

## 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 website](#).

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### Reset Firefox to its default state

If you're having major problems which you can't resolve, start fresh with only your essential information.

Reset Firefox

## Application Basics

<b>Name</b>	Firefox
<b>Version</b>	14.0.1
<b>User Agent</b>	Mozilla/5.0 (Windows NT 5.1; rv:14.0) Gecko/20100101 Firefox/14.0.1
<b>Profile Folder</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
Adblock Plus	2.1.1	true	{d10d0bf8-f5b5-c8b4-a8b2-2b9879e08c5d}
Download YouTube Videos as MP4 and FLV	1.4.3	true	{b9bfaf1c-a63f-47cd-8b9a-29526ced9060}
AVG Safe Search	10.0.0.1423	false	{1E73965B-8B48-48be-9C8D-68B920ABC1C4}
AVG Security Toolbar	11.1.0.12	false	avg@toolbar
DivX Plus Web Player HTML5 <video>	2.1.2.126	false	{23fcfd51-4958-4f00-80a3-ae97e717ed8b}
Java Quick Starter	1.0	false	jqz@sun.com
Microsoft .NET Framework Assistant	0.0.0	false	{20a82645-c095-46ed-80e3-08825760534b}

## Important Modified Preferences

Name	Value
browser.cache.disk.capacity	1048576
browser.cache.disk.smart_size.first_run	false
browser.cache.disk.smart_size_cached_value	460800
browser.places.smartBookmarksVersion	4
browser.startup.homepage_override.buildID	20120713134347
browser.startup.homepage_override.mstone	14.0.1
extensions.lastAppVersion	14.0.1
network.cookie.prefsMigrated	true
places.database.lastMaintenance	1342737580
places.history.expiration.transient_current_max_pages	40015
privacy.sanitize.migrateFx3Prefs	true

## Graphics

<b>Adapter Description</b>	Mobile Intel(R) 945 Express Chipset Family
<b>Vendor ID</b>	0x8086
<b>Device ID</b>	0x27a2
<b>Adapter RAM</b>	Unknown
<b>Adapter Drivers</b>	igxprd32
<b>Driver Version</b>	6.14.10.4926
<b>Driver Date</b>	2-15-2008
<b>WebGL Renderer</b>	Google Inc. -- ANGLE (Mobile Intel(R) 945 Express Chipset Family) -- OpenGL ES 2.0 (ANGLE 1.0.0.1041)
<b>GPU Accelerated Windows</b>	0

## JavaScript

Incremental GC	1
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## Library Versions

	Expected minimum version	Version in use
NSPR	4.9	4.9
NSS	3.13.5.0 Basic ECC	3.13.5.0 Basic ECC
NSS Util	3.13.5.0	3.13.5.0
NSS SSL	3.13.5.0 Basic ECC	3.13.5.0 Basic ECC
NSS S/MIME	3.13.5.0 Basic ECC	3.13.5.0 Basic ECC