

## UCC Tool HELP

### CHROME

To make certain file types OPEN on your computer, instead of Chrome Downloading...

You have to download the file type once, then right after that download, look at the status bar at the bottom of the browser. Click the arrow next to that file and choose "always open files of this type". DONE.

Now the file type will always OPEN using your default program.

To reset this feature, go to Settings / Advance Settings and under the "Download.." section, there's a button to reset 'all' Auto Downloads

### FIREFOX

<https://support.mozilla.org/en-US/kb/change-firefox-behavior-when-open-file>

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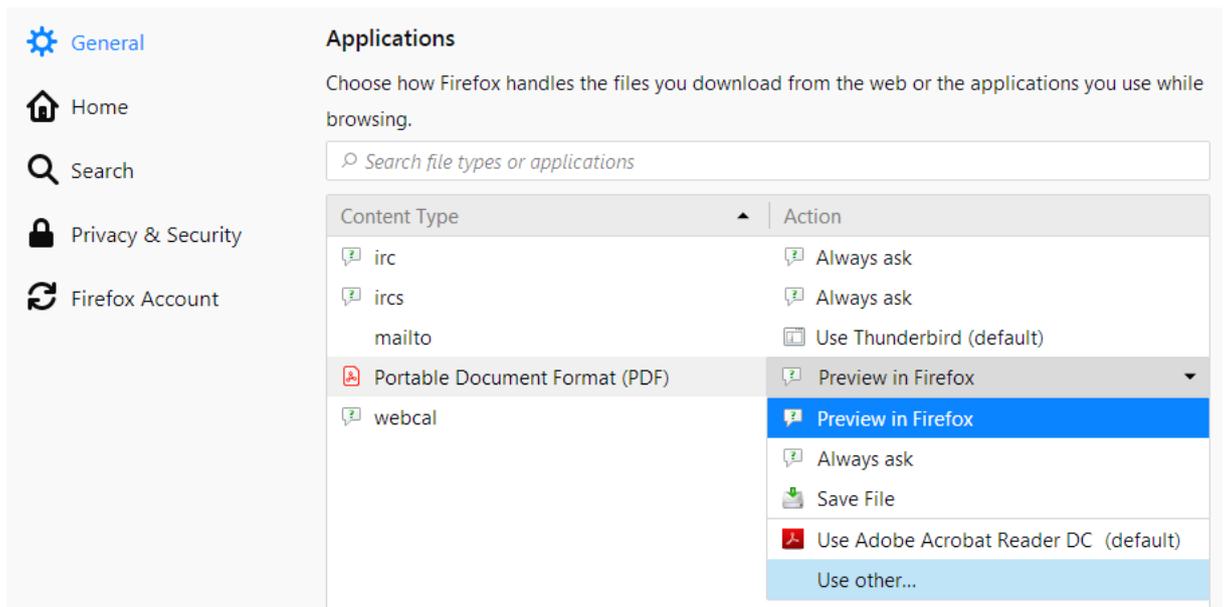
## Changing download actions

You can change what action Firefox takes for defined content types. This will not affect media embedded in a web page - only links to the files themselves.

1. Click the menu button  and choose .
2. In the  panel, go to the **Applications** section.
3. Select the entry for the file type you want to change.

**Multiple entries for the same [file format or extension](#)?** Some file types can include more than one Internet Media type.

4. The Action column will give you a drop-down menu, with options on action to take, whenever you click that type of file.

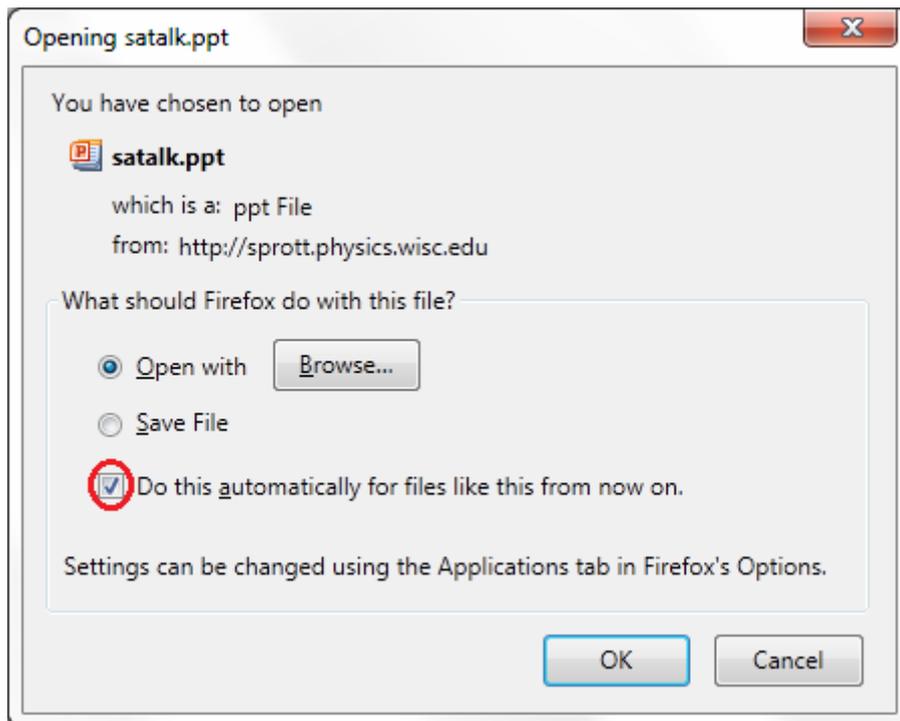


- **Preview in Firefox:** Select this if you want Firefox to display the content. It's only applicable to a limited number of types, those that Firefox is able to decode such as Portable Document Format (PDF).
  - **Always ask:** This will prompt you to select what action you want Firefox to take when you click on that type of file. This can be useful if Firefox is automatically saving a file type or is always opening it with a certain program and you want to be asked what to do.
  - **Save File:** This will always save the file to your computer using the [Downloads window](#), whenever you click that type of file.
  - **Use ... :** Open the file with an application of your choosing.
5. Close the *about:preferences* page. Any changes you've made will automatically be saved.

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## Adding download actions

When you click on a link for a type of file that doesn't have a set content type and download action, Firefox will ask you how to handle the file:



- **Open with:** Saves the file to a temporary folder and opens it in the default application for that file type. To select an application, click `Browse...`.

**Warning:** Do not choose Firefox to always open a certain file type, as doing so can cause a problem where [Firefox repeatedly opens empty tabs or windows after you click on a link](#).

- **Save file:** Saves the file to the download folder (specified in the **General** panel of Firefox [Options](#)).
- **Do this automatically for files like this from now on:** Check mark this setting and then click `OK` to add a new entry to the Content Type list for that file type.

**Is *Do this automatically for files like this from now on* disabled?** This can happen if the website's server incorrectly specifies the Internet Media type of the file. It also can happen if the server assigns "Content-Disposition: attachment" to the file.

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## Resetting download actions for all content types

If you are having problems with how Firefox is handling file downloads that you can't resolve, or if you just want to start fresh, you can restore the default content types and actions by manually deleting the file that stores these settings.

This will remove all customized content type actions. You will have to make those changes over again after you take the following steps.

1. Open your profile folder:

Click the menu button , click Help and select Troubleshooting Information. The Troubleshooting Information tab will open.

- Under the **Application Basics** section, click on . Your profile folder will open.

2. Close Firefox.

Click the Firefox menu , then click .

3. Delete (or rename) the *handlers.json* file.

4. Restart Firefox.