

RainbowCORE fix for Firefox 57.0

Why this is needed, and what's the fix.

Why:

With the Firefox update to Firefox Quantum (57.0), RainbowCORE no longer works. This actually because of the recent changes that Greasemonkey (the extension that allows RainbowCORE to work) did with the update. The makers of GreaseMonkey has done a nearly a complete re-write. <http://www.greasespot.net/2017/09/greasemonkey-4-announcement.html>

What's the fix?

Since RainbowCORE will no longer be having any more (expected) releases, the simplest fix will be to change to an extension that supports user scripts in the same manner that Greasemonkey did. Enter [Violentmonkey](#). **This guide will walk through the process of transitioning installing the new extension, and installing the files to Violentmonkey**

Note:

This guide is only related to transitioning to Violentmonkey, and making RainbowCORE work with Firefox Quantum (57.0). If you are looking to install, or change RainbowCORE versions, find the related guide.

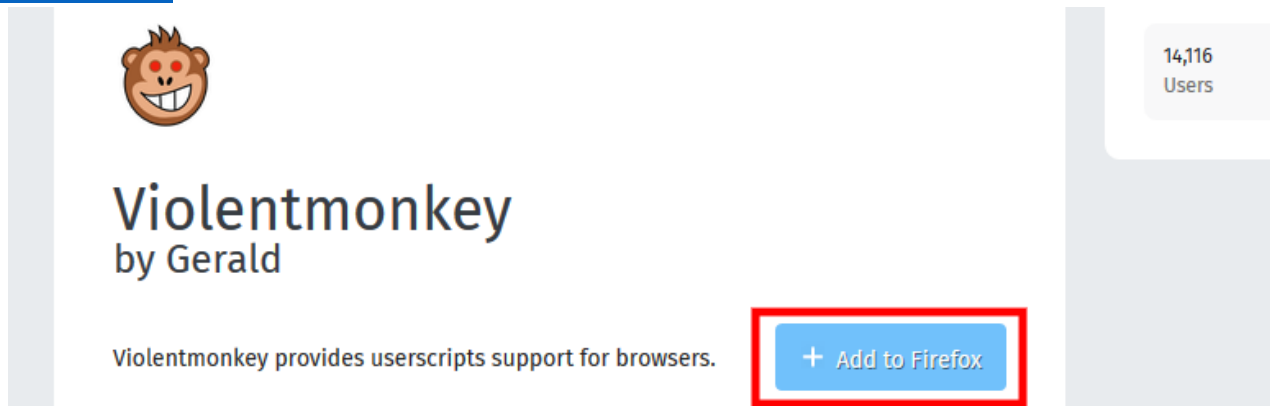
Violentmonkey

What is it and why do I need it?

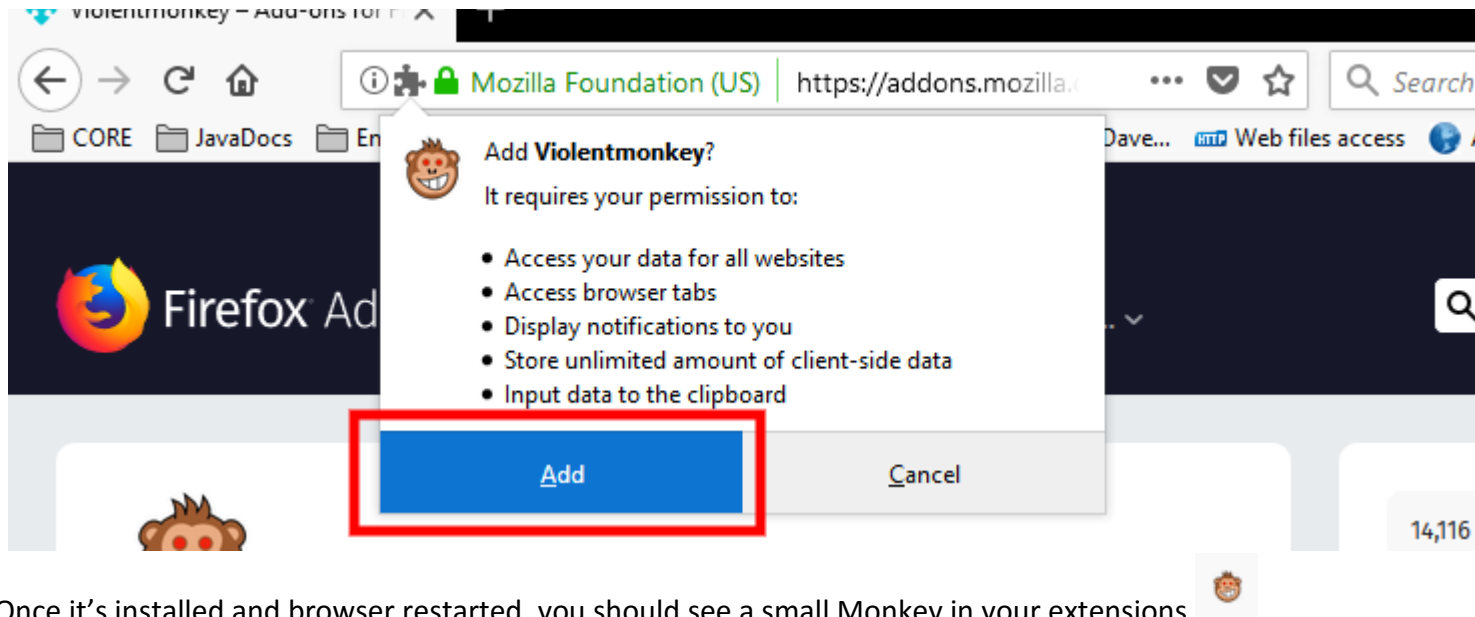
Violentmonkey is just like Greasemonkey and is a Firefox Plugin that allows RainbowCORE to do its magic. It's a plugin that allows you to customize the way a web page displays or behaves, using JavaScript. The reason we need Violentmonkey instead is it works with Firefox Quantum (57.0)

