

TOPAZ TECHNOLOGIES

Technical Bulletin 002.2

Silverlight Support for Chrome

Client Services

9/9/2015

Silverlight Support for Chrome

Introduction

With the release of version 45, Chrome has discontinued support for Silverlight for version 45 and all subsequent versions. Because TOPAZ Elements and Enterprise currently rely on Silverlight, only version 44 and earlier versions are supported by TOPAZ in accordance with the instructions in this technical bulletin.

For clients using Chrome, TOPAZ recommends as a best business practice to migrate to Firefox, Internet Explorer version 11 and prior, or Safari. TOPAZ Enterprise and Elements do not support Microsoft Edge.

If you have any questions, or require assistance, please contact TOPAZ Client Services.

Chrome Repair Instructions

Chrome has two options for continued use of Silverlight plugin, for Chrome 44 and prior versions.

- Set Browser Flags – Chrome is equipped with flags that enable and disable plugins to accommodate appropriate security policy.
- Policy Management – Using a policy template you can enable and disable plugins also to accommodate appropriate security policy.

Setting Browser Flags

Use the following procedure to enable Silverlight in your Chrome browser:

1. Type `chrome://flags` in the browser address bar and hit enter.
2. Search for **chrome://flags/#enable-npapi**
3. Click the link to enable the plugin.
4. Restart your browser.

Silverlight Support for Chrome

Managing Policy

Use the following procedure to set policy for Silverlight use in Chrome version 44 and prior:

1. Install a policy template:
 - a. Navigate to Chrome Policy Templates:
<https://www.chromium.org/administrators/policy-templates>
 - b. Follow the instructions for your operating system (Windows or Mac)
2. Find **Specify a list of enabled plugins** in the root listing of the newly installed policy template.
3. Double-click on the entry to open up its configuration.
4. Set it to **enabled**.
5. Click on **Show** next to **list of enabled plugins**.
6. To enable all, add the value ***** to the first field and click **ok**. The asterisk (*****) is a wildcard that indicates that all plugins should be enabled.

It is possible that Chrome, like other browsers, might not support other plugins you might need. For that reason, Elements supports all major browsers, as indicated in the administrative documentation that accompanied your Elements installation. If Chrome is no longer meeting your business needs, consult with your administrator.