

# Unsubmitted Crash Reports

Remove All Reports

Report ID

Date Crashed

# Submitted Crash Reports

Report ID

Date Submitted

<a href="#">bp-26260205-3b7b-4e43-9cf7-d0c110180503</a>	5/3/2018	3:01 PM
<a href="#">bp-24024831-c06d-41c1-821c-cc84e0180503</a>	5/3/2018	3:00 PM
<a href="#">bp-a08697af-801d-4d3c-8f1d-189b00180503</a>	5/3/2018	3:00 PM
<a href="#">bp-0c917828-a478-4749-a0af-1138c0180503</a>	5/3/2018	2:59 PM
<a href="#">bp-f6c8ea95-f6ad-4e23-bd50-cdc850180503</a>	5/3/2018	2:58 PM
<a href="#">bp-b9933860-277d-4778-80f4-d9da00180503</a>	5/3/2018	2:40 PM
<a href="#">bp-3e11708b-24fd-423c-a4d6-755080180503</a>	5/3/2018	2:40 PM
<a href="#">bp-fa1a020c-6d94-4731-88af-4603a0180503</a>	5/3/2018	2:40 PM
<a href="#">bp-8769adba-83a3-4870-93c3-62bad0180503</a>	5/3/2018	2:39 PM
<a href="#">bp-83251873-1b2d-4504-9b58-9eaa90180503</a>	5/3/2018	2:39 PM
<a href="#">bp-14838d1b-e031-4366-b42e-c0a980180503</a>	5/3/2018	2:16 PM
<a href="#">bp-eeb30aa7-8c41-4024-9772-fd8d50180503</a>	5/3/2018	2:15 PM
<a href="#">bp-d56abf53-6b2b-471b-ba7f-3ddf80180503</a>	5/3/2018	2:14 PM
<a href="#">bp-f7d238a8-e398-43d5-a125-b10130180503</a>	5/2/2018	9:02 PM
<a href="#">bp-7e205f1f-c58f-4942-af09-25b530180503</a>	5/2/2018	9:01 PM
<a href="#">bp-2008f538-2aba-4033-a32d-6ddbd0180503</a>	5/2/2018	9:01 PM
<a href="#">bp-faa0eeff-5cfa-4a77-9331-bb4ec0180503</a>	5/2/2018	9:01 PM

Windows taskbar showing the Start button and two open application windows: "UnhookTextRunFr..." and "Crash Reports - M..."

Windows system tray containing icons for task view, volume, network, and system clock showing 4:14 PM on 5/4/2018.



Resource Monitor

File Monitor Help

Overview CPU Memory Disk Network

Processes 6% CPU Usage 80% Maximum Frequency

Image	PID	Description	Status	Threads	CPU	Average CPU
<input type="checkbox"/> conhost.exe	1676	Console Window Host	Running	1	0	0.00
<input type="checkbox"/> Connect2.Service.exe	2232	Connect2 Service	Running	7	0	0.00
<input type="checkbox"/> Core Temp.exe	4476	CPU temperature and system inf...	Running	9	0	0.00
<input type="checkbox"/> csrss.exe	644	Client Server Runtime Process	Running	14	0	0.03
<input type="checkbox"/> csrss.exe	536	Client Server Runtime Process	Running	10	0	0.01
<input type="checkbox"/> diagtrackrunner.exe	7664	Microsoft Windows Diagnostics...	Running	1	0	0.01
<input type="checkbox"/> DLG.exe	5688	Digital Line Detection	Running	2	0	0.00
<input type="checkbox"/> dllhost.exe	5352	COM Surrogate	Terminated	8	0	0.00
<input type="checkbox"/> dwm.exe	3780	Desktop Window Manager	Running	5	0	0.02
<input type="checkbox"/> EvtEng.exe	2480	Intel(R) PROSet/Wireless Event L...	Running	24	0	0.00
<input type="checkbox"/> explorer.exe	1324	Windows Explorer	Running	36	0	0.08
<input type="checkbox"/> firefox.exe	8360	Firefox	Running	29	2	0.58
<input type="checkbox"/> firefox.exe	6416	Firefox	Running	11	0	0.21
<input type="checkbox"/> firefox.exe	3424	Firefox	Running	31	0	0.07
<input type="checkbox"/> <b>firefox.exe</b>	<b>5740</b>	<b>Firefox</b>	<b>Not Responding</b>	<b>70</b>	<b>0</b>	<b>0.07</b>
<input type="checkbox"/> firefox.exe	6848	Firefox	Running	27	0	0.05
<input type="checkbox"/> firefox.exe	2652	Firefox	Running	27	0	0.01
<input type="checkbox"/> firefox.exe	7512	Firefox	Running	26	0	0.00
<input type="checkbox"/> flowsync.exe	5188	Polar Flow Sync	Running	6	0	0.00
<input type="checkbox"/> GoogleUpdate.exe	6268	Google Installer	Running	1	0	0.00
<input type="checkbox"/> hkcmd.exe	5072	hkcmd Module	Running	4	0	0.00
<input type="checkbox"/> ibmpmsvc.exe	980	Lenovo Power Management Ser...	Running	7	0	0.00
<input type="checkbox"/> igfxext.exe	4376	igfxext Module	Running	5	0	0.00
<input type="checkbox"/> igfxpers.exe	1492	persistence Module	Running	7	0	0.01
<input type="checkbox"/> igfxsvc.exe	5356	igfxsvc Module	Terminated	6	0	0.00
<input type="checkbox"/> igfxtray.exe	4440	igfxTray Module	Running	4	0	0.00
<input type="checkbox"/> instup.exe	9364	AVG Antivirus Installer	Running	8	0	3.37
<input type="checkbox"/> instup.exe	5992	AVG Antivirus Installer	Terminated	1	0	0.48
<input type="checkbox"/> lightscreen.exe	5420	Lightscreen	Running	1	0	0.00
<input type="checkbox"/> LMS.exe	4804	Local Man...	Running	1	0	0.00

Services 3% CPU Usage

Name	PID	Description	Status	CPU	Average CPU
SSDPSRV	5004	SSDP Disc...	Running	0	0.31
EventSystem	1152	COM+ Eve...	Running	0	0.00
WSearch	4952	Windows Search	Running	0	0.00

Views

CPU - Total 100%

60 Seconds 0%

Service CPU Usage 100%

CPU 0 100%

CPU 1 100%

Administrator: C:\Windows\system32\cmd.exe

```

c:\>
c:\>
c:\>
c:\>crashfirefox64 6748
c:\>crashfirefox64 5740
    
```



