



# **FLOSS**

MANUALS

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# Introduction to Firefox

Our guess is that you wouldn't be reading this unless you already know what a web browser is. However, if you don't: it's the software used to visit and view web pages on the Internet.

The Internet is a giant network of computers all connected to each other. It has grown from the first four systems that were originally connected in 1969 to currently over a billion systems and growing. Some of the computers connected to the Internet are "web servers." These web servers run software that allows them to deliver web pages. The vast network of web Servers on the Internet provides access to over 10 billion web pages and a continually growing and evolving set of web content and services. If you want to access these pages from your personal computer, laptop, or mobile device, you need to run a software program that knows how to do this. This is the purpose of a web browser.



## History of web browsing

Browsers have had one of the most public and interesting competitive lives of any software.

The first browser that could display images alongside text was known as Mosaic, and it really was an innovation that changed the world. In 1994, Marc Andreessen and a few of the original Mosaic developers banded together to start Netscape along with Jim Clark, a well known Silicon Valley entrepreneur. The early days of commercial browser development were marked by high energy and many innovations that continued to expand and improve the kinds of information the internet could provide. Every week it seemed that new sites popped up and new features appeared in browsers. A Wired Magazine article (<http://www.wired.com/wired/archive/2.10/mosaic.html>) captured some of the excitement from those early days when browsers and the web were starting to take off and grow rapidly.

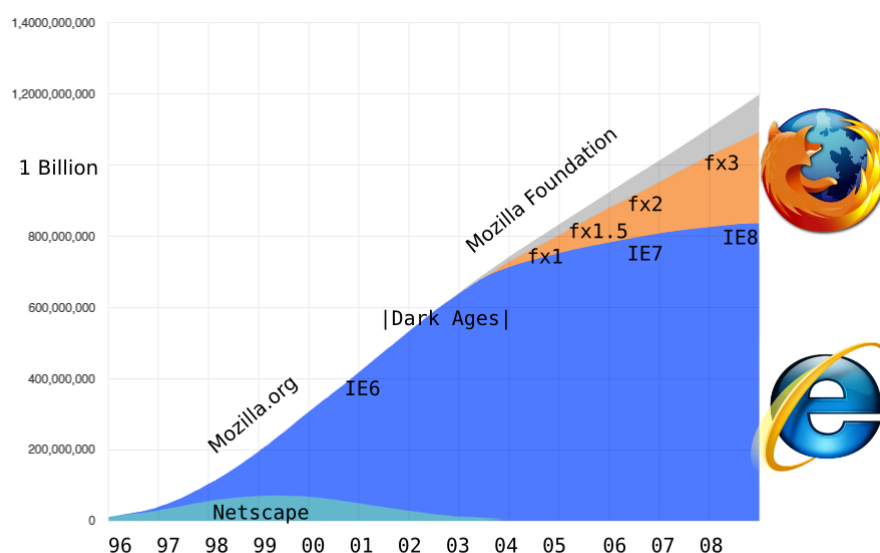
However, while Mosaic and then Netscape Navigator were first to enter the game, they failed to corner the market. After a relatively short and aggressive "browser war", Microsoft's Internet Explorer (IE) took the lead. Through spending over \$100 million on the development and promotion of IE and aggressive business practices, Microsoft was able to capture around 96% market share of all browsers in use. Some of the business practices Microsoft engaged in during the "browser war" were later determined to be anti-trust violations ([http://www.usdoj.gov/atr/cases/ms\\_index.htm](http://www.usdoj.gov/atr/cases/ms_index.htm)). With control of the market and no perceived business case for improving the browser Microsoft began scaling back development in 2002 and 2003. In 2003 it announced there would be no more standalone versions of Internet Explorer ([http://www.usdoj.gov/atr/cases/ms\\_index.htm](http://www.usdoj.gov/atr/cases/ms_index.htm)).

With Microsoft out of the game, Netscape in decline, and many websites using pop-ups and untargeted advertising schemes, some consider 2001-2004 as a dark age of innovation and improvements for browsers and the web.

# Development of Firefox

A new chapter was added to this story with the debut of Firefox. Firefox is a distant descendant of Mosaic and Netscape. In 1998, Netscape set up the Mozilla Project and made its browser code freely available as an experimental strategy to gain a competitive advantage against Microsoft. This allowed programmers around the world to study the Mozilla code and follow its development. As time passed, this community of developers continued to contribute to its development. Netscape and AOL (which had acquired Netscape) remained heavily involved with Mozilla and released several Netscape and AOL products from the evolving Mozilla code. However, interest in browser development waned at AOL over time and in early 2003 AOL decided to reduce involvement, setting the project free to chart its own course.

In 2003, the Mozilla Foundation was created as an independent organization. The stage was set for the growing Mozilla community to leverage Netscape's past investment in browser code and make its own mark. This passionate community focused on the creation of a next-generation browser named Firefox. The goals for Firefox were simple: Make a light-weight browser that was fast and easy to use. It would put users back in control of their web surfing experience. It would not compromise on any part of the user experience with annoyances. It would also add an extension system that would give users the power to customize, experiment with, and tune the browser in thousands of ways.



In 2004, Firefox 1.0 was released. Since then the number of users has grown steadily. As of 2009, Firefox has about a 23% worldwide market share, with more than 300 million of the 1.2 billion Internet users around the world using Firefox as their web browser. The day Firefox 3 was released, in an event known as "Download Day", more than **8 million** users downloaded the new version in a single day.

Firefox continues to innovate. With features such as an easy method for subscribing to automatically updated news headlines, home page tabs that help you get to content on the web faster, built-in pop-up blocking, and the expanding number of extensions that allow you to tailor your browser, Firefox helps you to stay in control of the way you interact with the web. Firefox has sparked renewed interest in improving web browsers.

In response to Firefox, Microsoft changed its plans, restarted its browser development and released IE7 and recently IE8. Apple and Google have also become involved in efforts to build new web browsers (Safari and Chrome, respectively). Innovation and choice is returning to browsers and the web.

Firefox runs on any operating system and is localized in over 75 different languages. It is built by a community of developers around the world who are passionate about improving the browser and the web. Best of all, Firefox is **free!**



# About This Manual

This manual evolved during a two-day Book Sprint at the Doctrain West conference. Scott Abel extended the invitation, and the sprint was a collaborative effort by FLOSS Manuals, Doctrain West, and the Mozilla Foundation.

Janet Swisher and Anne Gentle did the organization for the event with assistance by David Tenser (Mozilla) and Adam Hyde.

Chris Hofmann (Director of Special Projects at Mozilla) also attended.

25 writers collaborated over two days in virtual and real space to produce a book in two days! In addition to original content, large amounts of material was reused from the excellent Firefox Support Knowledge Base.

On the 16th May 2009 the Mozilla community got together for a one-day sprint to copy-edit and polish the manual. Lastly, on the 16th of July 2009, the Mozilla community once again came together to update this manual for Firefox 3.5. This consisted of simple things such as updating screenshots to major jobs such as writing about new Features for this release. We would like to thank all who participated for there hard work to create this excellent resource.



# Before You Get Started

Firefox is entirely free software. You do not have to pay anything to download and install it.

Taking advantage of its popularity, some sites have recently appeared on the Web that attempt to charge money for the download, installation, or support services of Firefox. Such sites are not authorized by the Mozilla Foundation and may misuse personal information that you give to them. If you spot one of these sites, or hear about someone being charged for Firefox, please report it at <http://www.mozilla.com/legal/fraud-report/index.html>. If you can include the actual address of the site where the download was offered or the site where you submitted your credit card, that helps in tracking down the bad guys. Your credit card records might also list details about the business or name of the company charging your account. This kind of information helps the Mozilla team investigate for trademark and fraud violations and get bad sites shut down.

The official and free download of Firefox can be found at <http://getfirefox.com> or <http://mozilla.com>. Free support for Firefox can be found at <http://support.mozilla.com>. These are the sites you should use for downloading or getting continued support for Firefox.

# What is FLOSS?

FLOSS is an abbreviation for *Free/Libre/Open Source* Software. The terms *Free*, *Libre*, and *Open Source* are all used to describe software that guarantees certain freedoms both to users and to programmers. Groups that promote the use of FLOSS software often use different terms to refer to it. For example, the Free Software Foundation and the GNU project often refer to "free" software, while other groups including Debian and the Open Source Initiative promote "Open Source" software. In English, the term "free" can mean either "no-cost" or "having liberty", so "libre software" is often used to emphasize that the software provides freedom rather than simply being free of cost.

The ideas encapsulated in the terms "free" and "open" are similar but not identical. While there are dozens of variations of these terms in use, all FLOSS software shares some of the same basic ideals of software freedom, including:

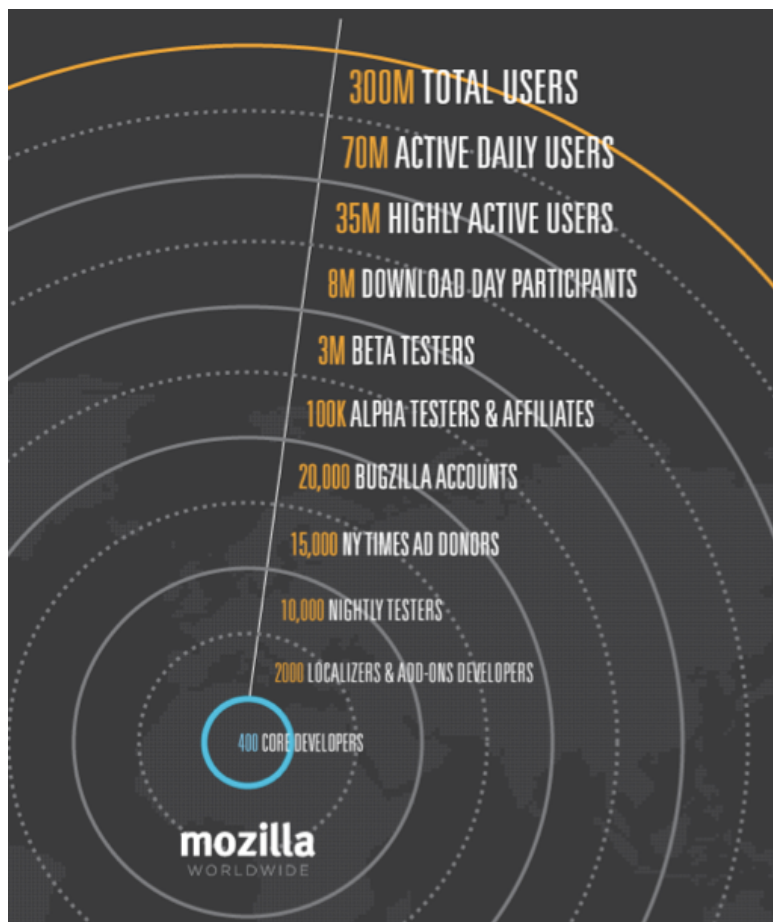
- Freedom to run the program
- Free access to complete source code
- Freedom to study the code
- Freedom to modify the code
- Freedom to redistribute the modified code

The specific freedoms provided by each software project can vary, but these ideas form the basis for most FLOSS licenses. From a users' perspective, FLOSS software is always free to use and to copy, both now and in the future. There are some unclear boundary lines and gray areas that must be kept in mind when copying or distributing FLOSS software, including trademarks and "proprietary" drivers in the Linux kernel. Each FLOSS software project includes detailed information on what rights are guaranteed by the *software license*. A wide variety of FLOSS is available for all common platforms, including Windows, Mac OS, and Linux.

## Firefox

For many users, Firefox is their first introduction to FLOSS and the ideas it represents. FLOSS is a core aspect of the Mozilla project, which develops the Firefox web browser. As a result, everyone is free to use, copy, improve, and extend Firefox. Another core aspect of the Mozilla project is its *participatory development* strategy, which means anyone can get involved with making Firefox better. Millions of community members help make Firefox better every day.

Who are these people and how are they connected?



Growing the use of Firefox is a grassroots effort. With no massive advertising campaigns and mostly word-of-mouth and technology-based message passing, the user base of Firefox has reached 220 million people. One way to describe the growth is "viral" (but in a good way, not like "software viruses") â passing from developers, to bloggers, to users, to more users.

At the core, around 400 developers work on the *source code* that powers Firefox. More than 30% of Mozilla code is contributed by volunteers, with the rest being contributed by full-time contributors who are paid either by Mozilla or by other companies involved in Mozilla development. In case you were wondering, "Mozilla" was the original name of the dinosaur-like mascot created in 1994 for Netscape Communications Corporation. "Mozilla" is now the name of both the non-profit foundation and its fully owned corporation that brings us Firefox and maintains the code base that it's built on.

All participants in the Mozilla project, from volunteer coders to paid contributors, highly value the community and collaborative efforts that go into Firefox development. They want to both improve the browser itself and make the web better. Contributors to Mozilla include industry leaders in particular areas of expertise such as networking, CSS, HTML, graphics, and wide array of other technologies that power the web. Mozilla is a diverse set of people, and nearly anyone can make a big difference, whether by developing code, writing documentation, testing software, or just telling friends about Firefox!

Beyond "core" developers, many different groups of dedicated people help make the Mozilla project successful. In the Mozilla community, there are:

- More than 500 people who localize and help to deliver Firefox into over 60 languages.
- Hundreds of other developers of "add-ons", who create extensions to customize Firefox and experiment with innovation.
- 10,000 people who help to test "nightly" development releases and help to maintain quality and provide feedback during the development process.

- 15,000 people who opened up their wallets to contribute \$30 each to pay for a \$250,000 two page ad in the New York Times to promote the release of Firefox 1.0. The idea for this campaign came from a community of marketing developers that help to promote Firefox in many different ways.
- 20,000 people are active in "bugzilla", the Mozilla Project bug and feature tracking system. All these are contributing to future Firefox improvements.
- 8 Million people recently participated in "Download Day" which set a world record for the most downloads of a software package on the first day of the Firefox 3 release.

These examples demonstrate how many different communities and people with different skills all coming together can build and maintain a viable project. We hope that Firefox serves as an ideal introduction to FLOSS and to the concept of community-powered software development.

# How the Internet Works

The **Internet** is a decentralized worldwide network of computer networks. Although many people use the terms "the Internet" and "the Web" interchangeably, the Internet is the physical connection of computer networks together with certain methods of communication. The Web is one of many ways of communicating using the Internet. You can also use the Internet for **e-mail**, **file sharing**, **Usenet news**, and **chat**.

## Connecting to the Internet

The easiest way to use the Web is often to find a local Internet café or telecenter that provides Web access. If you need to set up your own computer with an Internet connection, you would, typically, open an account with an **Internet Service Provider** (ISP). You may need some extra equipment, such as a modem or a **router**, to enable your computer to connect with the ISP.

The ISP in turn may purchase its own Internet access from a national provider (unless it is a branch of a national provider). National providers may similarly receive their connection from one of the multinational companies that maintain and operate the servers and connections that are called the **backbone** of the Internet. The backbone is made up of major server installations at critical points, and global connections between them via fiber optic cables and satellites. These connections enable communications between Internet users in different countries and continents. National and international providers connect to this backbone through special **routers** known as **gateways**, which are connections that allow one network to communicate with another. Gateways, just like other routers, may be a point at which Internet traffic is monitored or controlled.

When you connect to the Internet, your computer is normally assigned a numeric **IP address**, which can be written as four numbers in the range 0-255, separated by dots. Like a postal address, it uniquely identifies a single computer on the Internet. Depending on your Internet Service Provider, your computer may be assigned different IP addresses at different times that it connects to them. All Web sites and Web servers also have IP addresses. For example, the IP address of [www.frontlinedefenders.org](http://www.frontlinedefenders.org) is 217.173.101.253.

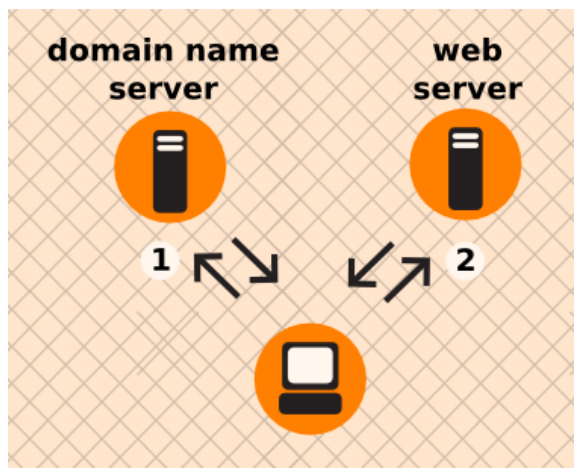
## Visiting a Web site

When you want to visit a Web site, you normally type the "name" of the Web site into your browser and not the IP address. For example, to access the Frontline Web site you would type in **`http://www.frontlinedefenders.org`** instead of **`217.173.101.253`**. The name of the Web site is also called the **domain** or **domain name**.

After you type the domain name into the browser, your computer sends a message with this name to the **Domain Name System** (DNS). This system consists of dedicated computers on the Internet that translate names into IP addresses. The DNS means that you need to remember only the Web site's name rather than a complex string of numbers. After the DNS server translates the domain name into an IP address, it shares that information with your computer.

Now your computer can try to connect to the Web site using its IP address. A path from your computer to the destination Web site must be found. This path may travel through countries, oceans and space; it could be thousands of miles long and could pass through numerous computers. How does it know which way to go, when there are hundreds of millions of different Web sites? The task of directing your message to the Web site (and back) is performed by routers, and the process is known as **routing**.

For our purposes, it's worth noting that routers can be given simple instructions on how to behave and can be used as a tool for censorship. Any router can be manipulated to record, re-direct, or block access to certain Web sites.



Example of what happens when you find a Web page:

1. You type in **http://globalvoicesonline.org/**. The computer sends the domain name to a selected DNS server (using its numeric address), which sends a message back, containing the IP address for the Global Voices Web site.
2. The browser then sends a request for a connection to that IP address.
3. The request goes through a series of routers until it reaches a router that finds the specific computer needed.
4. This computer sends information back to you, allowing your browser to send the full URL and receive the data to display the page.

