

## 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 Firefox, check out our [support web site](#).

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## Application Basics

<b>Name</b>	Firefox
<b>Version</b>	12.0
<b>User Agent</b>	Mozilla/5.0 (Windows NT 5.1; rv:12.0) Gecko/20100101 Firefox/12.0
<b>Profile Directory</b>	Show Folder
<b>Enabled Plugins</b>	<a href="#">about:plugins</a>
<b>Build Configuration</b>	<a href="#">about:buildconfig</a>
<b>Crash Reports</b>	<a href="#">about:crashes</a>
<b>Memory Use</b>	<a href="#">about:memory</a>

## Extensions

Name	Version	Enabled	ID
AVG Do Not Track	12.0.0.2166	true	{F53C93F1-07D5-430c-86D4-C9531B27DFAF}
DownloadHelper	4.9.9	true	{b9db16a4-6edc-47ec-a1f4-b86292ed211d}
NoScript	2.4.3	true	{73a6fe31-595d-460b-a920-fcc0f8843232}
AVG Safe Search	12.0.0.2163	false	{1E73965B-8B48-48be-9C8D-68B920ABC1C4}
AVG Security Toolbar	8.0.0.40	false	avg@toolbar
Java Quick Starter	1.0	false	jqz@sun.com
Microsoft .NET Framework Assistant	0.0.0	false	{20a82645-c095-46ed-80e3-08825760534b}
Skype Click to Call	5.6.0.8442	false	{82AF8DCA-6DE9-405D-BD5E-43525BDAD38A}

## Important Modified Preferences

Name	Value
accessibility.blockautorefresh	true
accessibility.typeaheadfind.flashBar	0
browser.cache.disk.capacity	1048576
browser.cache.disk.smart_size.first_run	false
browser.cache.disk.smart_size_cached_value	675840
browser.history_expire_days.mirror	180
browser.places.importBookmarksHTML	false
browser.places.smartBookmarksVersion	2
browser.startup.homepage	www.google.co.in
browser.startup.homepage_override.buildID	20120420145725
browser.startup.homepage_override.mstone	rv:12.0
extensions.lastAppVersion	12.0
gfx.blacklist.suggested-driver-version	6.14.10.5284
keyword.URL	http://search.avg.com/search?cid=%7Bd4551923-b47d-427b-bacc-09e954d66ab6%7D&mid=2d0c
network.cookie.prefsMigrated	true
places.database.lastMaintenance	1338487960
places.history.expiration.transient_current_max_pages	52653
places.history.expiration.transient_optimal_database_size	84243742
places.last_vacuum	1299688309
plugin.disable_full_page_plugin_for_types	video/x-ms-wm, audio/x-ms-wma, video/x-ms-wvx
print.print_printer	PDFCreator

