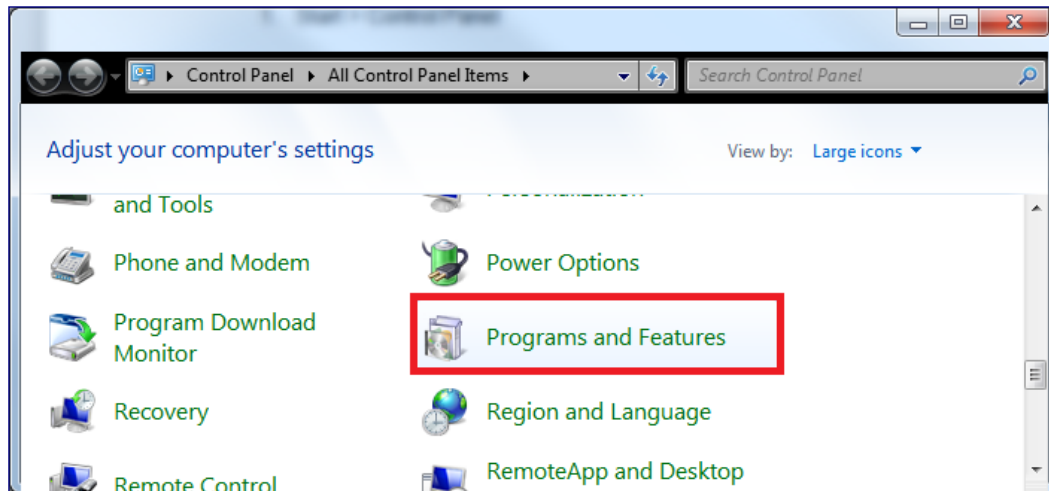# Velocity@ocbc | Guide for Windows users to downgrade Firefox
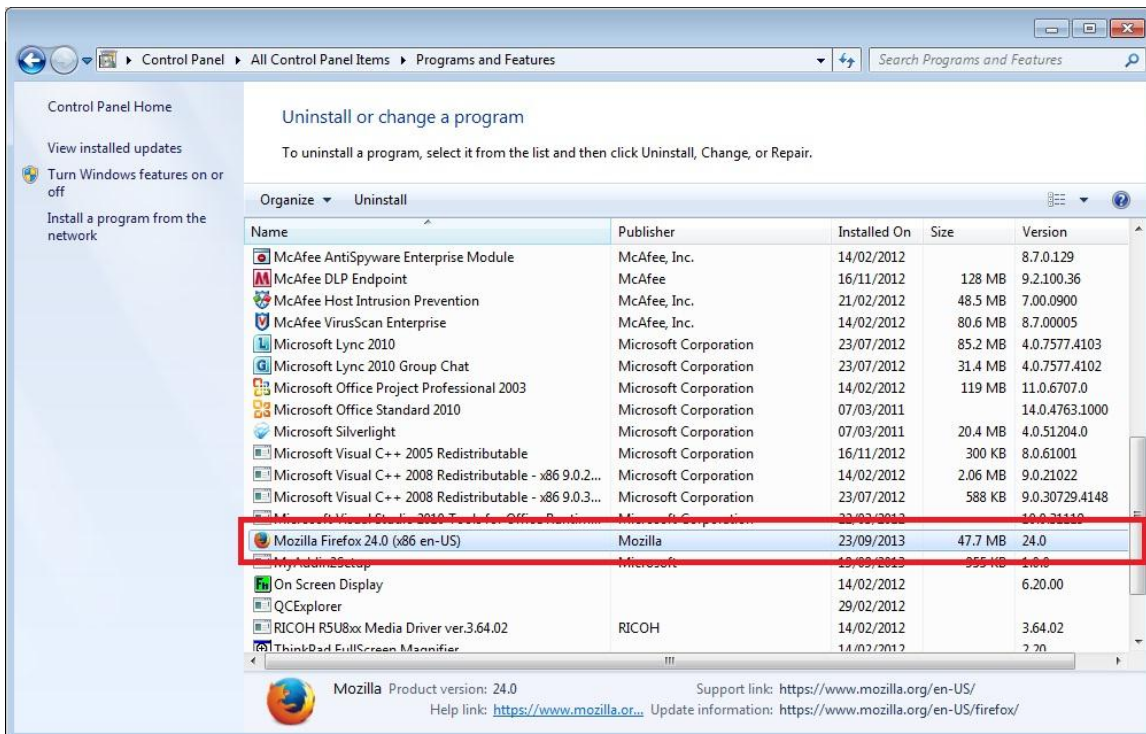
Downgrade Firefox in Windows

Note: Before starting the installation, please ensure that all Firefox windows are closed.

