



E-FORMS - PASS THRU TROUBLESHOOTING TIPS

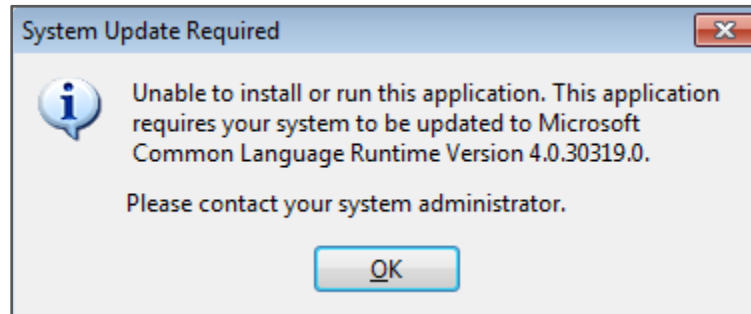
[Instructions for System Update Requirement](#)

[Instructions for Google Chrome](#)

[Instructions for Firefox](#)

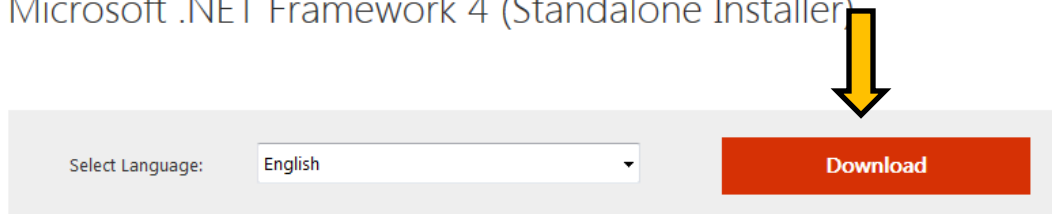
SYSTEM UPDATE REQUIREMENT

If you get the *System Update Required* message when trying to install or run e-Form RS, your machine has a version of .Net Framework older than version 4.0. In order for e-Form to work, you must update to .Net Framework 4.0 or higher.



.NET 4.0 can be installed from Microsoft.com

Microsoft .NET Framework 4 (Standalone Installer)



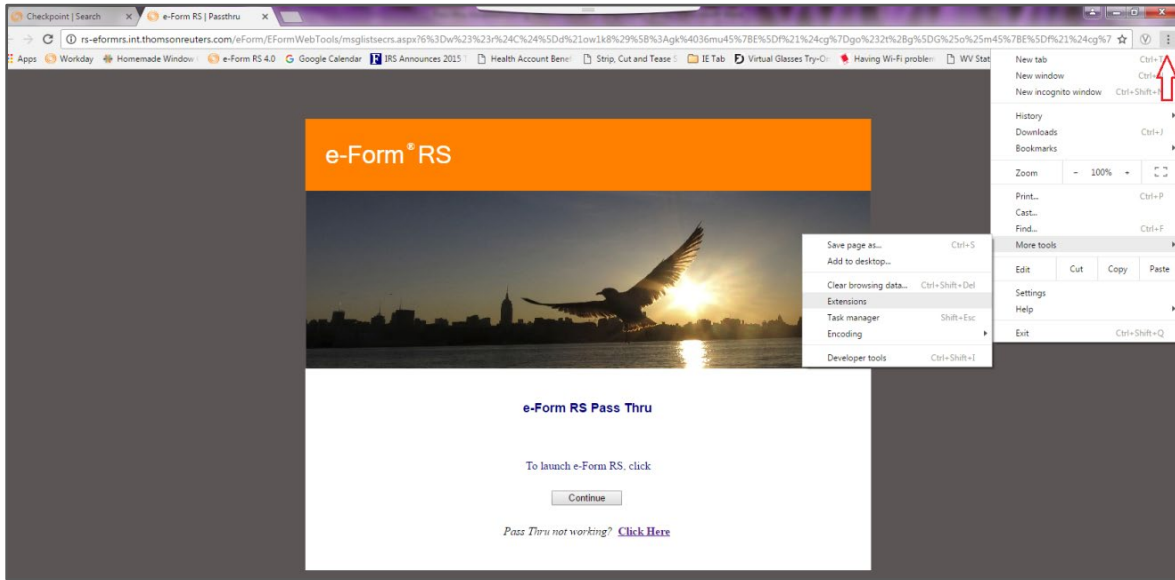
The Microsoft .NET Framework 4 redistributable package installs the .NET Framework runtime and associated files that are required to run and develop applications to target the .NET Framework 4.

