin the installation. In Firefox, you will see a prompt similar to the one shown in Figure 3. Select the **Save File** button shown in Figure 3.

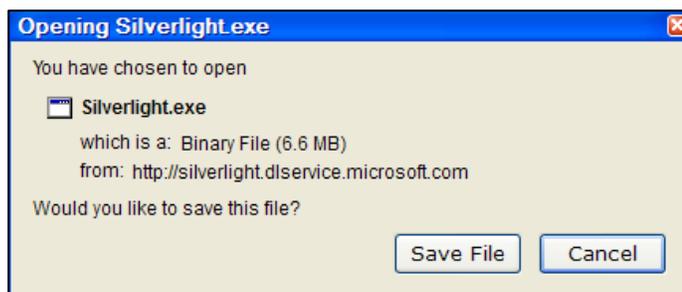


Figure 3

Step 3: Save the file by completing the dialog box shown in Figure 4.

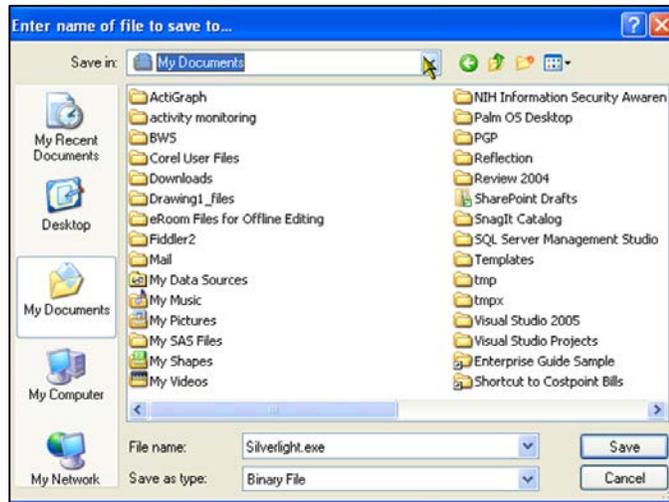


Figure 4

In the above example, the file **Silverlight.exe** will be saved to the **My Documents** folder.

Step 4: Double click on the **Silverlight.exe** to start the installation (Figure 5).

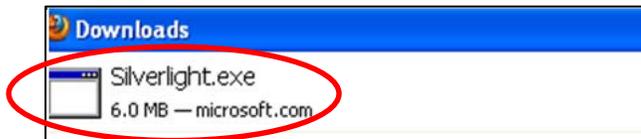
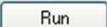


Figure 5

Step 5: Depending upon your computer's security settings, you may be further prompted to verify the installation. You may see something similar to the box shown in Figure 6.



Figure 6

Select the  button shown in Figure 6.

Step 6: The message below will appear (Figure 7).



Figure 7

Select the button in Figure 7 to begin the installation. You will see the message displayed in Figure 8.



Figure 8

Step 7: Once installation has been completed, you will see a confirmation that the installation has been successful (Figure 9). Select the button to return to the ASA24 system.



Figure 9

Step 8: You can now return to your browser and select the **Begin ASA24** button (Figure 1) to start completing ASA24 food recalls.