1. Start > Control Panel
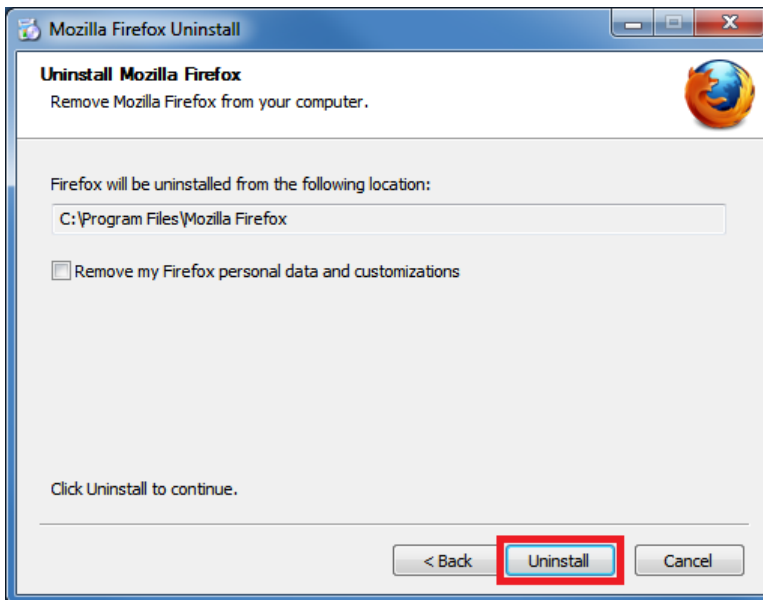
2. Double click on **Programs and Features**

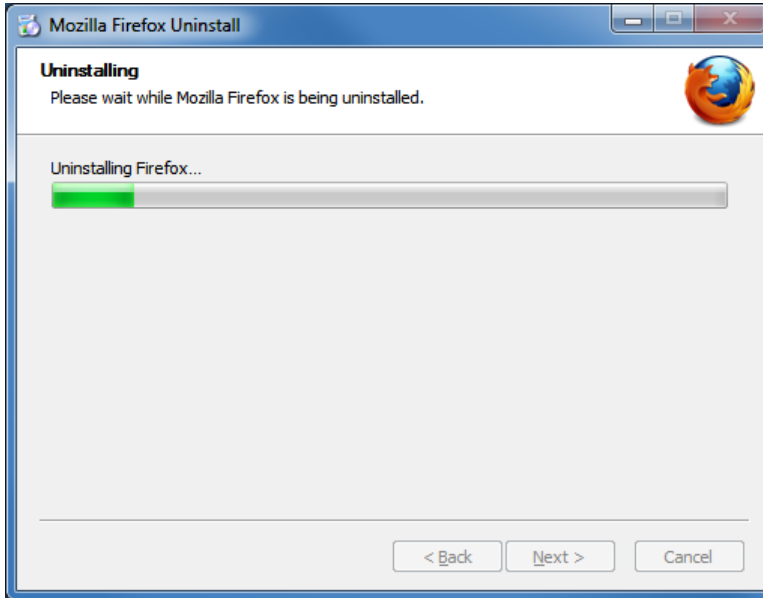3. Double click on **Mozilla Firefox 24.0 (same steps for versions 21/22/23)**
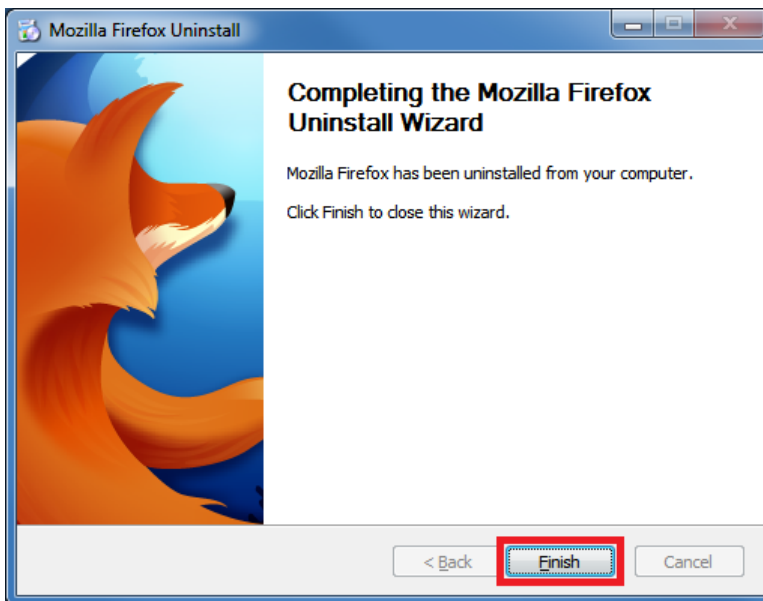
4. Click on **Next >**

