mozilla support

Products & Services | Help Articles | Hot Topics | Mozilla News | Help Other Users | Suggestion Box

Ask a Question

Pick a product | Pick a topic and try some solutions | Register or Sign In | Fill in details | Confirm registration | DONE

Which product would you like to post a question about?

Firefox
Web browser for Windows, Mac and Linux

Firefox for Android
Web browser for phones and tablets

Firefox Home for iOS
Bring bookmarks and tabs to your iPhone

Thunderbird
Email software for Windows, Mac and Linux

Mozilla Persona
Use your email to sign in everywhere

Mozilla Marketplace
Get web applications, add-ons and themes

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Last modified on December 9, 2011
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Ask a Questi...

Maybe remove "Product". It's unclear this is a reference from the previous selection. Also the whole sub-title for Firefox feels too much.

Pick a product   Confirm registration   DONE

Too much weight

Product

Firefox – web browser for Windows, Mac and Linux   change product

Which category best describes your problem?

Problems with certain web sites »

Crashing or closing unexpectedly »

Bookmarks, cookies, history or settings »

Other Firefox features »

Problem with an extension or plugin »

Another kind of problem with Firefox »

Suggestions for future versions of Firefox »

This is the most important part of the page and yet it's not that clear

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HOME > ASK A QUESTION

Ask a Question

Pick a product | **Pick a topic and try some solutions** | Register or Sign In | Fill in details | Confirm registration | DONE

Product

Firefox – web browser for Windows, Mac and Linux   change product

Which category best describes your problem?

Bookmarks, cookies, history or settings   change category

Try some solutions

How do I use bookmarks?

Lost Bookmarks

Clear Recent History »

Deleting Cookies

Enabling and disabling cookies

The bookmarks and history system will not be functional

Can we use softer language? i.e. "Have you tried this solutions?"

If none of these solutions work, summarize your question in a sentence

A very long question text goes here   Ask This →

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Ask a Question

| Pick a product | Pick a topic and try some solutions | Register or Sign In | Fill in details | Confirm registration | DONE |

Product

Firefox – web browser for Windows, Mac and Linux   **change product**

Which category best describes your problem?

Bookmarks, cookies, history or settings   **change category**

Try some solutions

[How do I use bookmarks?](#)
[Lost Bookmarks](#)
[Clear Recent History](#) »
[Deleting Cookies](#)
[Enabling and disabling cookies](#)
[The bookmarks and history system will not be functional](#)

> **If we are going to show them all this articles we should kill the hardcoded list.**

If none of these solutions work, summarize your question in a sentence

My bookmarks doesn't save   **Ask This →**

📄 **Error loading websites**
Are you having trouble getting a website to load? Don't worry — we're here to help. This article will show you how to fix the problem so you can get back to surfing.

📄 **Firefox cannot load websites but other programs can**
Are you having trouble getting a website to load? Don't worry — we're here to help. This article will show you how to fix the problem so you can get back to surfing.

📄 **Cannot log in to Firefox Home App**
Are you having trouble getting a website to load? Don't worry — we're here to help. This article will show you how to fix the problem so you can get back to surfing.

❓ **Getting a 403 forbidden error on a website that I could previously access**
I receive 404 error nginx on google whenever I try to access the search page. If I inquire about the problem on another search page it sends me to the google page and I receive the same error. All other web pages can be accessed, but not google or google support. My operating system is Winxp pro.

4 replies | 800 people have this problem | 28 new this week

❓ **The Firefox Error Console show's me a thousand errors**
I am running FF 12.0 Beta. On some websites, links, menu items and buttons do not work. I checked the Error Console and receive the same message every time.

Timestamp: 4/4/2012 8:56:36 AM Error: window.open is not a function Source File: http://www.feedly.com/home Line: 202

Timestamp: 4/4/2012 8:59:17 AM Error: window.open is not a function Source File: http://www.domenicosrestaurant.net/Imprest0.js Line: 2

Timestamp: 4/4/2012 8:59:51 AM Error: window.open is not a function Source Fil: http://www.endicottalliance.org/menu_com.js Line: 261

Solved | 3 replies | 1 person has this probem | 0 new this week

None of these solved my problem

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Ask a Question

This step is awkward. It may be worth moving it to the first position.

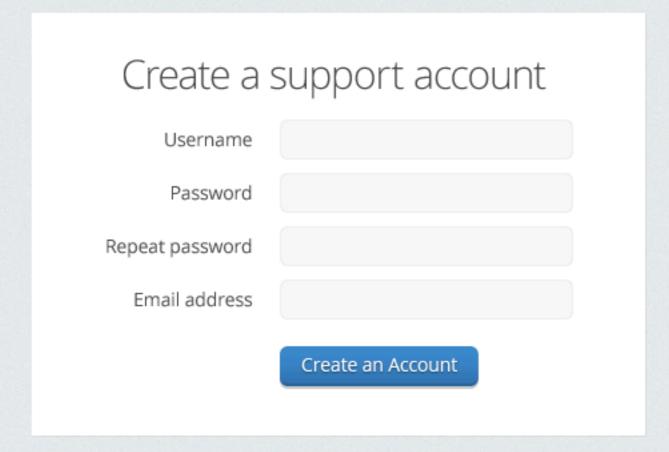| Pick a product | Pick a topic and try some solutions | **Register or Sign In** | Fill in details | Confirm registration | DONE |

Before you continue, please create a support account

A support account lets us alert you when people respond to your question.

Create a support account

Username	
Password	
Repeat password	
Email address	

Create an Account

I already have an account

Username	
Password	

Sign In

My password is not working

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HOME > ASK A QUESTION

Ask a Question

Pick a product　　Pick a topic and try some solutions　　Register or Sign In　　Fill

> **Can we make it smaller? At this stage they probably will not change this.**

Product

Firefox – web browser for Windows, Mac and Linux　　change product

Which category best describes your problem?

Bookmarks, cookies, history or settings　　change category

Fill in the details of your question

The more information you can provide, the better the chance your question will be answered.

Question　　Firefox recently stopped letting me middle-click on a link to open it in a new tab.　　change question

Details

The more information you can provide, the better chance your question will be answered.

Troubleshooting information

Copy and paste the information from **Help > Troubleshooting Information**

We've made some educated guesses about your current browser and operating system.

Firefox version

Operating System

Installed plugins

Post Question