

MOZILLA® FIREFOX® BROWSER COMPATIBILITY UPDATE

Medtronic

QUESTIONS & ANSWERS

Q1. What is a Java plugin (also known as Java applet)?

Java is a programming language used for the web. An applet is a small, internet-based program written in this Java language. A plug-in is a part within the Java programming language that allows for specific actions to be carried out within your web browser.

Q2. Why does the CareLink® Personal software need to use Java?

The CareLink Personal software uses Java to upload or collect data from your Medtronic supported medical device (e.g., insulin pump) to your computer. Java is used to communicate with your device and transfer data to a secure Medtronic datacenter where it is processed and made available to be viewed in your CareLink Personal reports.

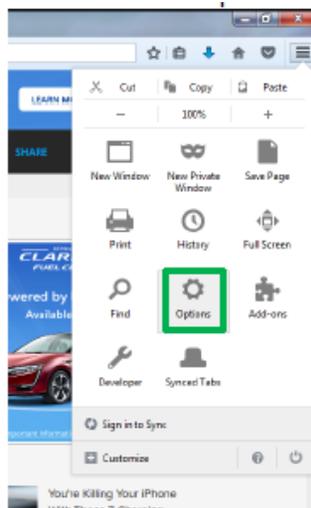
Q3. How do I disable automatic updates for Mozilla Firefox internet browser?

Follow these steps to disable automatic updates for your Firefox browser.

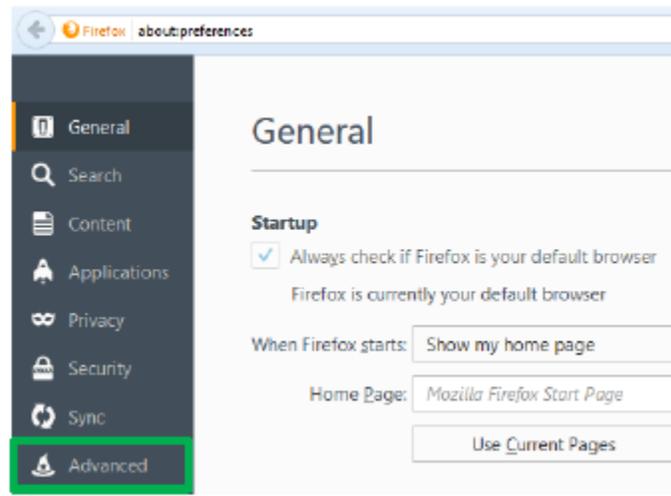
1. Select the "Menu" button in the upper-right corner of your browser



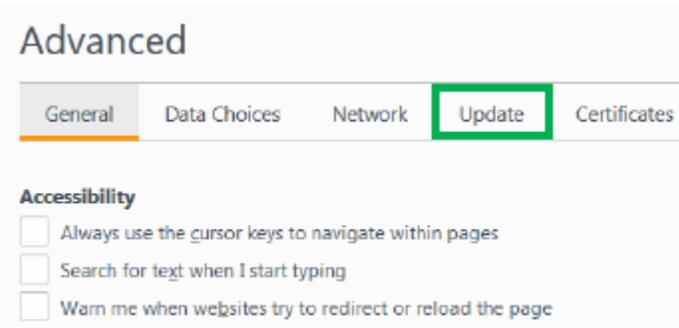
2. Select "Options"



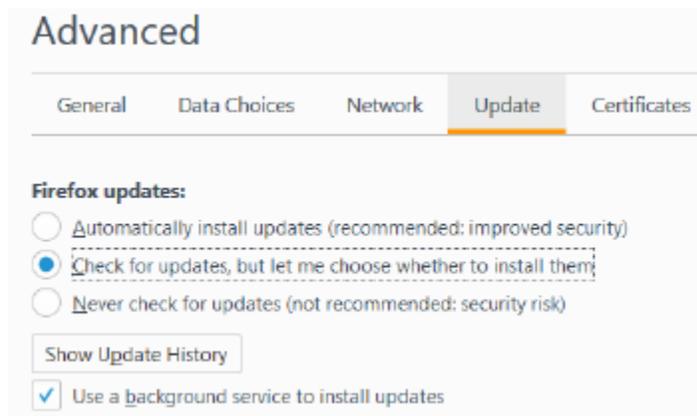
3. Select "Advanced" on the left panel



4. Select the "Update" tab



5. Select the second option under "Firefox updates" – *Check for updates, but let me choose whether to install them*



Q4. What do I do if my Firefox browser has already been updated to the latest release that does not support Java?

In order to continue using the CareLink Personal software for uploading Medtronic device data (e.g., insulin pumps), it is advised that you use Internet Explorer® (Windows) or Safari® (macOS) browsers. We will continue to work on solutions within CareLink and notify you when it becomes fully compatible with the latest Firefox version.

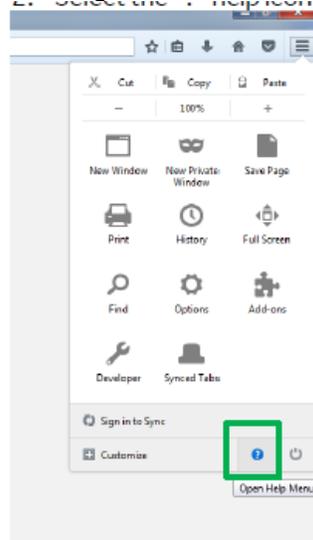
Q5. How do I check to see which version of Firefox I am currently using?

Follow the simple steps below to check the current version of Firefox on your system.

1. Select the "Menu" button in the upper-right corner



2. Select the "?" help icon in the lower-right corner



3. Select "About Firefox"; the current version number will appear in the pop-up window below the Firefox name



Q6. If my browser already updated automatically, can I downgrade to an earlier version?

Downgrading to a previous version is not recommended. Instead, we suggest using Internet Explorer® (Windows) or Safari® (macOS) as alternative browsers when you desire to interact with the CareLink Personal software. If you do wish to downgrade to a previous version of Firefox, you will need to follow the steps above explaining how to *disable automatic updates* to prevent the system from automatically updating your browser soon after the downgrade.

Q7. When will the CareLink Personal software be updated to be compatible with the latest version of Firefox?

We can assure you that our teams are actively working on solutions for browser compatibility issues such as this one. We do not have an exact timetable as to when it will be corrected but we will certainly notify you once we have further information.

Q8. Does Firefox have another browser that supports Java?

Firefox announced that it will drop support for all plugins, except Flash, in March 2017. The next major Firefox ESR (Extended Support Release), also scheduled for March, will continue to support some plugins for those users who need more time for their transition. Firefox ESR versions 52 and 45 (32-bit for Windows or for macOS) will support plugins throughout its lifecycle. The regular Firefox version 52 (non-ESR) will not include support for Java plugins. Instructions for where to download Mozilla Firefox ESR can be found at <https://www.mozilla.org/en-US/firefox/organizations/faq/>

Q9. The ESR Overview states that it is for use by “organizations including schools, universities, businesses and others who need extended support for mass deployments.” I am an individual user. Will the Mozilla Firefox ESR work for me?

Mozilla Firefox ESR versions 52 and 45 (32-bit for Windows or for macOS) have been tested by Medtronic and are compatible with the CareLink Personal software. It can be used as a temporary solution until Mozilla ends all support for Java on their platforms.

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