

# 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](#).

[Copy raw data to clipboard](#)[Copy text to clipboard](#)

## Application Basics

### Give Firefox a tune up

[Refresh Firefox...](#)

### Try Safe Mode

[Restart with Add-ons Disabled...](#)

### Try clearing the startup cache

[Clear startup cache...](#)

<b>Name</b>	Firefox
<b>Version</b>	82.0
<b>Build ID</b>	20201014125134
<b>Distribution ID</b>	canonical
<b>User Agent</b>	Mozilla/5.0 (X11; Ubuntu; Linux i686; rv:82.0) Gecko/20100101 Firefox/82.0
<b>OS</b>	Linux 4.15.0-29-generic #31-Ubuntu SMP Tue Jul 17 15:37:27 UTC 2018
<b>Application Binary</b>	/usr/lib/firefox/firefox
<b>Profile Directory</b>	<a href="#">Open Directory</a> /home/teacher/.mozilla/firefox/spjhsuw0.default
<b>Enabled Plugins</b>	<a href="#">about:plugins</a>
<b>Build Configuration</b>	<a href="#">about:buildconfig</a>
<b>Memory Use</b>	<a href="#">about:memory</a>
<b>Performance</b>	<a href="#">about:performance</a>
<b>Registered Service Workers</b>	<a href="#">about:serviceworkers</a>
<b>Multiprocess Windows</b>	1/1 Enabled by default
<b>Remote Processes</b>	<a href="#">5</a>
<b>Enterprise Policies</b>	Inactive
<b>Google Location Service Key</b>	Found
<b>Google Safebrowsing Key</b>	Found
<b>Mozilla Location Service Key</b>	Missing
<b>Safe Mode</b>	false
<b>Profiles</b>	<a href="#">about:profiles</a>

## Crash Reports for the Last 3 Days

Report ID	Submitted
-----------	-----------

[All Crash Reports](#)

## Firefox Features

Name	Version	ID
DoH Roll-Out	2.0.0	doh-rollout@mozilla.org
Firefox Screenshots	39.0.0	screenshots@mozilla.org
Form Autofill	1.0	formautofill@mozilla.org
Web Compat	15.1.0	webcompat@mozilla.org
WebCompat Reporter	1.4.0	webcompat-reporter@mozilla.org

## Remote Processes

Type	Count
Web Content	2 / 8
Privileged About	1
Extension	1
Preallocated	1

## Add-ons

Name	Type	Version	Enabled	ID
Amazon.com	extension	1.3	true	amazondotcom@search.mozilla.org
Bing	extension	1.2	true	bing@search.mozilla.org
DuckDuckGo	extension	1.1	true	ddg@search.mozilla.org
Google	extension	1.1	true	google@search.mozilla.org
Wikipedia (el)	extension	1.1	true	wikipedia@search.mozilla.org
English (CA) Language Pack	locale	62.0	false	langpack-en-CA@firefox.mozilla.org
English (GB) Language Pack	locale	62.0	false	langpack-en-GB@firefox.mozilla.org
English (South Africa) Language Pack	locale	62.0	false	langpack-en-ZA@firefox.mozilla.org
Ελληνικά Language Pack	locale	62.0	false	langpack-el@firefox.mozilla.org

## Graphics

Features	
Compositing	Basic
Asynchronous Pan/Zoom	wheel input enabled; scrollbar drag enabled; keyboard enabled; autoscroll enabled
WebGL 1 Driver WSI Info	-
WebGL 1 Driver Renderer	WebGL creation failed: * tryNativeGL * Exhausted GL driver options.
WebGL 1 Driver Version	-
WebGL 1 Driver Extensions	-
WebGL 1 Extensions	-
WebGL 2 Driver WSI Info	-
WebGL 2 Driver Renderer	WebGL creation failed: * tryNativeGL * Exhausted GL driver options.
WebGL 2 Driver Version	-
WebGL 2 Driver Extensions	-
WebGL 2 Extensions	-
Window Protocol	x11
Desktop Environment	mate
Off Main Thread Painting Enabled	true
Off Main Thread Painting Worker Count	3
Target Frame Rate	60
GPU #1	
Active	Yes
Description	Mesa DRI Intel(R) G33 x86/MMX/SSE2
Vendor ID	0x8086
Device ID	0x29c2
Driver Vendor	mesa/i915
Driver Version	18.0.5.0
RAM	384
Diagnostics	
AzureCanvasBackend	skia

