**Silverlight and Mac**

Silverlight 5 is compatible with Safari 4+ in Macintosh OS 10.5.7+(Intel-based). You can get more details from here: **Compatible Operating Systems and Browsers (**[**http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx**](https://urldefense.proofpoint.com/v1/url?u=http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=d6fcb1bf75eb27be8b02bef221eabbf111093606be40aac197c72cd7364b5211) **)**

Please make sure Silverlight is compatible with your operating system.

In addition, there is an available method about fixing Silverlight in Safari or Firefox on a Mac and you may do is as the following steps:

According to Microsoft, the **minimum** requirements for a Mac to run Silverlight **4**+ are Intel-based 1.83 GHz (or higher) processor, running Apple's OS X Tiger (version 10.4.11+ or later) operating system with at least 512-MB of RAM, and a current version of the **Safari or Firefox** browser (click "[Download Microsoft Silverlight](https://urldefense.proofpoint.com/v1/url?u=http://www.microsoft.com/getSilverlight/&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=661994c7ecb89697526f8442eecec2f6e498e77ac3425cf6802cfabb07e67ba6)" or in the [Related Articles](https://urldefense.proofpoint.com/v1/url?u=http://www.ctimls.com/Support/KB/Error%2520Fixes/Fix_Silverlight_issues.htm%23related%2520articles&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=15a19d96e26f3e0e635c2e77c0ffc0da9b295662c4a5cbf7d21d168f717e651e) at the end of this web page).  Silverlight 5+ requires OS X Leopard 10.5.7+ or later.

If your Mac is running "***Mavericks***" OS X 10.**9**, follow the steps to use [Safari **7** Plug-in Manager (above)](https://urldefense.proofpoint.com/v1/url?u=http://www.ctimls.com/Support/KB/Error%2520Fixes/Fix_Silverlight_issues.htm%23Safari_7_Plug-in_Manager&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=88f91cf2e6d0a1611370bdeb8be5557e99480d5caa4bb01acc91d53180aaaa0e) to allow the **Silverlight** plug-in to run in unrestricted mode.

Otherwise, to try fixing Silverlight problems in **Safari yourself**, progressively implement each of the following steps until the problem is resolved.

1.    Open Safari's Menu ( setting ) and select **Preferences** > **Security** > Web Content:

·         verify "**Enable plug-ins**" is checked

·         verify "**Enable Java**  is checked

·         verify "**Enable JavaScript**" is checked

·        If one of these preferences was not already enabled, try to log into the application again.

* 1. Under Safari's **Edit** menu (the **gear icon** if Menu is hidden), **un**-check "Block Pop-Up Windows" and disable any other pop-up blockers or add-on filters. Try to log into the application again. If the initial installation was corrupted, you may need to [uninstall](https://urldefense.proofpoint.com/v1/url?u=http://www.ctimls.com/Support/KB/Error%2520Fixes/Fix_Silverlight_issues.htm%23Uninstall%2520Silverlight%2520on%2520Apple%26nbsp%3BMac&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=40a58b0571e311539beb2c1e3682e3421a625bb51770c4c1c63d45cb6cf3a238) and re-install Silverlight with these filters disabled.
  2. If the Silverlight error persists, [**un**install](https://urldefense.proofpoint.com/v1/url?u=http://www.ctimls.com/Support/KB/Error%2520Fixes/Fix_Silverlight_issues.htm%23Uninstall%2520Silverlight%2520on%2520Apple%26nbsp%3BMac&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=40a58b0571e311539beb2c1e3682e3421a625bb51770c4c1c63d45cb6cf3a238)Silverlight:

·         Close all browser screens

·         Browse to the **hard drive** where Silverlight is installed

·         Select/Open **Library** > select/open **Internet Plug-ins**

·          Click on Silverlight  plug-in and drag to **Trash**

·         If displayed, also click on "**WPFe.plugin**" and drag to **Trash**

·         ***Empty Trash***!  (You may need to restart your computer to ensure all file components are removed.)

·         Note: if you encounter difficulty uninstalling Silverlight, you might try using FreeMacSoft's AppCleaner  (see [Download Free AppCleaner for Mac](https://urldefense.proofpoint.com/v1/url?u=http://www.freemacsoft.net/appcleaner/&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=b5d0cd48b9949f60ae146c24eaa4b179f5734709eb6ddd66d75a367112d0b094)).

* 1. Re-install Silverlight (see "[Install Silverlight in Mac](https://urldefense.proofpoint.com/v1/url?u=http://www.ctimls.com/Support/KB/Error%2520Fixes/Fix_Silverlight_issues.htm%23Install%2520SL%2520in%2520Mac&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=9a5255f24f4f7d3b7c7cce5fc33cfb2a7a0a4070a59d1a6218f4f2c456545ee4)" above). Then try to log into the application again.
  2. If Safari on your computer still will not support the Silverlight plug-in, download and install a current version of [Mozilla **Firefox**](https://urldefense.proofpoint.com/v1/url?u=http://www.ctimls.com/Support/KB/Error%2520Fixes/Fix_Silverlight_issues.htm%23Install%2520SL%2520in%2520Firefox&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=38384ed3a28fe373e2a26da5fe6a92e8870b8349e84fdbaef2e4e7718867feac).
  3. If **Firefox** or its extensions do not function properly, follow the steps described in the MozillaZine article "[**Standard Diagnositic - Firefox**](https://urldefense.proofpoint.com/v1/url?u=http://kb.mozillazine.org/Standard_diagnostic_-_Firefox&k=7DHVT22D9IhC0F3WohFMBA%3D%3D%0A&r=9%2F3j3MZgsYZg3oj9MKMDuVoH%2FNm%2Fmg4WLmG6GJY2jxU%3D%0A&m=4%2FAywYqBQnEMP4VsjW5HnuN5w9KYTX6vxu7mbxzXzRQ%3D%0A&s=8aab6085d7dd816db3770f2ea3474d39b73badddabe1421e754ba24a5fe66cc8)".