Resource Monitor

File Monitor Help

Overview CPU Memory Disk Network

Processes 12% CPU Usage 102% Maximum Frequency

Process	PID	Description	Status	Threads	CPU	Average CPU
Image						
conhost.exe	1676	Console Window Host	Running	1	0	0.00
Connect2.Service.exe	2232	Connect2 Service	Running	7	0	0.00
Core Temp.exe	4476	CPU temperature and system inf...	Running	9	0	0.00
csrss.exe	644	Client Server Runtime Process	Running	14	0	0.03
csrss.exe	536	Client Server Runtime Process	Running	10	0	0.01
diagtrackrunner.exe	7664	Microsoft Windows Diagnostics...	Running	1	0	0.01
DLG.exe	5688	Digital Line Detection	Running	2	0	0.00
dllhost.exe	5352	COM Surrogate	Terminated	8	0	0.00
dwm.exe	3780	Desktop Window Manager	Running	5	0	0.01
EvtEng.exe	2480	Intel(R) PROSet/Wireless Event L...	Running	24	0	0.00
explorer.exe	1324	Windows Explorer	Running	36	1	0.10
firefox.exe	8360	Firefox	Running	29	5	0.68
firefox.exe	6416	Firefox	Running	11	2	0.24
firefox.exe	5740	Firefox	Not Responding	70	1	0.08
firefox.exe	3424	Firefox	Running	31	0	0.07
firefox.exe	6848	Firefox	Running	27	0	0.05
firefox.exe	2652	Firefox	Running	27	0	0.01
firefox.exe	7512	Firefox	Running	26	0	0.00
flowsync.exe	5188	Polar Flow Sync	Running	6	0	0.00
GoogleUpdate.exe	6268	Google Installer	Running	1	0	0.00
hkcmd.exe	5072	hkcmd Module	Running	4	0	0.00
ibmpmsvc.exe	980	Lenovo Power Management Ser...	Running	7	0	0.00
igfxext.exe	4376	igfxext Module	Running	5	0	0.00
igfxpers.exe	1492	persistence Module	Running	7	0	0.01
igfxsvc.exe	5356	igfxsvc Module	Terminated	6	0	0.00
igfxtray.exe	4440	igfxTray Module	Running	4	0	0.00
instup.exe	9364	AVG Antivirus Installer	Running	8	0	2.25
instup.exe	5992	AVG Antivirus Installer	Terminated	1	0	0.48
lightscreen.exe	5420	Lightscreen	Running	1	0	0.00
LMS.exe	4804	Local Man...	Running	1	0	0.00

Services 2% CPU Usage

Name	PID	Description	Status	CPU	Average CPU
SSDPSRV	5004	SSDP Disc...	Running	0	0.31
EventSystem	1152	COM+ Eve...	Running	0	0.00
WSearch	4952	Windows Search	Running	0	0.00

CPU - Total 100%  
60 Seconds  
Service CPU Usage 100%  
CPU 0 0%  
CPU 1 - Parked 100%

```
Administrator: C:\Windows\system32\cmd.exe
C:\>
C:\>
C:\>
C:\>crashfirefox64 6748
C:\>crashfirefox64 5740
```



Resource Monitor

File Monitor Help

Overview CPU Memory Disk Network

Processes 8% CPU Usage 66% Maximum Frequency

Image	PID	Description	Status	Threads	CPU	Average CPU
<input type="checkbox"/> Image						
<input type="checkbox"/> conhost.exe	9024	Console Window Host	Running	2	0	0.01
<input type="checkbox"/> conhost.exe	6788	Console Window Host	Running	2	0	0.00
<input type="checkbox"/> conhost.exe	1676	Console Window Host	Running	1	0	0.00
<input type="checkbox"/> Connect2.Service.exe	2232	Connect2 Service	Running	7	0	0.00
<input type="checkbox"/> Core Temp.exe	4476	CPU temperature and system inf...	Running	9	0	0.00
<input type="checkbox"/> crashfirefox64.exe	9036	crashfirefox64.exe	Running	1	0	0.03
<input type="checkbox"/> csrss.exe	644	Client Server Runtime Process	Running	14	0	0.03
<input type="checkbox"/> csrss.exe	536	Client Server Runtime Process	Running	10	0	0.01
<input type="checkbox"/> diagtrackrunner.exe	7664	Microsoft Windows Diagnostics...	Running	1	0	0.01
<input type="checkbox"/> DLG.exe	5688	Digital			0	0.00
<input type="checkbox"/> dwm.exe	3780	Desk			0	0.01
<input type="checkbox"/> EvtEng.exe	2480	Intell			0	0.00
<input type="checkbox"/> explorer.exe	1324	Wind			0	0.07
<input type="checkbox"/> firefox.exe	8360	Firef			0	1.86
<input type="checkbox"/> firefox.exe	6416	Firef			0	0.58
<input type="checkbox"/> <b>firefox.exe</b>	<b>5740</b>	<b>Firef</b>			<b>0</b>	<b>0.11</b>
<input type="checkbox"/> firefox.exe	3424	Firef			0	0.11
<input type="checkbox"/> firefox.exe	6848	Firef			0	0.07
<input type="checkbox"/> firefox.exe	2652	Firef			0	0.02
<input type="checkbox"/> firefox.exe	7512	Firef			0	0.00
<input type="checkbox"/> flowsync.exe	5188	Polar Flow Sync	Running	6	0	0.00
<input type="checkbox"/> GoogleUpdate.exe	6268	Google Installer	Running	1	0	0.00
<input type="checkbox"/> hkcmd.exe	5072	hkcmd Module	Running	3	0	0.00
<input type="checkbox"/> ibmpmsvc.exe	980	Lenovo Power Management Ser...	Running	7	0	0.00
<input type="checkbox"/> igfxext.exe	4376	igfxext Module	Running	4	0	0.00
<input type="checkbox"/> igfxpers.exe	1492	persistence Module	Running	7	0	0.00
<input type="checkbox"/> igfxsvc.exe	5356	igfxsvc Module	Terminated	6	0	0.00
<input type="checkbox"/> igfxtray.exe	4440	igfxTray Module	Running	3	0	0.00
<input type="checkbox"/> instup.exe	9364	AVG Antivi				
<input type="checkbox"/> instup.exe	5992	AVG Antivi				

Services 1% CPU Usage

Name	PID	Description
SSDPSRV	5004	SSDP Disc
SysMain	1112	Superfetch
WSearch	4952	Windows Search

Views

CPU - Total 100%

60 Seconds 0%

Service CPU Usage 100%

CPU 0 100%

CPU 1 - Parked 100%

Firefox

Firefox has stopped working

Windows is checking for a solution to the problem...

Cancel

Administrator: C:\Windows\system32\cmd.exe - crashfirefox64 5740

```

C:\>
C:\>
C:\>
C:\>crashfirefox64 6748
C:\>crashfirefox64 5740

