

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 web site](#).

Include account names (possibly identifying information)

Application Basics

Name	Thunderbird
Version	24.6.0
User Agent	Mozilla/5.0 (Windows NT 6.1; WOW64; rv:24.0) Gecko/20100101 Thunderbird/24.6.0
Profile Folder	<input type="button" value="Show Folder"/> (Local drive)
Application Build ID	20140610001341
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) imap.googlemail.com:993	SSL/TLS	Normal password	smtp.googlemail.com:465	SSL/TLS	Normal password	true
account2	(none) Local Folders	None	Normal password				
account3	(imap) imap.googlemail.com:993	SSL/TLS	Normal password	smtp.googlemail.com:465	SSL/TLS	Normal password	true

Extensions

Name	Version	Enabled	ID
AttachmentExtractor	1.3.5.1	false	{35834d20-efdb-4f78-ab77-9635fb4e56c4}
Australian English Dictionary	2008.12.15	false	en_AU@dictionaries.addons.mozilla.org
AVG E-mail Scanner	12.0.0.1892	false	avgthb@avg.com
Forward	0.18	false	forward@mozdev.org
Google Calendar Tab	3.9	false	googlecalendartab@momo
Google Contacts	0.7.12	false	{BDD92442-0534-4D6F-A966-BAB7D561D781}
Provider for Google Calendar	0.25	false	{a62ef8ec-5fdc-40c2-873c-223b8a6925cc}

Important Modified Preferences

Name	Value
accessibility.typeaheadfind.flashBar	0
browser.cache.disk.capacity	358400
browser.cache.disk.smart_size.first_run	false
browser.cache.disk.smart_size.use_old_max	false
browser.cache.disk.smart_size_cached_value	358400
browser.search.useDBForOrder	true

Name	Value
extensions.lastAppVersion	24.6.0
font.internaluseonly.changed	false
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
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
mail.openMessageBehavior.version	1
mail.winsearch.enable	true
mail.winsearch.firstRunDone	true
mail.winsearch.global_reindex_time	1328830492
mailnews.database.global.datastore.id	650ceb2a-fa3d-40d6-86c5-68e8f510d1f
network.cookie.prefsMigrated	true
places.database.lastMaintenance	1402459019
places.history.expiration.transient_current_max_pages	104858
places.history.expiration.transient_optimal_database_size	167772160
plugin.importedState	true
plugin.state.flash	0
plugin.state.java	0
plugin.state.npctrl	0
plugin.state.npdeployjava	0
plugin.state.npgeplugin	0

Name	Value
plugin.state.npgoogletalk	0
plugin.state.npgoogleupdate	0
plugin.state.npgtpo3dautoplugin	0
plugin.state.npo1d	0
plugin.state.npocshape	0
plugin.state.nppdf	0
plugin.state.npqtplugin	0
plugin.state.npvlc	0
plugin.state.npwpg	0
plugin.state.npystate	0
plugins.update.notifyUser	true
print.print_printer	doPDF v7
print.printer_Canon_MX850_series_Printer.print_bgcolor	false
print.printer_Canon_MX850_series_Printer.print_bgimages	false
print.printer_Canon_MX850_series_Printer.print_colorspace	
print.printer_Canon_MX850_series_Printer.print_command	
print.printer_Canon_MX850_series_Printer.print_downloadfonts	false
print.printer_Canon_MX850_series_Printer.print_duplex	-1574483314
print.printer_Canon_MX850_series_Printer.print_edge_bottom	0
print.printer_Canon_MX850_series_Printer.print_edge_left	0
print.printer_Canon_MX850_series_Printer.print_edge_right	0
print.printer_Canon_MX850_series_Printer.print_edge_top	0
print.printer_Canon_MX850_series_Printer.print_evenpages	true
print.printer_Canon_MX850_series_Printer.print_footercenter	
print.printer_Canon_MX850_series_Printer.print_footerleft	&PT
print.printer_Canon_MX850_series_Printer.print_footerright	&D
print.printer_Canon_MX850_series_Printer.print_headercenter	
print.printer_Canon_MX850_series_Printer.print_headerleft	&T
print.printer_Canon_MX850_series_Printer.print_headerright	&U
print.printer_Canon_MX850_series_Printer.print_in_color	true
print.printer_Canon_MX850_series_Printer.print_margin_bottom	0.5
print.printer_Canon_MX850_series_Printer.print_margin_left	0.5
print.printer_Canon_MX850_series_Printer.print_margin_right	0.5
print.printer_Canon_MX850_series_Printer.print_margin_top	0.5
print.printer_Canon_MX850_series_Printer.print_oddpages	true
print.printer_Canon_MX850_series_Printer.print_orientation	0
print.printer_Canon_MX850_series_Printer.print_page_delay	50
print.printer_Canon_MX850_series_Printer.print_pagedelay	500
print.printer_Canon_MX850_series_Printer.print_paper_data	9
print.printer_Canon_MX850_series_Printer.print_paper_height	11.00
print.printer_Canon_MX850_series_Printer.print_paper_name	
print.printer_Canon_MX850_series_Printer.print_paper_size_type	0
print.printer_Canon_MX850_series_Printer.print_paper_size_unit	1
print.printer_Canon_MX850_series_Printer.print_paper_width	8.50
print.printer_Canon_MX850_series_Printer.print_plex_name	
print.printer_Canon_MX850_series_Printer.print_resolution	0
print.printer_Canon_MX850_series_Printer.print_resolution_name	
print.printer_Canon_MX850_series_Printer.print_reversed	false
print.printer_Canon_MX850_series_Printer.print_scaling	0.80
print.printer_Canon_MX850_series_Printer.print_shrink_to_fit	false
print.printer_Canon_MX850_series_Printer.print_to_file	false
print.printer_Canon_MX850_series_Printer.print_unwriteable_margin_bottom	0