How to install Greasemonkey - <https://addons.mozilla.org/en-US/firefox/addon/violentmonkey/>

1. [Go to this link](#) and click "Add to Firefox".



2. Then click “Add” when prompted

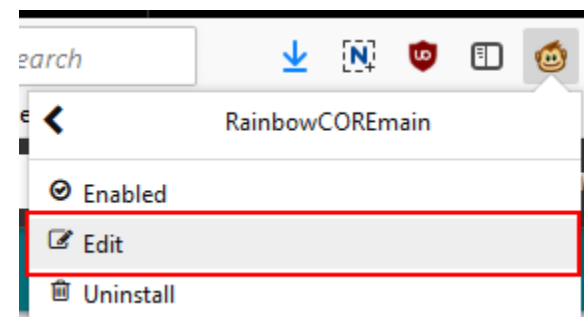
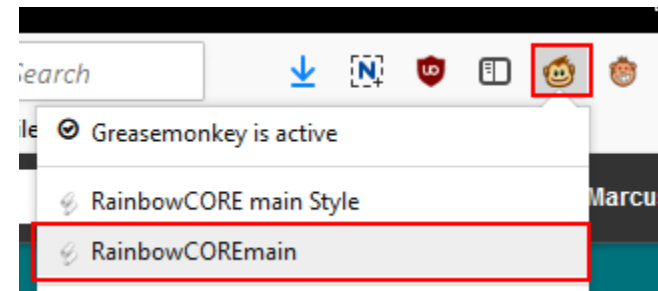
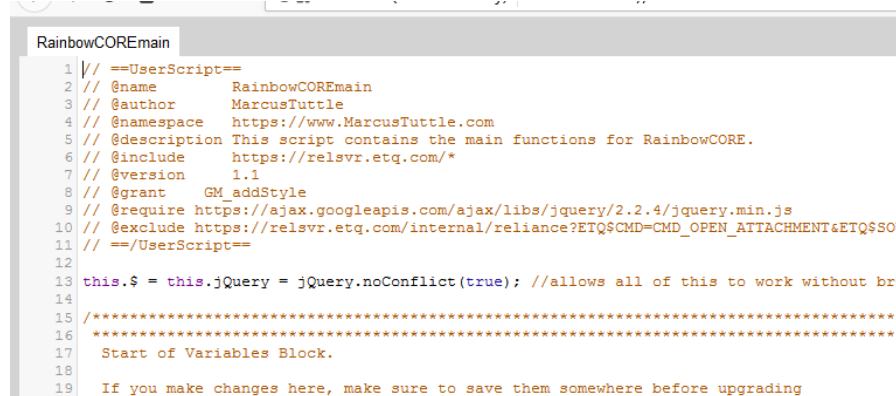