```



Resource Monitor

File Monitor Help

Overview CPU Memory Disk Network

Processes 16% CPU Usage 67% Maximum Frequency

Image	PID	Description	Status	Threads	CPU	Average CPU
<input type="checkbox"/> conhost.exe	9024	Console Window Host	Running	2	0	0.01
<input type="checkbox"/> conhost.exe	6788	Console Window Host	Running	2	0	0.00
<input type="checkbox"/> conhost.exe	1676	Console Window Host	Running	1	0	0.00
<input type="checkbox"/> Connect2.Service.exe	2232	Connect2 Service	Running	7	0	0.00
<input type="checkbox"/> Core Temp.exe	4476	CPU temperature and system inf...	Running	9	0	0.00
<input type="checkbox"/> crashfirefox64.exe	9036	crashfirefox64.exe	Running	1	0	0.02
<input type="checkbox"/> csrss.exe	644	Client Server Runtime Process	Running	14	0	0.04
<input type="checkbox"/> csrss.exe	536	Client Server Runtime Process	Running	10	0	0.01
<input type="checkbox"/> diagtrackrunner.exe	7664	Microsoft Windows Diagnostics...	Running	1	0	0.01
<input type="checkbox"/> DLG.exe	5688	Digital	Running	0	0	0.00
<input type="checkbox"/> dllhost.exe	8064	COM	Running	1	0	0.61
<input type="checkbox"/> dwm.exe	3780	Desk	Running	0	0	0.01
<input type="checkbox"/> EvtEng.exe	2480	Intel	Running	0	0	0.00
<input type="checkbox"/> explorer.exe	1324	Wind	Running	1	0	0.08
<input type="checkbox"/> firefox.exe	8360	Firef	Running	0	0	1.74
<input type="checkbox"/> firefox.exe	6416	Firef	Running	0	0	0.53
<input type="checkbox"/> firefox.exe	3424	Firef	Running	1	0	0.15
<input type="checkbox"/> <b>firefox.exe</b>	<b>5740</b>	<b>Firef</b>	<b>Running</b>	<b>0</b>	<b>0</b>	<b>0.11</b>
<input type="checkbox"/> firefox.exe	6848	Firef	Running	0	0	0.06
<input type="checkbox"/> firefox.exe	2652	Firef	Running	0	0	0.02
<input type="checkbox"/> firefox.exe	7512	Firefox	Running	26	0	0.00
<input type="checkbox"/> flowsync.exe	5188	Polar Flow Sync	Running	6	0	0.00
<input type="checkbox"/> GoogleUpdate.exe	6268	Google Installer	Running	1	0	0.00
<input type="checkbox"/> hkcmd.exe	5072	hkcmd Module	Running	4	0	0.00
<input type="checkbox"/> ibmpmsvc.exe	980	Lenovo Power Management Ser...	Running	7	0	0.00
<input type="checkbox"/> igfxext.exe	4376	igfxext Module	Running	5	0	0.00
<input type="checkbox"/> igfxpers.exe	1492	persistence Module	Running	7	0	0.00
<input type="checkbox"/> igfxsvc.exe	5356	igfxsvc Module	Terminated	6	0	0.00
<input type="checkbox"/> igfxtray.exe	4440	igfxTray Module	Running	4	0	0.00
<input type="checkbox"/> instup.exe	9364	AVG Antivirus Installer	Running	12	1	1.32

Services 23% CPU Usage

Name	PID	Description	Status	Group	CPU	Average CPU
SSDPSRV	5004	SSDP Discovery	Running	LocalServiceAn...	1	1.72
SysMain	1112	Superfetch	Running	LocalSystemNe...	8	1.09
WSearch	4952	Windows Search	Running		1	0.87

Firefox

**Firefox has stopped working**

A problem caused the program to stop working correctly. Windows will close the program and notify you if a solution is available.

Close program

Views

CPU - Total 100%

60 Seconds 0%

Service CPU Usage 100%

CPU 0 100%

CPU 1 - Parked 100%

CPU 2 100%



Processes 17% CPU Usage 78% Maximum Frequency

Image	PID	Description	Private Bytes	Working Set	Page Faults	Average CPU
CompatTelRunner.exe	4756	Microsoft Compatibility Telen...				0.00
conhost.exe	9024	Console Window Host				0.01
conhost.exe	6788	Console Window Host				0.00
conhost.exe	1676	Console Window Host				0.00
Connect2.Service.exe	2232	Connect2 Service				0.00
Core Temp.exe	4476	CPU temperature and system				0.00
crashfirefox64.exe	9036	crashfirefox64.exe				0.02
csrss.exe	644	Client Server Runtime Proces...				0.05
csrss.exe	536	Client Server Runtime Proces...				0.01
diagtrackrunner.exe	7664	Microsoft Windows Diagnos...	Terminated			0.01
DLG.exe	5688	Digital Line Detection	Running	2	0	0.00
dllhost.exe	8064	COM Surrogate	Terminated	8	0	0.15
dwm.exe	3780	Desktop Window Manager	Running	5	0	0.00
EvtEng.exe	2480	Intel(R) PROSet/Wireless Event L...	Running	25	0	0.00
explorer.exe	1324	Windows Explorer	Running	36	1	0.13
firefox.exe	8360	Firefox	Running	29	0	1.58
firefox.exe	6416	Firefox	Running	11	0	0.42
firefox.exe	3424	Firefox	Running	31	0	0.15
firefox.exe	5740	Firefox	Not Responding	71	0	0.09
firefox.exe	6848	Firefox	Running	27	0	0.06
firefox.exe	2652	Firefox	Running	27	0	0.02
firefox.exe	7512	Firefox	Running	26	0	0.00
flowsync.exe	5188	Polar Flow Sync	Running	6	0	0.00
GoogleUpdate.exe	6268	Google Installer	Running	1	0	0.00
hkcmd.exe	5072	hkcmd Module	Running	4	0	0.00
ibmpmsvc.exe	980	Lenovo Power Management Ser...	Running	7	0	0.00
igfxext.exe	4376	igfxext Module	Running	5	0	0.00
igfxpers.exe	1492	persistence Module	Running	6	0	0.00
igfxtray.exe	4440	igfxTray M...				
instup.exe	9364	AVG Antivi...				

Firefox

Firefox has stopped working

A problem caused the program to stop working correctly. Windows will close the program and notify you if a solution is available.

Close program

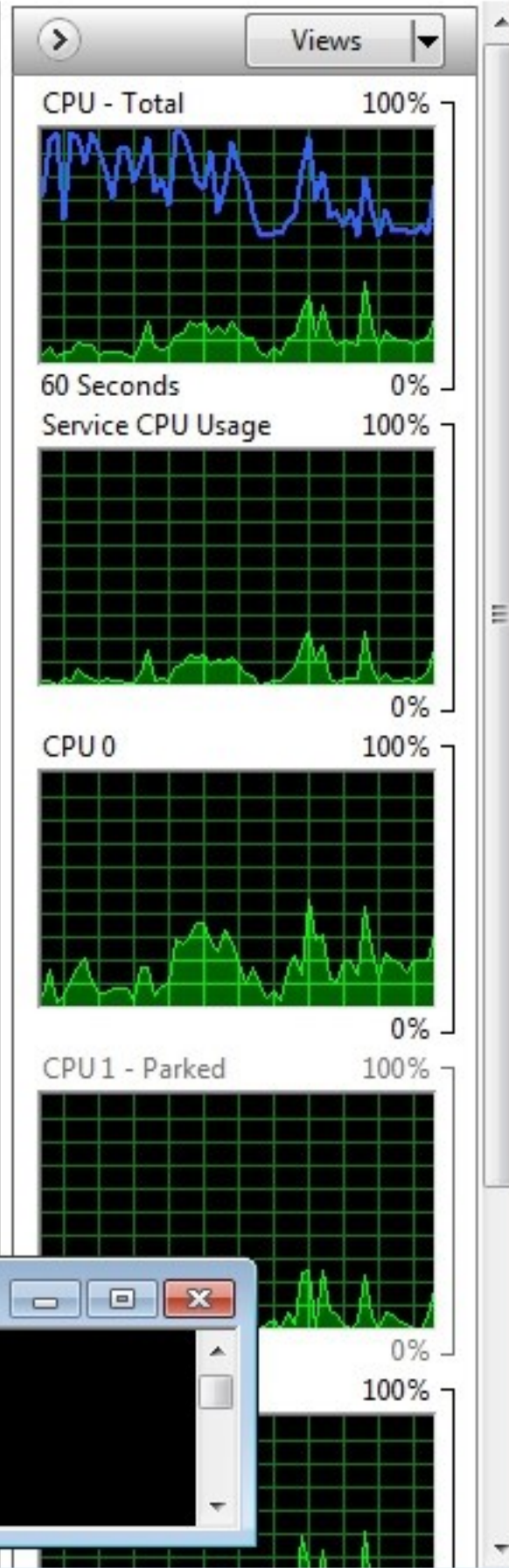
Services 13% CPU Usage

Name	PID	Description	Private Bytes	Working Set	Page Faults	Average CPU
SSDPSRV	5004	SSDP Discov...				
SysMain	1112	Superfetch				
WSearch	4952	Windows Search	Running	0	1	0.09

```

Administrator: C:\Windows\system32\cmd.exe - crashfirefox64 5740
C:\>
C:\>
C:\>
C:\>crashfirefox64 6748
C:\>crashfirefox64 5740

