

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 web site](#).

Copy all to clipboard Send via email Include account names (possibly identifying information)

Application Basics

Name	Thunderbird
Version	6.0.1
User Agent	Mozilla/5.0 (Windows NT 6.1; WOW64; rv:6.0.1) Gecko/20110830 Thunderbird/6.0.1
Profile Directory	Open Containing Folder (Local drive)
Application Build ID	20110830105949
Enabled Plugins	about:plugins
Build Configuration	about:buildconfig

Mail and News Accounts

ID	Incoming server			Outgoing servers			
	Name	Connection security	Authentication method	Name	Connection security	Authentication method	Default?
account1	(pop3) mail.williamrmchugh.com:110	None	Normal password	smtp.williammchugh.com:2525	STARTTLS	Normal password	true
				smtp.williammchugh.com:2525	STARTTLS	Normal password	false
				smtp.williammchugh.com:2525	STARTTLS	Normal password	false
				smtp.williammchugh.com:2525	STARTTLS	Normal password	false
				smtp.williammchugh.com:2525	STARTTLS	Normal password	false
				smtp.williammchugh.com:2525	STARTTLS	Normal password	false
				smtp.williammchugh.com:2525	STARTTLS	Normal password	false
				smtp.williammchugh.com:2525	STARTTLS	Normal password	false
				smtp.williammchugh.com:2525	STARTTLS	Normal password	false
account2	(none) Local Folders	None	Normal password				
account3	(pop3) pop.att.yahoo.com:110	None	Normal password	smtp.att.yahoo.com:465	SSL/TLS	Normal password	true
account4	(pop3) mail.tammanytogether.org:110	None	Normal password	smtp.tammanytogether.org:2525	None	Normal password	true
account5	(pop3) pop.att.yahoo.com:110	None	Normal password	smtp.att.yahoo.com:465	SSL/TLS	Normal password	true
account6	(pop3) mail.hoopblather.com:110	None	Normal password	smtp.hoopblather.com:2525	None	Normal password	true
				smtp.hoopblather.com:2525	None	Normal password	false
account7	(pop3) pop.charter.net:110	None	Normal password	smtp.charter.net:25	None	Password, original method (insecure)	true
account8	(pop3) pop.charter.net:110	None	Normal password	smtp.charter.net:25	None	Password, original method (insecure)	true
account9	(pop3) pop.att.yahoo.com:110	None	Normal password	smtp.att.yahoo.com:465	SSL/TLS	Normal password	true

Extensions

Name	Version	Enabled	ID
AddressBookTab	1.4.2	true	AddressBookTab@dischert.luc
Contacts Sidebar	0.9pre	true	{4dce973c-25a5-4657-8e37-6c2a85c24a7e}
Correct Identity	1.3.3	true	{47ef7cc0-2201-11da-8cd6-0800200c9a66}
Quicktext	0.9.11.1	true	{8845E3B3-E8FB-40E2-95E9-EC40294818C4}
ImportExportTools	2.6.2	false	{3ed8cc52-86fc-4613-9026-c1ef969da4c3}

Modified Preferences

Name	Value
accessibility.typeaheadfind.flashBar	0
extensions.lastAppVersion	6.0.1
font.minimum-size.x-western	12
font.name.monospace.el	Consolas
font.name.monospace.tr	Consolas
font.name.monospace.x-baltic	Consolas

Name	Value
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.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
font.size.variable.x-unicode	17
font.size.variable.x-western	18
mail.openMessageBehavior.version	1
mail.winsearch.firstRunDone	true
network.cookie.prefsMigrated	true
places.database.lastMaintenance	1314895099
places.history.expiration.transient_current_max_pages	249621

Graphics

Adapter Description	NVIDIA GeForce 7025 / NVIDIA nForce 630a
Vendor ID	10de
Device ID	03d6
Adapter RAM	256
Adapter Drivers	nvd3dumx,nvd3dum
Driver Version	8.17.12.5896
Driver Date	7-9-2010
Direct2D Enabled	false
DirectWrite Enabled	false (6.1.7601.17563)
WebGL Renderer	Google Inc. -- ANGLE -- OpenGL ES 2.0 (ANGLE 0.0.0.686)
GPU Accelerated Windows	2/2 Direct3D 9