

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](#).

Give Firefox a tune up

Try Safe Mode

Application Basics

Name	Firefox
Version	52.9.0
Build ID	20180621064021
Update History	<input type="button" value="Show Update History"/>
Update Channel	esr
User Agent	Mozilla/5.0 (Windows NT 5.2; rv:52.0) Gecko/20100101 Firefox/52.0
OS	Windows_NT 5.2
Profile Folder	<input type="button" value="Open Folder"/>
Enabled Plugins	about:plugins
Build Configuration	about:buildconfig
Memory Use	about:memory
Performance	about:performance
Registered Service Workers	about:serviceworkers
Multiprocess Windows	0/1 (Disabled)
Safe Mode	false
Profiles	about:profiles

Crash Reports for the Last 3 Days

Report ID	Submitted
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[All Crash Reports](#)

Extensions

Name	Version	Enabled	ID
Adblock Plus	2.7.3	true	{d10d0bf8-f5b5-c8b4-a8b2-2b9879e08c5d}
Application Update Service Helper	2.0	true	aushelper@mozilla.org
BehindTheOverlay	0.1.1.1-signed.1-signed	true	jid1-Y3WfE7td45aWDw@jetpack
BetterPrivacy	1.74	true	{d40f5e7b-d2cf-4856-b441-cc613eeffbe3}
Classic Theme Restorer	1.5.9	true	ClassicThemeRestorer@ArisT2Noia4dev
Copy Plain Text 2	1.6	true	copyplaintext@teo.pl
CS Lite Mod	1.4.9.1-signed.1-signed	true	cslite-mod@wantora.bitbucket.org
Download Status Bar	15.0.0.1	true	{6c28e999-e900-4635-a39d-b1ec90ba0c0f}
Fasterfox	3.9.85.1-signed.1-signed	true	{c36177c0-224a-11da-8cd6-0800200c9a91}
FEBE	8.9.2	true	{4BBDD651-70CF-4821-84F8-2B918CF89CA3}
FoxClocks	4.2.3	true	{d37dc5d0-431d-44e5-8c91-49419370caa1}
HTTPS Everywhere	5.2.7	true	https-everywhere-eff@eff.org
IE View	1.5.6.1-signed.1-signed	true	{6e84150a-d526-41f1-a480-a67d3fed910d}
Image Zoom	0.6.3.1-signed.1-signed	true	{1A2D0EC4-75F5-4c91-89C4-3656F6E44B68}
LastPass	3.3.1	true	support@lastpass.com
Multi-process staged rollout	1.10	true	e10srollout@mozilla.org
NoScript	2.9.5.1	true	{73a6fe31-595d-460b-a920-fcc0f8843232}
Organize Status Bar (Revived)	0.1.0.1-signed.1-signed	true	obsrev@alexancarlproject.net
Pocket	1.0.5	true	firefox@getpocket.com
Privacy Badger	1.9.2	true	jid1-MnnxcxisBPnSXQ@jetpack
Random Agent Spoofer	0.9.5.6	true	jid1-AVgCeF1zoVzMjA@jetpack
RefControl	0.8.17.1-signed.1-signed	true	{455D905A-D37C-4643-A9E2-F6FEFAA0424A}
Self-Destructing Cookies	0.4.11	true	jid0-9XfBwUWnvPx4wWsfBWMcm4Jj69E@jetpack
Tab Mix Plus	0.5.8.1	true	{dc572301-7619-498c-a57d-39143191b318}

Name	Version	Enabled	ID
uBlock Origin	1.13.8	true	uBlock0@raymondhill.net
Web Compat	1.0	true	webcompat@mozilla.org
Disconnect	3.15.3.1-signed.1-signed	false	2.0@disconnect.me
Download Manager Tweak	1.0.10	false	{F8A55C97-3DB6-4961-A81D-0DE0080E53CB}
Facebook Disconnect	2.1.3.1-signed.1-signed	false	facebook@disconnect.me
SmoothWheel (AMO)	0.45.8.20130519.3.1-signed.1-signed	false	{5F590AA2-1221-4113-A6F4-A4BB62414FAC}
TrackMeNot	0.9.2	false	trackmenot@mrl.nyu.edu
Video WithOut Flash	3.1.2	false	vwof@drev.com

