

# Tips for Removing the Kaseya Live Connect Browser Plug-in

Thank you test driving our latest technology, Kaseya Preview v6.1. For the best experience possible, we recommend using either the Chrome or Firefox browser when using the Kaseya Preview.

Kaseya Preview v6.1 requires new browser plug-ins to enable Live Connect. These new plug-ins are automatically updated when launching Live Connect using Kaseya Preview v6.1. These new plug-ins are incompatible with previous versions of the KServer, so you will need to remove the new Kaseya Preview plug-ins from your browser before connecting to a KServer running version 6.0 / 6.0.1.

We recommend using either Firefox or Chrome browsers with Kaseya Preview v6.1 because it is easier to remove the new browser plug-in before using a previous version of the KServer. Continue reading for instructions on how to remove the Live Connect plug-in for Chrome and Firefox browsers.

## Instructions for Chrome browsers

To remove the new KLC browser plug-in for **Chrome** browsers:

1. Launch the Chrome browser.
2. Locate the “K” icon found at the top-right of the browser window.
3. Right-click the “K” icon and choose “Uninstall” (*fig. 1*).
4. Click the “Uninstall” button on the “Confirm Uninstallation” pop-up window.

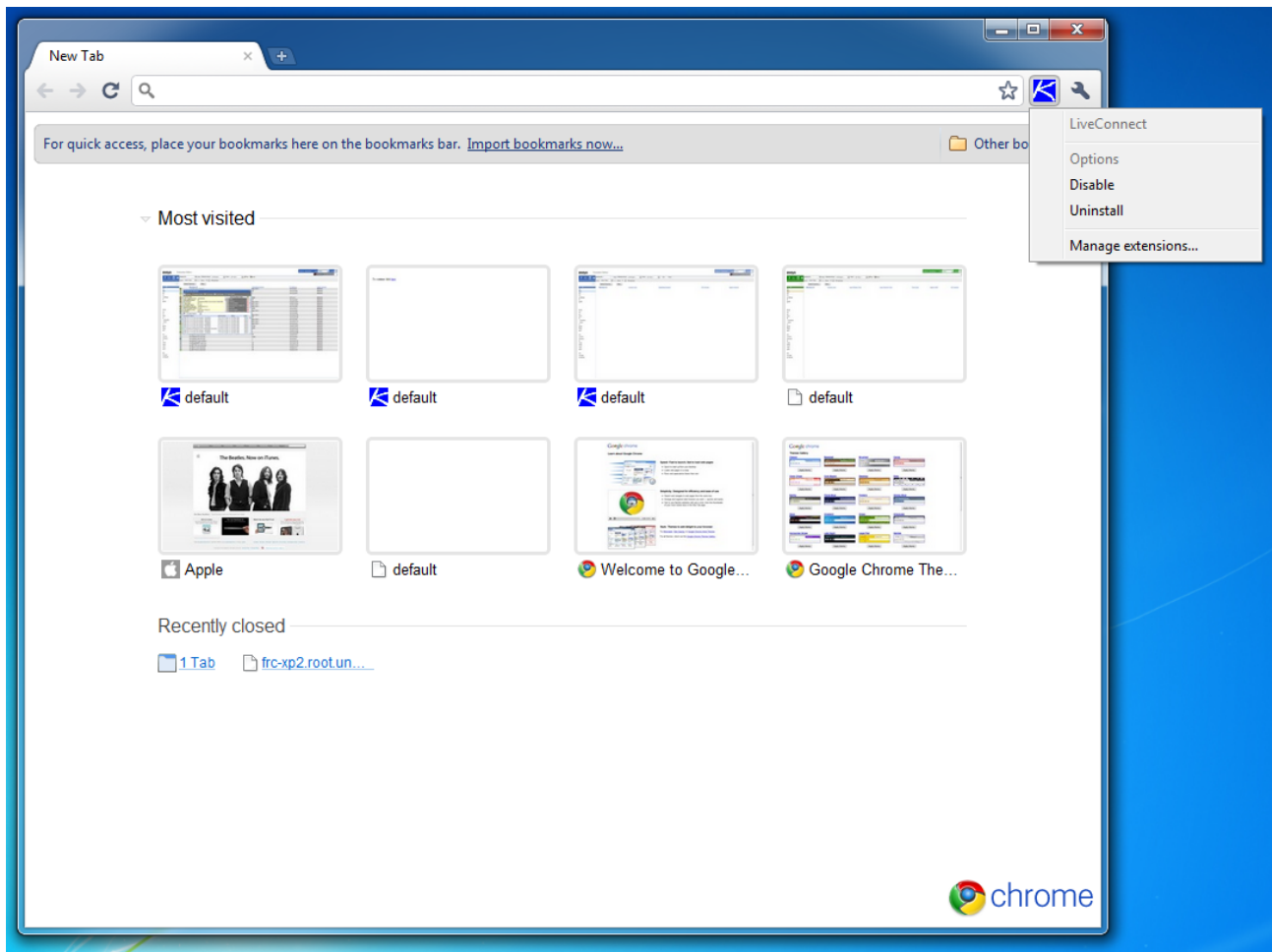


Figure 1 - Remove the Live Connect plug-in from Chrome browser.