```







Resource Monitor

File Monitor Help

Overview CPU Memory Disk Network

Processes 12% CPU Usage 68% Maximum Frequency

Image	PID	Description	Status	Threads	CPU	Average CPU
<input type="checkbox"/> CompatTelRunner.exe	4756	Microsoft Compatibility Telemetry	Running	1	0	0.03
<input type="checkbox"/> conhost.exe	8908	Console Window Host	Running	2	0	0.06
<input type="checkbox"/> conhost.exe	9024	Console Window Host	Running	2	0	0.01
<input type="checkbox"/> conhost.exe	6788	Console Window Host	Terminated	2	0	0.00
<input type="checkbox"/> conhost.exe	1676	Console Window Host	Running	1	0	0.00
<input type="checkbox"/> Connect2.Service.exe	2232	Connect2 Service	Running	7	0	0.00
<input type="checkbox"/> Core Temp.exe	4476	CPU temperature and system inf...	Running	9	0	0.00
<input type="checkbox"/> crashfirefox64.exe	9036	crashfirefox64.exe	Running	1	0	0.01
<input type="checkbox"/> csrss.exe	644	Client Server Runtime Process	Running	14	0	0.06
<input type="checkbox"/> csrss.exe	536	Client Server Runtime Process	Running	10	0	0.00
<input type="checkbox"/> diagtrackrunner.exe	7664	Microsoft Windows Diagnostics...	Terminated	1	0	0.00
<input type="checkbox"/> DLG.exe	5688	Digital Line Detection	Running	2	0	0.00
<input type="checkbox"/> dllhost.exe	8064	COM Surrogate	Terminated	8	0	0.15
<input type="checkbox"/> dwm.exe	3780	Desktop Window Manager	Running	5	0	0.01
<input type="checkbox"/> EvtEng.exe	2480	Intel(R) PROSet/Wireless Event L...	Running	25	0	0.00
<input type="checkbox"/> explorer.exe	1324	Windows Explorer	Running	34	0	0.15
<input type="checkbox"/> firefox.exe	8360	Firefox	Running	29	0	1.39
<input type="checkbox"/> firefox.exe	6416	Firefox	Running	11	0	0.39
<input type="checkbox"/> firefox.exe	3424	Firefox	Running	31	0	0.20
<input type="checkbox"/> firefox.exe	6848	Firefox	Running	27	0	0.08
<input type="checkbox"/> <b>firefox.exe</b>	<b>5740</b>	<b>Firefox</b>	<b>Suspended</b>	<b>71</b>	<b>0</b>	<b>0.06</b>
<input type="checkbox"/> firefox.exe	2652	Firefox	Running	27	0	0.02
<input type="checkbox"/> firefox.exe	7512	Firefox	Running	26	0	0.00
<input type="checkbox"/> flowsync.exe	5188	Polar Flow Sync	Running	6	0	0.00
<input type="checkbox"/> GoogleUpdate.exe	6268	Google Installer	Running	1	0	0.00
<input type="checkbox"/> hkcmd.exe	5072	hkcmd Module	Running	4	0	0.00
<input type="checkbox"/> ibmpmsvc.exe	980	Lenovo Power Management Ser...	Running	7	0	0.00
<input type="checkbox"/> igfxext.exe	4376	igfxext Module	Running	5	0	0.00
<input type="checkbox"/> igfxpers.exe	1492	persistence	Running	1	0	0.00
<input type="checkbox"/> igfxtray.exe	4440	igfxTray M...	Running	1	0	0.00

Services 3% CPU Usage

Name	PID	Description	Status	Threads	CPU	Average CPU
SSDPSRV	5004	SSDP Disc...	Running	1	0	0.00
SysMain	1112	Superfetch	Running	1	0	0.00
WSearch	4952	Windows Search	Running	1	0	0.00

CPU - Total 100%

60 Seconds 0%

Service CPU Usage 100%

CPU 0 100%

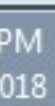
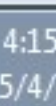
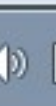
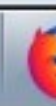
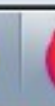
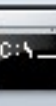
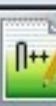
CPU 1 - Parked 100%

Administrator: C:\Windows\system32\cmd.exe - crashfirefox64 5740

```

C:\>
C:\>
C:\>
C:\>crashfirefox64 6748
C:\>crashfirefox64 5740

```





Windows Task Manager

File Options View Help

Applications Processes Services

CPU Usage

0 %

Memory

2.00 GB

Physical Memory (MB)

Total	3891
Cached	611
Available	1838
Free	1298

Kernel Memory (MB)

Paged	240
Nonpaged	112

Processes: 126 CPU Usage: 0%

Resource Monitor

File Monitor Help

Overview CPU Memory Disk Network

Processes 8% CPU Usage 62% Maximum Frequency

Image	PID	Description	Status	Threads	CPU	Average CPU
<input type="checkbox"/> conhost.exe	8908	Console Window Host	Running	2	0	0.02
<input type="checkbox"/> conhost.exe	9024	Console Window Host	Running	2	0	0.01
<input type="checkbox"/> conhost.exe	6788	Console Window Host	Terminated	2	0	0.00
<input type="checkbox"/> conhost.exe	1676	Console Window Host	Running	1	0	0.00
<input type="checkbox"/> Connect2.Service.exe	2232	Connect2 Service	Running	7	0	0.00
<input type="checkbox"/> Core Temp.exe	4476	CPU temperature and system inf...	Running	9	0	0.01
<input type="checkbox"/> crashfirefox64.exe	9036	crashfirefox64.exe	Terminated	1	0	0.00
<input type="checkbox"/> csrss.exe	644	Client Server Runtime Process	Running	14	0	0.04
<input type="checkbox"/> csrss.exe	536	Client Server Runtime Process	Running	10	0	0.00
<input type="checkbox"/> diagtrackrunner.exe	7664	Microsoft Windows Diagnostics...	Terminated	1	0	0.00
<input type="checkbox"/> DLG.exe	5688	Digital Line Detection	Running	2	0	0.00
<input type="checkbox"/> dllhost.exe	8064	COM Surrogate	Terminated	8	0	0.15
<input type="checkbox"/> dllhost.exe	7744	COM Surrogate	Terminated	8	0	0.00
<input type="checkbox"/> dwm.exe	3780	Desktop Window Manager	Running	5	0	0.01
<input type="checkbox"/> EvtEng.exe	2480	Intel(R) PROSet/Wireless Event L...	Running	25	0	0.01
<input type="checkbox"/> explorer.exe	1324	Windows Explorer	Running	33	0	0.14
<input type="checkbox"/> firefox.exe	3424	Firefox	Running	31	1	0.24
<input type="checkbox"/> firefox.exe	8360	Firefox	Running	28	0	0.08
<input type="checkbox"/> firefox.exe	6848	Firefox	Running	26	0	0.07
<input type="checkbox"/> firefox.exe	2652	Firefox	Running	26	0	0.02
<input type="checkbox"/> firefox.exe	5740	Firefox	Running	1	0	0.01
<input type="checkbox"/> firefox.exe	6416	Firefox	Running	11	0	0.00
<input type="checkbox"/> firefox.exe	7512	Firefox	Running	25	0	0.00
<input type="checkbox"/> flowsync.exe	5188	Polar Flow Sync	Running	6	0	0.00
<input type="checkbox"/> GoogleUpdate.exe	6268	Google Installer	Running	1	0	0.01
<input type="checkbox"/> hkcmd.exe	5072	hkcmd Module	Running	4	0	0.00
<input type="checkbox"/> ibmpmsvc.exe	980	Lenovo Power Management Ser...	Running	7	0	0.00
<input type="checkbox"/> igfxext.exe	4376	igfxext Module	Running	5	0	0.00
<input type="checkbox"/> igfxpers.exe	1492	persistence	Running	1	0	0.00
<input type="checkbox"/> igfxtray.exe	4440	igfxTray M...	Running	1	0	0.00

