

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

Name	Firefox
Version	14.0.1
User Agent	Mozilla/5.0 (Windows NT 5.1; rv:14.0) Gecko/20100101 Firefox/14.0.1
Profile Folder	Show Folder
Enabled Plugins	about:plugins
Build Configuration	about:buildconfig
Crash Reports	about:crashes
Memory Use	about:memory

Extensions

Name	Version	Enabled	ID
Adblock Plus	2.1.1	true	{d10d0bf8-f5b5-c8b4-a8b2-2b9879e08c5d}
AVG Security Toolbar	11.1.0.12	true	avg@toolbar
ColorfulTabs	12.4	true	{0545b830-f0aa-4d7e-8820-50a4629a56fe}
DivX Plus Web Player HTML5 <video>	2.1.2.126	true	{23fcd51-4958-4f00-80a3-ae97e717ed8b}
DownloadHelper	4.9.9	true	{b9db16a4-6edc-47ec-a1f4-b86292ed211d}
DownThemAll!	2.0.13	true	{DDC359D1-844A-42a7-9AA1-88A850A938A8}
Easy YouTube Video Downloader	6.2	true	{c0c9a2c7-2e5c-4447-bc53-97718bc91e1b}
Ghostery	2.8.0.1	true	firefox@ghostery.com
Microsoft .NET Framework Assistant	0.0.0	true	{20a82645-c095-46ed-80e3-08825760534b}
NoScript	2.4.9rc1	true	{73a6fe31-595d-460b-a920-fcc0f8843232}
AVG Safe Search	10.0.0.1423	false	{1E73965B-8B48-48be-9C8D-68B920ABC1C4}
HTTPS-Everywhere	2.1	false	https-everywhere@eff.org
Java Quick Starter	1.0	false	jqs@sun.com
Stylish	1.2.6	false	{46551EC9-40F0-4e47-8E18-8E5CF550CFB8}
TVU Web Player	2,5,3,1	false	firefox@tvunetworks.com

Important Modified Preferences

Name	Value
accessibility.typeaheadfind.flashBar	0
browser.cache.disk.capacity	204800
browser.cache.disk.smart_size.enabled	false
browser.cache.disk.smart_size.first_run	false
browser.cache.disk.smart_size_cached_value	256000
browser.display.background_color	#C0C0C0
browser.display.use_system_colors	true
browser.history_expire_days.mirror	180
browser.history_expire_days.min	10
browser.places.importBookmarksHTML	false
browser.places.importDefaults	false
browser.places.leftPaneFolderId	-1
browser.places.migratePostDataAnnotations	false
browser.places.smartBookmarksVersion	4
browser.places.updateRecentTagsUri	false
browser.search.useDBForOrder	true
browser.startup.homepage	http://www.google.co.in/

Name	Value
browser.startup.homepage_override.buildID	20120713134347
browser.startup.homepage_override.mstone	14.0.1
browser.tabs.warnOnClose	false
dom.max_script_run_time	60
extensions.lastAppVersion	14.0.1
network.cookie.prefsMigrated	true
places.database.lastMaintenance	1342559526
places.history.expiration.transient_current_max_pages	13645
places.history.expiration.transient_optimal_database_size	13849559
places.last_vacuum	1302343440
print.print_printer	PDFCreator
print.printer_PDF995.print_bgcolor	false
print.printer_PDF995.print_bgimages	false
print.printer_PDF995.print_command	
print.printer_PDF995.print_downloadfonts	false
print.printer_PDF995.print_edge_bottom	0
print.printer_PDF995.print_edge_left	0
print.printer_PDF995.print_edge_right	0
print.printer_PDF995.print_edge_top	0
print.printer_PDF995.print_evenpages	true
print.printer_PDF995.print_footercenter	
print.printer_PDF995.print_footerleft	&PT
print.printer_PDF995.print_footerright	&D
print.printer_PDF995.print_headercenter	
print.printer_PDF995.print_headerleft	&T
print.printer_PDF995.print_headerright	&U
print.printer_PDF995.print_in_color	true
print.printer_PDF995.print_margin_bottom	0.5
print.printer_PDF995.print_margin_left	0.5
print.printer_PDF995.print_margin_right	0.5
print.printer_PDF995.print_margin_top	0.5
print.printer_PDF995.print_oddpages	true
print.printer_PDF995.print_orientation	0
print.printer_PDF995.print_pagedelay	500
print.printer_PDF995.print_paper_data	1
print.printer_PDF995.print_paper_height	11.00
print.printer_PDF995.print_paper_size_type	0
print.printer_PDF995.print_paper_size_unit	0
print.printer_PDF995.print_paper_width	8.50
print.printer_PDF995.print_reversed	false
print.printer_PDF995.print_scaling	1.00
print.printer_PDF995.print_shrink_to_fit	true
print.printer_PDF995.print_to_file	false
print.printer_PDF995.print_unwriteable_margin_bottom	0
print.printer_PDF995.print_unwriteable_margin_left	0
print.printer_PDF995.print_unwriteable_margin_right	0
print.printer_PDF995.print_unwriteable_margin_top	0
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

Name	Value
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_pagedelay	500
print.printer_PDFCreator.print_paper_data	9
print.printer_PDFCreator.print_paper_height	11.00
print.printer_PDFCreator.print_paper_size_type	0
print.printer_PDFCreator.print_paper_size_unit	1
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
privacy.clearOnShutdown.cookies	false
privacy.clearOnShutdown.downloads	false
privacy.clearOnShutdown.formdata	false
privacy.clearOnShutdown.history	false
privacy.clearOnShutdown.offlineApps	true
privacy.clearOnShutdown.passwords	true
privacy.cpd.extensions-dta	true
privacy.cpd.offlineApps	true
privacy.cpd.siteSettings	true
privacy.item.downloads	false
privacy.item.formdata	false
privacy.item.history	false
privacy.item.offlineApps	true
privacy.item.passwords	true
privacy.sanitize.migrateFx3Prefs	true
privacy.sanitize.timeSpan	0
security.warn_viewing_mixed	false
security.warn_viewing_mixed.show_once	false

Graphics

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