Every connection between computers or routers that a message goes through is called a **hop**. The number of hops is the number of computers or routers your message comes in contact with along its way. Below is a sample path taken by a computer to get to [www.globalvoicesonline.org](http://www.globalvoicesonline.org). This request passes through at least fourteen computer connections (hops) before reaching its destination.

```
tracert to globalvoicesonline.org (72.249.186.50), 64 hops max, 40 byte packets
 1 192.168.1.1 (192.168.1.1)  2.425 ms  0.673 ms  0.637 ms
 2 192.168.15.1 (192.168.15.1)  3.824 ms  1.068 ms  1.139 ms
 3 10.92.32.1 (10.92.32.1)  10.712 ms  9.581 ms  98.359 ms
 4 gig-5-3-lbrtnymtn-rtr1.hvc.rr.com (24.164.160.173)  10.720 ms  10.774 ms  11.147 ms
 5 pos-3-1-nycmnya-rtr1.nyc.rr.com (24.164.160.78)  12.533 ms  12.042 ms  11.206 ms
 6 tenge-0-3-0-nwrknjmd-rtr.nyc.rr.com (24.29.97.6)  12.456 ms  13.922 ms  13.821 ms
 7 ae-4-0-cr0.nyc30.tbone.rr.com (66.109.6.78)  15.844 ms  22.984 ms  14.024 ms
 8 ae-1-0-pr0.nyc20.tbone.rr.com (66.109.6.163)  14.605 ms  14.592 ms  43.455 ms
 9 207.88.182.73.ptr.us.xo.net (207.88.182.73)  14.707 ms  14.437 ms  22.936 ms
10 te-4-0-0-rar3.nyc-ny.us.xo.net (207.88.12.26)  24.168 ms  16.683 ms  16.947 ms
11 207.88.14.9.ptr.us.xo.net (207.88.14.9)  45.446 ms  45.360 ms  46.136 ms
12 207.88.14.10.ptr.us.xo.net (207.88.14.10)  70.949 ms  69.782 ms  70.112 ms
13 207.88.185.38.ptr.us.xo.net (207.88.185.38)  70.162 ms  73.824 ms  73.137 ms
14 switch19.rimuhosting.com (65.99.204.18)  70.630 ms  70.344 ms  70.264 ms
15 server1.globalvoicesonline.org (72.249.186.50)  72.347 ms  72.747 ms  74.179 ms
```

Destination reached!



If you have used the Internet, you know that normally all of these complex processes are hidden and you don't need to understand them in order to find the information you need. However, when people or organizations attempting to limit your access to information interfere with the operation of the system, your ability to use the Internet may be restricted.

## Why This Matters

Censorship can occur at different points in the Internet infrastructure, covering whole domains or subdomains, individual protocols, or specific content identified by filtering software. The best method to avoid censorship will depend on the specific censorship technique used. You may need to understand these differences in order to use the appropriate measures to use the Internet effectively and safely.



# Installing Firefox on Windows

Firefox requires a computer with a minimum of a 233 MHz processor, running Windows 2000 or later.

To check system requirements for Firefox, go to:  
<http://www.mozilla.com/firefox/system-requirements.html>

## Download and Install Firefox

1. Visit the Firefox Download Page at <http://www.mozilla.com/firefox/> in any browser (such as Microsoft Internet Explorer). The download page automatically detects the operating system and language on your computer and recommends the best edition(s) of Firefox for you. If you want to download Firefox for a different language or for a different operating system than the one detected, click "Other Systems and Languages" to see a list of all the others available.

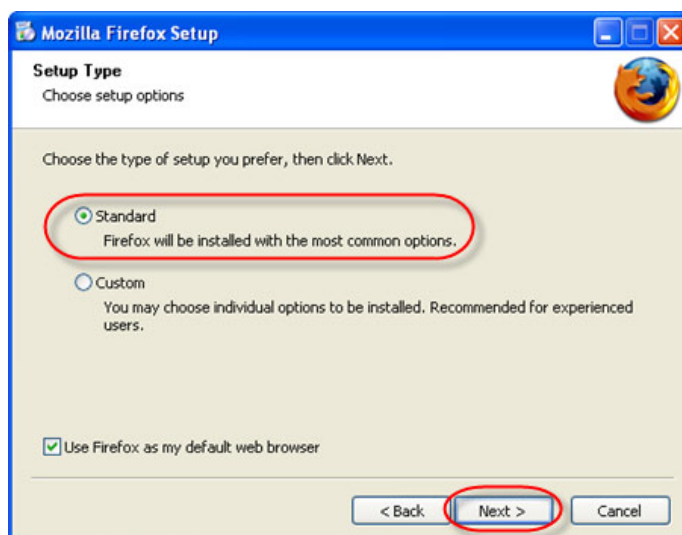


2. Click the download button and the setup file will begin to download to your computer. Once the download completes, it is recommended that you exit all your running programs before running the installation.
3. Double-click the file to start the Firefox install wizard.

◇ If you are running Windows Vista, you may get a User Account Control prompt. In this case, allow the setup to run by clicking **Continue**.

A welcome screen appears.

4. Click **Next** to continue. The **Setup Type** screen appears. A "Standard" setup is selected by default.



You probably want the "Standard" setup type. This option installs Firefox with the most common settings, which works for most users. For information about the "Custom" setup option, see <http://support.mozilla.com/kb/Installing+Firefox+on+Windows> (using the custom option is only recommended for experienced users).

5. Firefox installs itself as your default browser. If you do not want Firefox to be your default browser, clear the check box **Use Firefox as my default web browser**.
6. Click **Next**.
7. Once Firefox has been installed, click **Finish** to close the setup wizard.



If the **Launch Firefox now** check box is checked, Firefox will start after you click **Finish**.

## Windows Vista Users:

If at any time throughout the installation process you are prompted with a User Account Control (UAC) window, press Continue, Allow, or Accept.

## Troubleshooting

If you have problems starting Firefox, see <http://support.mozilla.com/kb/Firefox+will+not+start>

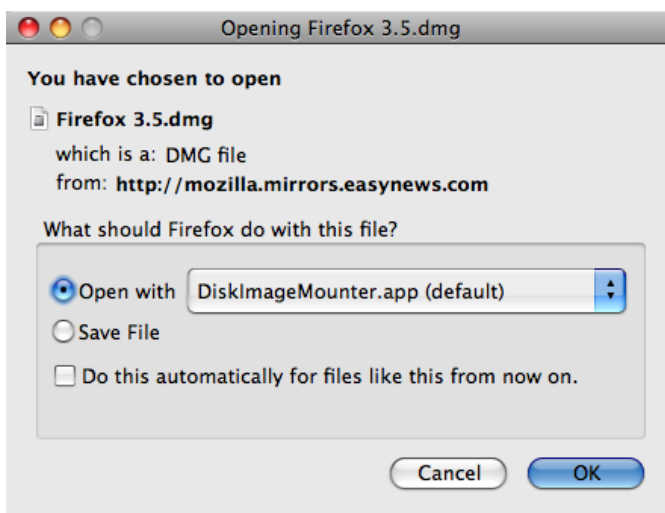
# Installing Firefox on Mac OS X



1. To download **Firefox**, visit <http://www.mozilla.com/> and click on the big green button labeled "Firefox 3.5 Free Download." The page shown below opens, and the download starts. If it does not, click the link on the page.



2. When prompted, click **OK**.



Once the download is complete this window appears:



3. Click and hold the **Firefox.app** icon, then drag it on top of the **Applications** icon. When it is on top of the **Applications** icon, release the mouse button. This starts copying the program files to the Applications directory on your computer.
4. When the installation step is finished, close the two small Firefox windows.
5. Eject the Firefox disk image. If this does not work by normal means, select the disk image icon and then, in the Finder menu, select *File > Eject Firefox*.
6. Now, open the **Applications** directory and drag the **Firefox** icon to the dock:



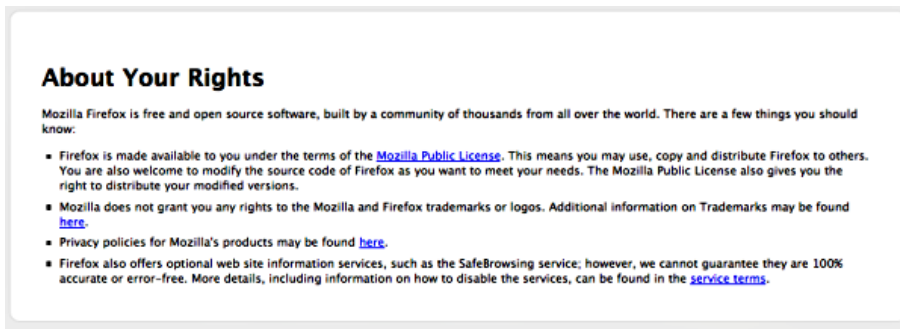
7. Click either icon (in the Dock or the Applications folder) to start Firefox. The Import Wizard dialog box appears:



8. To import your bookmarks, passwords and other data from Safari, Click **Continue**.
9. Click **Continue**. Now you see the **Welcome to Firefox** page.

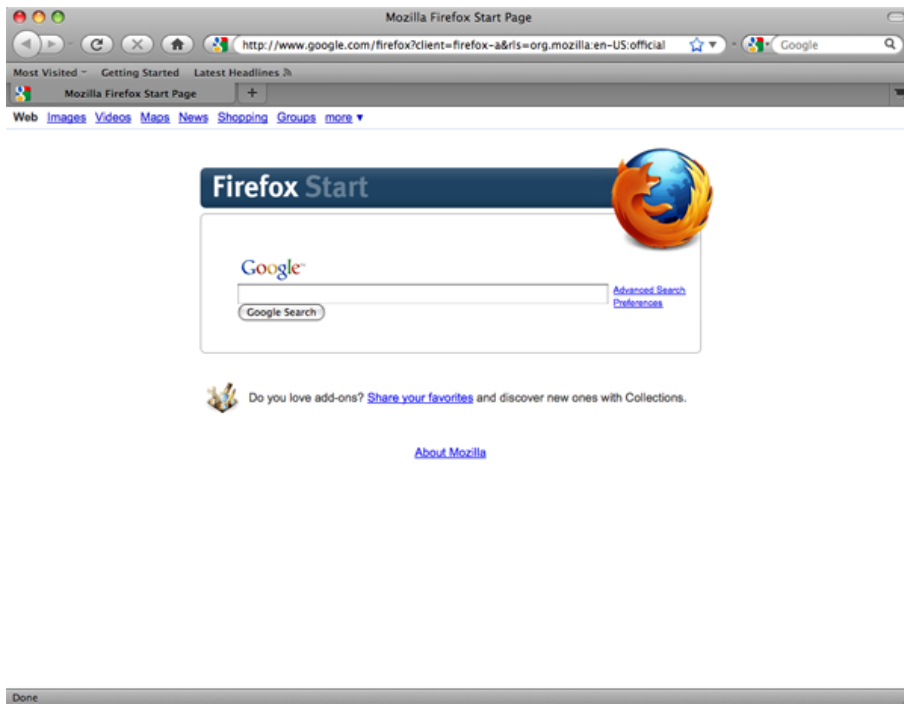


- ◇ To learn basic information about Firefox, click **Getting Started**.
- ◇ For assistance, click **Visit Support**.
- ◇ To customize your new installation using the addons wizard, click **Customize Now!**
- ◇ In the upper right of the Welcome page is a button labeled **Know your rights**. Click this button to display the following screen, which tells you about your rights under the Mozilla Public License and provides links to Mozilla's privacy policies and service terms, as well as trademark information.



10. Close the Welcome to Firefox page (click the **x** in the tab at the top of the page). Now you see the **Firefox Start** page.

Congratulations, you are now ready to use Firefox!

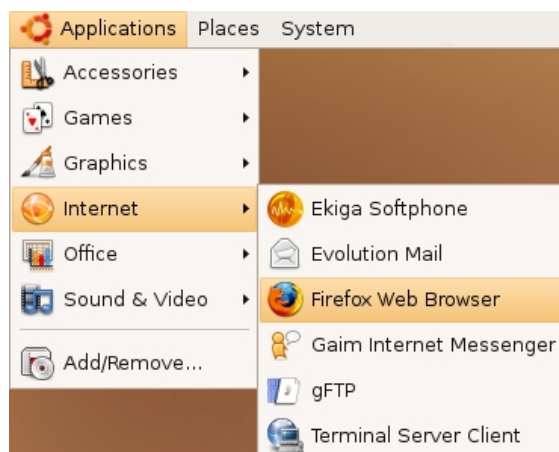




# Installing Firefox on Ubuntu

Firefox is already installed on Ubuntu as part of the normal installation. If you want to install a different (most commonly newer) version of Firefox on your Ubuntu system (or other GNU/Linux systems) that is also possible and is explained below.

Accessing it is easy. If you are using an installation of Ubuntu with no changes to the default Desktop, select *Applications > Internet > Firefox Web Browser*:



Firefox starts and a welcome window opens:



If you want to install a newer version of Firefox on your system, such as a beta version or a new stable version, which is not offered for your older distribution, then that is possible.

There is a detailed explanation on the Ubuntu wiki called *FirefoxNewVersion*, which you can follow. It is written particularly for users of an older distribution that does not offer the most current and stable version of Firefox, such as Firefox 3 for Gutsy users. Reading the rest of this manual and the Ubuntu wiki page will give you a full overview of how to manage different versions of Firefox in your system, including how to test a beta version. How to test a beta version of Firefox *alongside* your normal, everyday installation is the focus of the rest of this manual.

The very first thing you should do is to backup your existing Firefox settings and add-ons. All of your Firefox related files are stored in a folder with an unusual name in this location:

*/home/user/.mozilla/firefox*

It can be something like:

*/home/user/.mozilla/firefox/d1eukl01.default*

Navigate to that folder by clicking:

*Places --> Home*

Then press CTRL+H to view hidden files - or go to "View" and choose "Show hidden files"

Scroll down until you find the folder ".firefox". Double click on its icon to enter the folder.

Unless you have used the profile manager your default settings and add-ons will be located in a folder with the extension *.default*

If you have used the profile manager you probably know what you are doing and which folder contains what.

THIS IS BEST DONE WHEN FIREFOX IS NOT RUNNING!! Copy the default folder by highlighting it with a single left mouse click. Then press CTRL+c and paste it into the same folder by pressing CTRL+v - or simply by right-clicking on the folder and choosing "copy", then click in the white area of the screen, finally right-click and choose "paste".

You now have an exact copy of all your Firefox settings in a folder called something like:

*/home/user/.mozilla/firefox/d1eukl01.default (copy)*

No matter what happens you can always restore all your current Firefox settings.

Now you have to download the current beta version, which can be found here:

**<http://www.mozilla.com/en-US/firefox/all-beta.html>**

Find the version you want to test and download it to somewhere where you can find it again.

Then go to the Terminal and create a folder to which you have permission in your */opt/* folder. This is a two-step operation. First:

```
user@box:~$ sudo mkdir /opt/user (press enter)
```

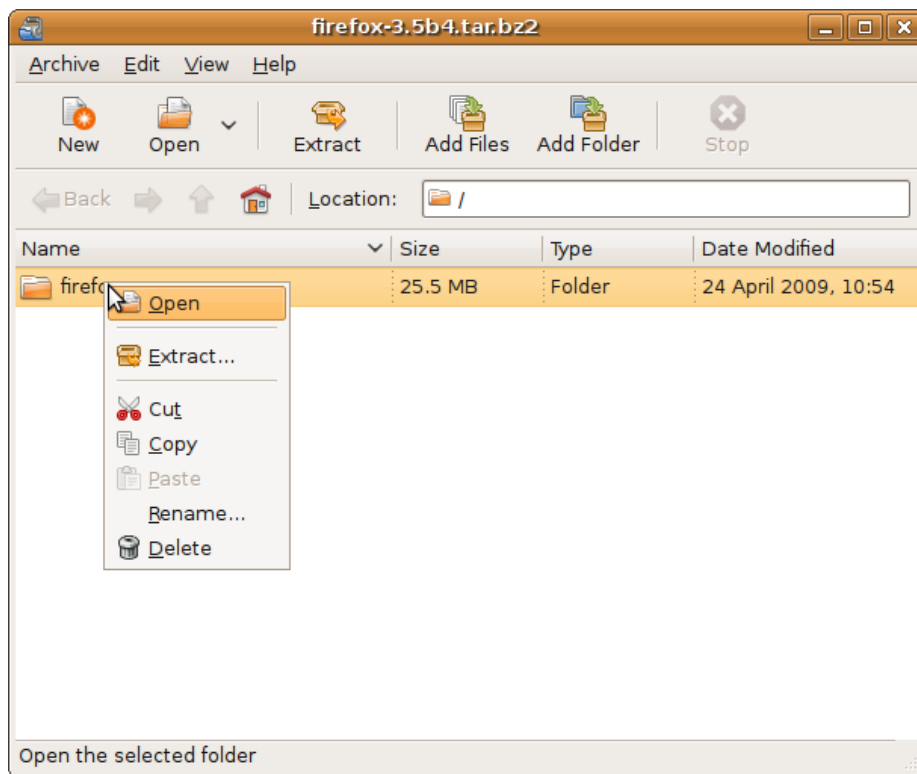
.. where "user" is your user name (or whatever you might want to call it).

Then you need to gain ownership of that folder, which you get by typing (followed by Enter):

```
user@box:~$ sudo chown user -v /opt/user
```

You now have a folder in the */opt(ional)* directory into which you can unpack the file you downloaded from the Mozilla website. Navigate to it and right-click and choose to open it with "Archive Manager" (or unpack it in your usual way):





You guessed it: "Extract.." the contents of the file to:

*/opt/user/*

That means you have a folder called:

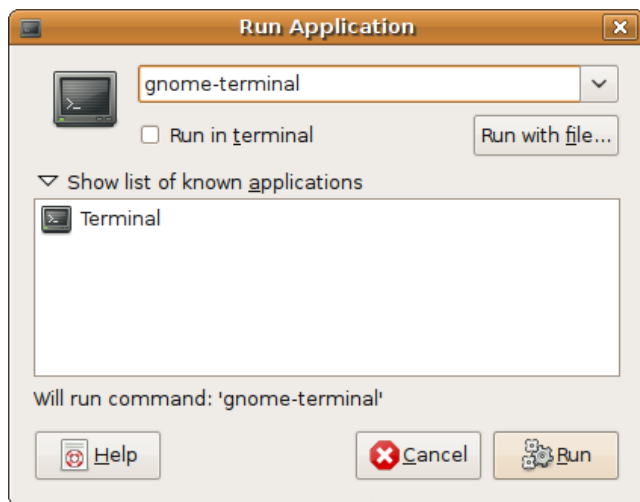
*/opt/user/firefox*

There are now two different way that you can proceed. Either you can run the beta version with a copy of your existing settings and add-ons or you can run a fresh, clean version.

If you want to run the Firefox beta version with its "own" fresh settings, the next step is to create a new profile. This is done by running Firefox with the ProfileManager option. It is best done from the Terminal / Command Line Interface / Virtual Console, which can be found by going to:

Applications --> Accessories --> Terminal - or by pressing ALT+F2 and typing:

*gnome-terminal* (once you have typed "gnome-term" it will auto-complete and you can simply press enter)



Inside the Terminal type:

```
user@box:~$ /opt/user/firefox/firefox -profilemanager
```

.. and press enter. This will bring up the Firefox Profile Manager, which is a little dialog box that manages different profiles for the use of Firefox.



You need to create a different profile, so that you can test the beta version without affecting or screwing up your existing Firefox settings and add-ons. Create an identity with a name that makes sense for what you are doing. It could be: *FF3.5b4*, for instance, to indicate that the profile is for the testing of Firefox 3.5Beta4. Follow the simple instructions of the Profile Manager and finally run Firefox. That's it - You are now running a beta version of Firefox!

You can also choose to test Firefox with all your current settings and add-ons. However, if you are testing Firefox 3 with your Firefox 2 settings there are certain incompatibilities that might cause minor issues. It is not recommendable, but you can test if you want to see for yourself, perhaps it works just fine.

