



Restoring Advanced Settings in Firefox

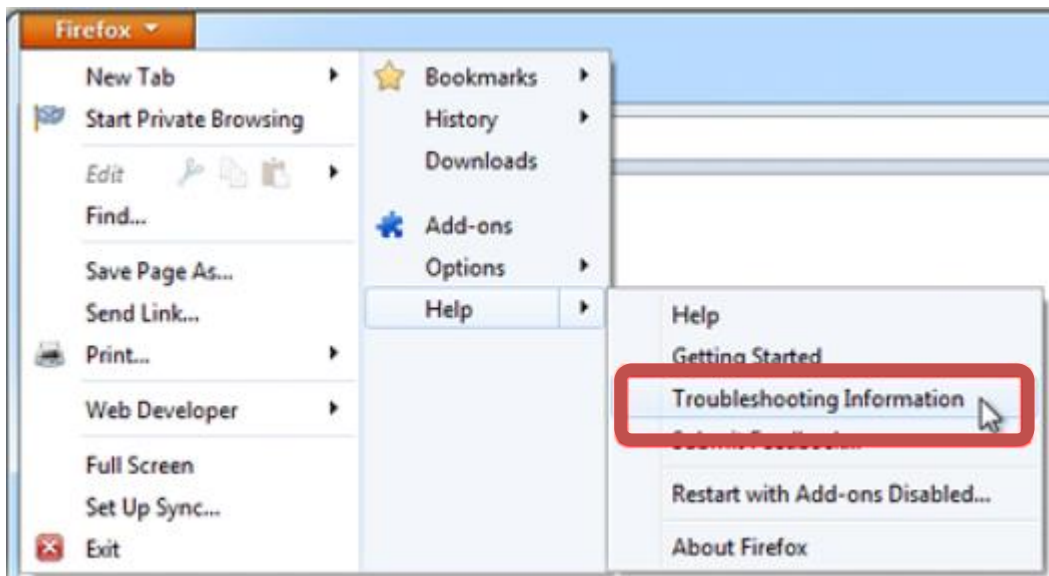
Restoring advanced settings can help with many browser related issues such as:

- Trouble with **Remote Access** such as unable to download attachments
- Using the **Outlook Web App**
- Problems using **Blackboard** such as downloading course resources
- To **Restore advanced settings** within **Firefox** use the following settings:

When you Reset Firefox preferences you are resetting the system preferences. You are not deleting passwords, bookmarks or the history. You may lose themes and visual customizations and add-ons.

Reset Firefox browser settings

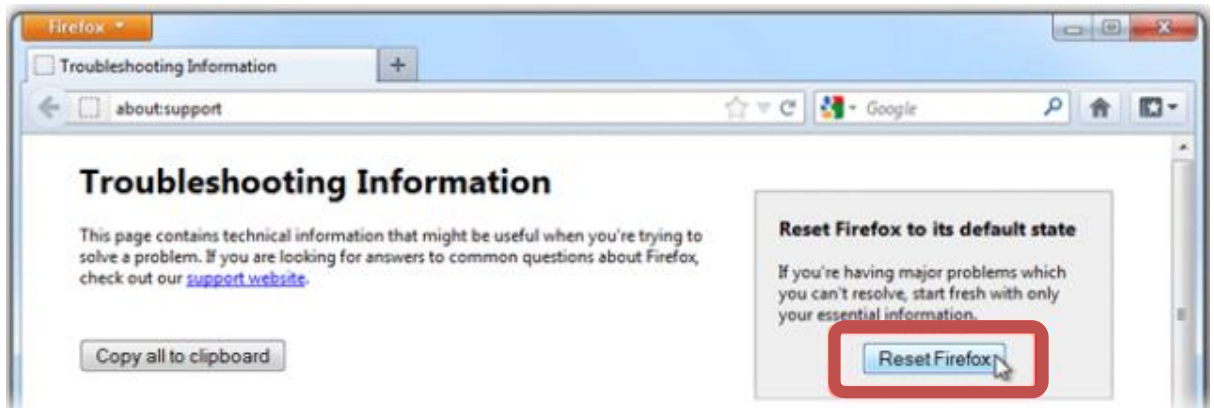
1. At the top of the **Firefox** window, select the **Help** menu and select **Troubleshooting Information**



2. Select the **Reset Firefox** button in the top right corner of the **Troubleshooting Information** page



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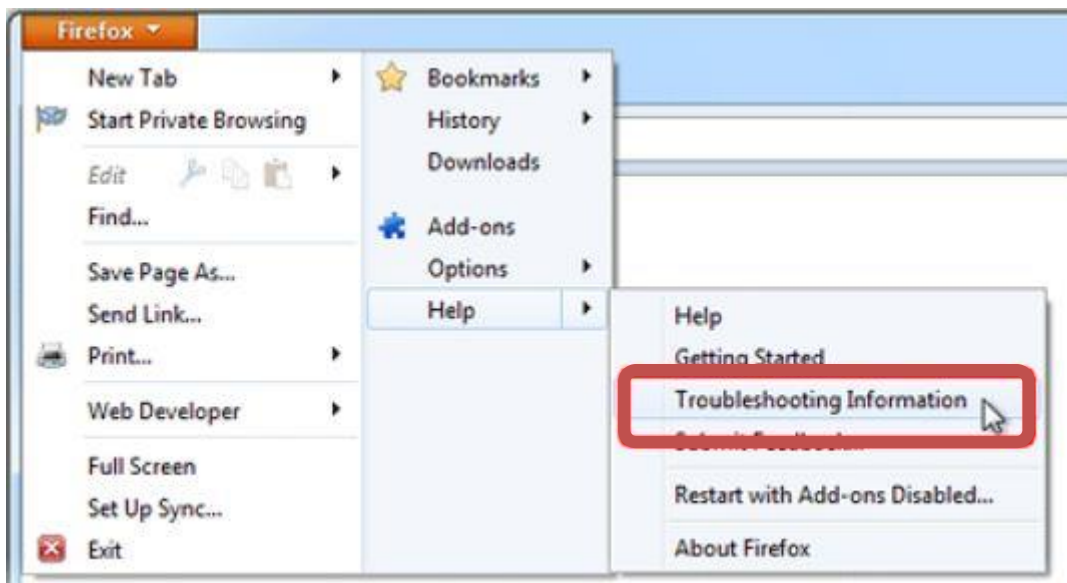
Select **Reset Firefox**

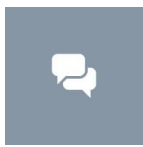
2. **Firefox** will close and be reset. When it's done, a window will list the information that was imported
3. Select **Finish** and Firefox will open

Delete Firefox preference files At the top of the **Firefox** window, select the **Firefox** button



2. Select **Help** then select **Troubleshooting Information**





Restoring Advanced Settings in Firefox

- Under the **Application Basics** select **Open Containing Folder**

Troubleshooting Information

This page contains technical information that might be useful when you're trying to solve a problem

Copy all to clipboard

Application Basics

Name	Firefox
Version	4.0.1
User Agent	Mozilla/5.0 (Windows NT 6.1; rv:2.0.1) Gecko/20100101 Firefox/4.0.1
Profile Directory	Open Containing Folder
Enabled Plugins	about:plugins
Build Configuration	about:buildconfig

Please Note: A window with your profile files will open.

- Close all **Firefox** windows
- Find and delete** the **prefs.js** file If you find a **prefs.js.moztmp** file or a **user.js** file, **delete** these as well
- You can close the **profile folder** and open **Firefox** now