Graphics

Features	
Compositing	Basic
Asynchronous Pan/Zoom	none
WebGL Renderer	WebGL creation failed: * Error during ANGLE OpenGL init. * Error during ANGLE OpenGL init. * Error during ANGLE OpenGL init. * Error during ANGLE OpenGL init. * Error during ANGLE OpenGL init. * Exhausted GL driver caps.
WebGL2 Renderer	WebGL creation failed: * Error during ANGLE OpenGL init. * Error during ANGLE OpenGL init. * Error during ANGLE OpenGL init. * Error during ANGLE OpenGL init. * Error during ANGLE OpenGL init. * Exhausted GL driver caps.
Hardware H264 Decoding	No; Failed to create H264 decoder
Audio Backend	winmm
DirectWrite	false (0.0.0.0)
GPU #1	
Active	Yes
Description	ATI Mobility Radeon HD 4650
Vendor ID	0x1002
Device ID	0x9480
Driver Version	8.970.100.7000
Driver Date	11-16-2012
Drivers	ati2dvag
Subsys ID	00000000
RAM	Unknown
Diagnostics	
AzureCanvasAccelerated	0
AzureCanvasBackend	skia
AzureContentBackend	skia
AzureFallbackCanvasBackend	cairo
failures	[GFX1-]: Unrecognized feature WEBRENDER
Decision Log	
D3D11_COMPOSITING	unavailable by runtime: Direct3D11 not available on this computer
DIRECT2D	unavailable by default: Direct2D is not available on Windows XP
D3D11_HW_ANGLE	disabled by env: D3D11 compositing is disabled
Failure Log	
(#0) Error	Unrecognized feature WEBRENDER
(#100) Assert	[D3D9] Failed to create the device, code: 0x8876086a
(#101) Assert	[D3D9] Could not Initialize the DeviceManagerD3D9
(#102) Error	[D3D9] Failed to init compositor with reason: FEATURE_FAILURE_D3D9_DEVICE_MANAGER
(#103) Assert	[D3D9] Failed to create the device, code: 0x8876086a
(#104) Assert	[D3D9] Could not Initialize the DeviceManagerD3D9
(#105) Error	[D3D9] Failed to init compositor with reason: FEATURE_FAILURE_D3D9_DEVICE_MANAGER
(#106) Assert	[D3D9] Failed to create the device, code: 0x8876086a
(#107) Assert	[D3D9] Could not Initialize the DeviceManagerD3D9
(#108) Error	[D3D9] Failed to init compositor with reason: FEATURE_FAILURE_D3D9_DEVICE_MANAGER
(#109) Assert	[D3D9] Failed to create the device, code: 0x8876086a
(#110) Assert	[D3D9] Could not Initialize the DeviceManagerD3D9
(#111) Error	[D3D9] Failed to init compositor with reason: FEATURE_FAILURE_D3D9_DEVICE_MANAGER
(#112) Assert	[D3D9] Failed to create the device, code: 0x8876086a
(#113) Assert	[D3D9] Could not Initialize the DeviceManagerD3D9
(#114) Error	[D3D9] Failed to init compositor with reason: FEATURE_FAILURE_D3D9_DEVICE_MANAGER