Click the  button to install.

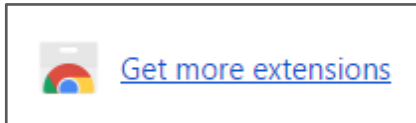
GOOGLE CHROME

If you are, using Google Chrome and you are prompted to **Keep or Discard** the eformrs.application file, please download and install a Google Chrome ClickOnce Add-On to pass thru into e-Form RS.

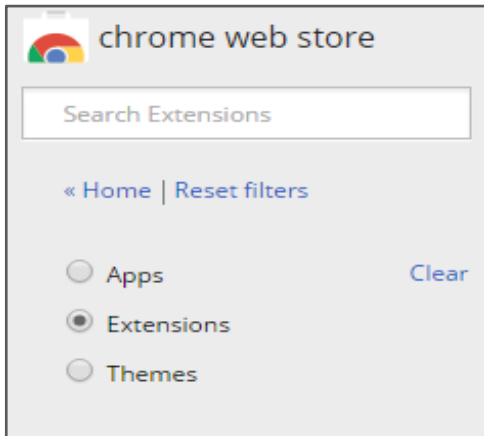
1. In Google Chrome, click the **Customize and Control Google Chrome** button in upper right corner of Chrome window, then select **More Tools -> Extensions**.



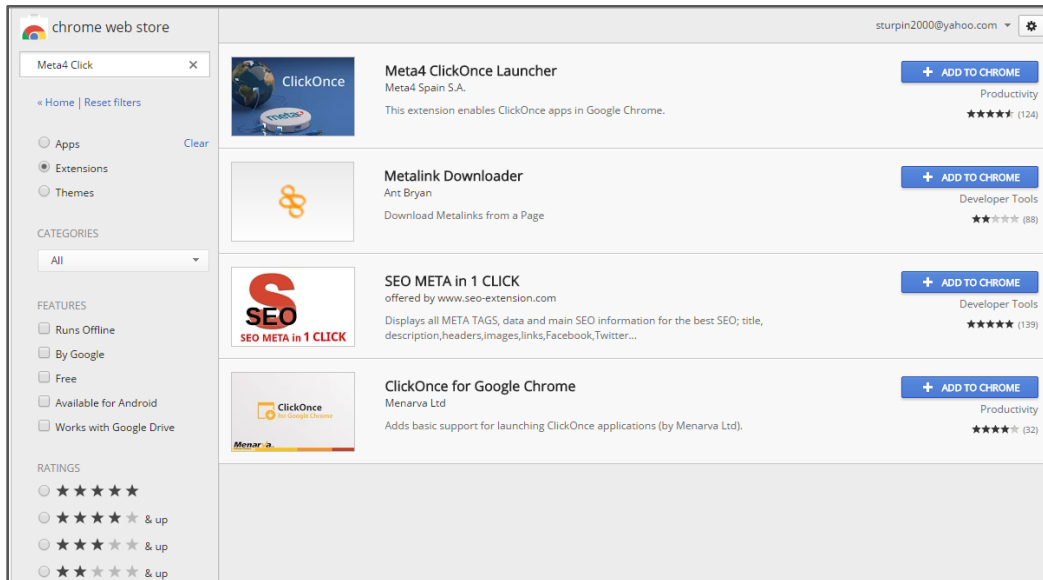
2. Scroll to the bottom of the Extensions page and click **Get more extensions**.



