mozilla

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Firefox Help

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Troubleshooting extensions and themes

Some problems with Firefox are caused by extensions, themes or hardware acceleration. This article will help you determine whether one of these is causing your problem and, if it is, describe how to make Firefox run normally again.

Start Firefox in Safe Mode

When you start in Firefox's Safe Mode, all extensions are temporarily disabled, hardware acceleration is turned off and the default theme is used. This will help determine whether one of these is causing your problem.

1. On the menu bar, click the ⬚Help⬚ menu and select ⬚Restart with Add-ons Disabled...⬚ . Firefox will start up with the Firefox Safe Mode dialog.

   > **Note:** You can also start Firefox in Safe Mode by holding down the `option` key while starting Firefox.

2. When the Firefox Safe Mode window appears, press the button `Continue in Safe Mode` .

After Firefox starts in Safe Mode, test for your problem.

The problem still occurs in Safe Mode

If your problem persists in Safe Mode, it is not being caused by an extension, theme or hardware acceleration. Other possible causes could be plugins or changes made to Firefox preference settings, which are not disabled in Safe Mode.

- For additional troubleshooting suggestions, see Basic Troubleshooting, Troubleshooting plugins, and Resetting preferences.

The problem does not occur in Safe Mode

If your problem did not occur in Safe Mode, it is most likely because of an extension, theme or hardware acceleration. Continue following the steps in this article to determine the cause of your problem.

Turn off hardware acceleration

With some graphics card and graphics driver setups, Firefox may crash or have trouble showing text or objects on pages when using hardware acceleration. You can try turning off hardware acceleration to see if it fixes the problem.

1. On the menu bar, click on the ⬚Firefox⬚ menu and select ⬚Preferences...⬚ .
2. Select the ⬚Advanced⬚ panel and the ⬚General⬚ tab.
3. Uncheck **Use hardware acceleration when available**.
4. On the menu bar, click on the ⬚Firefox⬚ menu and select ⬚Quit Firefox⬚ .
5. Start Firefox the way you normally do.

If the problem is no longer happening, then hardware acceleration was likely the cause. You can try updating your graphics drivers to see if that fixes it or simply run without hardware acceleration. Otherwise, your problem is likely related to extensions or themes. Continue with the steps in this article to

After you restart Firefox, test for your problem. If it no longer occurs, the theme you were using was causing it. If it still occurs, co
steps in this article.

Disable all extensions

To determine whether a faulty extension is causing your problem, you can disable all of your installed extensions:

1. On the menu bar, click on the `Tools` menu, and then click `Add-ons` . The Add-ons Manager tab will open.

2. In the Add-ons Manager tab, select the `Extensions` panel.
3. Click the name of an extension in the list to select it.
4. Click `Disable` to disable the selected extension.
5. Repeat this for each of the other extensions in the list.
6. Click `Restart Firefox` .

After you restart Firefox, all extensions will be disabled. Test for your problem.

- If the problem still occurs with all extensions disabled, it is most likely that the localstore.rdf file in your Firefox profile is co
  toolbars and controls to resolve the problem.

If the problem no longer occurs with all extensions disabled, one of your extensions was causing it. To find the extension that wa
problem, continue as follows:

Test for faulty extensions

To determine which of your disabled extensions was causing your problem, you can re-enable each extension one at a time.

1. On the menu bar, click on the `Tools` menu, and then click `Add-ons` . The Add-ons Manager tab will open.

2. In the Add-ons Manager tab, select the `Extensions` panel.
3. Click the name of an extension in the list to select it.
4. Click `Enable` to enable the selected extension.
5. Click `Restart Firefox` .

After you restart Firefox, test for your problem. If the problem comes back, the extension you just enabled was causing it.

> **Note**: If you have a large number of extensions, it may be quicker to enable more than one extension at a time. The metho
> number of restarts required is: Enable half the extensions in this list, then restart Firefox and test for the problem. If the prob
> know that the faulty extension is one of the ones you just enabled. If the problem does not occur, you know the faulty extens
> disabled ones. Repeat the process until the faulty extension is found.

After you find the extension that was causing your problem, disable or uninstall the faulty extension and re-enable the other exte
window.

Updating extensions

If an extension was causing your problem, it may have an update available that will fix it:

1. On the menu bar, click on the `Tools` menu, and then click `Add-ons` . The Add-ons Manager tab will open.

2. In the Add-ons Manager tab, select the `Extensions` panel.
3. Click `Find Updates` .
4. If updates are found, install them by clicking `Install Updates` .
5. When the installation is complete, click `Restart Firefox` .

3. For the extension that is causing your problem click the `Preferences` button.
4. Click your way through the settings to see if there is an option that may solve your problem.
5. If you found a suitable option, click `Save` and `Restart Firefox` .

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