Services 8% CPU Usage

Name	PID	Description
SysMain	1112	Superfetch
gpsvc	1280	Group Pol...
WSearch	4952	Windows Search

Views

CPU - Total 100%

60 Seconds 0%

Service CPU Usage 100%

0%

CPU 0 100%

0%

CPU 1 - Parked 100%

0%

Administrator: C:\Windows\system32\cmd.exe

```

c:\>
c:\>
c:\>crashfirefox64 6748
c:\>crashfirefox64 5740
c:\>

```




Windows Task Manager

File Options View Help

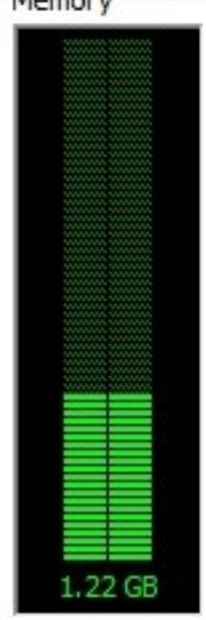
Applications Processes Services

CPU Usage



7%

Memory



1.22 GB

Physical Memory (MB)

Total	3891
Cached	545
Available	2631
Free	2213

Kernel Memory (MB)

Paged	226
Nonpaged	109

Processes: 118 CPU Usage: 7%

Resource Monitor

File Monitor Help

Overview CPU Memory Disk Network

Processes 40% CPU Usage 95% Maximum Frequency

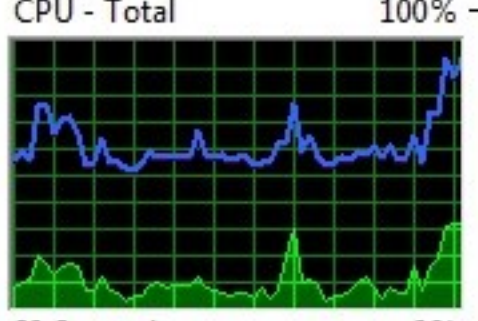
Image	PID	Description	Status	Threads	CPU	Average CPU
<input type="checkbox"/> Image						
<input type="checkbox"/> conhost.exe	8908	Console Window Host	Running	2	0	0.02
<input type="checkbox"/> conhost.exe	9024	Console Window Host	Running	2	0	0.01
<input type="checkbox"/> conhost.exe	6788	Console Window Host	Terminated	2	0	0.00
<input type="checkbox"/> conhost.exe	1676	Console Window Host	Running	1	0	0.00
<input type="checkbox"/> Connect2.Service.exe	2232	Connect2 Service	Running	7	0	0.00
<input type="checkbox"/> Core Temp.exe	4476	CPU temperature and system inf...	Running	9	0	0.01
<input type="checkbox"/> crashfirefox64.exe	9036	crashfirefox64.exe	Terminated	1	0	0.00
<input type="checkbox"/> csrss.exe	644	Client Server Runtime Process	Running	14	0	0.04
<input type="checkbox"/> csrss.exe	536	Client Server Runtime Process	Running	10	0	0.00
<input type="checkbox"/> diagtrackrunner.exe	7664	Microsoft Windows Diagnostics...	Terminated	1	0	0.00
<input type="checkbox"/> DLG.exe	5688	Digital Line Detection	Running	2	0	0.00
<input type="checkbox"/> dllhost.exe	8064	COM Surrogate	Terminated	8	0	0.00
<input type="checkbox"/> dllhost.exe	7744	COM Surrogate	Terminated	8	0	0.00
<input type="checkbox"/> dwm.exe	3780	Desktop Window Manager	Running	4	0	0.01
<input type="checkbox"/> EvtEng.exe	2480	Intel(R) PROSet/Wireless Event L...	Running	25	0	0.01
<input type="checkbox"/> explorer.exe	1324	Windows Explorer	Running	32	0	0.10
<input type="checkbox"/> firefox.exe	3424	Firefox	Terminated	1	0	0.20
<input type="checkbox"/> firefox.exe	6848	Firefox	Terminated	1	2	0.11
<input type="checkbox"/> firefox.exe	8360	Firefox	Terminated	1	1	0.11
<input type="checkbox"/> firefox.exe	2652	Firefox	Terminated	1	0	0.02
<input type="checkbox"/> firefox.exe	6416	Firefox	Terminated	1	0	0.02
<input type="checkbox"/> firefox.exe	5740	Firefox	Terminated	1	0	0.02
<input type="checkbox"/> firefox.exe	7512	Firefox	Terminated	1	0	0.01
<input type="checkbox"/> flowsync.exe	5188	Polar Flow Sync	Running	6	0	0.00
<input type="checkbox"/> GoogleUpdate.exe	6268	Google Installer	Running	1	0	0.01
<input type="checkbox"/> hkcmd.exe	5072	hkcmd Module	Running	4	0	0.00
<input type="checkbox"/> ibmpmsvc.exe	980	Lenovo Power Management Ser...	Running	7	0	0.00
<input type="checkbox"/> igfxext.exe	4376	igfxext Module	Running	5	0	0.00
<input type="checkbox"/> igfxpers.exe	1492	persistence	Running	1	0	0.00
<input type="checkbox"/> igfxtray.exe	4440	igfxTray M...	Running	1	0	0.00

Services 25% CPU Usage

Name	PID	Description	Status	CPU	Average CPU
gpsvc	1280	Group Pol...	Running	0	0.00
WSearch	4952	Windows S...	Running	0	0.00
AVG Antivirus	1684	AVG Antivirus	Running	0	0.67