Mozilla Firefox Uninstall

Welcome to the Mozilla Firefox Uninstall Wizard

This wizard will guide you through the uninstallation of Mozilla Firefox.

Before starting the uninstallation, make sure Mozilla Firefox is not running.

Click Next to continue.

Next >   Cancel

5. Click on **Uninstall**

Mozilla Firefox Uninstall

Uninstall Mozilla Firefox
Remove Mozilla Firefox from your computer.

Firefox will be uninstalled from the following location:

C:\Program Files\Mozilla Firefox

☐ Remove my Firefox personal data and customizations

Click Uninstall to continue.

< Back   Uninstall   Cancel

6. Wait for the uninstallation to complete

7. Click **Finish**

8. Launch the following URL using Internet Explorer or other browsers:

http://ftp.mozilla.org/pub/mozilla.org/firefox/releases/20.0.1/win32/en-US/
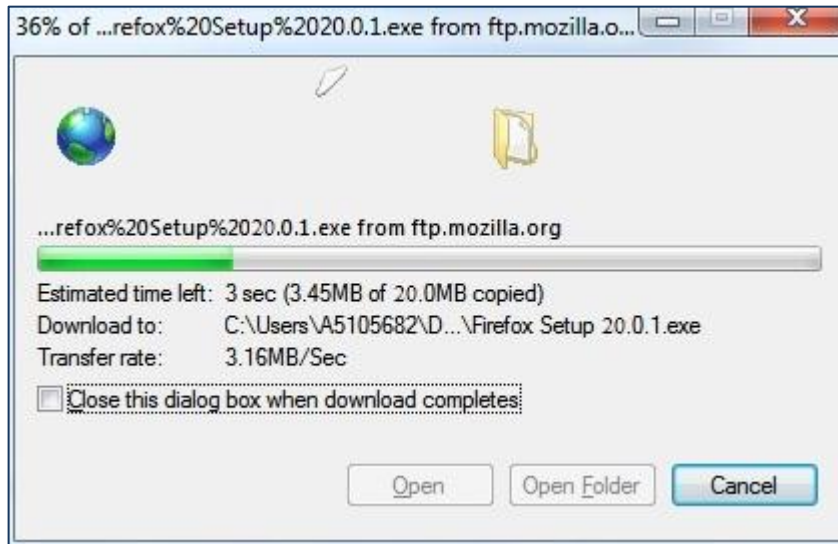
9. Click on "**Firefox Setup 20.0.1.exe**"
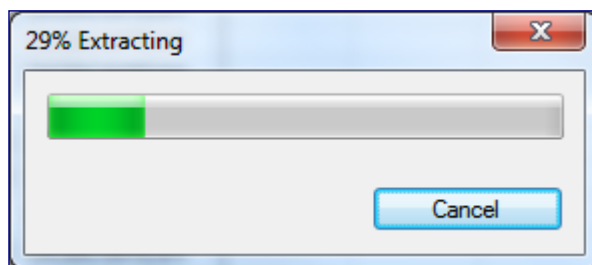