## Instructions for Firefox browsers

To remove the new KLC browser plug-in for **Chrome** browsers:

1. Launch the Firefox browser.
2. From the "Tools" menu, select "Add-ons" (*fig. 2*).
3. Select the "Live Connect Client Plug-in" and choose "Uninstall" (*fig. 3*).
4. Click the "Uninstall" button on the confirmation pop-up window.

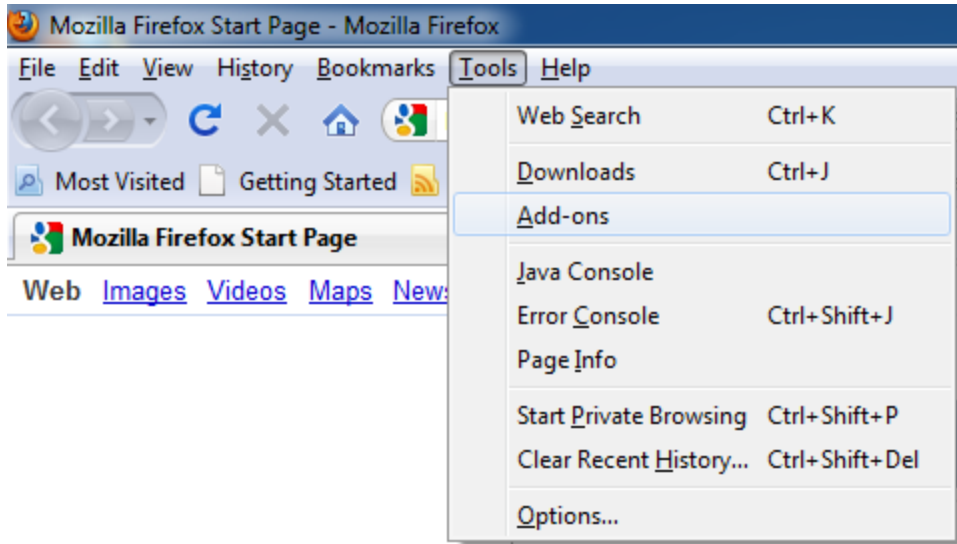


Figure 2 - View add-on list in the Firefox browser.

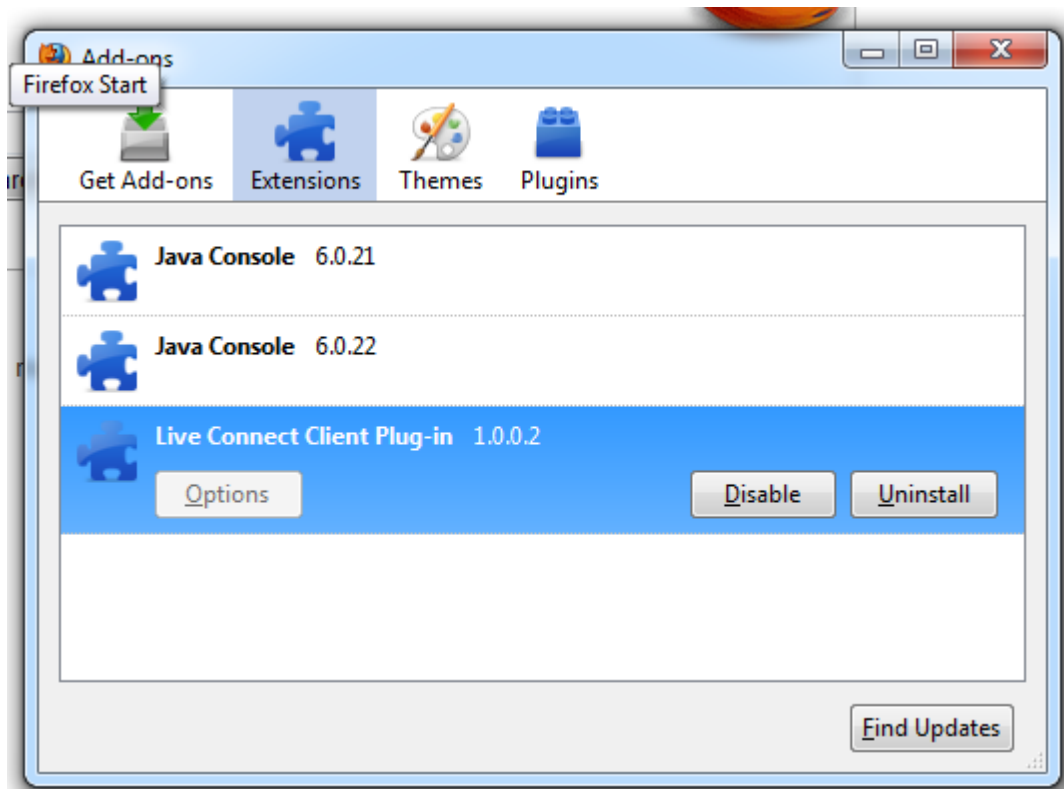


Figure 3 - Remove the Live Connect plug-in from Firefox browser.