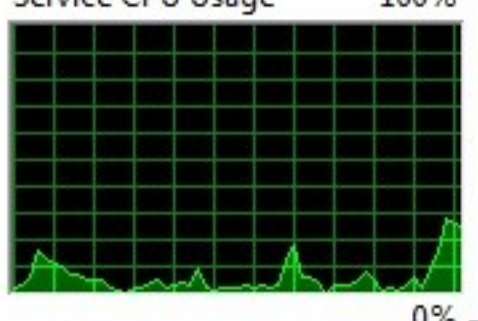
Views

CPU - Total 100%



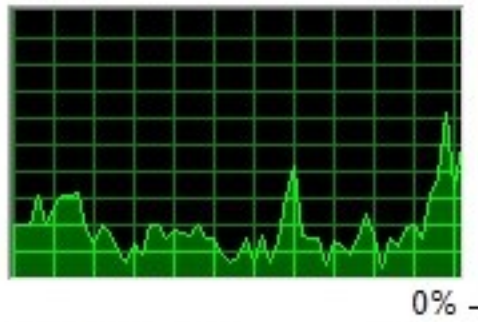
60 Seconds 0%

Service CPU Usage 100%




0%

CPU 0 100%



0%

CPU 1 - Parked 100%



0%

100%

Administrator: C:\Windows\system32\cmd.exe

```

c:\>
c:\>
c:\>crashfirefox64 6748
c:\>crashfirefox64 5740
c:\>

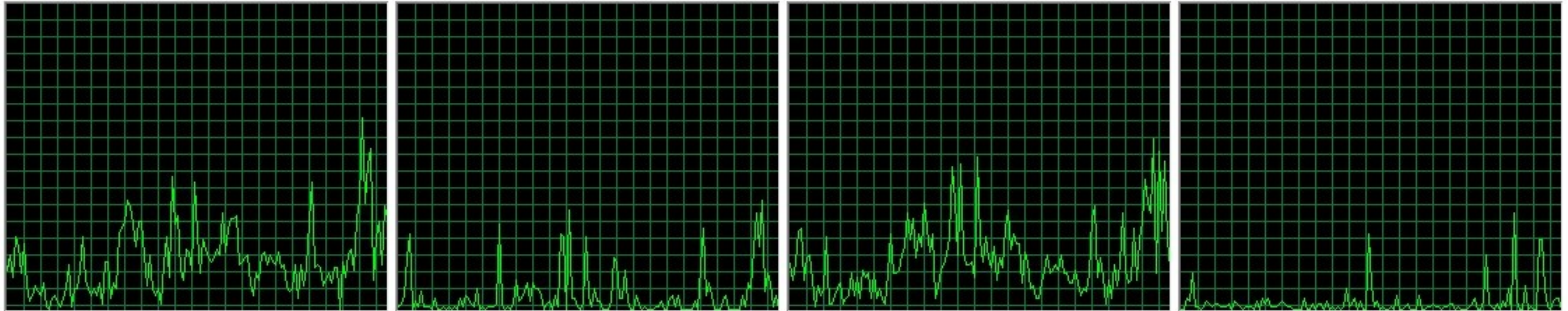
```



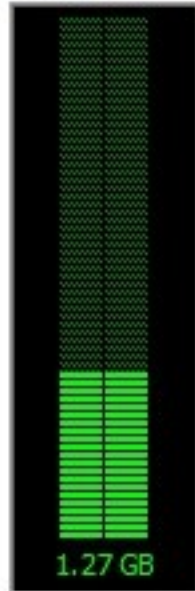
CPU Usage



CPU Usage History



Memory



Physical Memory Usage History



Physical Memory (MB)

Total	3891
Cached	642
Available	2575
Free	2089

System

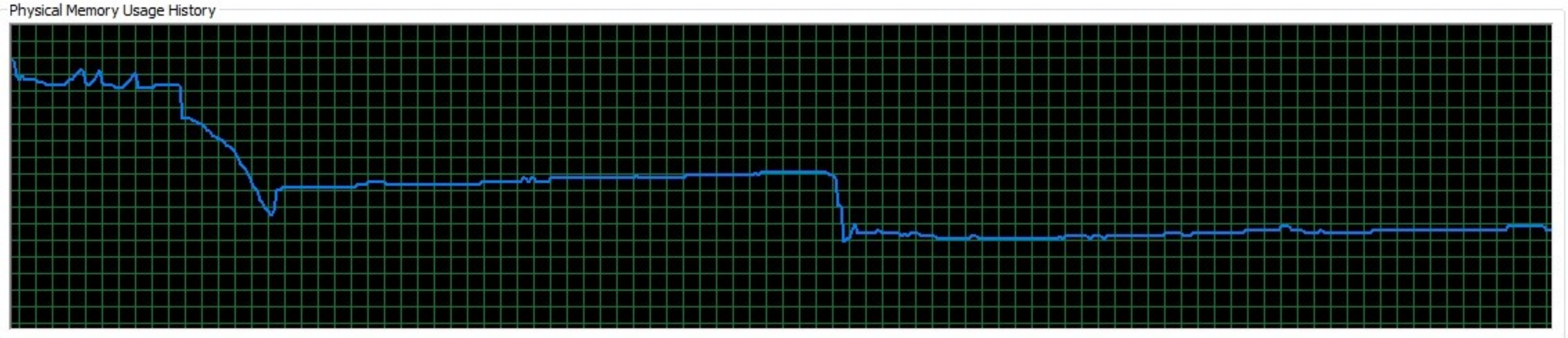
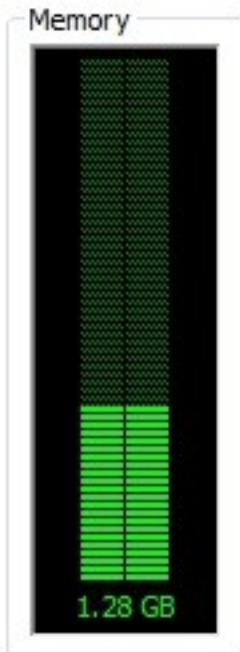
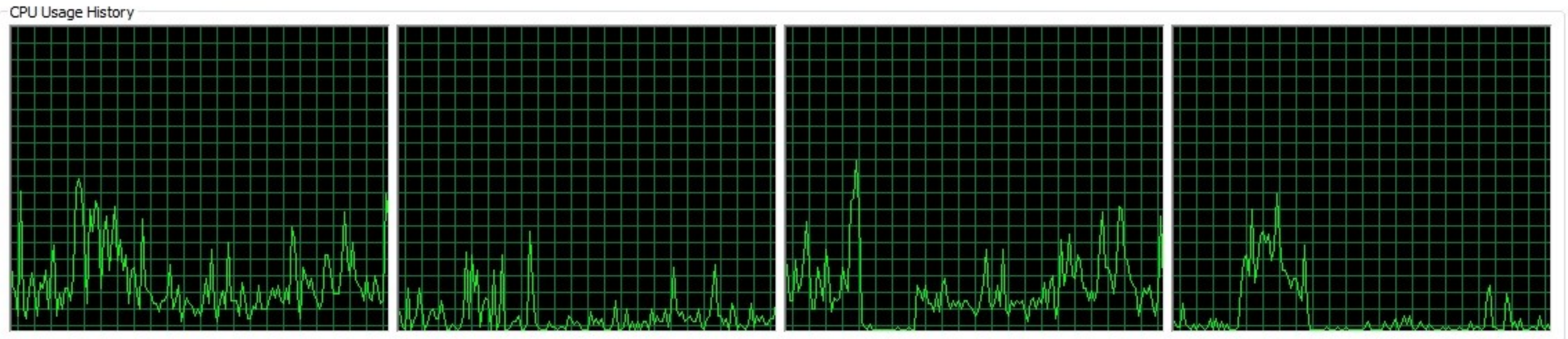
Handles	35428
Threads	1443
Processes	117
Up Time	0:04:08:37
Commit (MB)	2228 / 9889

Kernel Memory (MB)

Paged	226
Nonpaged	109

Resource Monitor...