Name	Value
print.printer_PDFCreator.print_bgcolor	false
print.printer_PDFCreator.print_bgimages	false
print.printer_PDFCreator.print_command	
print.printer_PDFCreator.print_downloadfonts	false
print.printer_PDFCreator.print_edge_bottom	0
print.printer_PDFCreator.print_edge_left	0
print.printer_PDFCreator.print_edge_right	0
print.printer_PDFCreator.print_edge_top	0
print.printer_PDFCreator.print_evenpages	true
print.printer_PDFCreator.print_footercenter	
print.printer_PDFCreator.print_footerleft	&PT
print.printer_PDFCreator.print_footerright	&D
print.printer_PDFCreator.print_headercenter	
print.printer_PDFCreator.print_headerleft	&T
print.printer_PDFCreator.print_headerright	&U
print.printer_PDFCreator.print_in_color	true
print.printer_PDFCreator.print_margin_bottom	0.5
print.printer_PDFCreator.print_margin_left	0.5
print.printer_PDFCreator.print_margin_right	0.5
print.printer_PDFCreator.print_margin_top	0.5
print.printer_PDFCreator.print_oddpages	true
print.printer_PDFCreator.print_orientation	0
print.printer_PDFCreator.print_page_delay	50
print.printer_PDFCreator.print_paper_data	1
print.printer_PDFCreator.print_paper_height	11.00
print.printer_PDFCreator.print_paper_size_type	0
print.printer_PDFCreator.print_paper_size_unit	0
print.printer_PDFCreator.print_paper_width	8.50
print.printer_PDFCreator.print_reversed	false
print.printer_PDFCreator.print_scaling	1.00
print.printer_PDFCreator.print_shrink_to_fit	true
print.printer_PDFCreator.print_to_file	false
print.printer_PDFCreator.print_unwriteable_margin_bottom	0
print.printer_PDFCreator.print_unwriteable_margin_left	0
print.printer_PDFCreator.print_unwriteable_margin_right	0
print.printer_PDFCreator.print_unwriteable_margin_top	0
print.printer_Send_To_OneNote_2007.print_bgcolor	false
print.printer_Send_To_OneNote_2007.print_bgimages	false
print.printer_Send_To_OneNote_2007.print_command	
print.printer_Send_To_OneNote_2007.print_downloadfonts	false
print.printer_Send_To_OneNote_2007.print_edge_bottom	0
print.printer_Send_To_OneNote_2007.print_edge_left	0
print.printer_Send_To_OneNote_2007.print_edge_right	0
print.printer_Send_To_OneNote_2007.print_edge_top	0
print.printer_Send_To_OneNote_2007.print_evenpages	true
print.printer_Send_To_OneNote_2007.print_footercenter	
print.printer_Send_To_OneNote_2007.print_footerleft	&PT
print.printer_Send_To_OneNote_2007.print_footerright	&D
print.printer_Send_To_OneNote_2007.print_headercenter	
print.printer_Send_To_OneNote_2007.print_headerleft	&T
print.printer_Send_To_OneNote_2007.print_headerright	&U
print.printer_Send_To_OneNote_2007.print_in_color	true
print.printer_Send_To_OneNote_2007.print_margin_bottom	0.5
print.printer_Send_To_OneNote_2007.print_margin_left	0.5
print.printer_Send_To_OneNote_2007.print_margin_right	0.5
print.printer_Send_To_OneNote_2007.print_margin_top	0.5
print.printer_Send_To_OneNote_2007.print_oddpages	true
print.printer_Send_To_OneNote_2007.print_orientation	0

Name	Value
print.printer_Send_To_OneNote_2007.print_pagedelay	500
print.printer_Send_To_OneNote_2007.print_paper_data	1
print.printer_Send_To_OneNote_2007.print_paper_height	11.00
print.printer_Send_To_OneNote_2007.print_paper_size_type	0
print.printer_Send_To_OneNote_2007.print_paper_size_unit	0
print.printer_Send_To_OneNote_2007.print_paper_width	8.50
print.printer_Send_To_OneNote_2007.print_reversed	false
print.printer_Send_To_OneNote_2007.print_scaling	1.00
print.printer_Send_To_OneNote_2007.print_shrink_to_fit	true
print.printer_Send_To_OneNote_2007.print_to_file	false
print.printer_Send_To_OneNote_2007.print_unwriteable_margin_bottom	0
print.printer_Send_To_OneNote_2007.print_unwriteable_margin_left	0
print.printer_Send_To_OneNote_2007.print_unwriteable_margin_right	0
print.printer_Send_To_OneNote_2007.print_unwriteable_margin_top	0
privacy.donottrackheader.enabled	true
privacy.sanitize.migrateFx3Prefs	true
security.warn_viewing_mixed	false

## Graphics

<b>Adapter Description</b>	Mobile Intel(R) 4 Series Express Chipset Family
<b>Vendor ID</b>	0x8086
<b>Device ID</b>	0x2a42
<b>Adapter RAM</b>	Unknown
<b>Adapter Drivers</b>	igxprd32
<b>Driver Version</b>	6.14.10.4950
<b>Driver Date</b>	5-13-2008
<b>WebGL Renderer</b>	Blocked for your graphics driver version. Try updating your graphics driver to version 6.14.10.5284 or newer.
<b>GPU Accelerated Windows</b>	0. Blocked for your graphics driver version. Try updating your graphics driver to version 6.14.10.5284 or newer.