

# Firefox V57.0 Very Slow with Intel HD Graphics 4000

## Symptoms:

Very slow with very frequent freezing of Firefox 57.0 for up to 20 seconds.

## Environment:

Desktop with Intel Mother Board that includes Intel HD Graphics 4000. 8G memory Intel I7 processor.

Windows 10 Creators Fall 2017 Edition

Graphics driver is latest available from Intel: 07/04/2017 10.18.10.4653.

## Attempts to Resolve Problem

- Disabled HW acceleration via options.
- `webgl.disabled=true`

Neither worked

- Tried MS Driver: Uninstalled display device and deleted driver. Windows installed a generic driver. Firefox then worked normally. However, the generic driver is not an acceptable solution because it does not support the size of my monitor - it is a 4:3 window on a 9:16 display.
- Reinstalled latest Intel driver - problem recurred.

Posted problem in Firefox community:

- Advised to set `layers.acceleration.disabled` to true in the `about:config` page and report back? A Firefox restart is required. Made no difference.
- Advised to create a new profile using the `about:profiles` page as a test, set that as default, and restart Firefox (you can switch the default profile back later). Made no difference.

I deleted all versions of Firefox and did a clean installation of V57.

- Verified problem still present.
- Set `layers.acceleration.disabled` to true - problem still present.
- Set `webgl.disabled` to true. Problem still present.
- Verified Use HW accelerator not ticked and process limit set to 1. Still fails.
- Created a new profile as requested. No difference.

At this point I was advised to raise the problem as a bug.