10. Click on **Run**
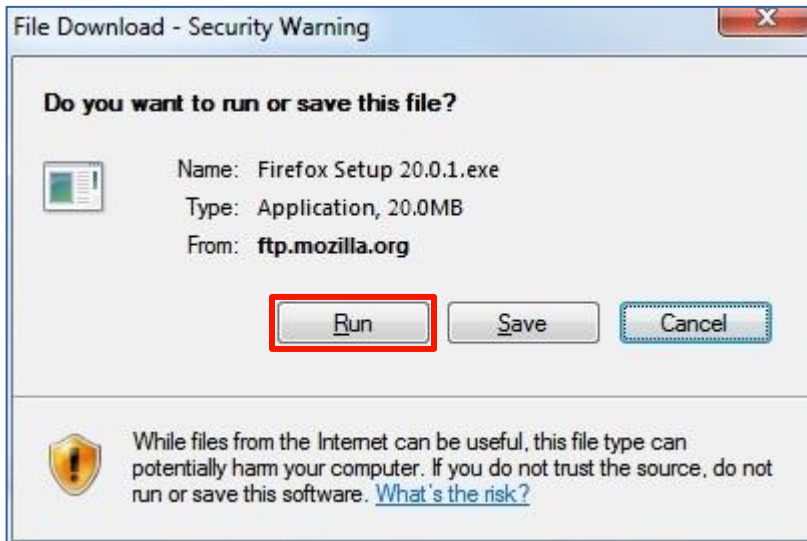
11. Wait for the download to complete
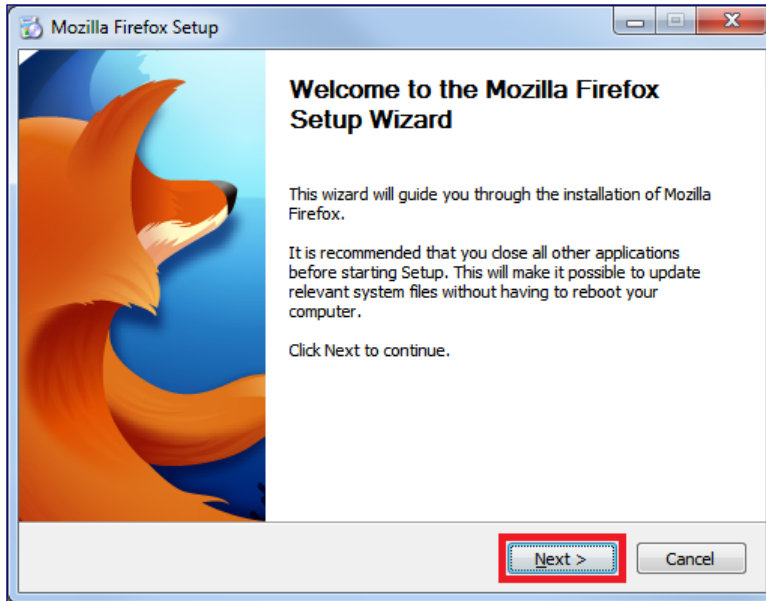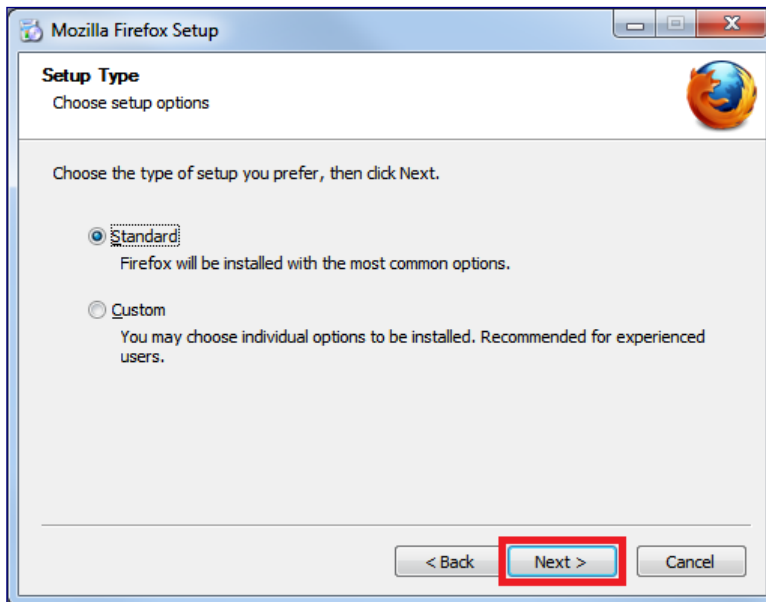

