

# 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 Thunderbird, check out our [support website](#).

Include account names (possibly identifying information)

## Application Basics

<b>Name</b>	Thunderbird
<b>Version</b>	38.3.0
<b>User Agent</b>	Mozilla/5.0 (Windows NT 6.1; WOW64; rv:38.0) Gecko/20100101 Thunderbird/38.3.0
<b>Profile Folder</b>	<input type="button" value="Show Folder"/> (Local drive)
<b>Application Build ID</b>	20150928051427
<b>Enabled Plugins</b>	<a href="#">about:plugins</a>
<b>Build Configuration</b>	<a href="#">about:buildconfig</a>
<b>Memory Use</b>	<a href="#">about:memory</a>

## Mail and News Accounts

ID	Incoming server			Outgoing servers			
	Name	Connection security	Authentication method	Name	Connection security	Authentication method	Default?
account2	(none) Local Folders	None	Normal password				
account4	(rss) Feeds	None	Normal password				
account7	(imap) outlook.office365.com:993	SSL/TLS	Normal password	smtp.office365.com:587	STARTTLS	Normal password	true

## Crash Reports

Report ID	Submitted
<a href="#">bp-a4dc30df-550b-4084-9dc0-bd3222150407</a>	4/7/2015
<a href="#">bp-24d02e39-da36-42cd-b2ef-cce292150228</a>	2/27/2015
<a href="#">bp-ca14a721-780f-4772-997d-562982131024</a>	10/24/2013
<a href="#">bp-09537dc3-f1b9-4cb1-9322-5e6bb2131024</a>	10/23/2013

[All Crash Reports](#)

## Extensions

Name	Version	Enabled	ID
Enigmail	1.8.2	true	{847b3a00-7ab1-11d4-8f02-006008948af5}
FiltaQuilla	1.3.1	true	filtaquilla@mesquilla.com
Google Calendar Tab	3.9	true	googlecalendartab@momo
Lightning	4.0.3.1	true	{e2fda1a4-762b-4020-b5ad-a41df1933103}

Name	Version	Enabled	ID
LookOut	1.2.13	true	lookout@aron.rubin

### 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
extensions.lastAppVersion	38.3.0
font.internaluseonly.changed	false
font.name.monospace.el	Consolas
font.name.monospace.tr	Consolas
font.name.monospace.x-baltic	Consolas
font.name.monospace.x-central-euro	Consolas
font.name.monospace.x-cyrillic	Consolas
font.name.monospace.x-unicode	Consolas
font.name.monospace.x-western	Consolas
font.name.sans-serif.el	Calibri
font.name.sans-serif.tr	Calibri
font.name.sans-serif.x-baltic	Calibri
font.name.sans-serif.x-central-euro	Calibri
font.name.sans-serif.x-cyrillic	Calibri
font.name.sans-serif.x-unicode	Calibri
font.name.sans-serif.x-western	Calibri
font.name.serif.el	Cambria
font.name.serif.tr	Cambria
font.name.serif.x-baltic	Cambria
font.name.serif.x-central-euro	Cambria
font.name.serif.x-cyrillic	Cambria
font.name.serif.x-unicode	Cambria
font.name.serif.x-western	Cambria
font.size.fixed.el	14
font.size.fixed.tr	14
font.size.fixed.x-baltic	14
font.size.fixed.x-central-euro	14
font.size.fixed.x-cyrillic	14
font.size.fixed.x-unicode	14
font.size.fixed.x-western	14
font.size.variable.el	17
font.size.variable.tr	17
font.size.variable.x-baltic	17
font.size.variable.x-central-euro	17
font.size.variable.x-cyrillic	17

