

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 website](#).

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

Application Basics

Name	Thunderbird
Version	14.0
User Agent	Mozilla/5.0 (Windows NT 6.1; rv:14.0) Gecko/20120619 Thunderbird/14.0
Profile Folder	Show Folder (Local drive)
Application Build ID	20120619204632
Enabled Plugins	about:plugins
Build Configuration	about:buildconfig
Crash Reports	about:crashes
Memory Use	about:memory

Mail and News Accounts

ID	Incoming server			Outgoing servers			
	Name	Connection security	Authentication method	Name	Connection security	Authentication method	Default?
account1	(imap) mail.gigahost.dk:143	STARTTLS	Encrypted password	mail.gigahost.dk:587	STARTTLS	Encrypted password	true
				mail.gigahost.dk:587	STARTTLS	Encrypted password	false
account2	(none) Local Folders	None	Normal password				
account3	(imap) mail.gigahost.dk:143	STARTTLS	Encrypted password	mail.gigahost.dk:587	STARTTLS	Encrypted password	true

Extensions

Name	Version	Enabled	ID
Dansk ordbog til stavekontrollen	2.2.0	true	danish@dictionaries.addons.mozilla.org
Google Contacts	0.6.40	true	{BDD92442-0534-4D6F-A966-BAB7D561D781}
Test Pilot for Thunderbird	1.3.9	true	tbtestpilot@labs.mozilla.com

Important Modified Preferences

Name	Value
accessibility.typeaheadfind.flashBar	0
browser.cache.disk.capacity	1048576
browser.cache.disk.smart_size.first_run	false
browser.cache.disk.smart_size_cached_value	757760
extensions.lastAppVersion	14.0
font.name.monospace.el	Consolas
font.name.monospace.tr	Consolas
font.name.monospace.x-baltic	Consolas
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

Name	Value
font.name.sans-serif.x-central-euro	Calibri
font.name.sans-serif.x-cyrillic	Calibri
font.name.sans-serif.x-unicode	Calibri
font.name.sans-serif.x-western	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	17
gfx.blacklist.suggested-driver-version	10.6
mail.openMessageBehavior.version	1
mail.winsearch.firstRunDone	true
network.cookie.prefsMigrated	true
places.database.lastMaintenance	1340563837
places.history.expiration.transient_current_max_pages	53639
places.history.expiration.transient_optimal_database_size	85821684

Graphics

Adapter Description	RADEON X600 Series (Microsoft Corporation - WDDM)
Vendor ID	1002
Device ID	5b62
Adapter RAM	Unknown
Adapter Drivers	atiundag atiumdva atitmmxx
Driver Version	8.56.1.16
Driver Date	4-25-2009
Direct2D Enabled	Blocked for your graphics driver version. Try updating your graphics driver to version 10.6 or newer.
DirectWrite Enabled	false (6.1.7601.17789)
ClearType Parameters	ClearType parameters not found
WebGL Renderer	Blocked for your graphics driver version. Try updating your graphics driver to version 10.6 or newer.
GPU Accelerated Windows	0/3. Blocked for your graphics driver version. Try updating your graphics driver to version 10.6 or newer.