Important Modified Preferences

Name	Value
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Name	Value
accessibility.typeaheadfind.flashBar	0
browser.cache.disk.capacity	102400
browser.cache.disk.filesystem_reported	1
browser.cache.disk.smart_size.enabled	false
browser.cache.disk.smart_size.first_run	false
browser.cache.disk.smart_size.use_old_max	false
browser.cache.frecency_experiment	1
browser.cache.offline.enable	false
browser.download.importedFromSqlite	true
browser.download.manager.closeWhenDone	false
browser.download.manager.showWhenStarting	false
browser.download.useDownloadDir	false
browser.places.smartBookmarksVersion	8
browser.search.openintab	true
browser.search.update	false
browser.search.useDBForOrder	true
browser.sessionstore.interval	1800000
browser.sessionstore.max_tabs_undo	20
browser.sessionstore.restore_on_demand	false
browser.sessionstore.resume_from_crash	false
browser.sessionstore.upgradeBackup.latestBuildID	20180621064021
browser.startup.homepage_override.buildID	20180621064021
browser.startup.homepage_override.mstone	52.9.0
browser.tabs.animate	false
browser.tabs.maxOpenBeforeWarn	40
browser.tabs.remote.autostart.2	false
browser.tabs.warnOnClose	false
browser.tabs.warnOnOpen	false
browser.urlbar.autocomplete.enabled	false
browser.urlbar.searchSuggestionsChoice	false
browser.urlbar.suggest.bookmark	false
browser.urlbar.suggest.history	false
browser.urlbar.suggest.openpage	false
dom.apps.reset-permissions	true
dom.ipc.plugins.flash.disable-protected-mode	true
dom.max_chrome_script_run_time	60
dom.max_script_run_time	40
dom.mozApps.used	true
extensions.lastAppVersion	52.9.0
font.internaluseonly.changed	true
general.autoScroll	false
gfx.blacklist.direct2d.failureid	FEATURE_FAILURE_DL_BLACKLIST_g984
gfx.crash-guard.d3d11layers.appVersion	52.9.0
gfx.crash-guard.d3d11layers.deviceID	0x9480
gfx.crash-guard.d3d11layers.driverVersion	8.970.100.7000
gfx.crash-guard.d3d11layers.feature-d2d	true
gfx.crash-guard.d3d11layers.feature-d3d11	true
gfx.crash-guard.status.d3d11layers	2
gfx.driver-init.appVersion	41.0.2
gfx.driver-init.deviceID	0x2a42
gfx.driver-init.driverVersion	6.14.10.4969
gfx.driver-init.feature-d2d	false
gfx.driver-init.feature-d3d11	true
gfx.driver-init.status	2
layers.offmainthreadcomposition.enabled	false
media.ffmpeg.enabled	true
media.gmp-eme-adobe.autoupdate	false
media.gmp-eme-adobe.enabled	false
media.gmp-eme-adobe.forceSupported	true
media.gmp-eme-adobe.forcevisible	true
media.gmp-eme-adobe.visible	true
media.gmp-gmpopenh264.abi	x86-msvc-x86
media.gmp-gmpopenh264.autoupdate	false
media.gmp-gmpopenh264.enabled	false

Name	Value
media.gmp-gmpopenh264.lastUpdate	1612249554
media.gmp-gmpopenh264.version	1.6
media.gmp-manager.buildID	20180621064021
media.gmp-manager.lastCheck	1644160468
media.gmp.decoder.enabled	true
media.gmp.storage.version.observed	1
media.hardware-video-decoding.failed	true
media.mediasource.ignore_codecs	true
media.mediasource.webm.enabled	true
media.peerconnection.ice.default_address_only	true
media.peerconnection.identity.timeout	1
media.peerconnection.use_document_iceservers	false
media.peerconnection.video.enabled	false
media.webrtc.debug.aec_log_dir	C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp
media.webrtc.debug.log_file	C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\WebRTC.log
media.windows-media-foundation.enabled	true
network.cookie.prefsMigrated	true
network.dns.disablePrefetch	true
network.http.max-connections	40
network.http.max-connections-per-server	40
network.http.max-persistent-connections-per-proxy	40
network.http.max-persistent-connections-per-server	40
network.http.pipelining.maxrequests	6
network.http.speculative-parallel-limit	0
network.IDN_show_punycode	true
network.predictor.cleaned-up	true
network.prefetch-next	false
places.database.lastMaintenance	1643571645
places.history.expiration.transient_current_max_pages	53112
plugin.disable_full_page_plugin_for_types	application/pdf
plugin.importedState	true
plugin.state.flash	0
plugin.state.npdrmv	0
plugin.state.nppdf	0
plugin.state.npqtplugin	0
plugin.state.npvlc	0
plugin.state.npwmsdrm	0
plugin.state.npwpf	0
print.printer_LBP6030w/6018w.print_bgcolor	false
print.printer_LBP6030w/6018w.print_bgimages	false
print.printer_LBP6030w/6018w.print_colorspace	
print.printer_LBP6030w/6018w.print_command	
print.printer_LBP6030w/6018w.print_downloadfonts	false
print.printer_LBP6030w/6018w.print_duplex	1515870810
print.printer_LBP6030w/6018w.print_edge_bottom	0
print.printer_LBP6030w/6018w.print_edge_left	0
print.printer_LBP6030w/6018w.print_edge_right	0
print.printer_LBP6030w/6018w.print_edge_top	0
print.printer_LBP6030w/6018w.print_evenpages	true
print.printer_LBP6030w/6018w.print_footercenter	
print.printer_LBP6030w/6018w.print_footerleft	&PT
print.printer_LBP6030w/6018w.print_footerright	&D
print.printer_LBP6030w/6018w.print_headercenter	
print.printer_LBP6030w/6018w.print_headerleft	&T
print.printer_LBP6030w/6018w.print_headerright	&U
print.printer_LBP6030w/6018w.print_in_color	true
print.printer_LBP6030w/6018w.print_margin_bottom	0.5
print.printer_LBP6030w/6018w.print_margin_left	0.5
print.printer_LBP6030w/6018w.print_margin_right	0.5
print.printer_LBP6030w/6018w.print_margin_top	0.5
print.printer_LBP6030w/6018w.print_oddpages	true
print.printer_LBP6030w/6018w.print_orientation	0
print.printer_LBP6030w/6018w.print_page_delay	50
print.printer_LBP6030w/6018w.print_paper_data	1