<b>AzureContentBackend</b>	skia
<b>AzureFallbackCanvasBackend</b>	none
<b>CairoUseXRender</b>	0
<b>CMSOutputProfile</b>	Empty profile data
<b>Display0</b>	1280x1024 default
<b>DisplayCount</b>	1
<b>Decision Log</b>	
<b>HW_COMPOSITING</b>	available by default
	blocked by env: Acceleration blocked by platform
<b>OPENGL_COMPOSITING</b>	unavailable by default: Hardware compositing is disabled
<b>WEBRENDER</b>	opt-in by default: WebRender is an opt-in feature
<b>WEBRENDER_QUALIFIED</b>	available by default
	blocklisted by env: No qualified hardware
<b>WEBRENDER_COMPOSITOR</b>	disabled by default: Disabled by default
	blocklisted by env: Blocklisted by gfxInfo
<b>WEBRENDER_ANGLE</b>	opt-in by default: WebRender ANGLE is an opt-in feature
<b>WEBRENDER_DCOMP_PRESENT</b>	opt-in by default: WebRender DirectComposition is an opt-in feature
<b>OMTP</b>	available by default
<b>WEBGPU</b>	disabled by default: Disabled by default
	blocked by runtime: WebGPU can only be enabled in nightly

## Media

Audio Backend	pulse-rust							
Max Channels	2							
Preferred Sample Rate	44100							
Roundtrip latency (standard deviation)	46.81ms (4.74)							
Output Devices								
Name	Group	Vendor	State	Preferred	Format	Channels	Rate	Latency
Εσωτερικός ήχος Αναλογικό στερεοφωνικό	/devices /pci0000:00 /0000:00:1b.0 /sound/card0	Intel Corporation	Enabled	All	default: S16LE, support: S16LE S16BE F32LE F32BE	2	default: 44100, support: 1 - 384000	0 - 0
Input Devices								
Name	Group	Vendor	State	Preferred	Format	Channels	Rate	Latency
Monitor of Εσωτερικός ήχος Αναλογικό στερεοφωνικό	/devices /pci0000:00 /0000:00:1b.0 /sound/card0	Intel Corporation	Enabled	All	default: S16LE, support: S16LE S16BE F32LE F32BE	2	default: 44100, support: 1 - 384000	0 - 0
Εσωτερικός ήχος Αναλογικό στερεοφωνικό	/devices /pci0000:00 /0000:00:1b.0 /sound/card0	Intel Corporation	Unplugged	None	default: S16LE, support: S16LE S16BE F32LE F32BE	2	default: 44100, support: 1 - 384000	0 - 0

## Environment Variables

Name	Value
DISPLAY	:0
MOZ_APP_LAUNCHER	/usr/bin/firefox
MOZ_ASSUME_USER_NS	1
MOZ_CRASHREPORTER_EVENTS_DIRECTORY	/home/teacher/.mozilla/firefox/spjhsuw0.default/crashes/event
MOZ_CRASHREPORTER_RESTART_ARG_0	/usr/bin/firefox
MOZ_CRASHREPORTER_RESTART_ARG_1	
MOZ_CRASHREPORTER_DATA_DIRECTORY	/home/teacher/.mozilla/firefox/Crash Reports
MOZ_CRASHREPORTER_PING_DIRECTORY	/home/teacher/.mozilla/firefox/Pending Pings
MOZ_CRASHREPORTER_STRINGS_OVERRIDE	/usr/lib/firefox/browser/crashreporter-override.ini
MOZ_LAUNCHED_CHILD	
XRE_PROFILE_PATH	
XRE_PROFILE_LOCAL_PATH	
XRE_START_OFFLINE	
XRE_BINARY_PATH	
XRE_RESTARTED_BY_PROFILE_MANAGER	

