

Troubleshooting Information

This page contains technical information that might be useful when you're trying to solve a problem. If you are looking for answers to common questions about Firefox, check out our [support website](#).

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Reset Firefox to its default state

If you're having major problems which you can't resolve, start fresh with only your essential information.

[Reset Firefox...](#)

Application Basics

Name	Firefox
Version	30.0
Update History	Show Update History
User Agent	Mozilla/5.0 (Windows NT 6.1; rv:30.0) Gecko/20100101 Firefox/30.0
Profile Folder	Show Folder
Enabled Plugins	about:plugins
Build Configuration	about:buildconfig
Memory Use	about:memory

Crash Reports for the Last 3 Days

Report ID	Submitted
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[All Crash Reports](#)

Extensions

Name	Version	Enabled	ID
Firebug	2.0.1	true	firebug@software.joehewitt.com
Firepicker	1.4.3	true	firepicker@thedarkone
Skype Click to Call	7.0.14735.1561	false	{82AF8DCA-6DE9-405D-BD5E-43525BDAD38A}

Important Modified Preferences

Name	Value
accessibility.typeaheadfind.flashBar	0
browser.cache.disk.capacity	358400
browser.cache.disk.smart_size_cached_value	358400
browser.cache.disk.smart_size.first_run	false
browser.cache.disk.smart_size.use_old_max	false
browser.places.smartBookmarksVersion	7

Name	Value
browser.sessionstore.upgradeBackup.latestBuildID	20140605174243
browser.startup.homepage	about:home
browser.startup.homepage_override.buildID	20140605174243
browser.startup.homepage_override.mstone	30.0
dom.mozApps.used	true
extensions.lastAppVersion	30.0
font.internaluseonly.changed	true
keyword.URL	
network.cookie.prefsMigrated	true
places.database.lastMaintenance	1405653889
places.history.expiration.transient_current_max_pages	46927
plugin.disable_full_page_plugin_for_types	application/pdf
plugin.importedState	true
plugin.state.npcatalinaupdate	0
plugin.state.npctrl	0
plugin.state.npgoogletalk	0
plugin.state.npgoogleupdate	0
plugin.state.npghtpo3dautoplugin	0
plugin.state.npo1d	0
plugin.state.nppicasa	0
plugin.state.npsitesafety	0
plugin.state.npwlpg	0
privacy.cpd.offlineApps	true
privacy.cpd.siteSettings	true
privacy.donottrackheader.enabled	true
privacy.sanitize.migrateFx3Prefs	true
privacy.sanitize.timeSpan	0
storage.vacuum.last.index	0
storage.vacuum.last.places.sqlite	1405653889

Graphics

Adapter Description	AMD 760G
Adapter Drivers	atiu9pag aticfx32 atiumdag atidxx32 atiumdva
Adapter RAM	256
Device ID	0x9616
Direct2D Enabled	Blocked for your graphics driver version. Try updating your graphics driver to version 10.6 or newer.
DirectWrite Enabled	false (6.2.9200.16492)
Driver Date	2-10-2010
Driver Version	8.710.0.0

GPU #2 Active	false
GPU Accelerated Windows	1/1 Direct3D 9
Vendor ID	0x1002
WebGL Renderer	Google Inc. -- ANGLE (AMD 760G Direct3D9Ex vs_3_0 ps_3_0)
windowLayerManagerRemote	false
AzureCanvasBackend	skia
AzureContentBackend	cairo
AzureFallbackCanvasBackend	cairo
AzureSkiaAccelerated	0

JavaScript

Incremental GC	true
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Accessibility

Activated	true
Prevent Accessibility	0

Library Versions

	Expected minimum version	Version in use
NSPR	4.10.6	4.10.6
NSS	3.16 Basic ECC	3.16 Basic ECC
NSSSMIME	3.16 Basic ECC	3.16 Basic ECC
NSSSSL	3.16 Basic ECC	3.16 Basic ECC
NSSUTIL	3.16	3.16