That is done by navigating to the new folder, which would be called something like:

```
/home/user/.mozilla/firefox/dhytrklgs.FF3.5b4
```

.. and deleting all the contents (by clicking CTRL+a and pressing Del) and then pasting the contents of your original folder into it. Your original folder was called something like:

```
/home/user/.mozilla/firefox/d1eukl01.default
```

.. which you paste into the folder of the test profile (see above) and then you run Firefox, again with the Profile Manager as described above and create a profile for it, such as the *FF3.5b4* profile you created earlier.

That's it! You are now running a beta version of Firefox, which has all your current settings and add-ons without affecting the settings and add-ons of your current and stable version of Firefox that is installed by default in your Ubuntu system. The first time you run it, Firefox will search for updates to your add-ons, some of which might be incompatible with the newer beta version. If that is the case they will simply be disabled.

If something screws up at any point with the new version, either if running it with your current settings or for some other reason, all you have to do is to shut it down, run it again with the Profile Manager option and delete the FF3.5B4 (or whatever you called it) profile and create a new profile:

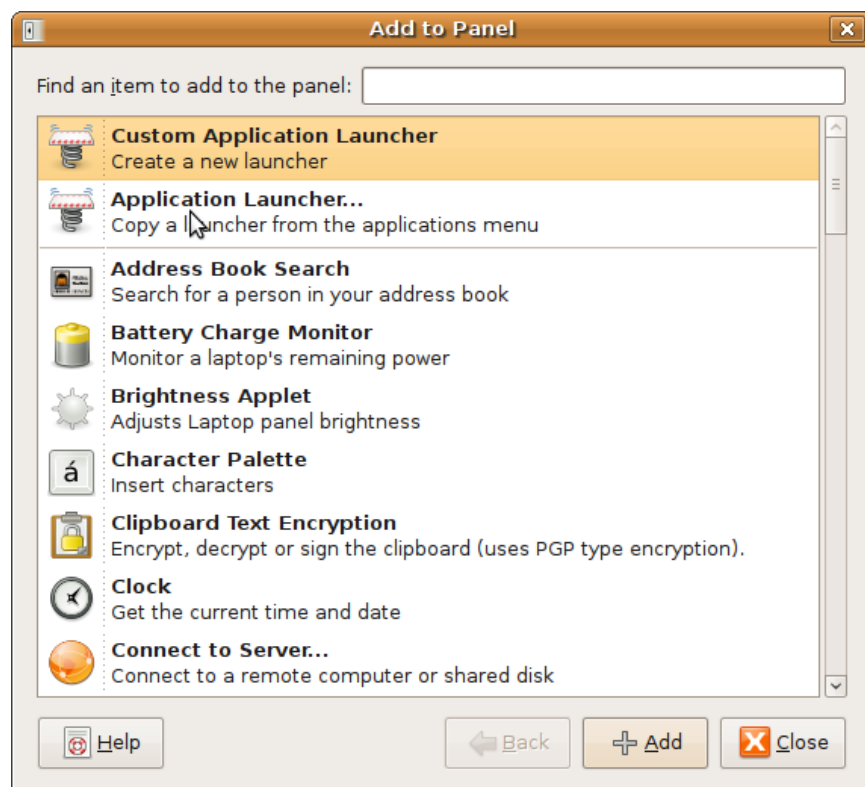
```
user@box:~$ /opt/user/firefox/firefox -profilemanager
```

Alternatively, you can also delete all the contents of the test profile folder:

```
/home/user/.mozilla/firefox/dhytrkls.FF3.5b4
```

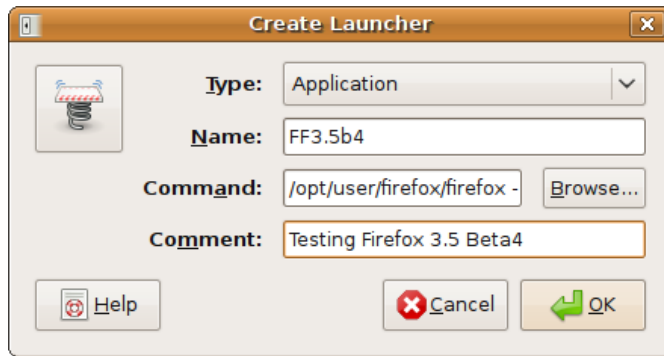
.. and run Firefox with the Profile Manager option again. Firefox will (re-)generate the basic settings, so that you can start afresh. Once you get the hang of this and understand the principles, you can move your settings and add-ons easily from one version of Firefox to another. The most important thing is to remember to always make a backup of your settings, so that you never lose your bookmarks, passwords and so on.

You can easily add a short cut to your Gnome panel, so that you don't have to go to the Terminal to run the optional Firefox version. Right-click anywhere on any of the panels where there are no icons and where you want the short-cut to be located. Choose "Add to panel.." and double-click on "Custom Application Launcher":



In the next dialog box you enter a sensible name and comment for your short-cut in the "Name" and "Comment" fields. The command you used to run Firefox from the Terminal you enter in the "Command" field:

*/opt/user/firefox/firefox -profilemanager*



You can add an icon of your choice by clicking on the funny spring in the top left-hand corner of the dialog box.

*The same procedures can be used in principle for Thunderbird, as described here.*

# Updating Firefox

You can configure Firefox to check automatically for updates to the application, search engines, and any installed add-ons. This chapter describes how to configure Firefox for automatic updates and how to check for updates manually if desired.

## Checking for updates automatically

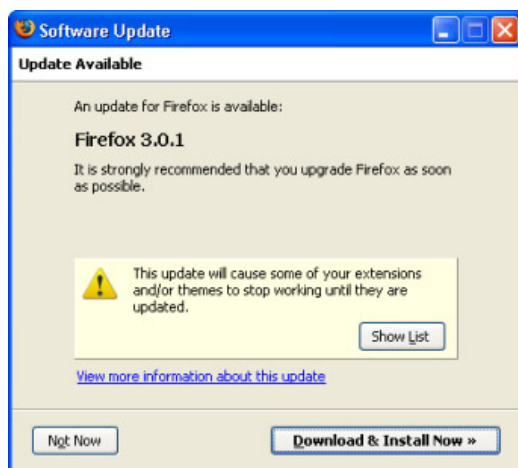
By default, Firefox is configured to check for updates automatically.

1. When an update is available, the **Software Update** dialog is automatically displayed. To begin updating your software, click **OK**. The new versions of any selected updates are downloaded and installed.
2. When the install process is complete, you must restart Firefox. To close Firefox and re-open it, click **Restart Firefox Now**.

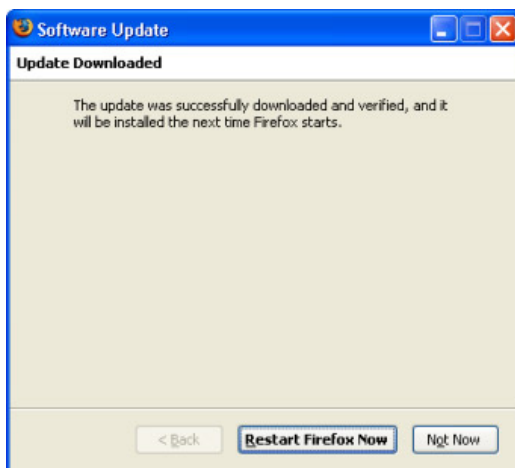
## Checking for updates manually

You can check for updates at any time.

1. Click *Help*, and then click *Check for Updates*.
2. If updates are available, click **Download & Install Now** to begin the process.



- If no updates are available, click **Finish** to close the window.
3. When the install process is complete, you must restart Firefox. To close Firefox and re-open it, click **Restart Firefox Now**.

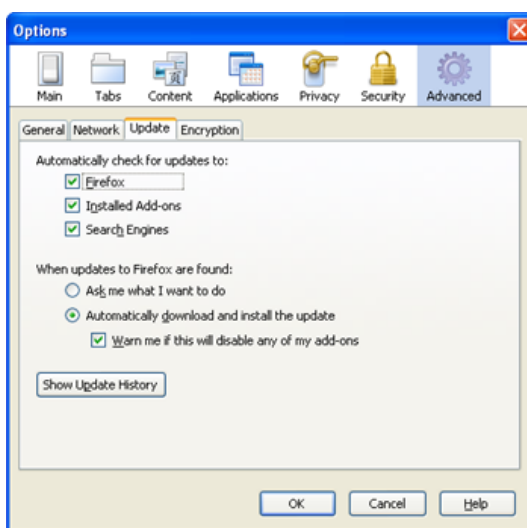


After Firefox restarts, you will be running the latest version.

## Configuring update options

By default, Firefox is configured to check for updates automatically. While we strongly recommend that you keep the automatic updates active since the updates of Firefox usually include important security fixes, you can still disable automatic updating if you want to.

1. On the Firefox menu bar, select *Tools > Options*.
2. Click the **Advanced** icon.
3. Click the **Update** tab. The auto-update options are displayed.



4. Update options:
  - ◆ **Automatically check updates for updates to:** Select the component types for which you want Firefox to check for updates. Firefox can check for updates for the Firefox application, any installed add-ons, and search engines.
    - ◇ To disable automatic checking for updates, deselect all three options.
  - ◆ **When updates to Firefox are found:** Choose how you want Firefox to manage any updates it finds.
    - ◇ **Ask me what I want to do:** Firefox lets you choose if you want to download and install the update. If you do not choose to do so, you can download it at a later time.
    - ◇ **Automatically download and install the update:** Firefox automatically downloads and installs updates. If you want to be prompted if the downloads will disable any installed add-ons, select that option.

- ◆ To review the history of updates that have been downloaded and installed, click **Show Update History**.
5. Click **OK** to close the **Options** dialog box.

## Updating Firefox on Linux (Ubuntu)

If you're using the version of Firefox that ships with Linux, you cannot use the the update steps above. Instead, you should use Ubuntu's Update Manager which can be found under System > Administration > Update Manager. After updating, simply restart Firefox. It may take a few days for updates to Firefox from Mozilla to show up on Ubuntu's update channel.

# Uninstalling Firefox

You can remove Firefox from your computer if necessary. If you are planning to uninstall and reinstall Firefox to fix problems you may be having, you should first read Basic troubleshooting: <http://support.mozilla.com/kb/Basic+troubleshooting>.

**Note:** If you want to preserve your data and settings (to reapply after reinstalling), see Backing up your information: <http://support.mozilla.com/kb/Backing+up+your+information>.

## Why Are You Leaving?

Before uninstalling Firefox, please consider why you are doing so. If there is an error, or something you don't like about Firefox, you can submit a bug for it to be fixed. To do this, go to <http://bugzilla.mozilla.org> \*Note that you must register on BugZilla to file a bug.

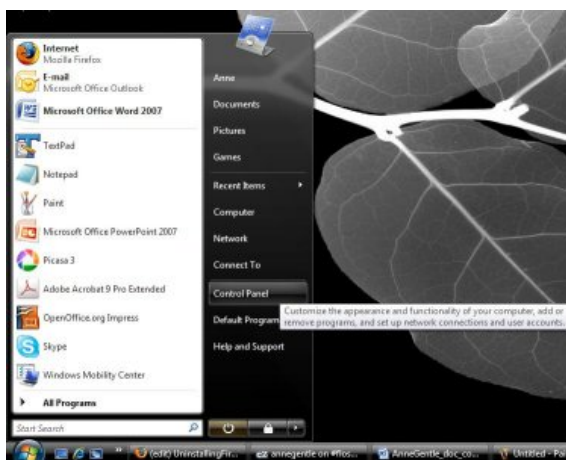
Now, if you would *still* like to uninstall Firefox, you may do so by following the instructions below.

## Uninstalling Firefox on Windows

Windows:

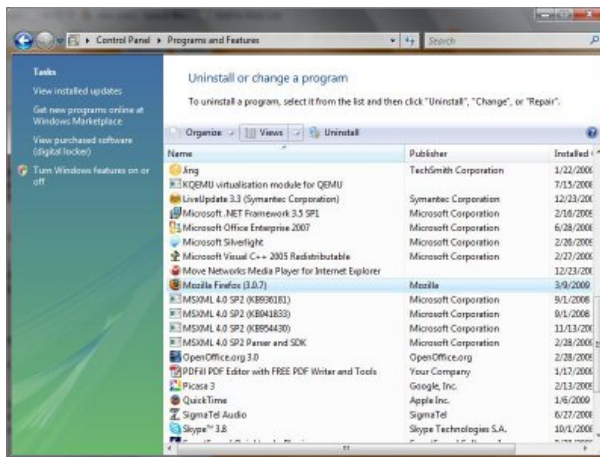
To uninstall Firefox on Windows, follow these steps:

1. Exit Firefox. On the *File* menu, click *Exit*.
2. From the Start Menu in the Windows taskbar, select **Control Panel**. The Control Panel opens.



3. Open the Windows program listing.
  - ◆ (Windows Vista) Click **Uninstall a program** (or click the Programs and Features icon in the Classic view).
  - ◆ (Windows 2000/XP) Double-click **Add or Remove Programs**.
4. From the list of currently installed programs, select **Mozilla Firefox**





5. To begin the uninstall:
  - ◆ **(Windows Vista)** Click Uninstall.
  - ◆ **(Windows 2000/XP)** Click Remove.
6. In the Mozilla Firefox Uninstall Wizard that opens, click **Next**.
7. Click **Uninstall**.
  - ◆ If you want to remove your Firefox data, select the **Remove my Firefox personal data** check box. If you select this option, Firefox deletes your bookmarks, saved passwords, and other data. If you then reinstall Firefox, you must restore your data from a backup, or start fresh.
  - ◆ To provide feedback on your Firefox experience to the development team, select **Tell us what you thought of Firefox**.
8. Click **Finish**.
9. To remove added plugins or other files and folders that may not be removed by the uninstall you must manually delete the Firefox installation folder, which is located here by default: C:\Program files\Mozilla Firefox.

Mac OS:

1. Open the Applications folder.
2. Drag the Firefox application to the Trash.

Your uninstall of Firefox is finished.

Linux:

If you installed Firefox with the distro-based package manager, you should use the same way to uninstall it - see Installing Firefox on Linux for details.

If you downloaded and installed the binary package from the Firefox download page, simply remove the folder *firefox* in your home directory to uninstall Firefox.

## Uninstalling Firefox on Linux

If you installed Firefox with the distro-based package manager, you should use the same package manager to uninstall it. See your package manager help (or the man page or info, if you use command line tools) for details.

If you downloaded and installed the binary package from the Firefox download page, simply remove the folder *firefox* in your home directory to uninstall Firefox. For a complete uninstallation, you should also remove the hidden file *.mozilla* from your home directory.

# Uninstalling Firefox on Mac

Windows:

To uninstall Firefox on Windows, follow these steps:

1. Exit Firefox. From the menu at the top of the Firefox window, select File and then select the Exit menu item.
2. From the Start Menu in the Windows taskbar, select **Control Panel**. The Control Panel opens.
3. Open the Windows program listing.
  - ◆ **(Windows Vista)** Click **Uninstall a program**.
  - ◆ **(Windows 2000/XP)** Double-click **Add or Remove Programs**.
4. From the list of currently installed programs, select **Mozilla Firefox**
5. To begin the uninstall:
  - ◆ **(Windows Vista)** Click Uninstall.
  - ◆ **(Windows 2000/XP)** Click Remove.
6. In the Mozilla Firefox Uninstall Wizard that opens, click Next.
7. Click Uninstall.
  - ◆ If Firefox is still open, you must close Firefox to proceed with the uninstall.
  - ◆ **(Firefox 3)** If you want to remove your Firefox user data and settings, put a check mark in the box that says **Remove my Firefox personal data**. If you select this option, Firefox will not preserve your bookmarks, saved passwords, and other data if it is installed again.
  - ◆ To provide feedback on your Firefox experience to the development team, select **Tell us what you thought of Firefox**.
8. Click Finish.
9. To remove added plugins or other files and folders that may not be removed by the uninstall you must manually delete the Firefox installation folder, which is located here by default: C:\Program files\Mozilla Firefox

Mac OS:

1. Open the Applications folder.
2. Drag the Firefox application to the Trash.

Your uninstall of Firefox is finished.

## Removing user data and settings

On Linux and Mac, uninstalling Firefox does not remove your user profile, which includes personal information such as bookmarks, passwords and cookies. To do a clean uninstall on these operating systems, you should remove these files.

- Locate and delete the profile folder. See the Firefox Knowledge Base article [How to find your profile: \[http://support.mozilla.com/kb/Profiles#How\\\_to\\\_find\\\_your\\\_profile\]\(http://support.mozilla.com/kb/Profiles#How\_to\_find\_your\_profile\)](http://support.mozilla.com/kb/Profiles#How_to_find_your_profile).

Windows:

1. Enable viewing hidden files and folders in your Windows:
  - ◆ **(Windows Vista)** From the Start Menu in the Windows taskbar, type *Folder Options* in the Start Search box and click the **Folder Options** shortcut that appears. Click the View tab and

- select **Show hidden files and folders**.
- ◆ **(Windows 2000/XP)** Open Windows Explorer (or My Computer). From the menu, click Tools, select Folder Options, click the View tab and select **Show hidden files and folders**.
2. Delete the Firefox profile folder. The default locations are:
- ◆ **(Windows 2000/XP)** C:\Documents and Settings\\Application Data\Mozilla\Firefox\<
  - ◆ **(Windows Vista)** C:\Users\\AppData\Roaming\Mozilla\Firefox\<
3. Delete the folder(s) that contain temporary data. The default locations are:
- ◆ **(Windows 2000/XP)** C:\Documents and Settings\\Local Settings\Application Data\Mozilla\Firefox\<
  - ◆ **(Windows Vista)** C:\Users\\AppData\Local\Mozilla\Firefox\< and C:\Users\\AppData\Local\VirtualStore\Program Files\Mozilla Firefox\< (if it exists)
  - ◆ **(Windows XP/Vista)** C:\WINDOWS\Prefetch\FIREFOX\* files.

# Interface Overview

The main Firefox window includes menus, buttons, toolbars, and a search box. The following image shows the main window.

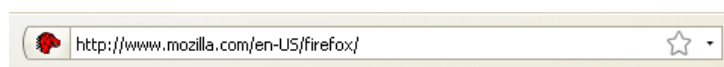
For an explanation of each numbered pointer, see the table following the image.



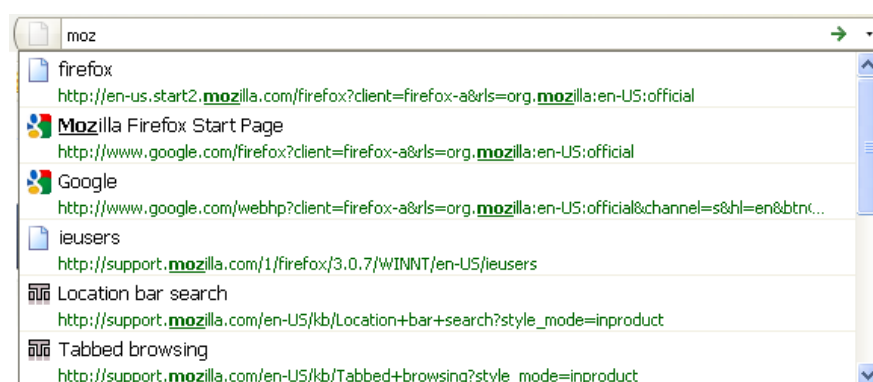
Pointer	Feature	Description
1	Menus	Provide various commands for using Firefox.
2	Browse Buttons	Used when browsing the web. These include Back, Forward, Refresh, Stop, and Home buttons.
3	Toolbars	Used for navigation and bookmarking, among many other functions.
4	Location Bar	Text box for typing the URL of a web page.
5	Edit Bookmark Tools	Enable you to remove, name, move, or tag a bookmark.
6	Search Box	Text box for typing a search term, with a menu of search engines to select from.
7	Tabbed Pages	Allow you to open multiple web pages at the same time and switch between them by clicking on a tab.
8	Status Bar	Shows the current status of the web page, such as security alerts.
9	Main Content Pane	Shows the currently displayed web page.