3. Once it's installed and browser restarted, you should see a small Monkey in your extensions

Combing the Files

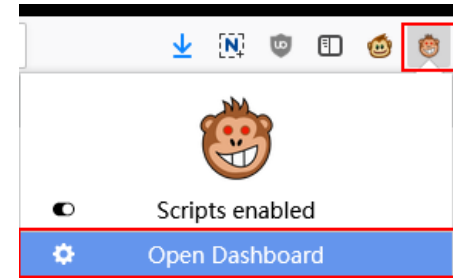
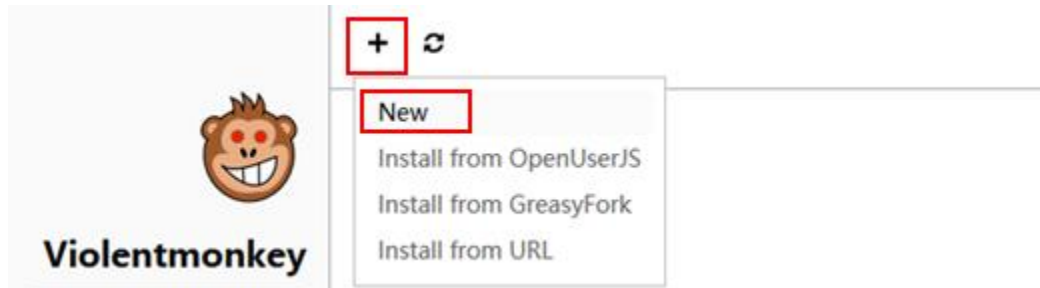
Opening your current files in Greasemonkey

1. Go to Firefox and open HelpDesk (**you must be on the website the script runs on**)
2. In the right corner of your browser, left click the Greasemonkey face
3. Left click the file you want to edit
4. Click Edit
5. The editor should now show the file

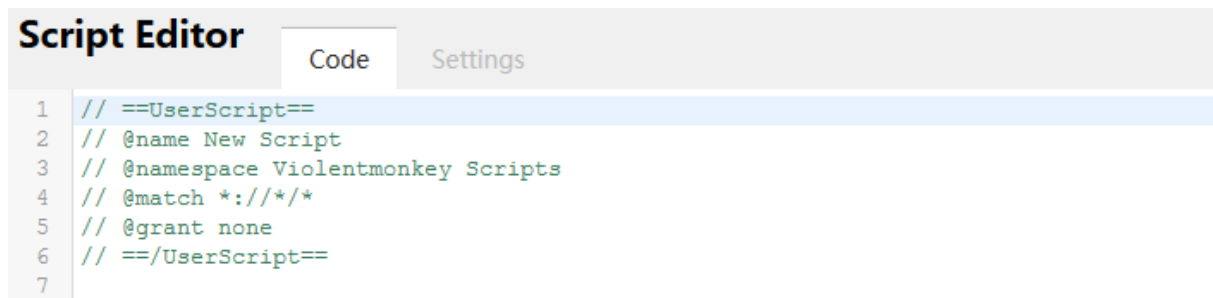


Making new files in Violentmonkey

1. In the right corner of your Firefox, left click the Violentmonkey face
2. Left click "Open Dashboard"
3. Left click on the small "+" sign in the top right
4. Left click "New"