12. Click on **Run**

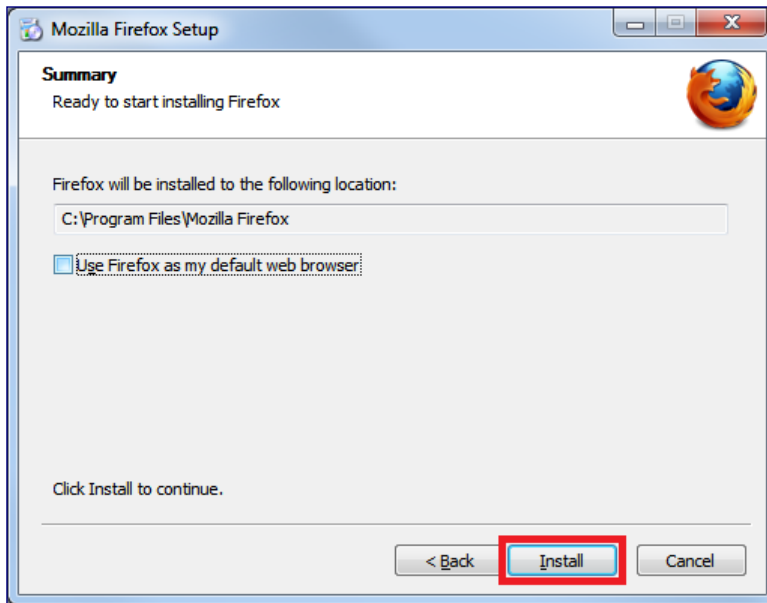13. Wait for the extraction to be completed