# Using the Location Bar

Going to a website in Firefox is easy. Just type a website address (also known as a "URL", for "Uniform Resource Locator") into the location bar and press **Enter**.



It is not necessary to type "http://" at the beginning of the address. While you are typing, Firefox looks for visited and bookmarked page titles and tags along with visited web addresses, making guesses at which sites or pages you want to visit. This way, if you don't remember the URL of a page you've visited or bookmarked, you can type some words from the title of the page, and Firefox will display some suggestions.



This powerful search feature of the Location Bar is the reason why some Firefox developers affectionately call it the **Awesome Bar** instead. It allows you to use the **Down Arrow** key or your mouse to highlight the URL of the site you want to visit. Press **Enter** or click your selection. The website you selected appears.

The Location Bar learns which sites you visit most frequently and optimizes the result listing to match your personal style. After a few weeks, it can require as little as typing a single letter in the location bar to get to frequently visited pages.

## Web keyword searches

If you enter text into the Location Bar that is not a valid web address, Firefox tries to direct you to the location it believes you intended.

Firefox first tries to send your request to an Internet Keyword search service. This service is Google's Browse by Name ([http://toolbar.google.com/bbn\\_help.html](http://toolbar.google.com/bbn_help.html)) service by default. For example, If you type *mozilla foundation* into the location bar, Firefox sends that text to the Google Browse by Name service, since it is not a valid URL address. The service directs you to its best match for your request, in this case:

<http://www.mozilla.org>. For an entry without a clear match to a URL, Firefox displays search results for the entry.

## Domain guessing

If you enter an incomplete web address, Firefox tries to "fix" the address by adding a prefix, suffix, or both to what you type. For example, if you type "www.mozilla" in the location bar, Firefox appends ".com" to complete the address. If you type "mozilla.org" Firefox adds the "www." prefix to complete the address. This "guessing" is secondary to the Internet Keywords search described above - it does not work unless Internet Keywords are disabled.

For more information about key word searches and domain guessing, see the following Knowledge Base article: <http://support.mozilla.com/kb/Location+bar+search>.

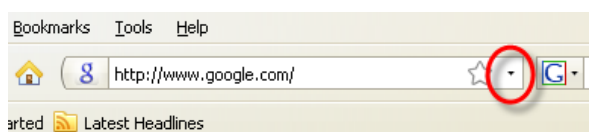
## Clearing the history

Firefox keeps a "history" of the Web sites and pages that you've visited. It uses this list to generate suggestions as you type in the location bar. However, you might not want the history of pages you've visited to be stored on your computer.

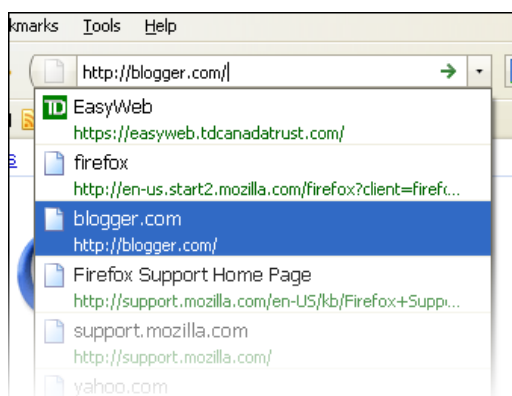
You can clear a *single item* or *all items* from location bar history.

To clear a single item:

1. Click the drop-down arrow in the location bar.



2. Press the **Down Arrow** key, or move your pointer, to highlight the entry to delete.



3. Press the **Delete** key to delete the item.

You can clear many items from the location bar by removing Browsing History via the **Clear Recent History** dialog window. For more information, see the section on Privacy in Firefox.

## Showing only History or only Bookmarks in the Location bar

By default, Firefox shows and searches both History items and Bookmarks when using the Location bar. If you want to only show one or the other, you can change this preference.

1. Open the Options window via *Tools > Options* (Windows), *Firefox > Preferences* (Mac OSX) or *Edit > Preferences* (Linux)
2. Select the Privacy Pane
3. Under **Location Bar**, select the appropriate option after *When using the Location Bar, suggest*
4. Press **OK**

# Navigating Web pages

When you start Firefox, you see your home page. By default, you see Firefox's home page.

## Tips:

- To display more web content on the screen, you can use Full Screen mode. Full Screen mode condenses the Firefox toolbars into one small toolbar. To enable Full Screen mode, select *View > Full Screen* or press **F11**.
- To go to your home page quickly, press **Alt+Home** or use the Home button on the Firefox toolbar.

## Navigating to another page

You can navigate to a new web page by typing its Web address (or *URL*) into the location bar. URLs normally begin with "http://" followed by one or more names that identify the address. One example is "http://www.mozilla.org/".

1. Click the location bar to select the URL that is already there.
2. Type the URL of the page you want to visit.  
The URL replaces the former text in the location bar.
3. Press **Enter** or **Return**.

**Tip:** To quickly select the text in the location bar, press **Ctrl+LCmd**.

**Don't know a URL?** Try typing something specific to the page you want to visit, e.g. a name, into the Location Bar and hit **Enter** or **Return**. This will take you to the top result in Google for that term.

**Been there before?** Start typing words from the title or URL that you're trying to get back to. Firefox will suggest sites that match out of your history and bookmarks to let you get back to frequently visited sites faster.

## Clicking a link

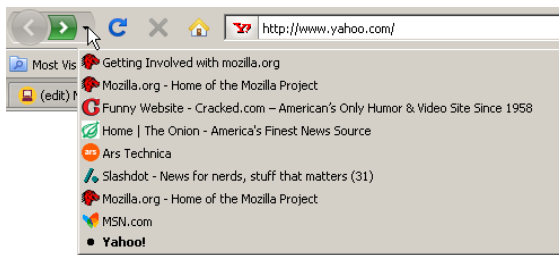
Most web pages contain links you can click to move to other pages.

1. Move the mouse pointer until it changes to a pointing finger. This happens whenever the pointer is over a link. Most links are underlined text, but buttons and pictures can also be links.
2. Click the link once. While the network locates the link's page, status messages will appear at the bottom of the window.

## Retracing your steps

There are several ways to revisit pages:

- To go back or forward one page, click the **Back** or **Forward** button.
- To go back or forward more than one page, click the small triangle by the **Back** and **Forward** buttons.



Firefox shows a list of pages you've recently visited. To return to a page, choose it from the list. The current page is marked with a small black dot.

- To see a list of frequently visited URLs you've typed into the location bar, click the down arrow at the right end of the location bar. To view a page, choose it from the list.
- To choose from pages you've visited during the current session, click the *History* menu and use the list in the bottom section of the menu.

- 2.0:

To choose from pages you've visited during the past several sessions, open the *History* menu and choose *Show in Sidebar*. You will see the History Sidebar. The History Sidebar displays a list of folders. Clicking the folders displays subfolders or titles of web pages. You can click a page's title to view that page.

2.0

3:

To choose from pages you've visited during the past several sessions, click the *History* menu and choose *Show All History*. The Library window displays a list of folders. Clicking the folders displays subfolders or titles of web pages. You can click a page's title to view that page.

3

## Stopping and reloading

If a page is loading too slowly or you no longer wish to view a page, click the **Stop** button. Firefox displays what has been loaded so far. You can then navigate to a different page using the back button or the location bar.



To reload the current page or to get the most up-to-date version, click the **Reload** button or press **Ctrl+R**.Cmd





# Bookmarking Sites

This chapter explains what bookmarks and tags are, why they are useful, and how to create them. It also explains how to organise bookmarks and tags.

## Bookmarks

Bookmarks (also called "Favorites" in some browsers) are links to Web pages. By saving bookmarks in your Firefox browser, you can easily revisit pages without having to remember the address or search for them again, much like using bookmarks in a book. Firefox includes a set of default bookmarks, including an example of Live Bookmarks.

This chapter describes how to bookmark Web pages and how to access and organise your bookmarks.

To import lists of bookmarks from another application, see [Importing Bookmarks from an HTML file](http://support.mozilla.com/en-US/kb/Importing+Bookmarks+from+an+HTML+file) in the Firefox Knowledge Base at <http://support.mozilla.com/en-US/kb/Importing+Bookmarks+from+an+HTML+file>

If your bookmarks are missing or if you are having other problems with bookmarks, see the [Troubleshooting](http://support.mozilla.com/en-US/kb/Bookmarks#Troubleshooting) section at <http://support.mozilla.com/en-US/kb/Bookmarks#Troubleshooting>

## How to bookmark a page

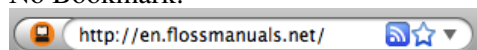
There are many ways to bookmark a page. Listed below are the most common ways of bookmarking a page for later use:

3:

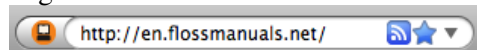
### Bookmark star

You can use the bookmark star inside the location bar to create or remove a bookmark.

No Bookmark:

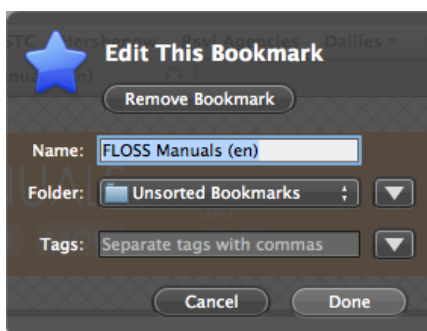


Page Bookmarked:



### To create a bookmark using the bookmark star

1. Click the star:
  - ◆ Click once to automatically place the bookmark in the *Unsorted Bookmarks* folder.
  - ◆ Click twice to open the **Edit Bookmark** dialog (below).
2. Fill in the required information and choose a folder. For a complete list of folders click the drop-down arrow to the right of the **Folder** box.



## To remove a bookmark using the bookmark star

1. Click the star to open the **Edit Bookmark** dialog.
2. Click **Remove Bookmark**.

## What each field means

- **Name:** This is the title of your bookmark. It appears everywhere the bookmark does. Firefox automatically fills in this field with the title of the current page, but you can always change it.
- **Folder:** This is where the bookmark is stored. It can be a default folder or a folder you create. There are three standard choices:
  - ◆ *Bookmarks Menu:* The drop down menu on the menu bar.
  - ◆ *Bookmarks Toolbar:* The optional toolbar; for help with this toolbar see [How to customize the toolbar: http://support.mozilla.com/kb/How+to+customize+the+toolbar](http://support.mozilla.com/kb/How+to+customize+the+toolbar)
  - ◆ *Unsorted Bookmarks:* This contains bookmarks that are not shown in your menu or toolbar. You can put your bookmarks in sub-folders of these folders by instead selecting Choose... and picking a folder from the Folder dropdown.
- **Tags:** Tags are optional descriptive words or short phrases that help when organizing or searching bookmarks. For example, tags for an artist supply store might be "art supplies, paint".

## Bookmarks menu

To bookmark the page you are currently viewing, click the *Bookmarks* menu and choose *Bookmark This Page*. This brings up a dialog very similar to the one above with the Bookmark Menu selected as the default folder.

## Keyboard shortcut

To bookmark a page using the keyboard, press **Ctrl+D** (**Cmd+D** on Mac). This displays the **Edit Bookmarks** dialog box as above.

## Context menu

Right-clickHold down the **Ctrl** key while you click anywhere on the page and choose **Bookmark This Page**. Or, right-clickhold down the **Ctrl** key while you click the title in the page's tab and choose **Bookmark This Tab**.

2.0:

## Add Bookmark Dialog

Firefox will automatically fill in the page title as the name of your bookmark, but you can edit the **Name:** field to call it anything you like.

To create a bookmark using the bookmark star

The default location to save bookmarks is directly in the Bookmarks menu. If this is where you'd like the bookmark click OK.

To save the bookmark to an existing folder:

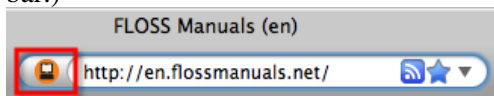
1. Click the drop-down arrow to the right of the **Create in:** field.
2. Find the folder you'd like to use and select it.
3. Click OK to save the bookmark.

To save the bookmark to a new folder:

1. Click the arrow button to the right of the **Create in:** drop-down. This will open a tree view of the existing folders.
2. Find the existing folder that you'd like the new folder to be created in, and select it
3. Click the New Folder button to create the new folder, this will open the 'Properties for "New Folder"' dialog.
  - ◆ Name your new folder and add a description if you like, then click OK to return to the 'Add Bookmark' dialog.
4. Make sure the new folder is selected and click OK to create the bookmark.

## Drag and drop

1. Click and hold the tab that is displaying the page you want to bookmark, or click and hold the favicon in the location bar. (The favicon is the Web page's icon, just to the left of the page title in the location bar.)



2. Drag and drop the tab or favicon on the Bookmarks toolbar. The bookmark is automatically created (Firefox uses the page title for the bookmark's name).

You can also drag the bookmark to the *Bookmarks* menu or sidebar and drop it in an existing folder.

## Where to find bookmarks

Your bookmarks can be displayed in a toolbar, a sidebar, or a menu. These are explained below.

### Bookmarks toolbar

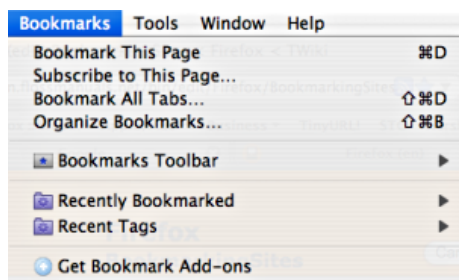
The first place you'll see bookmarks is the bookmarks toolbar. By default it is displayed below the main toolbar. Firefox comes with a few bookmarks on the toolbar to help get you started. You can remove these, or leave them there, and add your own.

If you'd prefer not to use the bookmarks toolbar, you can hide it. On the *View* menu, point to *Toolbars*, and then click *Bookmarks*. (Toolbars that are visible have a check mark next to their names in the *View > Toolbars* menu.)

### Bookmarks menu

The *Bookmarks* menu shows all your bookmarks, including the bookmarks on the bookmarks toolbar (but not including Unsorted Bookmarks). To see the bookmarks that are in the bookmarks toolbar, click the

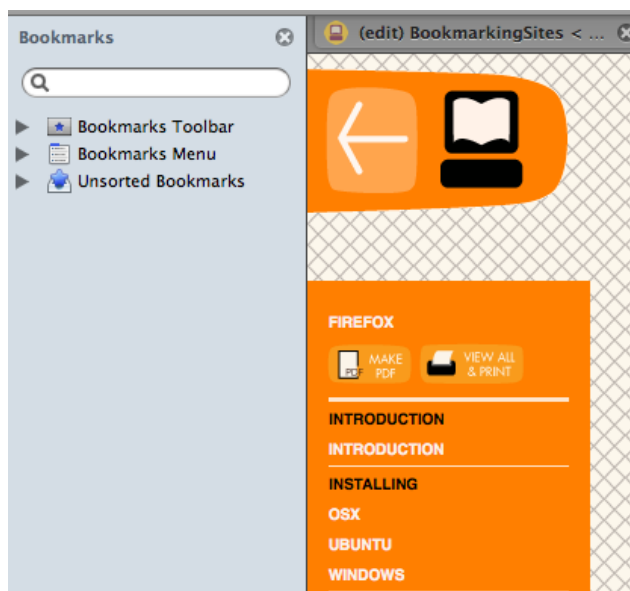
*Bookmarks Toolbar* folder. The Mozilla Firefox folder (located in the lower part of the *Bookmarks* menu) contains some bookmarks to help you with using Firefox and getting to know Mozilla.



## Bookmarks sidebar

You can also see all your bookmarks (including Unsorted Bookmarks) by opening the bookmarks sidebar, a small panel that opens to the left of the page you're viewing.

To open the bookmarks sidebar, click the *View* menu, click *Sidebar* and then click *Bookmarks*. You can also open the bookmarks sidebar using the keyboard, by pressing **Ctrl+B** (**Cmd+B** on Mac).



3:

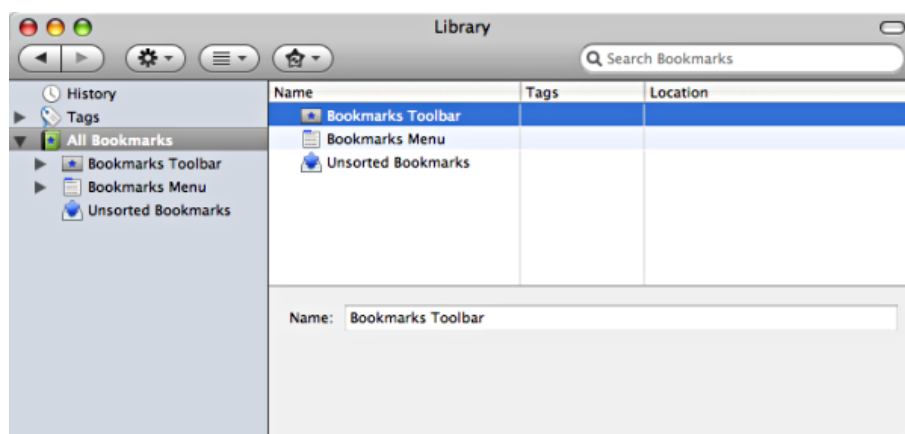
## Library window

You can see both your bookmarks and history using the **Library** window. To open the **Library** window, click *Bookmarks > Organise Bookmarks*.

The **Library** window lets you:

- Browse your bookmark folders
- Search for pages you've bookmarked
- View and edit tags
- and more

If you want to find a page you've bookmarked, but you can't remember the location where you saved it, open the **Library** window and search using its Search Bookmarks bar.



## The "Smart Location" Bar

You can quickly find pages you've bookmarked in the location bar. When you type a few letters of the bookmarked page's name, web address, or tag name, the "Smart Location" feature displays a list of your bookmarks matching what you typed. Click the link of the page you want to display.

If none of your bookmarks match the text you typed in, then you can click the right-arrow and Firefox searches the Web for that text.

## Organizing Bookmarks

2.0:

You can change the order in which bookmarks appear in the Bookmarks menu with the Bookmarks sidebar or the Bookmarks Manager.

3:

You can change the order in which bookmarks appear in the *Bookmarks* menu with the bookmarks sidebar or the **Library** window.

### Re-arranging using the bookmarks sidebar

To re-arrange bookmarks or bookmark folders using the bookmarks sidebar:

1. Display the bookmarks sidebar (click *View menu > Sidebar > Bookmarks*).
2. Expand the folder you want to re-arrange by double-clicking on it.
3. Click and drag the bookmark or folder you want to move. If you want to move it into a different folder, drag it on top of that folder.