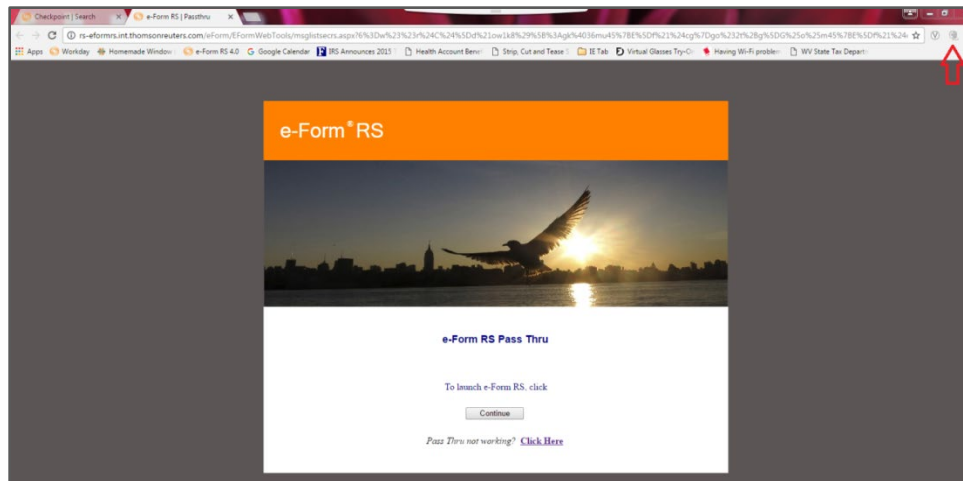
3. In the search bar of the Chrome Web Store, search for **Meta4 ClickOnce**.
Note: To narrow the list, select the **Extensions** radio button



- Other Add-ons exist and can be used, however for this example we'll be using the **Meta4 ClickOnce Launcher**



- Click the **+ Add to Chrome** button for Meta4 ClickOnce Launcher.
- Click **Add Extension** in the pop up window. You will be directed to an instructions tab about Meta4 ClickOnce Launcher, the tab can be closed or left open for later reading.
- Go to the **e-Form RS Passthru** tab.
- The Meta4 ClickOnce icon should appear in the top right hand corner.

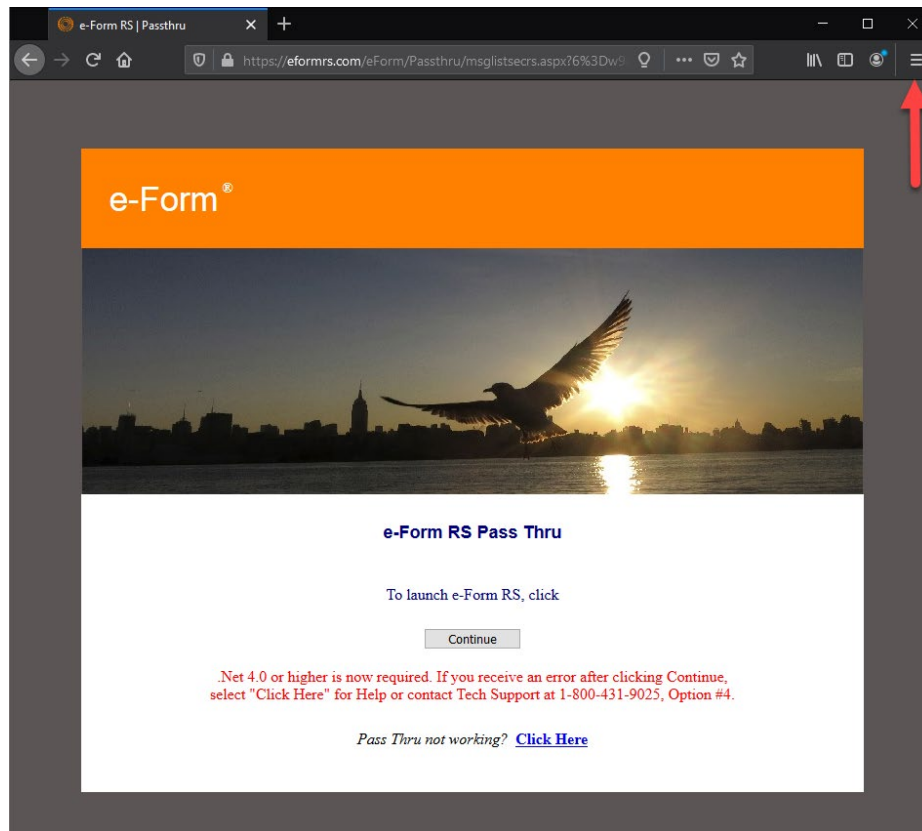


- On the e-Form RS pass thru page, click the **m4clickoncehelper.exe** button in the bottom left-hand corner and you will be prompted to install the Extension. Click **Run** to install.
- Once complete the e-Form RS Pass Thru page will allow you to launch e-Form seamlessly.