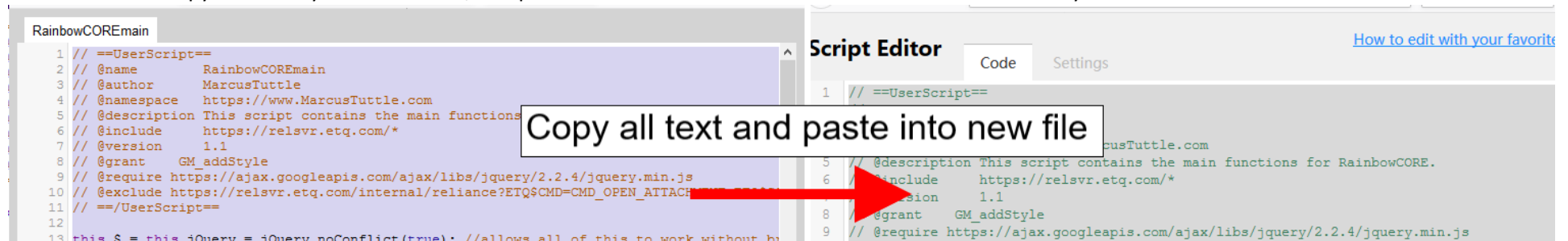


5. The script editor should now appear.

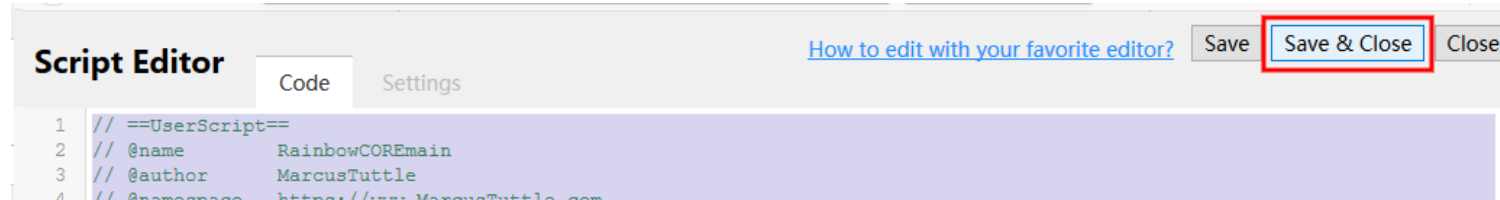


Copy the Greasemonkey files into Violentmonkey

1. Open your current **RainbowCORE_main.user.js** using Firefox (as show in the [Opening your current files in Greasemonkey](#) section) and a new file in Violentmonkey (as shown the [Making new files in Violentmonkey](#))
2. Copy all text in your current file, and paste and overwrite all text within the new Violentmonkey file



- Then click “Save and Close” in the top right to save the file.



- Repeat the same steps for the other file, **RainbowCORE_style.user.js**

That's it! You should now have a working RainbowCORE again

The screenshot shows the Reliance Help Desk portal interface. The top navigation bar includes the Reliance logo, a 'View' dropdown, a search bar, and a user profile for Marcus Tuttle. The left sidebar contains a 'Support Shifts Schedule' button and a 'Master List' with various ticket categories. The main area displays a table of tickets with columns for Assigned, Created Date, Status, Customer, Number, Subject, Severity, Product, Version, Support Level, Type, Author, Last Editor, and Modified Date. The table contains 8 rows of ticket data, with the first row highlighted in red.

Assigned	Created Date	Status	Customer	Number	Subject	Severity	Product	Version	Support Level	Type	Author	Last Editor	Modified Date
Marcus Tuttle	Jun 5, 2017 3:02 PM	Open	Customer	000001	This ticket is open and last updated by etc...	Degraded Ops	Reliance	12.0	Level 1	Inquiry	Marcus Tuttle	System	Jul 19, 2017 2:38 AM
Marcus Tuttle	Jun 5, 2017 3:02 PM	Open	Customer	000002	This ticket is open and last updated by Customer...	Degraded Ops	Reliance	12.0	Level 1	Inquiry	Marcus Tuttle	System	Jul 19, 2017 2:38 AM
Marcus Tuttle	Jun 5, 2017 3:02 PM	Open	Customer	000003	This ticket is open and a Service Request...	Degraded Ops	Reliance	12.0	Level 1	Service Request	Marcus Tuttle	System	Jul 19, 2017 2:38 AM
Marcus Tuttle	Jun 5, 2017 3:02 PM	Open	Customer	000004	This ticket is open and a IT Cloud Issue...	Degraded Ops	Reliance	12.0	Level 1	IT Cloud Issue	Marcus Tuttle	System	Jul 19, 2017 2:38 AM
Marcus Tuttle	Jun 5, 2017 3:02 PM	Open	Customer	000005	This ticket is open but is do not contact Customer...	Degraded Ops	Reliance	12.0	Level 1	Inquiry	Marcus Tuttle	System	Jul 19, 2017 2:38 AM
Marcus Tuttle	Jun 5, 2017 3:02 PM	Awaiting Customer Response	Customer	000006	This is awaiting, and was updated today...	Degraded Ops	Reliance	12.0	Level 1	Inquiry	Marcus Tuttle	System	Jul 19, 2017 2:38 AM
Marcus Tuttle	Jun 5, 2017 3:02 PM	Awaiting Customer Response	Customer	000007	This ticket is awaiting, and was not updated today...	Degraded Ops	Reliance	12.0	Level 1	Inquiry	Marcus Tuttle	System	Jul 19, 2017 2:38 AM
Marcus Tuttle	Jun 5, 2017 3:02:40 PM	Awaiting Customer Response	Customer	000008	These are what tickets without any styling look like	Degraded Ops	Reliance	11.0	Level 1	Inquiry	Marcus Tuttle	System	Jul 19, 2017 2:38:16 AM

8 Documents found