The item you moved will now appear in the position or folder you specified.

To make a new folder, right-clickhold down the **Ctrl** key while you click somewhere in the sidebar (not on another bookmark) and select *New Folder* from the context menu.

### Re-arranging using the Library window

To re-arrange bookmarks or bookmark folders using the Library window:

1. Display the **Library** window (click *Bookmarks > Organise Bookmarks*).
2. Open the folder you want to re-arrange by double-clicking it.
3. Click and drag the bookmark or folder you want to move. If you want to move it into a different folder, drag it on top of that folder.
  - ◆ If you want to make a new folder, click the **Organise** icon and then click **New Folder**.

The bookmark you moved will now appear in the position or folder you specified.

## Re-arranging the Bookmarks Toolbar

To change the position of a bookmark on the bookmarks toolbar, click and drag the bookmark you want to move. If you want to move it into a folder on the bookmarks toolbar, drag it on top of that folder.

## Sorting bookmarks

2.0:

You can sort bookmarks alphabetically with the Bookmarks sidebar or the Bookmarks Manager.

3:

You can sort bookmarks alphabetically with the bookmarks sidebar or the **Library** window.

### Sorting using the bookmarks sidebar

To sort bookmarks by name using the bookmarks sidebar:

1. Display the bookmarks sidebar (click *View menu > Sidebar > Bookmarks*).
2. Right-clickRight-click while you click on the bookmarks folder you want to sort and select *Sort By Name* from the context menu.

The bookmarks in the folder will be sorted alphabetically by name. Only the bookmarks in the folder you specify will be sorted. The sub-folders inside it are not sorted unless you specify them.

2.0:

### Sorting using the Bookmarks Manager

To sort bookmarks by name using the Bookmarks Manager:

1. Display the Bookmarks Manager by clicking on the Bookmarks menu and selecting Organize Bookmarks.... The Bookmarks Manager will appear.
2. In the Bookmarks Manager, change the bookmarks view to manual sorting by clicking on the View menu and selecting **Unsorted**.
  - ◆ **Note:** The sorting options in the View menu only apply to the Bookmarks Manager window; they do not affect the Bookmarks menu or Bookmarks Sidebar.
3. Right-clickHold down the Ctrl key while you click on the bookmarks folder you want to sort and select Sort By Name from the context menu.
  - ◆ To sort the main Bookmarks folder, right-clickhold down the **Ctrl** key while you click on a blank spot in the right half of the window and select Sort By Name from the context menu.

The bookmarks in the folder will be sorted alphabetically by name. Only the bookmarks in the folder you specify will be sorted - the sub-folders inside it will not be sorted unless you specify them.

3:

## Sorting using the Library window

To sort bookmarks by name using the **Library** window:

1. Display the **Library** window (click *Bookmarks > Organise Bookmarks*).
2. Open the folder you want to sort by double-clicking it.
3. Right-clickRight-click on the bookmarks folder you want to sort and select *Sort By Name* from the context menu.

The bookmarks in the folder will be sorted alphabetically by name. Only the bookmarks in the folder you specify will be sorted. The sub-folders inside it are not sorted unless you specify them.

## Smart Bookmarks folders

You can create "Smart Folders" in the Places Library. These folders are like saved searches that update automatically. For information on using Smart Folders, see Smart Bookmarks Folders:

<http://support.mozilla.com/kb/Smart+Bookmarks+Folders>

## Deleting bookmarks

2.0:

You can remove bookmarks using the Bookmarks sidebar or the Bookmarks Manager.

3:

You can remove bookmarks using the bookmarks sidebar or the **Library** window.

### Deleting using the bookmarks sidebar

To delete a bookmark or bookmark folder using the bookmarks sidebar:

1. Display the bookmarks sidebar (click *View menu > Sidebar > Bookmarks*).
2. Right-clickHold down the **Ctrl** key while you click the bookmark or bookmark folder you want to delete. Then click **Delete** in the context menu.

The bookmark or bookmark folder and its contents are removed.

2.0:

### Deleting using the Bookmarks Manager

To delete a bookmark or bookmark folder using the Bookmarks Manager:

1. Display the Bookmarks Manager by clicking on the Bookmarks menu and selecting Organize Bookmarks.... The Bookmarks Manager will appear.
2. Find and select the bookmark or bookmark folder you wish to delete.
3. On the toolbar, click Delete.

The bookmark or bookmark folder and its contents will be removed.

3:

### Deleting using the Library window

To delete a bookmark or bookmark folder using the Library window:

1. Display the **Library** window (click *Bookmarks > Organise Bookmarks*).

2. Find and select the bookmark or bookmark folder you wish to delete.
3. On the toolbar, click *Organise > Delete*.

The bookmark or bookmark folder and its contents are removed.

Note: If you accidentally delete a bookmark or bookmark folder, you can undo the deletion by clicking *Edit > Undo*.



# Searching the Web

Firefox lets you easily search for information on the Web using a number of different *search engines*, which are web-based programs that catalog and retrieve Web pages based on specific information.

The Firefox search bar comes pre-loaded with access to search engines from Google, Yahoo, Amazon, eBay, Answers.com and Creative Commons. Wherever you are on the Web, you can enter a search term in the search bar and receive immediate answers from the search engine that you've chosen. You can select a new search engine from the drop-down menu next to the search bar at any time. From the same menu, you can also add, remove and rearrange search engines using the Manage Search Engines... option.

Searching for Web pages on a particular topic is as easy as typing a few words into the search bar of Firefox.

For example, if you want to find information about the World Cup:

1. Click in the search bar:



2. Type the phrase *world cup*. Your typing replaces any text currently in the search bar.
3. Press **Enter**Return or click the magnifying glass to search.

The search results for "world cup" appear in the Firefox window.

## Searching for words in a web page

Firefox allows you to search the web for words you select on a web page:

1. Select (highlight) any words in a web page with the mouse.
2. Right-clickPress Ctrl, click the mouse button, and choose *Search (name of search engine) for "(your selected words)"* from the pop-up menu.  
Firefox opens a new tab and uses the currently selected search engine to search for your selected words.
3. Switch to that tab to see the search results.

## Searching for text within a page


To find text within the page you are currently viewing in Firefox:

2.0:

1. Press CtrlCmd+F or select Edit > Find in This Page to open the Find Toolbar at the bottom of Firefox.
2. Type the text you want to find. The search automatically begins as soon as you type something into the search box.
3. The Find Toolbar offers the following choices:
  - ◆ **Next**: find text in the page that is below the current cursor position.
  - ◆ **Previous**: find text that is above the current cursor position.
  - ◆ **Highlight all**: highlight occurrences of your search string in the current page.
  - ◆ **Match case**: limit the search to text that has the same capitalization as your search string.

2.0

3:

1. Press **Ctrl+F** or select *Edit > Find* to open the Find Toolbar at the bottom of the Firefox window.
2. Type the text you want to find. The search automatically begins as soon as you type something into the search box: 
3. The Find Toolbar offers the following choices:
  - Next:** Find text in the page that is below the current cursor position.
  - Previous:** Find text that is above the current cursor position.
  - Highlight all:** Highlight occurrences of your search string in the current page.
4. **Match case:** Limit the search to text that has the same capitalization as your search string.

3

To find the same word or phrase again, press F3 or select *Edit > Find Again*.

**Tip:** In *Tools > Options* *Edit > Preferences* *Firefox > Preferences*, select the *Advanced* panel, click the *General* tab, and enable the *Search for text when I start typing* option preference to enable the *Quick Find* mode of the Find Toolbar.

When enabled, the *Quick Find* toolbar automatically opens and starts searching as soon as you type something. Unlike the Find Toolbar, the *Quick Find* toolbar will close automatically after a few seconds of inactivity.

## Included search engines

By default, Firefox includes the following search engines, each one suited to a specific type of search:

3:

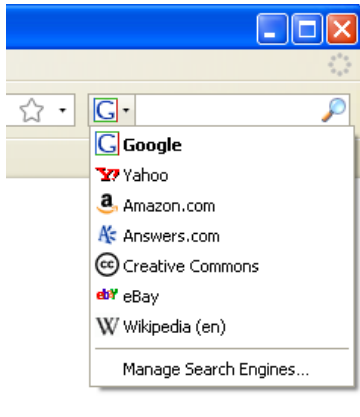
- **Google** for searching the Web via Google.
- **Yahoo** for searching the Web via Yahoo.
- **Amazon.com** for searching the Amazon.com retail website.
- **Answers.com** for searching the Answers.com online dictionary and encyclopedia.
- **Creative Commons** for looking for images, documents and other media available for reproduction and other uses.
- **eBay** for looking up items for sale or auction at eBay.
- **Wikipedia** for searching the Wikipedia free online encyclopedia.

2.0:

- **Google** for searching the web via Google
- **Yahoo** for searching the web via Yahoo
- **Amazon.com** for searching the Amazon.com retail website
- **Answers.com** for searching the Answers.com online dictionary and encyclopedia
- **Creative Commons** for looking for images, documents, and other media available for reproduction and other uses
- **eBay** for looking up items for sale or auction at eBay

## Switching search engines

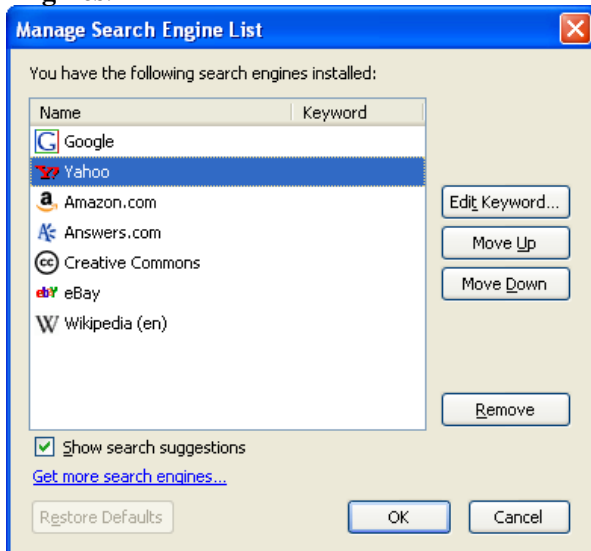
The name of the active search engine is listed in the Search Bar and is identified by its small icon. In the following example, the active search engine is Google. To change the active search engine, click the down arrow next to the search engine's icon, then select a new search engine.



## Managing search engines

The Search Engines Manager helps you download and install additional search engines for Firefox. You may find that you need additional search engines to look for specific types of content, such as encyclopedia articles, recipes, movies, or song lyrics.

- To open the Search Engines Manager, click the search engine icon and select **Manage Search Engines**.



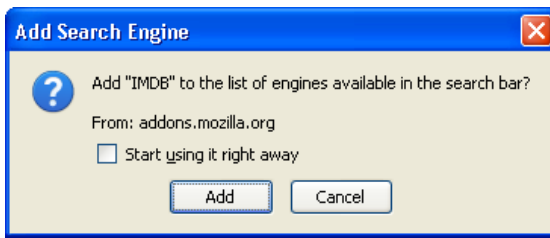
## Adding search engines

There are several methods to add search engines to the search bar.

### Through the Search Engines Manager

In the Search Engines Manager, you can add new search engines that have been released for use with Firefox.

1. With the Search Engines Manager dialog box open, click **Get more search engines**. The Mozilla Add-ons Search Engines page is displayed in a new browser tab.
2. To add one of the displayed search engines, click the **Add to Firefox** button next to the search engine you want. The **Add Search Engine** dialog is displayed.

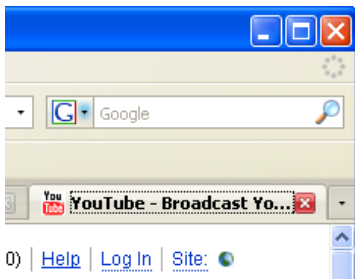


3. To begin using the search engine immediately after you add it, click **Start using it right away**.
4. Click **Add**. The search engine is now available through the search engines list in the search bar. If you selected **Start using it right away**, the new search engine is automatically selected in the search bar.

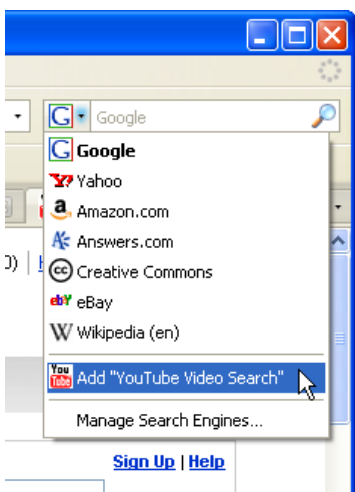
## While visiting a website

Some Web sites offer search engines that you can add to Firefox. These search engines are specific to the Web site.

1. For example, when you visit the YouTube (<http://www.youtube.com/>) Web site, the search engine button acquires a colored glow, indicating that the website offers a search engine that can be installed in Firefox:



2. To add the site-specific engine, open the search engine list and select *Add "YouTube Video Search"*. (The menu label is different for other Web sites.)



3. The search engine appears in the search engines list.

## Removing a search engine

- With the Search Engine dialog box open, select a search engine in the list, and click **Remove**.

If you accidentally delete a default search engine, click **Restore Defaults** to recover the default search engines.

If you accidentally deleted a search engine that you installed, you must re-install it.

## Re-ordering search engines

You might want to re-order the search engines in the list, to put the ones you use most at the top.

With the Search Engines Manager dialog box open, select the search engine you want to move. To move it up in the list, click **Move Up**. To move it down, click **Move Down**.

3:

## Search suggestions

If you want, you can allow Firefox to prompt you with *search suggestions*. When search suggestions is enabled, as you type in the search bar, Firefox shows a list of suggested matches based on the letters that you have typed so far. Instead of typing the remainder of the search string, you can scroll through the list to find the search suggestion you wish to search for.

To enable search suggestions for all your installed search engines, check the box next to **Show search suggestions** in the Search Engines Manager dialog box.

## Keywords

Keywords provide an easy way to search specific Web sites directly from the Firefox location bar instead of using the search bar. For example, you could assign a keyword such as *eBay* to the eBay search engine, then type *eBay lamps* in the location bar. Firefox then searches eBay.com for *lamps*. For more information, see Smart Keywords: <http://support.mozilla.com/en-US/kb/Smart+Keywords>

In the Search Engines Manager dialog box, you can assign keywords to search engines in your search bar.

1. With the Search Engines Manager dialog box open, select the search engine you would like to assign a keyword to.
2. Click **Edit Keyword**.
3. In the **Edit Keyword** window, type the keyword you would like to use for that search engine, and click **OK**.

The Search Engines list has a keyword column, where you can see the keyword for each search engine in the list.

## Clearing all search items in the History

To clear all items in your search history, right clickhold down the **Ctrl** key while you click on the input field of the search bar, and select *Clear Search History*. Your search bar history is cleared.

If *Clear Search History* cannot be selected, that means there are no items in your search history to clear.

## Clearing an individual search item

To clear *individual* items from the search bar history, click on the search bar input field. Press the **down arrow key** on the keyboard to display and scroll the list of items. To delete a highlighted item, press **Delete** on the keyboard.

## Moving or removing the search bar

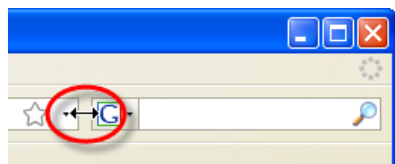
The search bar is an item on the toolbar like any other. You can move or remove the search bar by customizing the toolbar. For details, see Customizing the toolbar:

<http://support.mozilla.com/en-US/kb/How+to+customize+the+toolbar>

3:

## Resizing the search bar

You can increase or decrease the size of the search bar by placing the pointer to the left of the search bar until the pointer turns into a two-ended arrow. Click and drag the two-ended arrow to the left or right to increase or decrease the size of the Search Bar.



# Setting Your Home Page

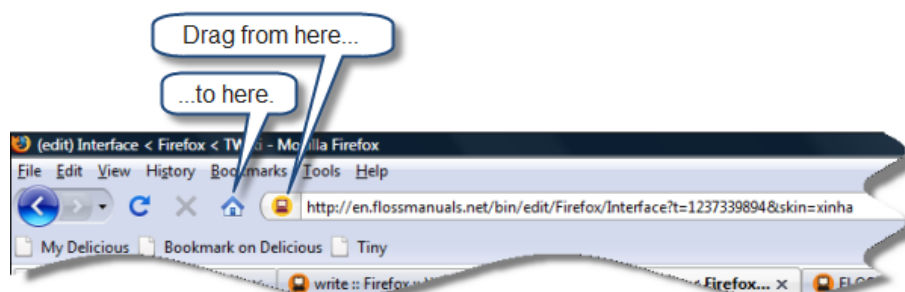
When you open Firefox for the first time, you see the Mozilla Firefox Start Page with a Google search box. This is the standard Firefox *home page*.

You can change the home page to show your preferred page or a series of pages. The following procedures explain various ways to do this.

## Setting a Home Page by Dragging and Dropping

You can set the currently displayed page as the home page by dragging its URL to the **Home** button. To complete the procedure, follow these steps:

1. Navigate to the page that you want to become your home page.
2. Click the icon to the left of the Location Bar.
3. Press and hold the left mouse button, then drag the Location Bar icon to the Home icon.

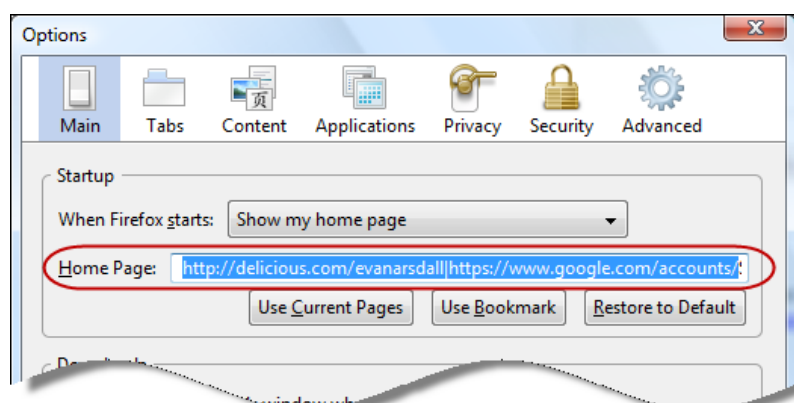


## Setting a Home Page by Typing the URL

You can set your preferred home page by simply typing the URL. This method works best when you want to set a single home page.

To set a home page by typing the URL, follow these steps:

1. Click the following menu commands: *Tools>Options*.
2. In the **Options** window, click the **Main** tab.
3. In the **Home Page** box, highlight the URL text.



4. Type the URL for your preferred home page. The typed text replaces the selected text.
5. Click **OK**.

## Setting a Home Page by Copying and Pasting the URL

You can set a home page by copying the URL and pasting it in a Firefox window setting. This method works best when you want to set a single home page.

To set a home page by copying and pasting the URL, follow these steps:

1. Browse to the page that you want to set as your home page.
2. Click inside the Location Bar. This selects the URL.
3. Copy the URL.
4. Click the following menu commands: *Tools>Options*.
5. In the **Options** window, click the **Main** tab.
6. Paste the URL in the **Home Page** box.
7. Click **OK**.

