

Managing Silverlight Versions in spatialWEB

Silverlight 5 has recently been introduced, and by default is installed on all Microsoft operating systems through automatic updates. For customers with spatialWEB 4.4 or earlier installed, this can be problematic as Silverlight 5 is not completely backwards compatible with earlier versions.

If you are experiencing new Silverlight errors in your version of spatialWEB, the most likely cause is that Silverlight 5 has been automatically installed on your machine.

SPATIALInfo suggests the following steps to return functionality of your version of spatialWEB:

1. Determine which version of Silverlight is installed on your machine by going to: <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx> or go into your control panel and click on the Microsoft Silverlight name in (Add/Remove) Programs. The version number will be listed at the bottom of the screen.
2. If you have Silverlight version 5 or above you will need to uninstall it and reinstall Silverlight 4.
3. Before you begin the uninstall process it will be necessary to close any open web browsers. Failure to close all browsers will allow Silverlight to continue running and will cause problems with the uninstall process and reinstall of Silverlight 4.
4. After you have successfully uninstalled Silverlight 5, install the **Silverlight 4 Runtime** from <http://go.microsoft.com/fwlink/?LinkID=149156&v=4.0>.
5. After reinstalling Silverlight 4, it will be necessary to turn off automatic updates on your machine, or Silverlight will continue to update to the latest version. To turn off Automatic updates:
 - a. Windows XP: http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/hsc_autoupdate_turn_on.mspx?mfr=true
 - b. Windows Vista: <http://windows.microsoft.com/en-us/windows-vista/Turn-automatic-updating-on-or-off>
 - c. Windows 7: <http://windows.microsoft.com/en-us/windows7/Turn-automatic-updating-on-or-off>

If you have any questions, please submit a support case or contact SPATIALinfo support at helpdesk@spatialinfo.com

Regards,

SPATIALinfo Support Team

Last updated: May 30, 2012