Physical Memory (MB)

Total	3891
Cached	1136
Available	2580
Free	1492

Kernel Memory (MB)

Paged	244
Nonpaged	109

System

Handles	35954
Threads	1453
Processes	109
Up Time	0:04:12:45
Commit (MB)	2144 / 9889

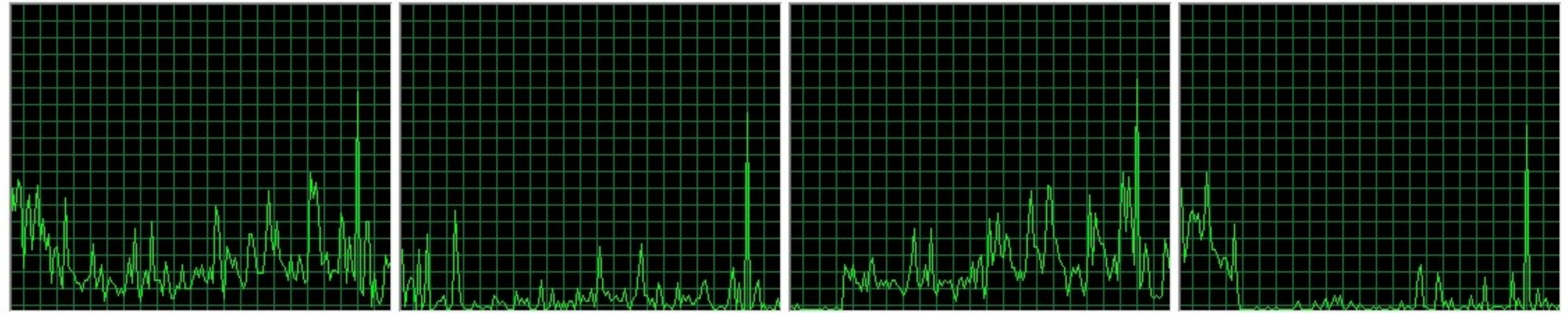
Resource Monitor...



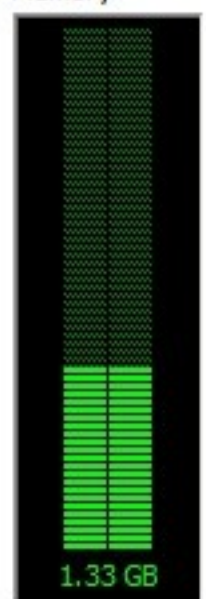
CPU Usage



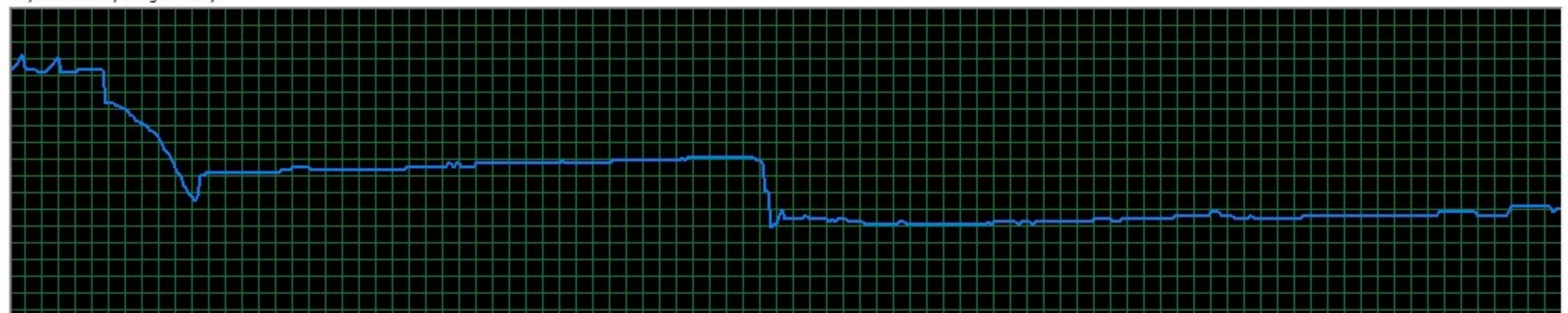
CPU Usage History



Memory



Physical Memory Usage History



Physical Memory (MB)

Total	3891
Cached	1219
Available	2519
Free	1329

Kernel Memory (MB)

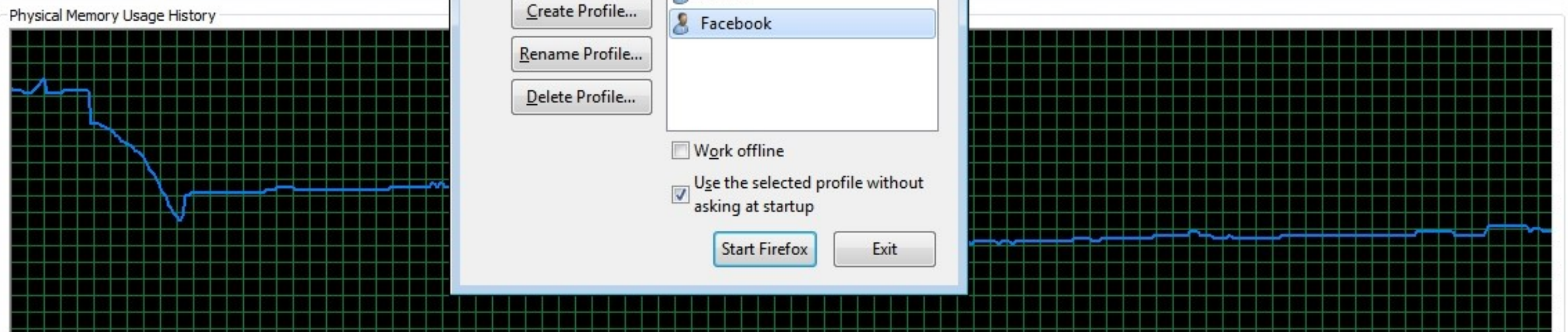
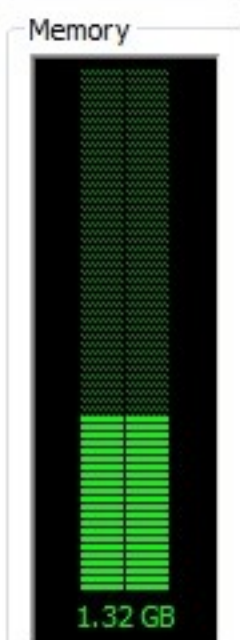
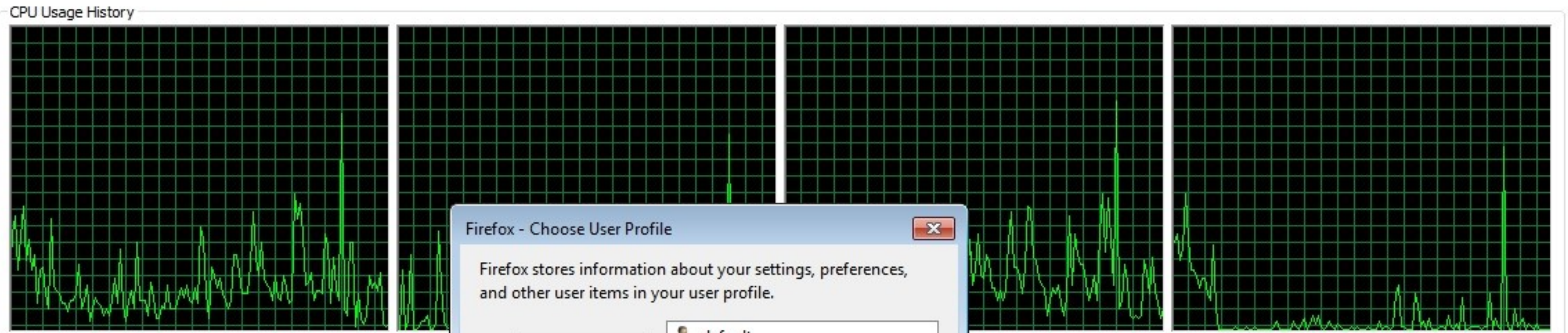
Paged	248
Nonpaged	109

System

Handles	36139
Threads	1480
Processes	108
Up Time	0:04:13:13
Commit (MB)	2211 / 9889

Resource Monitor...