Name	Value
print.printer_LBP6030w/6018w.print_paper_height	-1.00
print.printer_LBP6030w/6018w.print_paper_name	
print.printer_LBP6030w/6018w.print_paper_size_type	0
print.printer_LBP6030w/6018w.print_paper_size_unit	1
print.printer_LBP6030w/6018w.print_paper_width	-1.00
print.printer_LBP6030w/6018w.print_plex_name	
print.printer_LBP6030w/6018w.print_resolution	600
print.printer_LBP6030w/6018w.print_resolution_name	
print.printer_LBP6030w/6018w.print_reversed	false
print.printer_LBP6030w/6018w.print_scaling	1.00
print.printer_LBP6030w/6018w.print_shrink_to_fit	true
print.printer_LBP6030w/6018w.print_to_file	false
print.printer_LBP6030w/6018w.print_unwriteable_margin_bottom	0
print.printer_LBP6030w/6018w.print_unwriteable_margin_left	0
print.printer_LBP6030w/6018w.print_unwriteable_margin_right	0
print.printer_LBP6030w/6018w.print_unwriteable_margin_top	0
print.printer_PDF995.print_bgcolor	false
print.printer_PDF995.print_bgimages	false
print.printer_PDF995.print_colorspace	
print.printer_PDF995.print_command	
print.printer_PDF995.print_downloadfonts	false
print.printer_PDF995.print_duplex	1515870810
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	
print.printer_PDF995.print_footerright	
print.printer_PDF995.print_headercenter	
print.printer_PDF995.print_headerleft	&T
print.printer_PDF995.print_headerright	
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
print.printer_PDF995.print_margin_top	0.5
print.printer_PDF995.print_oddpages	true
print.printer_PDF995.print_orientation	0
print.printer_PDF995.print_page_delay	50
print.printer_PDF995.print_paper_data	3
print.printer_PDF995.print_paper_height	-1.00
print.printer_PDF995.print_paper_name	
print.printer_PDF995.print_paper_size_unit	0
print.printer_PDF995.print_paper_width	-1.00
print.printer_PDF995.print_plex_name	
print.printer_PDF995.print_resolution	600
print.printer_PDF995.print_resolution_name	
print.printer_PDF995.print_reversed	false
print.printer_PDF995.print_scaling	1.00
print.printer_PDF995.print_shrink_to_fit	false
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
privacy.clearOnShutdown.cookies	false
privacy.clearOnShutdown.extensions-betterprivacy	true
privacy.cpd.extensions-betterprivacy	true
privacy.cpd.extensions-tabmix	false
privacy.donottrackheader.enabled	true
privacy.donottrackheader.value	1
privacy.sanitize.migrateClearSavedPwdsOnExit	true

Name	Value
privacy.sanitize.migrateFx3Prefs	true
privacy.sanitize.sanitizeOnShutdown	true
privacy.sanitize.timeSpan	0
privacy.trackingprotection.introCount	20
security.disable_button.openCertManager	false
security.disable_button.openDeviceManager	false
security.sandbox.content.tempDirSuffix	{01f33408-5596-448d-b114-e451cc42d925}
security.ssl3.dhe_rsa_aes_128_sha	false
security.ssl3.dhe_rsa_aes_256_sha	false
security.tls.version.max	4
services.sync.declinedEngines	
storage.vacuum.last.index	1
storage.vacuum.last.places.sqlite	1642376974

Important Locked Preferences

Name	Value
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Places Database

Integrity	<input type="button" value="Verify Integrity"/>
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JavaScript

Incremental GC	true
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Accessibility

Activated	false
Prevent Accessibility	0

Library Versions

	Expected minimum version	Version in use
NSPR	4.13.1	4.13.1
NSS	3.28.6	3.28.6
NSSMIME	3.28.6	3.28.6
NSSSSL	3.28.6	3.28.6
NSSUTIL	3.28.6	3.28.6

Experimental Features

Name	ID	Description	Active	End Date	Homepage	Branch
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Sandbox

Content Process Sandbox Level	1
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