## Setting the Currently Displayed Page as Your Home Page

You can set the open page as your home page. If you have a group of pages open, you can set the entire group as home pages.

To set one page or a group as home pages, follow these steps:

1. Open the page or group that you want to set as home pages.
2. Click the following menu commands: *Tools>Options*.
3. In the **Options** window, click the **Main** tab.
4. Click **Use Current Pages**.
5. Click **OK**.

## Resetting the Home Page to the Mozilla Firefox Start Page

To restore the Mozilla Firefox Start Page, follow these steps:

1. Click the following menu commands: *Tools>Options*.
2. In the **Options** window, click the **Main** tab.
3. Click **Restore to Default**.
4. Click **OK**.



# Configuring your Browser

Options windows reference: <http://support.mozilla.com/en-US/kb/Options+window> (use this to create task-based configuration procedures)

## Making Firefox your default browser

Firefox displays web pages on the Internet and on your computer. To easily open web pages, you can make Firefox your default browser.

2.0:

To make Firefox your default web browser, select Tools > Options>Edit > PreferencesFirefox > Preferences and click the *Check Now* button in the *Main* panel.

2.0

3:

To make Firefox your default web browser, select Tools > Options>Edit > PreferencesFirefox > Preferences and click the *Check Now* button in the *Advanced* panel.

## Accessing Firefox Configuration Settings

You can configure Firefox by:

- Using the Tools > Options dialog
- Using the about:config page

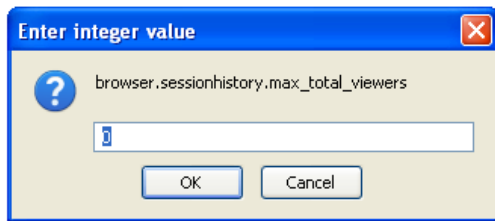
### Using the about:config page

You can access the in your browser window by entering **about:config** into the Firefox window. You will receive the following warning:



Click **I'll be careful, I promise!** You're now on the advanced configuration page. From here, you have access to all Firefox configuration variables. You should have a solid grasp of the configuration variables before making any changes to avoid unwanted browser behavior.

You can search for a specific configuration variable by using the **Filter** field. To find a specific configuration variable, enter all or part of the configuration string in the Filter field or scroll through the list. Double-clicking a variable will allow you to change the value of that variable within the Firefox configuration by either switching the Boolean value or prompting you for a value.



## Improving speed and efficiency

### Managing different file types

Firefox can handle many types of files. However, for some files such as movies or music, Firefox needs Plugins or external applications that can handle those files. If Firefox doesn't have the needed Plugin or doesn't know what application to use to open the file, it can still save the file to your hard disk. When saving files, you can keep track of them using the Download Manager.

Plugins extend Firefox's functionality and run within it. Plugins like Sun Java, Adobe Flash, and RealNetworks RealPlayer allow Firefox to show multimedia files and run small applications such as movies, animations, and games. You can find common Plugins on the Plugins page at Mozilla Add-ons.

When files cannot be opened within Firefox, you can choose to open them with applications outside of Firefox. For example, you can use the media player of your choice to play MP3 files.

2.0:

You can specify how Firefox handles files it can't display in the *Download Actions* dialog. To open this dialog, select Tools > Options>Edit > PreferencesFirefox > Preferences, open the *Content* panel, and click the *Manage* button in the *File Types* section. You can change the action for a file type or remove it. More information about this dialog is available in File Types optionspreferences.

2.0

3:

You can specify how Firefox handles files it can't display in the *Applications* panel. To open this panel, select Tools > Options>Edit > PreferencesFirefox > Preferences, and click the *Applications* panel. You can change the action for a file type or remove it. More information about this dialog is available in Applications optionspreferences.

3

When you click on a file and Firefox doesn't know how to handle it, an *Opening* dialog box is displayed, offering these choices:

- **Open with:** Firefox opens the file using the default program in your system settings. You can also choose a different program by selecting *Other* in the drop-down list.
- **Save to Disk:** Firefox allows you to select a location to save the file. If you have selected *Save files to (this folder)* in the *Main* panel of OptionsPreferences, the file will automatically be saved to the default folder; otherwise Firefox will ask you where to save it.
- **Do this automatically for files like this from now on:** When this is selected, Firefox will automatically perform the selected action the next time you download a file of this type.

2.0:

**Tip:** You can clear your saved optionspreferences for *Do this automatically for files like this from now on* in the *Download Actions* dialog.

2.0

3:

**Tip:** You can clear your saved options/preferences for *Do this automatically for files like this from now on* in the *Applications* panel.

## Changing cache settings

Firefox stores copies of frequently accessed pages in the cache. By doing this Firefox doesn't have to retrieve the page from the network each time you view the web page.

To set the size of the cache:

1. Select *Tools > Options/Edit > Preferences*Firefox > Preferences.
2. Open the *Advanced* panel and click the *Network* tab.
3. Enter a number in the *Use up to* field to specify the size of the cache. The default size is 50MB.

**Important:** A larger cache allows more data to be quickly retrieved, but more of your hard disk space is used.

When you quit Firefox, it performs cache maintenance. If maintenance takes longer than you wish, try reducing the size of the disk cache.

To reload a page at any time, click the *Reload* button in Firefox's *Navigation Toolbar*. Firefox then loads and displays the latest version of the page.

# Using Tabbed Browsing

Tabbed browsing enables you to open several web pages in a single Firefox window. Each page appears on a separate tab.

When you start Firefox for the first time, you see a single page with no tabs displayed.



## Setting Up Tabbed Browsing

To set up tabbed browsing, follow these steps:

1. Click the following menu command: *Tools > Options*.
2. In the **Options** window, click the **Tabs** icon.
3. Under **New pages should be opened in**, click **a new tab**.
4. Check the following options:
  - ◆ Always show the tab bar
  - ◆ When I open a new tab, switch to it immediately
5. Click **OK**.

- Note: you can always right-click a link and choose "**Open Link in New Tab**" or "Open Link in New Page" regardless of the above settings.

## Opening a New Tab

You can open a new tab using any of the following techniques:

- Use this menu command: *File > New Tab*.
- Press **Ctrl+T**.
- Double-click an empty space in the Tab Bar.

## Opening a Link in a New Tab

To open a link in a new tab, do one of the following:

- If you have a mouse with a scroll wheel, click the wheel while pointing to a link.
- Drag the link and drop it on an empty space in the Tab Bar.

**Note:** If only one web page is open, the Tab Bar may be hidden. See [Setting Up Tabbed Browsing](#) above for information on how to turn on the Tab Bar.

- Drag and drop the link on a tab to open the link in that tab.
- Right-click the link, then select **Open Link in New Tab**.
- To open a link in a new tab from the Location Bar, type the URL, then press **Alt+Enter**.

## Moving Tabs Within a Window

Tabs appear in the order in which you open them. This may not always be what you want.

To move a tab to a different location in the Firefox tab bar, simply drag it there using your mouse. While you are dragging the tab, Firefox displays a small indicator to show where the tab will be moved. You can also use keyboard shortcuts to move tabs within a window.

## Moving Tabs Between Windows

You can move tabs between windows or create a new window with a single tab by dragging the tab off the tab bar. Firefox will create a new window with just that tab. You can move tabs between windows by dragging tabs from the tab bar in one window to the tab bar to another. If you drag away the only tab in a window, Firefox will close that window.

## Bookmarking a Set of Tabs

To bookmark a set of tabs, do either of the following:

- Click the following menu command: *Bookmarks >Bookmark All Tabs*.
- Press **Ctrl+Shift+D**.

## Opening a Set of Bookmarks in Tabs

To open a set of bookmarks in tabs, follow these steps:

1. Click the *Bookmarks* menu, then click a bookmark folder.
2. In the sub-menu, click *Open All in Tabs*; or

If you have a mouse with a scroll wheel, click the wheel while pointing to the folder.

## Setting Multiple Home Pages as Tabs

Instead of using only one web page as your home page, you can set up a collection of home pages using multiple tabs.

To set up multiple tabbed home pages, follow these steps:

1. Navigate to a page that you want to include in your collection of home pages.
2. Open a new, blank tab, then navigate to another page that you want to include.
3. Continue opening tabs and navigating to pages until you have set up the entire collection.
4. Click the following menu command: *Tools > Options*.
5. Click the **Main** icon.
6. Under **Startup**, click **Use Current Pages**.

Now, whenever you start Firefox or click the Home button on the Navigation toolbar, Firefox displays the entire collection of tabbed home pages.

## Closing Tabs

To close a single tab, do any of the following:

- Click the **Close Tab** button



- Press **Ctrl+W**.
- If you have a mouse with a scroll wheel, click the wheel while pointing to a tab.
- Click the following menu command: *File > Close Tab*.

To close all tabs except the current one, right-click/hold down the **Ctrl** key while you click the tab, then click **Close Other Tabs**.

If you close the last tab in a window, Firefox will close the window.

## Restoring Closed Tabs

Firefox tracks the tabs that you have recently closed. To restore one or all closed tabs, follow these steps:

1. Click the following menu command: *History > Recently Closed Tabs*.
2. Do any of the following:
  - \* Click the name of the tab that you want to re-open.
  - \* Click *Open All in Tabs* to restore all of the closed tabs.
  - \* Press **Ctrl+Shift+T** to open each tab one by one in reverse order.

## Related Tasks

- **Add New Tab Toolbar Button:** You can add a New Tab button on the toolbar to easily open new tabs by customizing your toolbars, as in the articles:  
<http://support.mozilla.com/kb/How+to+customize+the+toolbar>  
[http://support.mozilla.com/kb/Customizing+Firefox#rearranging\\_toolbar\\_item](http://support.mozilla.com/kb/Customizing+Firefox#rearranging_toolbar_item)
- **Learn More about Keyboard shortcuts:** Firefox has an extensive set of shortcuts related to tabbed browsing; see the full list in the article:  
<http://support.mozilla.com/kb/keyboard+shortcuts>



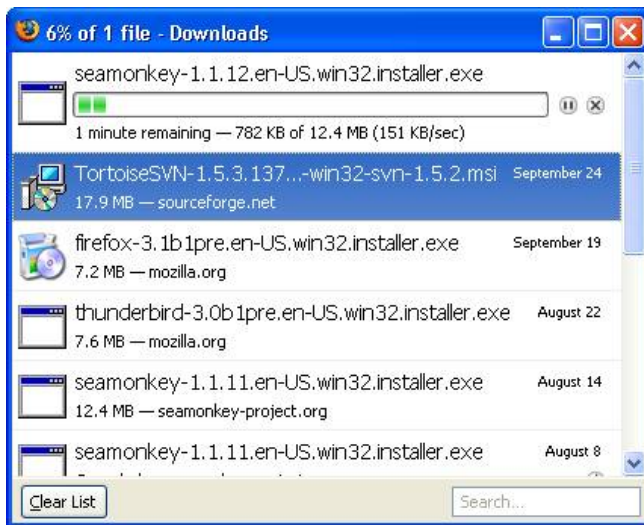
# Downloading Files

Perhaps the most essential function of the Internet is the ability to quickly transfer data files from one location on the Internet to another location. These files can be programs, images, music, video or documents. When you click a link, it is handled according to the type of link and Firefox's settings.

Almost any link can be saved as a file to your computer for later use. To make sure you get what you want, you must watch for some cues and clues. These will be discussed further on.

## The Downloads window

When you download a file from the Internet to your computer using Firefox, it opens a Downloads window which shows your downloading progress and a list of completed downloads.



To pause a download, press . To resume downloading, press .

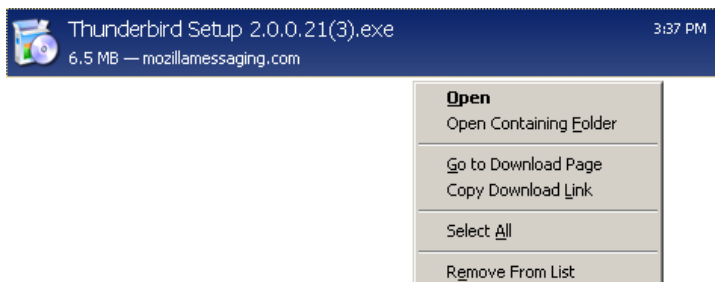
To cancel a download, press .

If a download failed or if you canceled it, you can retry by pressing .

To remove all completed downloads from the list of files, click **Clear List**.

You can remove any single download from the list by right-clicking it and selecting **Remove From List**.

To quickly locate a downloaded file on your computer, right-click the filename in the download window and select **Open Containing Folder**.



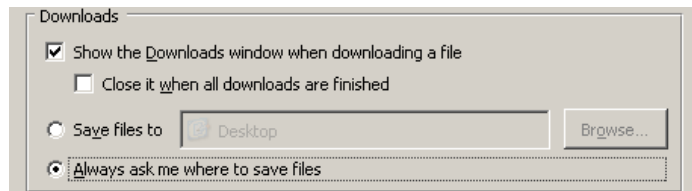


Once a file has completed downloading, you can open it by double-clicking on it in the Download Manager window or in the location on your computer where it has been saved.

## File download options

You set options such as file locations and visibility of the download window from the *Tools > Options* dialog, on the **Main** tab.

By default, Firefox will put downloaded files on your desktop. To have Firefox ask you where to save a downloaded file go to *Tools > Options > Main* and select **Always ask me where to save files**.

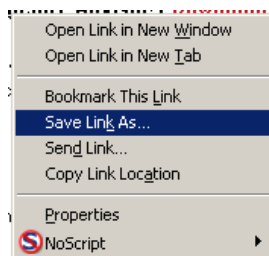


To save downloaded files in a single location of your choosing, select **Save files to** and browse to the new location.

If you want the Downloads window to close as soon as the download finishes, select **Close it when all downloads are finished**.

## Downloading Files Without Displaying Them

Even if a file will display in your browser, you may want to save it for later, rather than reading it immediately. In many cases, you can right click on a link, and select **Save Link As...**



Depending on your download settings, Firefox will attempt to download the file or show you a dialog box to select file destination and file name.

Note that some links go to a confirmation page or otherwise don't point precisely to the file they advertise. You should check the file to make sure that it's what you wanted.

## Downloading Really Big Files

The term "really big" is subjective, depending on the speed of your connection to the Internet and depending on how fast the owner of the file can (or is willing to) send it. Generally, a file must be transferred in one session. You can't expect to stop in mid-download, shut the computer off, and expect to resume it the next day. Also, the longer a file takes to download, the more likely an interruption or download problem becomes.

If you frequently have problems with downloads or need to do them in smaller chunks, there are "download managers" which can help. There's probably an Add-on or Extension to help. See those chapters or see the Mozilla site to find suitable aids.

# Copy, Save, & Print

Copying, saving, and printing are three fundamental tasks you will wish to use pretty early on. Here are some quick tips on each :

## Copying Text

1. Select the text.
2. On the menu, click *Edit > Copy*.

You can paste the text into other programs.

## To copy a link (URL) or an image link from a page

1. Position the pointer over the link or image.
2. Right-clickPress Ctrl and click on the link or image to display a pop-up menu.
3. Choose *Copy Link Location* or *Copy Image Location*. If an image is also a link, you can choose either menu item.

You can paste the link into other programs or into Firefox's Location Bar.

## Saving a page

1. On the *File* menu, *Save Page As*. The **Save As** dialog box appears.
2. Choose a location for the saved page.
3. Choose a format for the page you want to save:
  - ◆ **Web Page, Complete**: Save the whole web page along with pictures. This choice allows you to view it as originally shown with pictures, but it may not keep the HTML link structure of the original page. Firefox creates a new directory where the page is saved to save pictures and other files necessary to show the whole web page.
  - ◆ **Web Page, HTML Only**: Save the original page without pictures. This choice preserves the original HTML link structure in one file.
  - ◆ **Text file**: Save the original page as a text file. This choice will not preserve the original HTML link structure, but will allow you to see a text version of the web page in any text editor.
4. Type a file name for the page and click *Save*.

## To save a frame from within a web page

1. Position the mouse pointer within the frame.
2. Press Ctrl and click onRight-click the frame to display a pop-up menu.
3. Click *This Frame > Save Frame As* on the submenu. The **Save As** dialog box appears.
4. Choose a location for the saved page.
5. Choose a format for the page you want to save.
6. Type a file name for the page and click **Save**.

Saving a file onto your hard drive lets you view the page when you aren't connected to the Internet.

## To save an image from a page

1. Position the mouse pointer over the image.
2. Right-clickPress Ctrl and click on the image to display a pop-up menu.

3. Click *Save Image As*. The **Save Image** dialog box appears.
4. Choose a location for the saved image.
5. Type a file name for the image and click **Save**.

## To save a page without displaying it

This technique is useful for retrieving a nonformatted page that isn't intended for viewing.

1. Position the mouse pointer over a link to the page.
2. Right-clickPress Ctrl and click on the link to display a pop-up menu.
3. Click *Save Link As*. The **Save As** dialog box appears.
4. Choose a location for the saved page.
5. Type a file name for the page and click **Save**.

**Important:** Some links automatically download and save files to your hard drive after you click them. The URLs for these links often begin with "ftp" or end with a file-type extension such as ".au" or ".mpeg." These links might transmit software, sound, or movie files and can launch helper applications that support the files.

**Tip:** To set an image as your desktop background, right-clickpress Ctrl, click the mouse button on an image and click *Set As Desktop Background* on the pop-up menu.

## Printing a page

- Click *File > Print*.

### To print selected text

1. Select the text in the current page.
2. Click *File > Print*. The print dialog box appears.
3. Under **Print Range**, click **Selection**.

Settings by the web page's author and the size of the printed page, not the size of the onscreen window, determine placement of content on the printed page. Text is wrapped and graphics are repositioned to accommodate paper size.

## Previewing a printed page

To have an early look at how a page will look before it is printed, you can use Print Preview:

- On the *File* menu, click *Print Preview*. Firefox switches into Print Preview mode.

In Print Preview mode, you can do the following with pages you want to print:

- **View a preview of each page:** Click the **Next** , **Previous** , **First** , or **Last** button to move between pages.
- **Change the scale (size) of pages:** In the *Scale* drop-down menu, choose "50%" to make each page half the size of the original page. To automatically resize pages so that they fit the width of the paper, choose "Shrink to Fit". You can also type in your own percentage by choosing "Custom".
- **Change the orientation of the page:** Choose **Portrait** to position the page with the shorter side facing up. Choose **Landscape** to position the page sideways with the longer side facing up.
- **Change the page setup:** Click **Page Setup** to further customize pages you want to print.
- **Print:** Click **Print** to print the pages.

**Note:** Some Print Preview functions are different or unavailable on Mac OS and Linux.

## Changing the page setup

**Note:** Some Page Setup functions are different or unavailable on Mac OS and Linux.

To customize how pages are printed in Firefox, you can use Page Setup:

- Click *File > Page Setup*. The **Page Setup** dialog box appears.