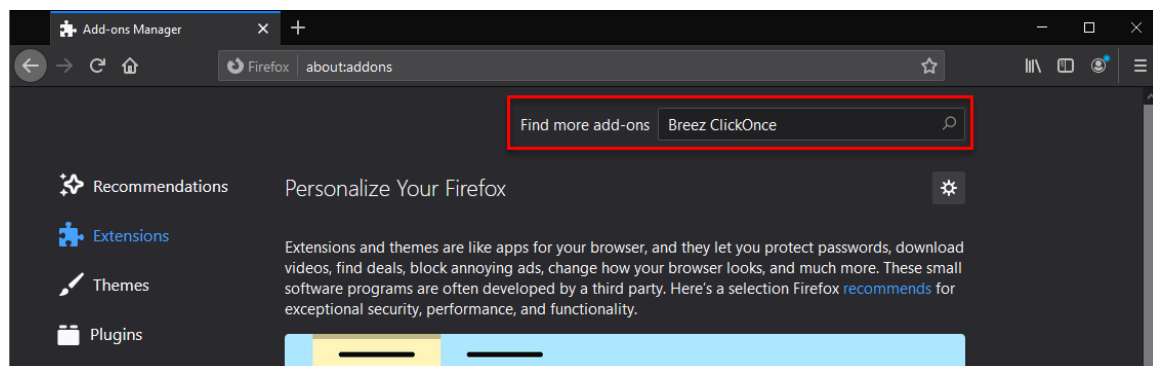
MOZILLA FIREFOX

If you are using Mozilla Firefox and you will be prompted to **Save File** for the eformrs.application file, please download and install a Mozilla Firefox ClickOnce Add-On to pass thru into e-Form RS.

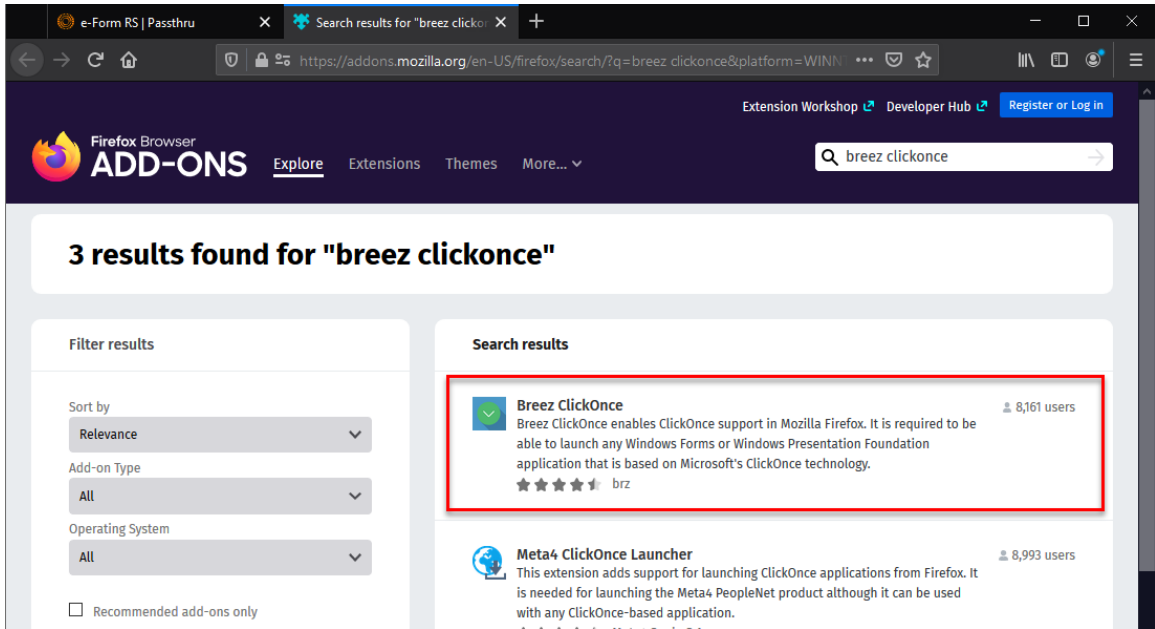
1. In Mozilla Firefox, click the **Open Menu** button in upper right corner of the Firefox window, then select **Add-Ons**.