## Experimental Features

Name	Value
about:home startup cache (browser.startup.homepage.aboutho	false
Cookies: SameSite=Lax by default (network.cookie.sameSite.laxI	false
Cookies: SameSite=None requires secure attribute (network.coo	false
Cookies: Schemeful SameSite (network.cookie.sameSite.scheme	false
CSS: Constructable Stylesheets (layout.css.constructable-stylesh	false
CSS: Pseudo-class: :focus-visible (layout.css.focus-visible.enablec	false
CSS: Masonry Layout (layout.css.grid-template-masonry-value.er	false
Developer Tools: Color Scheme Simulation (devtools.inspector.co	false
Developer Tools: Compatibility Panel (devtools.inspector.compa	false
Developer Tools: Execution Context Selector (devtools.webcons	false
Developer Tools: Service Worker debugging (devtools.debugger	false
Graphics: Smooth Pinch Zoom (apz.allow_zooming)	false
Media: AVIF (image.avif.enabled)	false
Print Preview Redesign (print.tab_modal.enabled)	false
Web API: beforeinput Event (dom.input_events.beforeinput.ena	false
Web API: inputmode (dom.forms.inputmode)	false
Web API: <link rel="preload"> (network.preload)	false
Web API: WebGPU (dom.webgpu.enabled)	false

## Important Modified Preferences

Name	Value
accessibility.typeaheadfind.flashBar	0
browser.cache.disk.capacity	358400
browser.cache.disk.filesystem_reported	1
browser.cache.disk.smart_size.first_run	false
browser.contentblocking.category	standard
browser.download.useDownloadDir	false
browser.places.smartBookmarksVersion	8
browser.search.region	GR
browser.sessionstore.upgradeBackup.latestBuildID	20201014125134
browser.startup.homepage	www.google.gr

Name	Value
browser.startup.homepage_override.buildID	20201014125134
browser.startup.homepage_override.mstone	82.0
browser.urlbar.placeholderName	Google
browser.urlbar.timesBeforeHidingSuggestionsHint	0
browser.urlbar.tipShownCount.searchTip_onboard	4
browser.urlbar.tipShownCount.searchTip_redirect	1
doh-rollout.balrog-migration-done	true
doh-rollout.doneFirstRun	true
dom.push.userAgentID	cd52759cb3bd43088c9712f7773e8572
extensions.lastAppVersion	82.0
gfx.blacklist.canvas2d.acceleration	4
gfx.blacklist.canvas2d.acceleration.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.d3d11.keyed.mutex	4
gfx.blacklist.d3d11.keyed.mutex.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.direct2d	4
gfx.blacklist.direct2d.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.direct3d11angle	4
gfx.blacklist.direct3d11angle.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.dx.interop2	4
gfx.blacklist.dx.interop2.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.dx.nv12	4
gfx.blacklist.dx.nv12.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.dx.p010	4
gfx.blacklist.dx.p010.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.dx.p016	4
gfx.blacklist.dx.p016.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.gl.swizzle	4
gfx.blacklist.gl.swizzle.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.gpu.process	4
gfx.blacklist.gpu.process.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.hardwarevideodecoding	4
gfx.blacklist.hardwarevideodecoding.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.layers.advanced	4
gfx.blacklist.layers.advanced.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.layers.direct3d10	4
gfx.blacklist.layers.direct3d10-1	4
gfx.blacklist.layers.direct3d10-1.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.layers.direct3d10.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.layers.direct3d11	4
gfx.blacklist.layers.direct3d11.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.layers.direct3d9	4
gfx.blacklist.layers.direct3d9.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.layers.opengl	4
gfx.blacklist.layers.opengl.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.stagefright	4
gfx.blacklist.stagefright.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webgl.angle	4
gfx.blacklist.webgl.angle.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webgl.msaa	4
gfx.blacklist.webgl.msaa.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webgl.opengl	4