Firefox - Choose User Profile

Firefox stores information about your settings, preferences, and other user items in your user profile.

Create Profile...  
Rename Profile...  
Delete Profile...

- default
- Facebook

Work offline  
 Use the selected profile without asking at startup

Start Firefox Exit

Physical Memory (MB)

Total	3891
Cached	1258
Available	2534
Free	1309

Kernel Memory (MB)

Paged	248
Nonpaged	110

System

Handles	36116
Threads	1480
Processes	108
Up Time	0:04:13:18
Commit (MB)	2218 / 9889

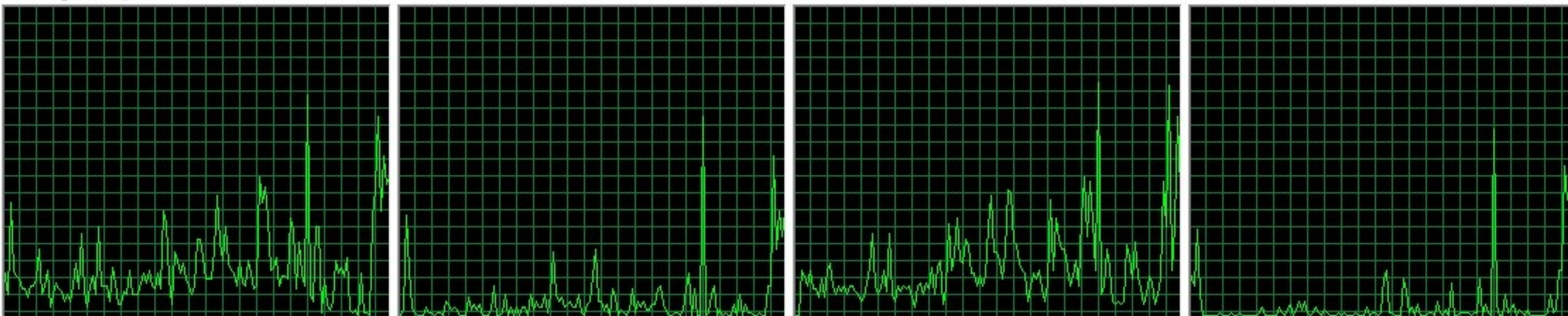
Resource Monitor...



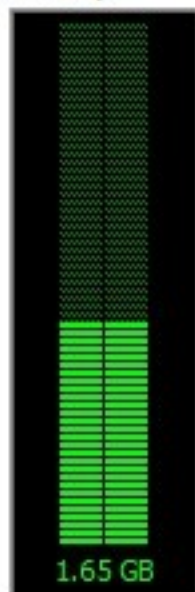
CPU Usage



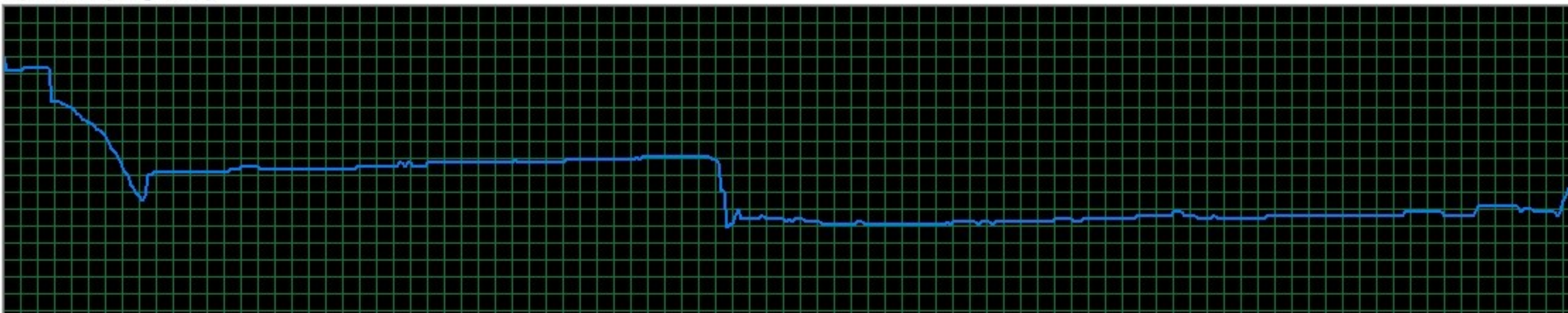
CPU Usage History



Memory



Physical Memory Usage History



Physical Memory (MB)

Total	3891
Cached	1281
Available	2196
Free	952

System

Handles	38294
Threads	1606
Processes	113
Up Time	0:04:13:30
Commit (MB)	2748 / 9889

Kernel Memory (MB)

Paged	253
Nonpaged	110

Resource Monitor...





# Sorry. We're having trouble getting your pages back.

We are having trouble restoring your last browsing session. Select Restore Session to try again.

Still not able to restore your session? Sometimes a tab is causing the issue. View previous tabs, remove the tick from the tabs you don't need to recover, and then restore.

[View Previous Tabs](#) ▾

[Restore Session](#)

[Start New Session](#)



Signature report for UnhookTextRunFromFrames

Showing results from 3 months ago to a day ago. Show Filters

- Summary Aggregations Reports Graphs Bugzilla Comments Correlations

Operating System

Uptime Range

Product \*

Architecture

Process Type

Flash™ Version



# Unsubmitted Crash Reports

Remove All Reports

Report ID

Date Crashed

# Submitted Crash Reports

Report ID

Date Submitted

<a href="#">bp-26260205-3b7b-4e43-9cf7-d0c110180503</a>	5/3/2018	3:01 PM
<a href="#">bp-24024831-c06d-41c1-821c-cc84e0180503</a>	5/3/2018	3:00 PM
<a href="#">bp-a08697af-801d-4d3c-8f1d-189b00180503</a>	5/3/2018	3:00 PM
<a href="#">bp-0c917828-a478-4749-a0af-1138c0180503</a>	5/3/2018	2:59 PM
<a href="#">bp-f6c8ea95-f6ad-4e23-bd50-cdc850180503</a>	5/3/2018	2:58 PM
<a href="#">bp-b9933860-277d-4778-80f4-d9da00180503</a>	5/3/2018	2:40 PM
<a href="#">bp-3e11708b-24fd-423c-a4d6-755080180503</a>	5/3/2018	2:40 PM
<a href="#">bp-fa1a020c-6d94-4731-88af-4603a0180503</a>	5/3/2018	2:40 PM
<a href="#">bp-8769adba-83a3-4870-93c3-62bad0180503</a>	5/3/2018	2:39 PM
<a href="#">bp-83251873-1b2d-4504-9b58-9eaa90180503</a>	5/3/2018	2:39 PM
<a href="#">bp-14838d1b-e031-4366-b42e-c0a980180503</a>	5/3/2018	2:16 PM
<a href="#">bp-eeb30aa7-8c41-4024-9772-fd8d50180503</a>	5/3/2018	2:15 PM
<a href="#">bp-d56abf53-6b2b-471b-ba7f-3ddf80180503</a>	5/3/2018	2:14 PM
<a href="#">bp-f7d238a8-e398-43d5-a125-b10130180503</a>	5/2/2018	9:02 PM
<a href="#">bp-7e205f1f-c58f-4942-af09-25b530180503</a>	5/2/2018	9:01 PM
<a href="#">bp-2008f538-2aba-4033-a32d-6ddbd0180503</a>	5/2/2018	9:01 PM
<a href="#">bp-faa0eeff-5cfa-4a77-9331-bb4ec0180503</a>	5/2/2018	9:01 PM