In the **Page Setup** dialog box, you can change the following settings for pages you want to print:

- **Format & Options** tab: Choose the orientation, scale, and other options:
  - ◆ **Orientation:**
    - ◇ **Portrait:** Choose **Portrait** to position the page normally, with the shorter side facing up.
    - ◇ **Landscape:** Choose **Landscape** to position the page sideways, with the longer side facing up.
  - ◆ **Scale:** Type in a percentage of the original size. For example, type "50" to make each page half the size of the original page.
    - ◇ **Shrink To Fit Page Width:** Select this to automatically resize the page to the width of the paper.
  - ◆ **Options:**
    - ◇ **Print Background (colors and images):** Select this to print background images and colors. If the check box is not selected, only pictures and color in the foreground (in front) are printed.
- **Margins & Header/Footer** tab: Click this tab to set up margins, headers, and footers:
  - ◆ **Margins:**
    - ◇ **Top, Bottom, Left, Right:** Type a margin in the given units for the top, bottom, left, and right margins.
  - ◆ **Headers & Footers:** Each drop-down list represents either a header or a footer area. The top row of drop-down lists are for the left, center, and right header areas. The bottom row are for the left, center, and right footer areas. In each drop-down list, choose one of the following options:
    - ◇ **--blank--:** Show nothing in this area.
    - ◇ **Title:** Show the web page title.
    - ◇ **URL:** Show the web page URL (URL's usually start with "http://").
    - ◇ **Date/Time:** Show the date and time when the web page is printed.
    - ◇ **Page #:** Show the page number of each page.
    - ◇ **Page # of #:** Show the page number along with the total number of pages. For example, if you print a five page web page, "3 of 5" would be shown on the third page.
    - ◇ **Custom:** Type your own text. You can include any of the following codes to print specific information:
      - **&PT:** Page Number with Total (Example: "3 of 5")
      - **&P:** Page Number
      - **&D:** Date
      - **&U:** URL
      - **&T:** Page Title

**Tip:** To see a preview of changes made to Page Setup, use Print Preview.

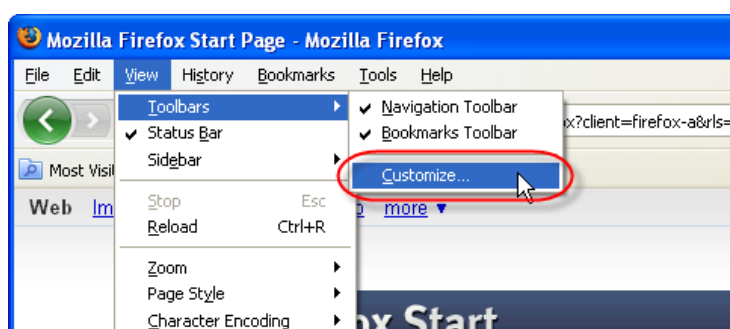
# Customizing Your Toolbars

Toolbars appear in the rectangular area above the main content area in your web browser. Typically their backgrounds are gray in color.

- **Menu Bar:** Browser menus such as File, Edit, View, Help, and so on.
- **Navigation Bar:** The Location Bar, the buttons used to navigate websites, and the Search box.
- **Bookmarks Toolbar:** Bookmarks that you place in your Bookmarks Toolbar Folder.

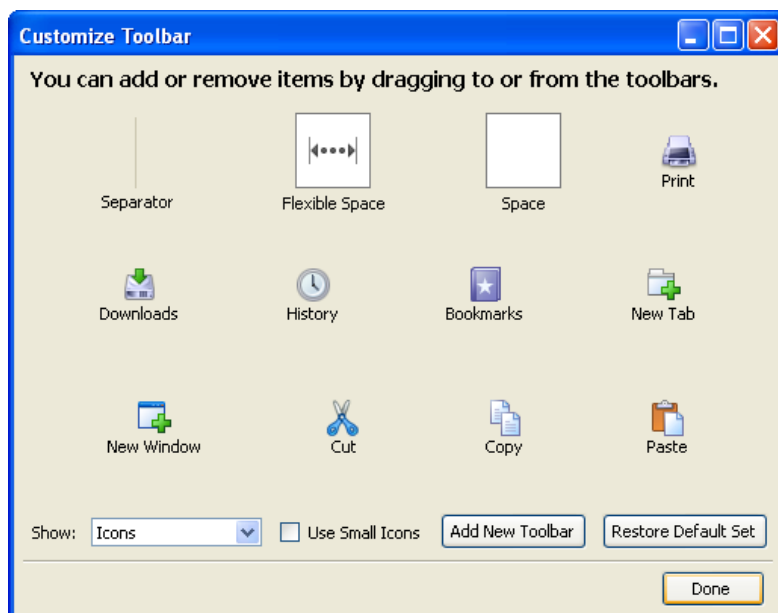
Firefox allows you to add additional tools, re-arrange spacing, and more. Customizing toolbars lets you re-arrange, organize, add, and remove buttons or fields to change your Firefox experience to suit your needs.

To customize your toolbar, from the Firefox menu, select the View menu, and then select the Toolbars sub-menu, inside of which you should select the Customize... item to open the Customize Toolbar window.



## Adding or Removing Items

You can add or remove items on the toolbar to customize it according to your specific needs.



## Adding an item to the toolbar

1. From the Customize Toolbar window, click the item you wish to add to your toolbar and drag it onto the toolbar.

2. The item is added to the toolbar.

If you're looking for a specific item that doesn't appear in Customize Toolbar window, you can download add-ons for more items at [addons.mozilla.org](https://addons.mozilla.org).

3. Click Done.

## Removing an item from the toolbar

1. From the Customize Toolbar window, click the item in the toolbar and drag it to the Customize Toolbar window.
2. The item is removed from the toolbar.

## Re-arranging items on the toolbar

When the Customize Toolbar window is open, you can re-arrange items in the toolbar by clicking and dragging them.

To reposition a toolbar item, click it and hold down the mouse button. As you drag it, a black line indicates its destination. To place it in the indicated location on the toolbar, release the mouse button.

## Changing the toolbar appearance

At the bottom of the Customize Toolbar window, there are additional options for changing the appearance of the toolbar.

- **Show.** From the Show drop-down, you can choose what to display on the toolbar: Icons, Text, or Icons and Text together. By default, Firefox shows Icons.
- **Use Small Icons.** To conserve screen space in the toolbar, select Use Small Icons to display tools using smaller icons.
- **Restore Default Settings.** To restore your toolbar to its default settings, click Restore Default Set. Any changes to the default toolbar and any custom toolbars that you added will be lost.

## Adding special items

The following special items can be added to the toolbar to group items and to change spacing between them:

- **Separator.** This item is a vertical separator bar that can be used to group similar tools together.
- **Space.** This item creates a small space between two items in the toolbar. Add multiple instances of the Space item to create larger space.
- **Flexible Space.** This item adds space of an adjustable width to the toolbar so that the toolbar fills the width of the browser window.

## Adding a New Toolbar

You can create a new toolbar for items that you use often. The new toolbar appears below the default Firefox toolbar.

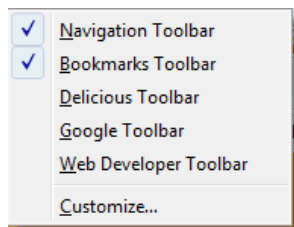
1. Select *View > Toolbars > Customize*.
2. Click Add New Toolbar.
3. In the New Toolbar dialog, enter a name for your toolbar, and click OK.
4. Click Done.

The toolbar appears as a blank band across the screen below the default toolbar. You can add new items by clicking and dragging them into this band.

## Showing or Hiding Toolbars

You can show or hide a toolbar at any time by doing one of the following:

- Right-clicking a toolbar and either selecting it or de-selecting it from the menu. When selected, a toolbar shows a checkmark next to it on the menu.



- Selecting *View > Toolbars* and selecting or de-selecting a toolbar.

# Add-ons and Plugins

Through the installation of Add-ons and Plugins Firefox can be extended to deliver new features. The difference between Add-ons and Plugins is a bit of a grey area, mostly historical, and is narrowing to mean the same thing with each new release of Firefox. The installation and updating of Plugins and Add-ons still remains slightly different but in future releases of Firefox this may also be streamlined and unified.

## Plugins

**Where they came from:** In the early Netscape days a variety of multi-media companies bombarded Netscape with ideas to include new multimedia formats into web pages and into the content supported by the browser. As a solution to this problem Netscape added a Plugin programming interface so any of these companies could add support for new content types and extend the browser's capability.

**Some Popular Plugins:** Flash, Java, Quick-time, Windows Media Player, Adobe PDF Reader, Real Video/Audio are popular plugins for Firefox but there are many more. For example there's a plugin to replace many advertisements on web pages with fine artwork. See the Mozilla site (below) and search for add-art plugin. You can also go to <https://addons.mozilla.org/en-US/firefox/addon/6846>

**Where to Find Them:** See <https://addons.mozilla.org/firefox/browse/type:7> for the mentioned plugins and many more.

**Why Bother Getting Plugins:** Each of these plugins allow web pages to show audio, video, or publishing formats beyond the language of the web that is HTML, CSS, and Javascript. For example, Adobe Reader plugin lets the user open PDF files directly inside the browser, and the QuickTime and RealPlayer plugins are used to play special format videos in a web page. If you are viewing a site like YouTube and you aren't seeing video, chances are you are missing the Flash Plugin and you need to install it.

## Add-ons

Add-ons are a newer invention. Add-ons don't offer support for new types of content like plugins, but they do allow content to be manipulated and changed to meet a users perception of what a web site or web page should look like. The greasemonkey add-on is an example of this kind of add-on ( <https://addons.mozilla.org/firefox/addon/748> ). Other add-ons allow you to customize the user interface and add all kinds of new features to Firefox.

The add-on system allows the basic user interface for Firefox to remain clean and simple from release to release, but also be extended in thousands of different ways to meet personal preferences. It is a great source of innovation for the browser. When a new add-on is developed and becomes widely popular to all kinds of users, the Firefox development team looks at how that add-on can be integrated as a new feature.

## I love Firefox, but if it only could....

The development team often hears this kind of request, and chances are someone has had the same idea. If you have something new that you would like to see Firefox do the first step is to check the add-on site at Mozilla.org (<https://addons.mozilla.org/firefox>) and search for the new feature that you are looking for. You can also get to the add-ons site through the *Tools > Add-ons* menu option in Firefox.

Often downloading and installing an add-on can be a fast path to satisfying your desire for that new feature. Recently the add-on site has also offered a "Fashion Your Firefox" (<https://addons.mozilla.org/firefox/fashionyourfirefox>) to provide collections of add-ons you might be interested in depending on the way you use your browser. Check this site out for collections of add-ons you



might be interested in.

## Some recommended functions

Both for security and convenience, three of the most-requested functions are

- Protection from unwanted popup and popunder windows
- Protection from scripts on Web pages
- Help with entering repeated data

Many Web pages serve advertising. This pays for a lot of services, and when done well, as at Google, is helpful and unobtrusive. The most obtrusive advertising appears in popup windows in front of what you were trying to look at. Another annoyance is popunders, which hang around until you close the main browser window. Then you don't even know which site is responsible for them. The most obnoxious of all pop up new windows when you close the old ones, sometimes more than one each. You may have to reboot to get rid of the chain reaction.

There are a great many add-ons for Firefox. You may wish to explore them yourself. The following are not proposed as the absolute best of everything, but they meet the requirements of many users.

- Popupmaster is a popup blocker. It places an icon in the Firefox status bar. Clicking that icon brings up a menu that lets you block popups on the current Web site and manage your the blocks you have set previously.
- NoScript's original purpose was to prevent execution of Java and Javascript except where the user permits it. Several other security functions come with recent versions of NoScript, such as a setting to force a list of sites to use Secure HTTP. It can also block other plugins, cross-site scripting, and more at the user's choice. Updates are fairly frequent.
- Google Toolbar serves many functions, providing one-click access to many Google services. AutoFill automatically fills in forms with your standard information, such as name, address, telephone numbers.

# Using add-ons

Firefox can do a lot more than your average browser. One of the ways you use Firefox for something other than just browsing the web is to install **add-ons**. Firefox **add-ons** are small pieces of software that add new features or functionality to your installation of Firefox. Add-ons can augment Firefox with new search engines, foreign-language dictionaries, or change the visual appearance of Firefox. Through add-ons, you can customize Firefox to meet your needs and tastes.

The installation process is the same for Firefox on any Operating System, so you can install them on Windows, Linux, or MacOSX (you must first have Firefox installed!).

## What is a Firefox Add-on?

An add-on is a software module which lets Firefox do something more, or do things differently. To use an add-on, you must download the module and install it. Then Firefox gets the functionality of this new module.

There are several types of add-ons: extensions, plugins, and themes.

- **Extensions** provide additional functionality to the Firefox application.
- **Themes** change the visual appearance of Firefox.

3:

- **Plugins** manage internet content that Firefox can't process by itself.

The functionality available from add-ons is quite wide. You can add dictionaries to Firefox, change the look of Firefox, display the time in different countries in the browser, or an add-on might suggest other websites you can visit that are similar to the one you are looking at.

To see available add-ons, see the Firefox add-ons page:

<https://addons.mozilla.org/firefox/>

The list of Add-on categories are here :

<https://addons.mozilla.org/firefox/browse/>

You can browse the list and see whats available.

- **Warning**

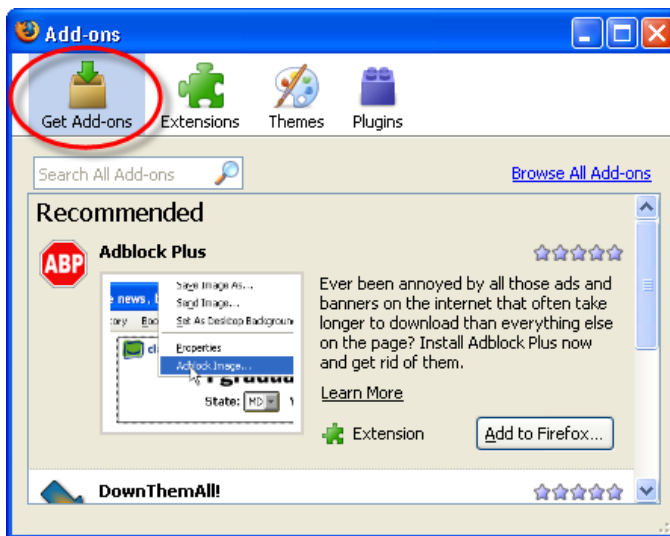
It is possible to create add-ons that can do a number of things you might not like. An add-on can read a lot of information from your browser as you browse sites or might use various tricks to get, add, alter, or destroy data on you have on your computer. It is for this reason that you should **never install an Add-on unless it is from a trusted source**. We recommend that you never install an add-on for Firefox unless it is available from the official Firefox add-on pages.

## Acquiring add-ons

You can acquire new extensions and themes through Firefox itself:

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1. At the top of the Firefox window On the menu bar, click the *Tools* menu and select *Add-ons* to open the Add-ons window.
2. In the Add-ons window, the list of recommended add-ons is displayed.
  - ◆ If the Get Add-ons panel is not already selected, select it.

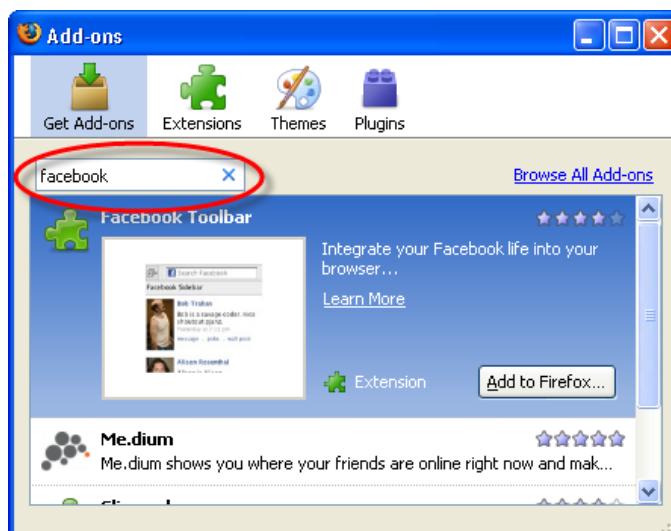


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1. At the top of the Firefox window On the menu bar, click the *Tools* menu and select *Add-ons* to open the Add-ons window.
2. In the Add-ons dialog, the list of currently installed extensions is displayed.
  - ◆ By default, Firefox includes a single extension. The Talkback extension enables you to send messages about your experience using Firefox to its team of developers.
  - ◆ To see the list of available themes, click the *Themes* tab. Themes are described in detail later.
3. To acquire new extensions, click **Get Extensions**.
4. The Firefox extensions page is displayed. Through this page, you can access a very large collection of extensions and other items available for download.

## Finding and installing add-ons

1. In the Get Add-ons panel of the Add-ons window, search for an add-on by typing the search term in the **Search All Add-ons** field, then press **Enter/Return**. A list of add-ons matching your search term will display.

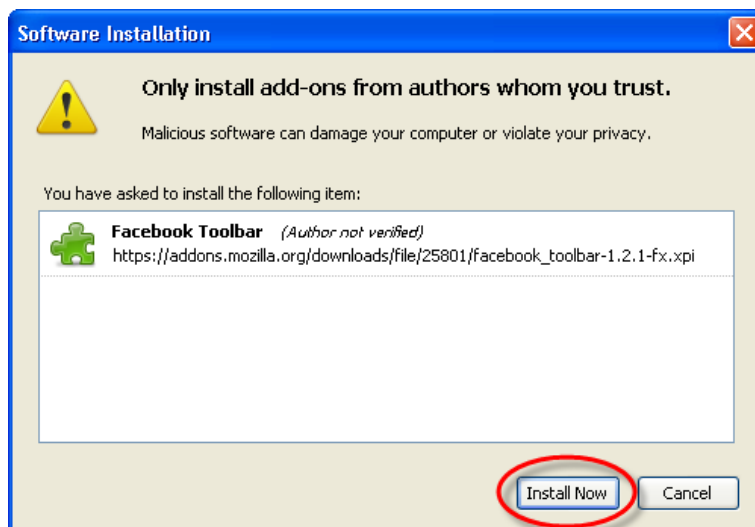


2. To begin installing an add-on, select it and click on Add to Firefox....



◆ You may be required to review and accept the End User License Agreement. To continue with the installation, click **Accept and Install**.

3. Firefox will then fetch the add-on, and display the Software Installation window. To begin the installation, click **Install Now**.



4. After the installation is complete, you must restart Firefox to start using the new add-ons. To restart, click **Restart Firefox** that appears after installation is complete.

5. When Firefox restarts, the installed add-on is displayed with previously installed ones.

## More Ways to Find Add-ons

You can also browse and install add-ons by clicking on **Browse All Add-ons**, which will take you to the Firefox Add-ons page.

By default, the page features top-rated Firefox extensions. There are several ways to specialize your search.



The following item numbers below refer to the illustration above.

1. In the lower left there are links for:
  1. **Themes** to change the appearance of Firefox.
  2. **Dictionaries** allow you to check your spelling in additional languages.
  3. **Search Plugins** allows you to add more search engines to the search bar.
2. The Browse Add-ons section lets you see some of the latest recommended add-ons, most-installed add-ons, new add-ons, and recently updated add-ons. Click at the top of the section to change the category, and click the **View all** link at the bottom of the section to view more add-ons.
3. To browse a category of extensions, select the category name under the Category Panel on the left side.
4. To search for an add-on by name, type the name in the search box and press **Enter**.
5. A list of most popular add-ons is available. To see more 'popular' add-ons, click **View All**.