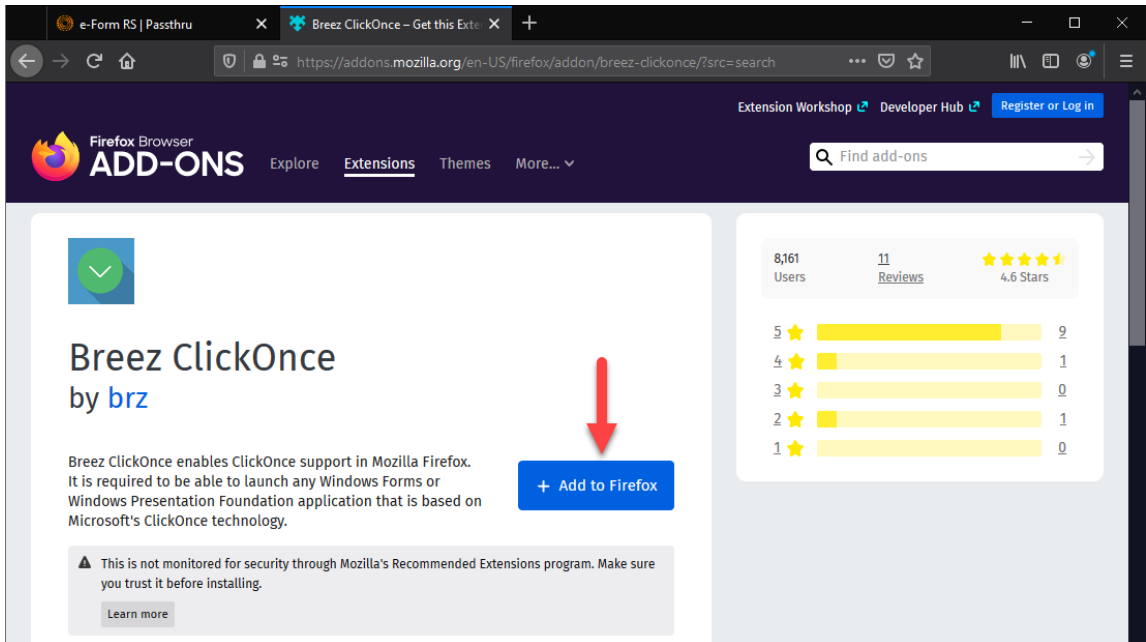
2. On the Add-ons Manager tab, select **Extensions** in the left-hand menu, and enter **Breez Clickonce** in the Search box, then hit Enter.



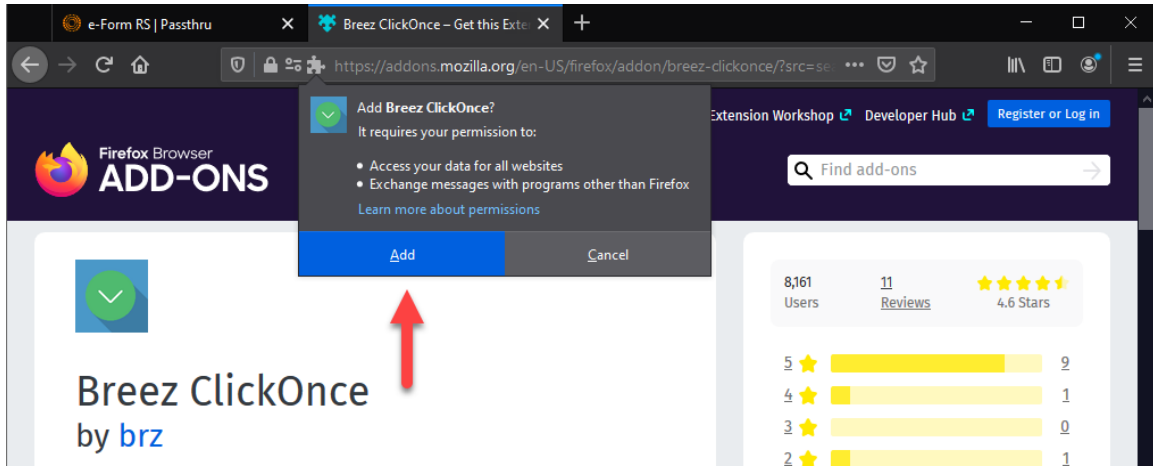
3. On the Search results tab, select **Breez ClickOnce**. Other Add-ons exist and can be used, however for this example we will be using the **Breez ClickOnce** add-on.