Name	Value
print.printer_Canon_MX850_series_Printer.print_unwriteable_margin_left	0
print.printer_Canon_MX850_series_Printer.print_unwriteable_margin_right	0
print.printer_Canon_MX850_series_Printer.print_unwriteable_margin_top	0
print.printer_doPDF_v7.print_bgcolor	false
print.printer_doPDF_v7.print_bgimages	false
print.printer_doPDF_v7.print_command	
print.printer_doPDF_v7.print_downloadfonts	false
print.printer_doPDF_v7.print_edge_bottom	0
print.printer_doPDF_v7.print_edge_left	0
print.printer_doPDF_v7.print_edge_right	0
print.printer_doPDF_v7.print_edge_top	0
print.printer_doPDF_v7.print_evenpages	true
print.printer_doPDF_v7.print_footercenter	
print.printer_doPDF_v7.print_footerleft	&PT
print.printer_doPDF_v7.print_footerright	&D
print.printer_doPDF_v7.print_headercenter	
print.printer_doPDF_v7.print_headerleft	&T
print.printer_doPDF_v7.print_headerright	&U
print.printer_doPDF_v7.print_in_color	true
print.printer_doPDF_v7.print_margin_bottom	0.5
print.printer_doPDF_v7.print_margin_left	0.5
print.printer_doPDF_v7.print_margin_right	0.5
print.printer_doPDF_v7.print_margin_top	0.5
print.printer_doPDF_v7.print_oddpages	true
print.printer_doPDF_v7.print_orientation	0
print.printer_doPDF_v7.print_page_delay	50
print.printer_doPDF_v7.print_paper_data	9
print.printer_doPDF_v7.print_paper_height	11.00
print.printer_doPDF_v7.print_paper_size_type	0
print.printer_doPDF_v7.print_paper_size_unit	1
print.printer_doPDF_v7.print_paper_width	8.50
print.printer_doPDF_v7.print_reversed	false
print.printer_doPDF_v7.print_scaling	1.00
print.printer_doPDF_v7.print_shrink_to_fit	true
print.printer_doPDF_v7.print_to_file	false
print.printer_doPDF_v7.print_unwriteable_margin_bottom	0
print.printer_doPDF_v7.print_unwriteable_margin_left	0
print.printer_doPDF_v7.print_unwriteable_margin_right	0
print.printer_doPDF_v7.print_unwriteable_margin_top	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_bgcolor	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_bgimages	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_command	
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_downloadfonts	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_edge_bottom	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_edge_left	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_edge_right	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_edge_top	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_evenpages	true
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_footercenter	
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_footerleft	&PT
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_footerright	&D
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_headercenter	

Name	Value
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_headerleft	&T
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_headerright	&U
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_in_color	true
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_margin_bottom	0.5
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_margin_left	0.5
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_margin_right	0.5
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_margin_top	0.5
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_oddpages	true
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_orientation	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_pagedelay	500
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_paper_data	9
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_paper_height	11.00
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_paper_size_type	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_paper_size_unit	1
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_paper_width	8.50
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_reversed	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_scaling	1.00
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_shrink_to_fit	true
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_to_file	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_unwriteable_margin_bot	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_unwriteable_margin_left	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_unwriteable_margin_right	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6.print_unwriteable_margin_top	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_bgcolor	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_bgimages	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_colorspace	
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_command	
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_downloadfonts	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_duplex	-1574483314
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_edge_bottom	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_edge_left	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_edge_right	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_edge_top	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_evenpages	true
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_footercenter	
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_footerleft	&PT
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_footerright	&D
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_headercenter	
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_headerleft	&T
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_headerright	&U
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_in_color	true
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_margin_bottom	0.5
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_margin_left	0.5
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_margin_right	0.5
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_margin_top	0.5
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_oddpages	true
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_orientation	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_page_delay	50
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_paper_data	9
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_paper_height	11.00
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_paper_name	
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_paper_size_type	0

Name	Value
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_paper_size_unit	1
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_paper_width	8.50
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_plex_name	
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_resolution	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_resolution_name	
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_reversed	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_scaling	0.80
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_shrink_to_fit	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_to_file	false
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_unwriteable_m	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_unwriteable_m	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_unwriteable_m	0
print.printer_FX_DocuPrint_C3290_FS_PCL_6_Network.print_unwriteable_m	0

Graphics

Adapter Description	NVIDIA GeForce 6200 TurboCache(TM)
Vendor ID	0x10de
Device ID	0x0161
Adapter RAM	128
Adapter Drivers	nvd3dumx,nvd3dum
Driver Version	9.18.13.783
Driver Date	1-31-2013
Direct2D Enabled	false
DirectWrite Enabled	false (6.2.9200.16571)
ClearType Parameters	Gamma: 2200 Pixel Structure: RGB ClearType Level: 100 Enhanced Contrast: 50
WebGL Renderer	false
GPU Accelerated Windows	0. Blocked for your graphics card because of unresolved driver issues.
AzureCanvasBackend	skia
AzureFallbackCanvasBackend	cairo
AzureContentBackend	none

JavaScript

Incremental GC	1
-----------------------	---

Accessibility

Activated	0
Prevent Accessibility	0

Library Versions

	Expected minimum version	Version in use
NSPR	4.10.2	4.10.2
NSS	3.15.4 Basic ECC	3.15.4 Basic ECC
NSS Util	3.15.4	3.15.4
NSS SSL	3.15.4 Basic ECC	3.15.4 Basic ECC
NSS S/MIME	3.15.4 Basic ECC	3.15.4 Basic ECC