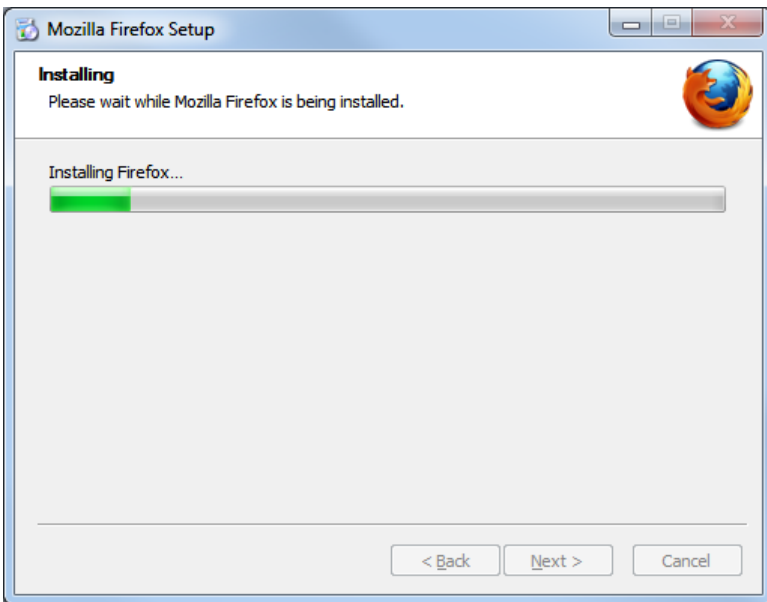14. Click on **Next >**

15. Select Standard and Click on Next >
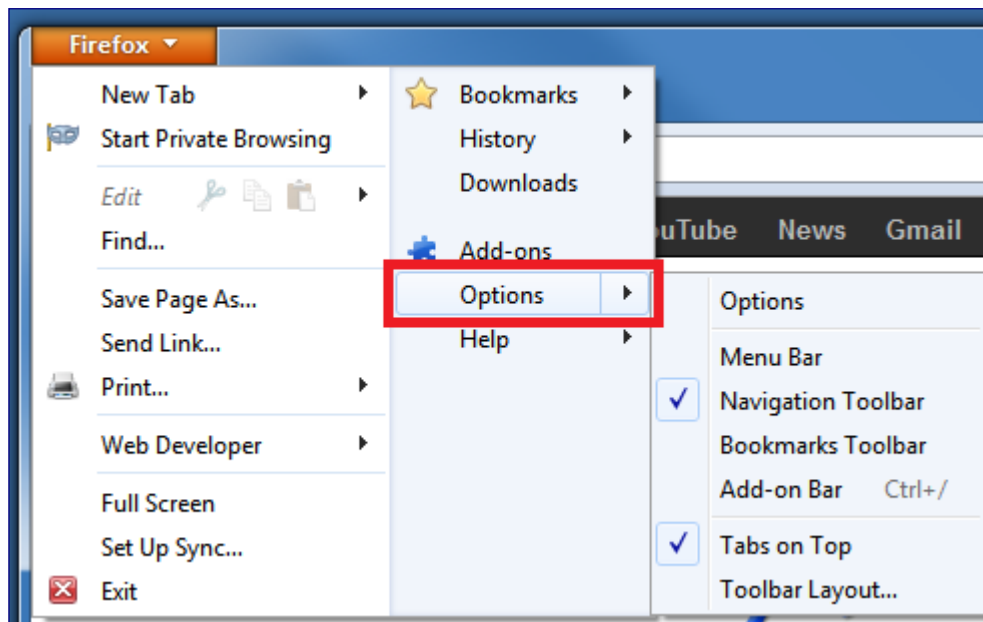
16. Click on **Install**

17. Wait for the installation to be completed
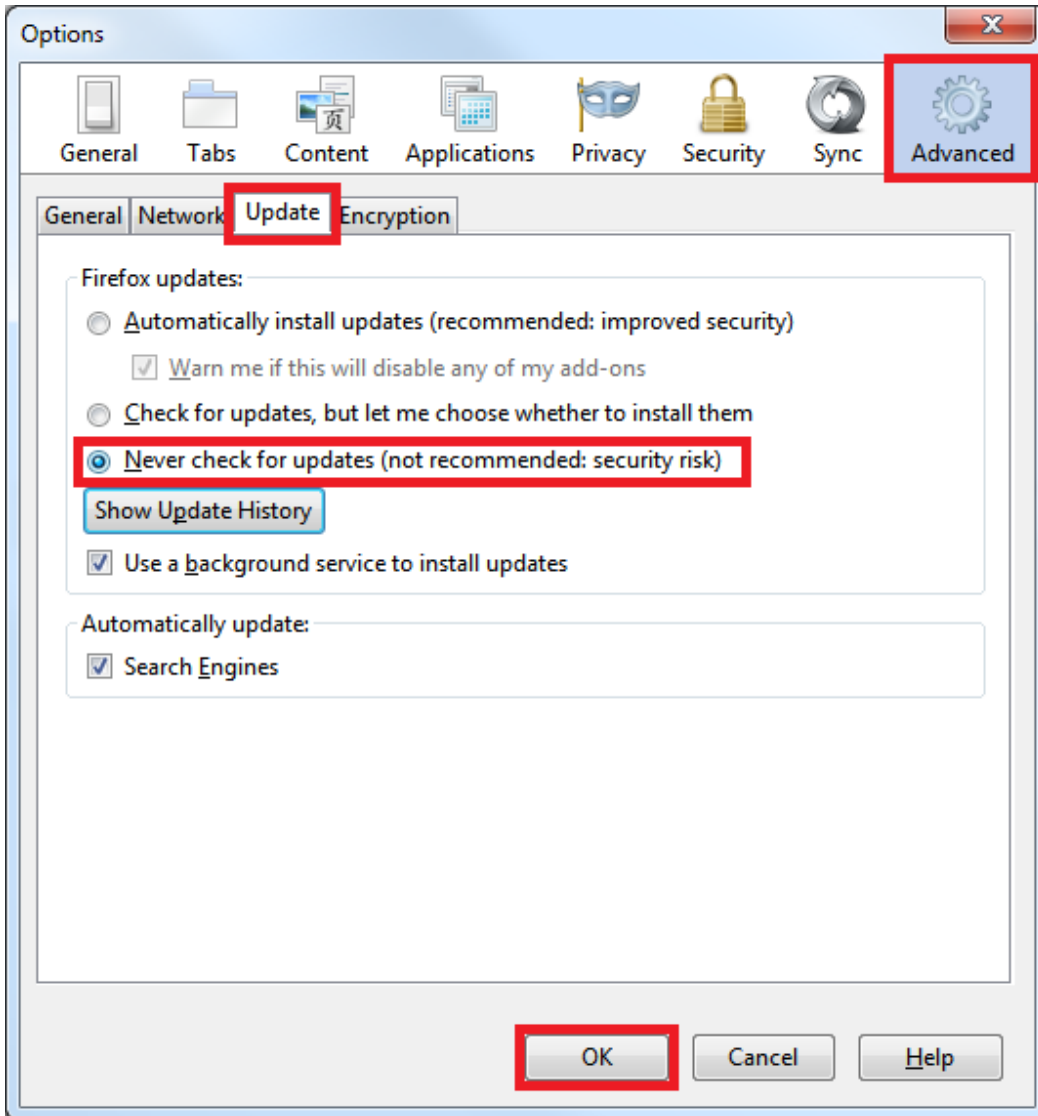
18. Click on **Finish**

19. Once Firefox 20 is launched, click on **Firefox** (on the top left) > **Options**
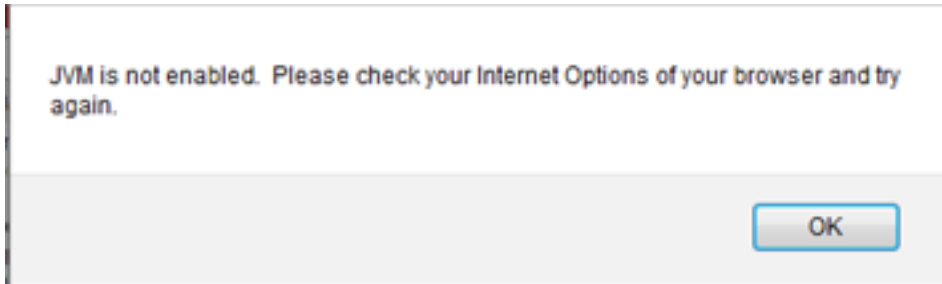
20. Go to **Advanced** > **Update**

21. Select "**Never check for updates**" then click on **OK**

Note: Do not be alarmed by the "not recommended: security risk" option, you can always update your Firefox browser as and when you want via the Firefox website.

22. Launch https://bbmy.ocbc.com, if you are hitting below error, please refer to **step 23 and Step 24**. Else downgrade Firefox is completed.

23. Click on **Firefox** (on the top left) > **Add-Ons**
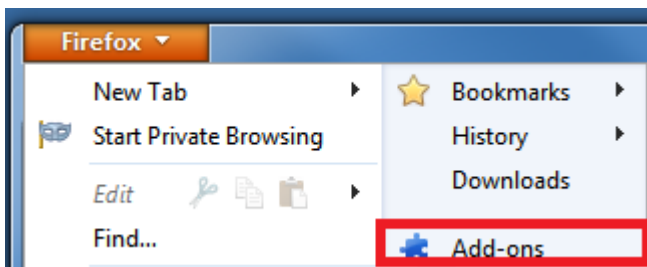
24. Click on **Plugins** and click on **Enable** button to enable the JVM marked in "Red"