Name	Value
gfx.blacklist.webgl.opengl.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webgl2	4
gfx.blacklist.webgl2.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webrender	4
gfx.blacklist.webrender.compositor	4
gfx.blacklist.webrender.compositor.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webrender.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webrtc.hw.acceleration	4
gfx.blacklist.webrtc.hw.acceleration.decode	4
gfx.blacklist.webrtc.hw.acceleration.decode.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webrtc.hw.acceleration.encode	4
gfx.blacklist.webrtc.hw.acceleration.encode.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webrtc.hw.acceleration.failureid	FEATURE_FAILURE_OPENGL_1
gfx.blacklist.webrtc.hw.acceleration.h264	4
gfx.blacklist.webrtc.hw.acceleration.h264.failureid	FEATURE_FAILURE_OPENGL_1
idle.lastDailyNotification	1604301326
media.gmp-gmpopenh264.abi	x86-gcc3
media.gmp-gmpopenh264.lastUpdate	1603960240
media.gmp-gmpopenh264.version	1.8.1.1
media.gmp-manager.buildID	20201014125134
media.gmp-manager.lastCheck	1604297503
media.gmp.storage.version.observed	1
network.cookie.prefsMigrated	true
network.predictor.cleaned-up	true
network.trr.blocklist_cleanup_done	true
places.database.lastMaintenance	1604301327
places.history.expiration.transient_current_max_pages	64568
plugin.disable_full_page_plugin_for_types	application/pdf
plugin.flash.arch	x86-gcc3
plugin.flash.blockliststate	4
plugin.flash.desc	Shockwave Flash 31.0 r0
plugin.flash.lastmod_hi	357
plugin.flash.lastmod_lo	-34841968
plugin.flash.path	/usr/lib/adobe-flashplugin/libflashplayer.so
plugin.flash.version	31.0.0.122
print.print_bgcolor	false
print.print_bgimages	false
print.print_duplex	0
print.print_evenpages	true
print.print_margin_bottom	0.500000012107193
print.print_margin_left	0.500000012107193
print.print_margin_right	0.500000012107193
print.print_margin_top	0.500000012107193
print.print_oddpages	true
print.print_orientation	1
print.print_page_delay	50
print.print_paper_data	0
print.print_paper_height	11,69
print.print_paper_name	iso_a4
print.print_paper_size_unit	0
print.print_paper_width	8,27

Name	Value
print.print_scaling	1,00
print.print_shrink_to_fit	true
print.print_to_file	false
print.print_unwriteable_margin_bottom	56
print.print_unwriteable_margin_left	25
print.print_unwriteable_margin_right	25
print.print_unwriteable_margin_top	25
privacy.purge_trackers.date_in_cookie_database	0
privacy.purge_trackers.last_purge	1604301328881
privacy.sanitize.pending	[{"id":"newtab-container","itemsToClear":[],"options":{}}]
privacy.sanitize.timeSpan	2
security.remote_settings.crlite_filters.checked	1604304129
security.remote_settings.intermediates.checked	1604301288
security.sandbox.content.tempDirSuffix	a02e897b-1872-4406-96f8-105d51101290
security.sandbox.plugin.tempDirSuffix	17f2ec60-4e98-42f3-8547-006f26a21982
services.sync.declinedEngines	
signon.importedFromSqlite	true
signon.usage.hasEntry	true
storage.vacuum.last.index	1
storage.vacuum.last.places.sqlite	1602745355
webgl.force-enabled	true

## Important Locked Preferences

Name	Value
fission.autostart	false

## Places Database

Integrity	Verify Integrity
-----------	------------------

## Accessibility

Activated	false
Prevent Accessibility	0

## Library Versions

	Expected minimum version	Version in use
NSPR	4.29	4.29
NSS	3.57	3.57
NSSSMIME	3.57	3.57
NSSSSL	3.57	3.57
NSSUTIL	3.57	3.57

## Sandbox

Seccomp-BPF (System Call Filtering)	true
Seccomp Thread Synchronization	true
User Namespaces	true

Content Process Sandboxing	true
Media Plugin Sandboxing	true
Content Process Sandbox Level	4
Effective Content Process Sandbox Level	4

Rejected System Calls

#	Seconds Ago	PID	TID	Process Type	Syscall	Arguments
---	-------------	-----	-----	--------------	---------	-----------

Startup Cache

Disk Cache Path	/home/teacher/.cache/mozilla/firefox/spjhsuw0.default/startupCache/startupCache.4.little
Ignore Disk Cache	false
Found Disk Cache on Init	true
Wrote to Disk Cache	false

Internationalization & Localization

Application Settings	
Requested Locales	["el-GR"]
Available Locales	["en-US"]
App Locales	["en-US"]
Regional Preferences	["en-US"]
Default Locale	"en-US"
Operating System	
System Locales	["el-GR"]
Regional Preferences	["el-GR"]