Mozilla Support

Products and Services   Help articles   Hot Topics   Mozilla News   Help Other Users   Suggestion Box
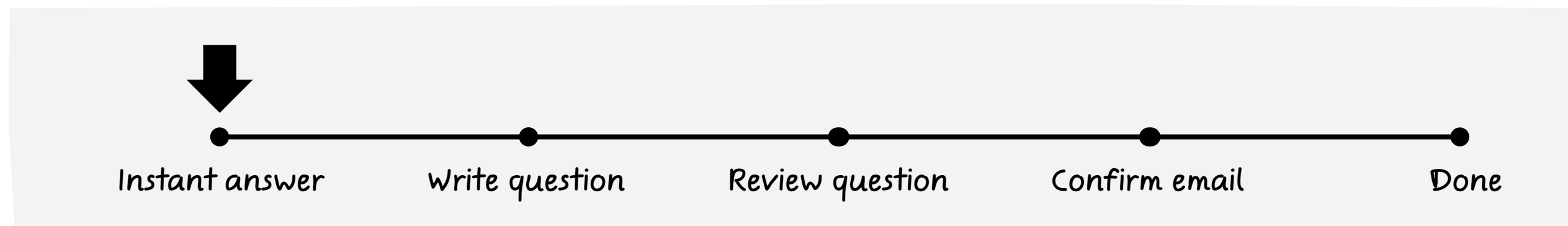
HOME > Ask a Question

Ask a Question

Instant answer ——— Write question ——— Review question ——— Confirm email ——— Done

Instant answer

See if you can answer your question instantly
by selecting a topic.

○ Download, install and migration   ○ Bookmarks

○ Cookies   ○ Tabs

○ Controls, options settings and preferences   ○ Third-party add-ons, plugins and extensions

○ Privacy and security   ○ Performance and slowness

○ Crashes   ○ Error messages

● Problems with specific websites (Facebook, YouTube, webmail...)

Mozilla Support

Products and Services · Help articles · Hot Topics · Mozilla News · Help Other Users · Suggestion Box

Ask a Question

Instant answer —— Write question —— Review question —— Confirm email —— Done

Instant answer

See if you can answer your question instantly
by selecting a topic.

- ○ Download, install and migration
- ○ Cookies
- ○ Controls, options settings and preferences
- ○ Privacy and security
- ○ Crashes
- ● Problems with specific websites (Facebook, YouTube, webmail...)

- ○ Bookmarks
- ○ Tabs
- ○ Third-party add-ons, plugins and extensions
- ○ Performance and slowness
- ○ Error messages

Instant answer

📄 Help Articles

- Websites say cookies are blocked
- Fixing problems with RealPlayer add-ons
- Firefox cannot load websites but other programs can
- Server not found
- Video or audio does not play

💬 Community Discussions

- Encoding problems in different websites
- Problem with youtube and other video websites
- Problems scrolling up and down in some websites
- Problems displaying jpeg images on website
- Firefox 3.6.8 still having problems loading heavy Flash websites

[Try another topic]   [Write question]

Mozilla Support

HOME › Ask a Question

Ask a Question

Instant answer — Write question — Review question — Confirm email — Done

Write question

In the Mozilla community support forum, people from all over the world volunteer their expertise. What does this mean?

98% of questions receive answers.
Average time for first response: 5 hours.

See the Mozilla community support forum to get a sense of how it works.
(The link will open in a new window)

Your question will be posted publicly

Question

Details

Create an account

Email

Username

Password

Confirm Password

or Login

Username

Password

Next

Mozilla Support
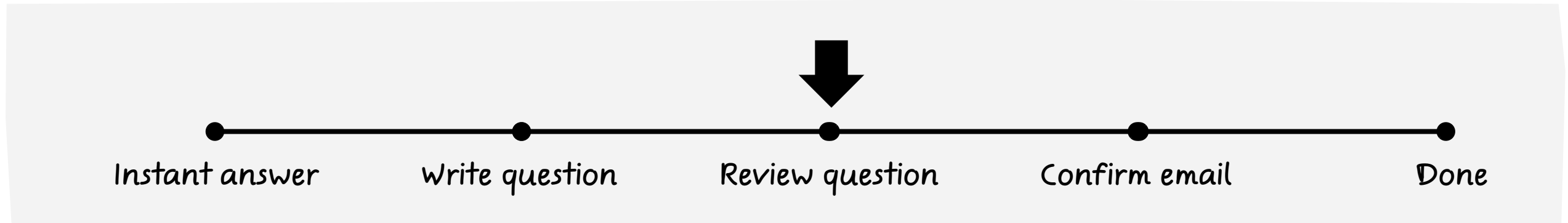
Products and Services   Help articles   Hot Topics   Mozilla News   Help Other Users   Suggestion Box

HOME > Ask a Question

Ask a Question

Instant answer —— Write question —— ⬇ Review question —— Confirm email —— Done

Review Question

You have:

Firefox version 13 and Windows 7   Change

You're having problems with:

Websites   Change

Your Question (will be posted publicly)

Question
Flash doesn't work in Firefox 13

Details
Installed Firefox 13 yesterday. Now flash doesn't work. Have done all the supposed fixes to no avail. Have uninstalled and reinstalled flash. I'm at my wits end with this issue. I'm a web designer who uses flash in a number of my sites. VERY IRRITATING when my sites don't display properly. Anyone have a solution other than the pat Mozilla "fixes"?

You will receive answer alerts at

Email
testuser@mydomain.com Change

Edit Question   Confirm Question

Mozilla Support

Products and Services   Help articles   Hot Topics   Mozilla News   Help Other Users   Suggestion Box

Ask a Question

Instant answer — Write question — Review question — Confirm email — Done

Confirm email

You're not done yet! Please check your inbox and confirm that your email is valid, and that you want to post a question in our forum.

Why do I need to confirm my email?

We will let you know once your question is posted.

Using a webmail? Log in to one of the providers below:

Gmail   Windows Live Hotmail   MobileMe/iCloud

Yahoo!Mail   AOL Mail

Mozilla Support

Products and Services   Help articles   Hot Topics   Mozilla News   Help Other Users   Suggestion Box

Ask a Question

Instant answer ———— Write question ———— Review question ———— Confirm email ———— Done

Done ☑

Thanks for confirming your email and question!
Your question has just been posted.

See your question posted here

98% of questions receive answers.
Average time for first response: 5 hours.

Our forum contributors will get back with an
answer to your question. There is nothing else
you should do at this moment.

While you wait for your answer:

See if you can help other users solve their problem

Mozilla is powered by users just like you, and
we appreciate your help. Thank you for using
Mozilla Support!