4. After selecting the Breez ClickOnce option, the tab will refresh. Click the **Add to Firefox** button.

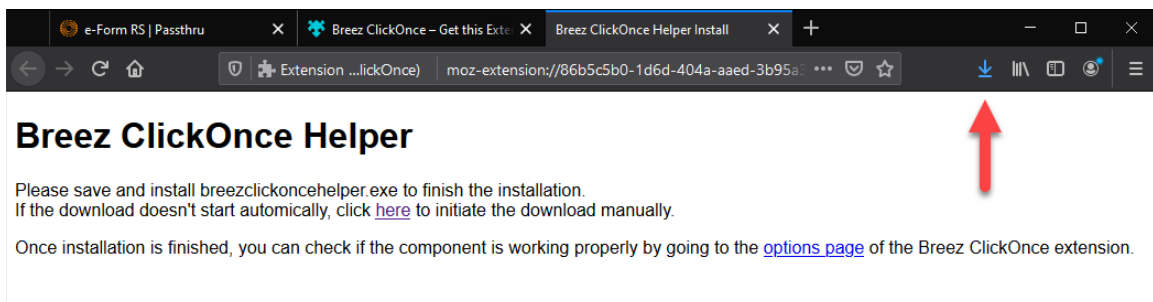
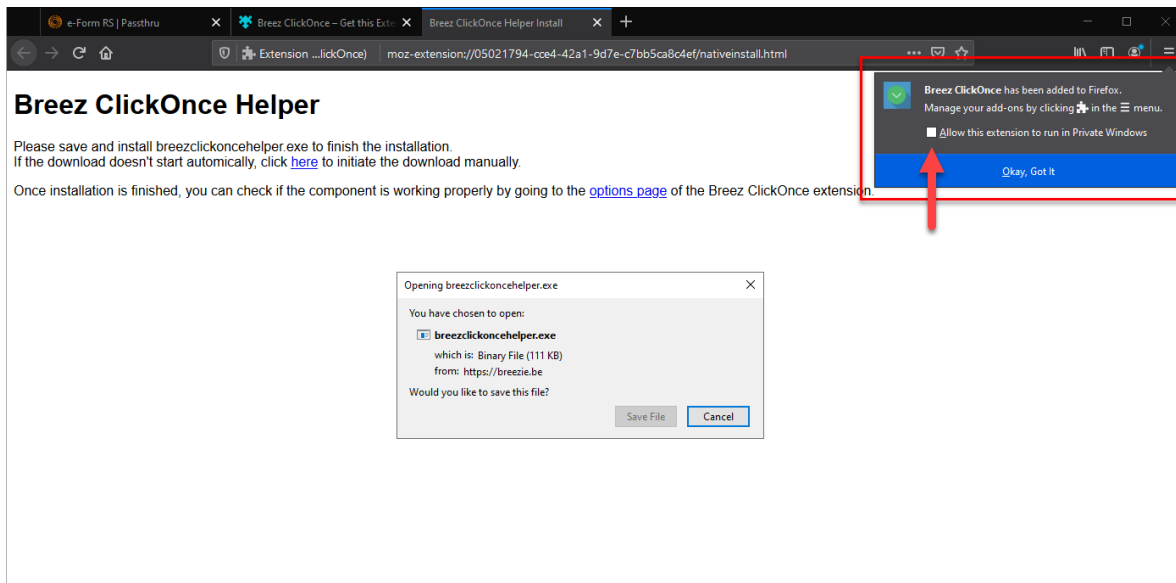