Name	Value
font.size.variable.x-unicode	17
font.size.variable.x-western	14
gfx.blacklist.direct2d	3
gfx.direct3d.last_used_feature_level_idx	0
mail.openMessageBehavior.version	1
mail.winsearch.enable	true
mail.winsearch.firstRunDone	true
mail.winsearch.global_reindex_time	1319333764
mailnews.database.global.datastore.id	a85efa15-c85e-40f4-9bfb-bf55ea21391
mailnews.database.global.views.conversation.columns	{"threadCol":{"visible":true,"ordinal":"1"},"flaggedCol":{"visible":tr
network.cookie.prefsMigrated	true
network.predictor.cleaned-up	true
places.database.lastMaintenance	1447427950
places.history.expiration.transient_current_max_pages	104858
plugin.importedState	true
plugins.update.notifyUser	true
print.printer_Foxit_Reader_PDF_Printer.print_bgcolor	false
print.printer_Foxit_Reader_PDF_Printer.print_bgimages	false
print.printer_Foxit_Reader_PDF_Printer.print_colorspace	
print.printer_Foxit_Reader_PDF_Printer.print_command	
print.printer_Foxit_Reader_PDF_Printer.print_downloadfonts	false
print.printer_Foxit_Reader_PDF_Printer.print_duplex	-843311184
print.printer_Foxit_Reader_PDF_Printer.print_edge_bottom	0
print.printer_Foxit_Reader_PDF_Printer.print_edge_left	0
print.printer_Foxit_Reader_PDF_Printer.print_edge_right	0
print.printer_Foxit_Reader_PDF_Printer.print_edge_top	0
print.printer_Foxit_Reader_PDF_Printer.print_evenpages	true
print.printer_Foxit_Reader_PDF_Printer.print_footercenter	
print.printer_Foxit_Reader_PDF_Printer.print_footerleft	&PT
print.printer_Foxit_Reader_PDF_Printer.print_footerright	&D
print.printer_Foxit_Reader_PDF_Printer.print_headercenter	
print.printer_Foxit_Reader_PDF_Printer.print_headerleft	&T
print.printer_Foxit_Reader_PDF_Printer.print_headerright	&U
print.printer_Foxit_Reader_PDF_Printer.print_in_color	true
print.printer_Foxit_Reader_PDF_Printer.print_margin_bottom	0.5
print.printer_Foxit_Reader_PDF_Printer.print_margin_left	0.5
print.printer_Foxit_Reader_PDF_Printer.print_margin_right	0.5
print.printer_Foxit_Reader_PDF_Printer.print_margin_top	0.5
print.printer_Foxit_Reader_PDF_Printer.print_oddpages	true
print.printer_Foxit_Reader_PDF_Printer.print_orientation	0
print.printer_Foxit_Reader_PDF_Printer.print_page_delay	50
print.printer_Foxit_Reader_PDF_Printer.print_paper_data	9
print.printer_Foxit_Reader_PDF_Printer.print_paper_height	11.00
print.printer_Foxit_Reader_PDF_Printer.print_paper_name	
print.printer_Foxit_Reader_PDF_Printer.print_paper_size_type	0

Name	Value
print.printer_Foxit_Reader_PDF_Printer.print_paper_size_unit	1
print.printer_Foxit_Reader_PDF_Printer.print_paper_width	8.50
print.printer_Foxit_Reader_PDF_Printer.print_plex_name	
print.printer_Foxit_Reader_PDF_Printer.print_resolution	221780656
print.printer_Foxit_Reader_PDF_Printer.print_resolution_name	
print.printer_Foxit_Reader_PDF_Printer.print_reversed	false
print.printer_Foxit_Reader_PDF_Printer.print_scaling	0.80
print.printer_Foxit_Reader_PDF_Printer.print_shrink_to_fit	true
print.printer_Foxit_Reader_PDF_Printer.print_to_file	false
print.printer_Foxit_Reader_PDF_Printer.print_unwriteable_margin_l	0
print.printer_Foxit_Reader_PDF_Printer.print_unwriteable_margin_t	0
print.printer_Foxit_Reader_PDF_Printer.print_unwriteable_margin_b	0
print.printer_Foxit_Reader_PDF_Printer.print_unwriteable_margin_r	0
privacy.donottrackheader.enabled	true
security.disable_button.openCertManager	false
security.disable_button.openDeviceManager	false

### Graphics

<b>Adapter Description</b>	Intel(R) HD Graphics Family
<b>Vendor ID</b>	0x8086
<b>Device ID</b>	0x0116
<b>Adapter RAM</b>	Unknown
<b>Adapter Drivers</b>	igdumd64 igd10umd64 igd10umd64 igdumdx32 igd10umd32 igd10umd32
<b>Driver Version</b>	8.15.10.2372
<b>Driver Date</b>	4-15-2011
<b>Direct2D Enabled</b>	Blocked for your graphics driver version.
<b>DirectWrite Enabled</b>	false (6.2.9200.17292)
<b>ClearType Parameters</b>	ClearType parameters not found
<b>WebGL Renderer</b>	false
<b>GPU Accelerated Windows</b>	0
<b>AzureCanvasBackend</b>	skia
<b>AzureSkiaAccelerated</b>	0
<b>AzureFallbackCanvasBackend</b>	cairo
<b>AzureContentBackend</b>	cairo

### JavaScript

<b>Incremental GC</b>	1
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### Accessibility

<b>Activated</b>	0
<b>Prevent Accessibility</b>	0

## Library Versions

	<b>Expected minimum version</b>	<b>Version in use</b>
NSPR	4.10.8	4.10.8
NSS	3.19.2 Basic ECC	3.19.2 Basic ECC
NSS Util	3.19.2	3.19.2
NSS SSL	3.19.2 Basic ECC	3.19.2 Basic ECC
NSS S/MIME	3.19.2 Basic ECC	3.19.2 Basic ECC