5. When prompted, click **Add**.

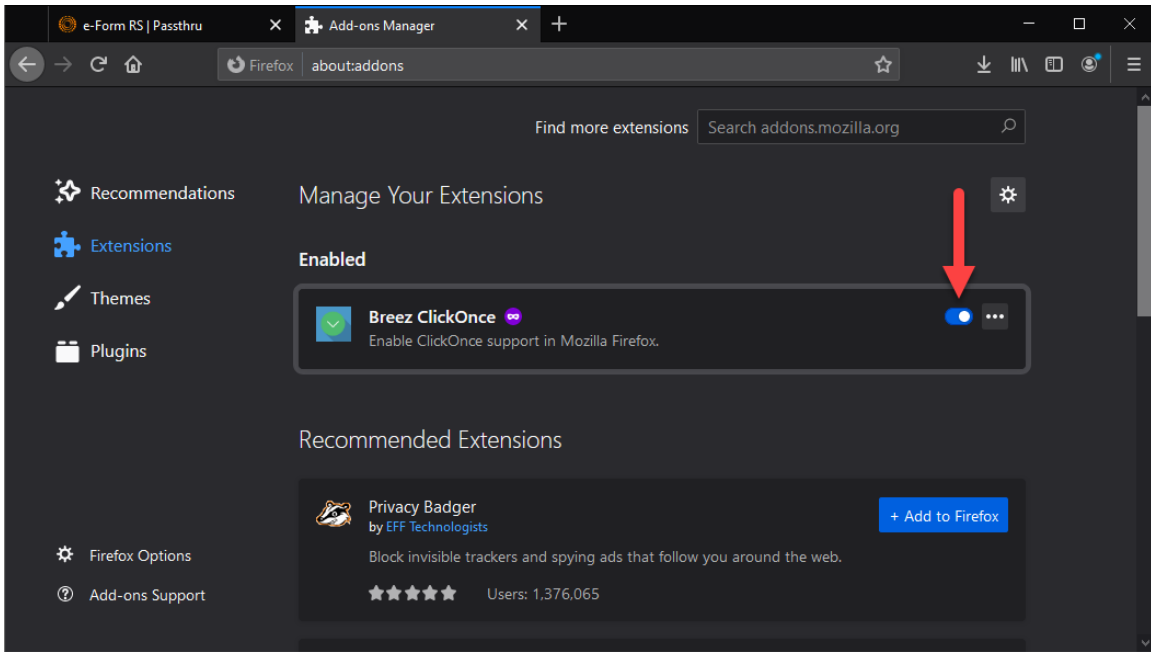


6. The Breez ClickOnce Helper will then prompt you to allow extension to run in Private windows and to save the file.

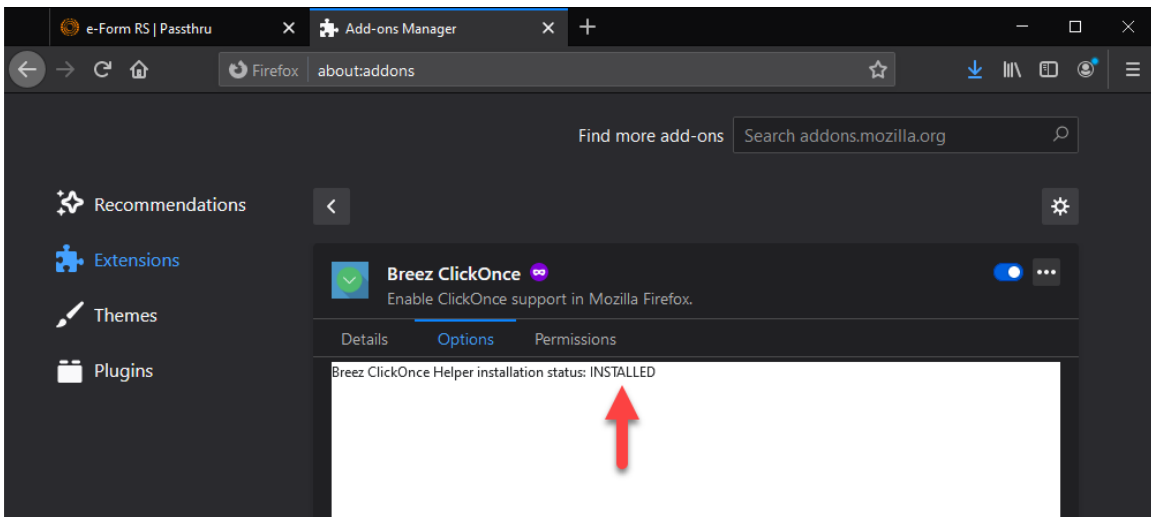
Mark the checkbox and click **Okay, Got It**. Then, click **Save File**. If the download does not start the install, click on the **blue down arrow** in the upper right-hand corner of the tab and select the **breezclickoncehelper.exe**.



7. Go back to the Extensions tab (see Step 2) to verify the add-on is Enabled.



8. Then click on the Breez ClickOnce Add-on to expand the details. Then select the **Options** tab to verify the Add-on is Installed.



TECHNICAL SUPPORT

If you have any questions or issues with setting up pass thru, contact technical support at **1-800-431-9025 – option 4, 3.**