## Installing an Add-on

To begin installing an add-on, click its name on the page. Detailed information on the add-on is displayed.

- Firefox automatically verifies add-ons compatible with your version. If the button is grayed out, the add-on is not compatible with your version.

To install the add-on, click the green **Add to Firefox** button.

- You may be required to review and accept the End User License Agreement. To continue with the installation, click Accept and Install.

After the installation is complete, you must restart Firefox to enable the add-on. To restart, click **Restart Firefox** at the bottom of the Add-ons window. When Firefox restarts, the installed add-on is displayed with previously installed ones.

## **Fashion Your Firefox**

Fashion Your Firefox is a simple Web application that customizes your Firefox browser based on your interests and online activities. Fashion Your Firefox helps you select add-ons that fit your needs, and enables you to install them with just one click.

For more information about the application, visit [fashionyourfirefox.com](http://fashionyourfirefox.com). There you can find a list of frequently asked questions ([https://addons.mozilla.org/en-US/firefox/pages/fashionyourfirefox\\_faq](https://addons.mozilla.org/en-US/firefox/pages/fashionyourfirefox_faq)).

## **Personas for Firefox**

Personas are free, easy-to-install "skins" for Firefox that make changing the look of your browser as easy as changing your shirt. With Personas, you can choose hundreds of artist-created designs from sports, fashion, cause, and music categories, seeded with new styles from leading brands and gifted designers. You can also turn Firefox into a canvas and create your own design to share with the community.

Find out more by visiting [GetPersonas.com](http://GetPersonas.com). There you can find a list of frequently asked questions. And after you give Personas a shot, you're also encouraged to let the developers know what you think.

# Managing Add-ons

*Add-ons* are tools that increase your productivity with Firefox. You can install add-ons that automate tasks, change the appearance of the browser, and enhance the ability of Firefox to handle specific file formats and multimedia.

Firefox enables you to download and install the following three types of add-ons: extensions, themes, and plug-ins. This section explains how to update and delete each type.

## Managing Extensions and Plug-ins

Extensions and plug-ins are essentially software programs, and like all software programs, they require periodic updating. Firefox automatically checks for updates to add-ons.

### Verifying That Add-on Update Settings Are Enabled

If automatic updates for add-ons do not seem to be working, follow these steps to check the settings:

1. Select the following menu command: *Tools > Options*.
2. Click the **Advanced** icon.
3. Click the **Update** tab.
4. Under the **Automatically check for updates to:** setting, ensure that the box preceding **Installed Add-ons** is checked.
5. Under the **When updates are found** setting, check your preferred option:
  - ◆ **Ask me what I want to do:** With this option enabled, Firefox asks your permission before downloading and installing an update, and you have the chance to allow or prevent the update.
  - ◆ **Automatically download and install the update:** With this option enabled, Firefox downloads the update and installs it automatically.
6. Click **OK**.

## Uninstalling Extensions

1. At the top of the Firefox window On the menu bar, click the *Tools* menu and select *Add-ons*. The Add-ons window will open.
2. In the Add-ons window, select the **Extensions** panel if it is not already selected. The set of installed extensions is displayed.
3. Select the extension you want to remove to display the "Options/Preferences", "Disable", and "Uninstall" buttons for that extension.
4. Click the **Uninstall** button.
  - ◆ You will be asked to confirm whether or not you want to uninstall the extension. In the Uninstall window, click **Uninstall** to confirm that you want to remove that extension.

The extension will be gone the next time you start Firefox.

**Note: You can uninstall multiple extensions before you restart Firefox to complete the process.**

## Uninstalling themes

**Note: Make sure you are not currently using the theme you want to uninstall.**

1. At the top of the Firefox window On the menu bar, click the *Tools* menu and select *Add-ons*. The Add-ons window will open.
2. In the Add-ons window, select the **Themes** panel if it is not already selected. The set of installed themes is displayed.
3. Select the theme you want to remove to display the "Use Theme" and "Uninstall" buttons for that extension.
4. Click the **Uninstall** button.

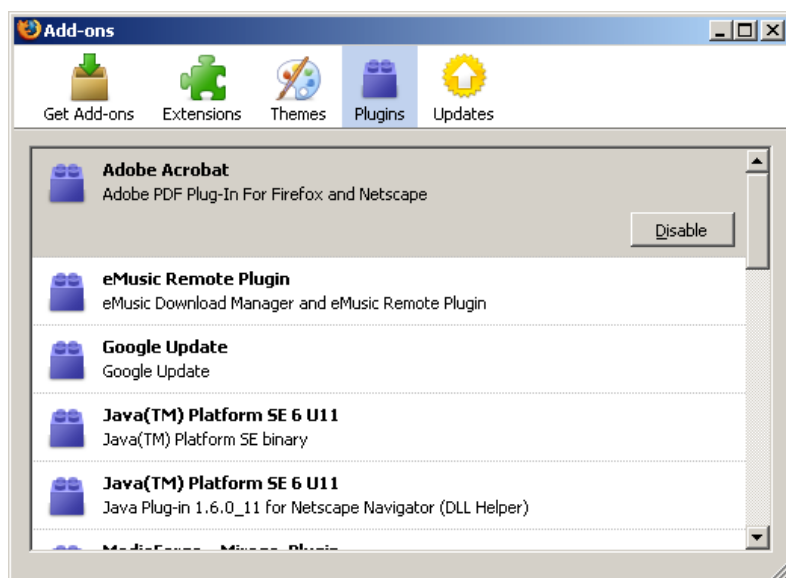
- ◆ You will be asked to confirm whether or not you want to uninstall the theme. In the Uninstall window, click Uninstall to confirm that you want to remove that theme.

The theme will be gone the next time you start Firefox.

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## Enabling and Disabling Plugins

Plugins are programs that display content on certain web pages, such as PDF files or video on websites. You can use the Add-ons window to view installed plugins, as well as to enable or disable them.



1. Use the *Tools > Add-ons* menu item to display the Add-ons window.

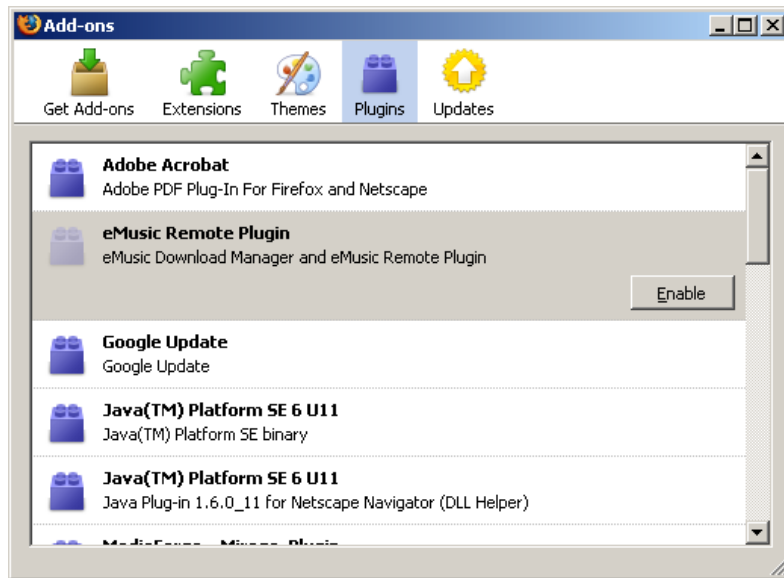


2. Select the Plugins tab. (Disabled plugins are displayed with a *grayed out* icon)
3. Click on the Plugin you want to enable or disable.
4. Press the button to enable or disable that plugin.

**If a plugin is already enabled, a 'Disable' button appears.**

**If a plugin is disabled, an 'Enable' button appears.**

Changes to enabled plugin take effect immediately - you do not need to restart Firefox after disabling or enabling plugins.



## Uninstalling plugins

The Add-ons window cannot be used to uninstall plugins, but can be used to enable or disable them. In most cases, disabling plugins is sufficient.

If you are sure that you need to uninstall, rather than disable a plugin, check the Popular plugins article on Mozilla's support site for information on the plugin you are interested in removing.

# FireFTP


FireFTP is a Firefox add-on that gives you a free, open source, cross-platform FTP client. If you have access to a Web server and you have an FTP account on that server, then using FireFTP you can put all your HTML files, podcasts, media files, backup files, or anything you want online. It works on Mac OS X, Windows, and Linux; this is very useful if you ever find yourself on someone else's machine or if you travel and find yourself stranded in an Internet cafe in desperate need of an FTP application. It's free software, the download size is extremely small, and even better â the FireFTP installation process is simple. It's truly a wonderful thing.

## Installing

FireFTP is a Firefox add-on.

1. To install the add-on, you must visit the Firefox addons page: <https://addons.mozilla.org/firefox/>
2. Next, search for fireftp. Type 'fireftp' in the search box within the addons page:



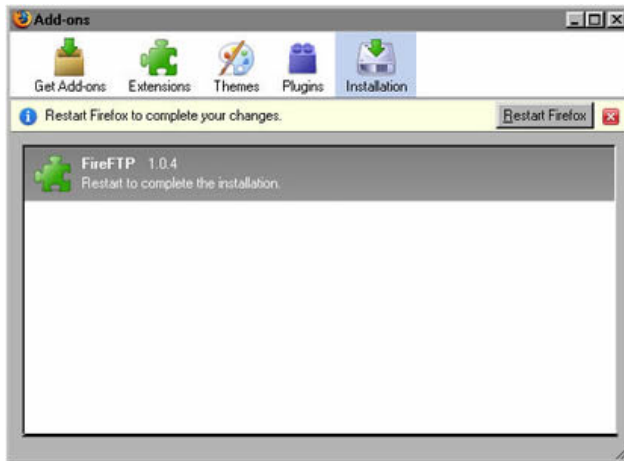
3. Click . You see something like this:



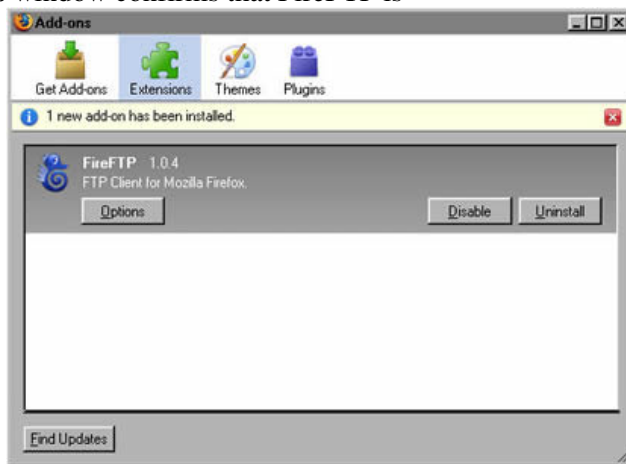
4. Now, click **Add to Firefox** and you see the **Software Installation** window.



5. Click **Install Now**. When the download and installation finishes, you see the **Add-ons** window.



6. Press **Restart Firefox**, then confirm that you want to restart Firefox. After the browser restarts, the **Add-ons** window confirms that FireFTP is

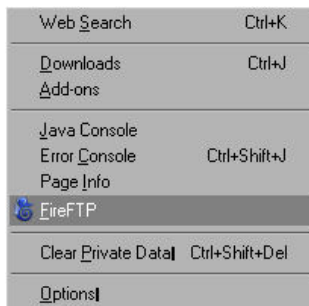


installed.

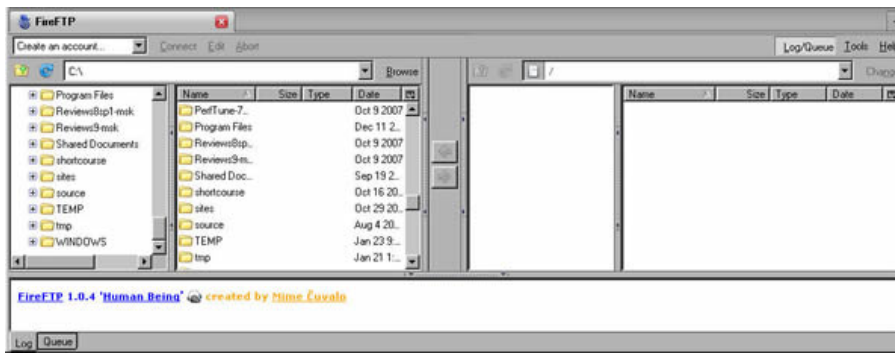
Now, you can start FireFTP.

## Starting FireFTP

To start FireFTP, click *Tools>FireFTP*.

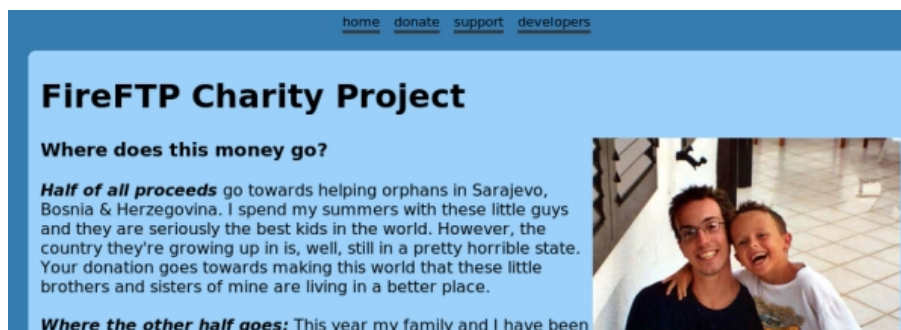


FireFTP opens in a new window within Firefox:



Although FireFTP opens in a browser as a web page, it is actually a full-featured FTP application. As you use FireFTP, you can appreciate the convenience of its browser-based interface. You can upload files to a website using FireFTP, and then simply click a browser tab and refresh to see the changes in your web page.

The first time you open FireFTP, you see the homepage of the FireFTP web site. From this site, you can access support and developer information.



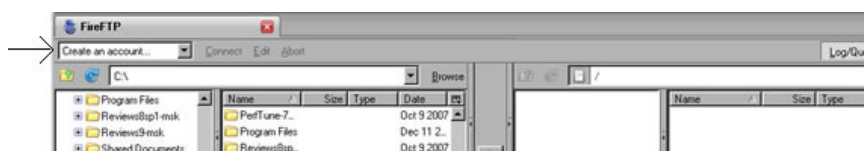
Do not donate if you don't want to. FireFTP is absolutely free and a donation to this worthwhile cause is completely optional.

## Sending a file to your server

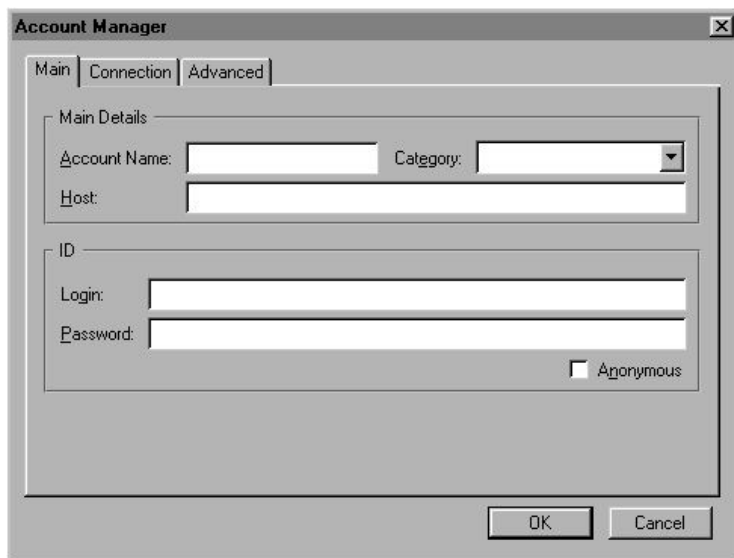
This section covers how to upload a file to a server, assuming the server does not impose security restrictions beyond authenticating your logon credentials. You need the following information to connect to the server:

- **Host:** the domain name or IP address of your web server
- **Login:** the user name for the account on the server
- **Password:** the password for the account

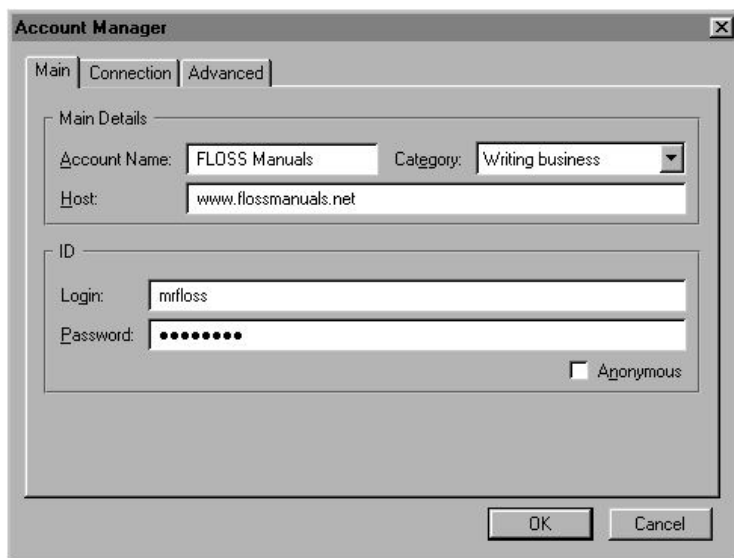
To obtain the connection information, contact the person or organization, such as your Internet service provider, who created the account for you. You can store this information in FireFTP, so you can access the web server quickly. To store the connection information, click **Create an account**.



You see the **Account Manager** window.



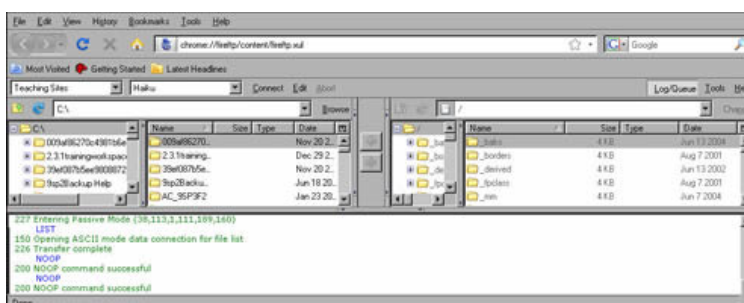
In **Account Manager**, enter the connection information. In **Account Name** and in **Category**, you can type any names you like. If you do not type an account name, FireFTP copies the information you type from the host field to the account name field. After you fill in the fields in **Account Manager**, the window looks something like this:



Click **OK**.

## Connecting

After creating an account, click **Connect**. FireFTP connects to the server, as shown in the log messages in the lower part of the window. Files on the web server appear on the right side of the window. Files on your computer display on the left side of the window.



Sending a file to your server

## Transferring files

You can transfer files from your computer to the server, or from the server to your computer. Navigate to the files you want to transfer and select the folder on the other side of the window where you want to transfer the files.

Click the arrow pointing to the right to transfer file from your computer to the server.

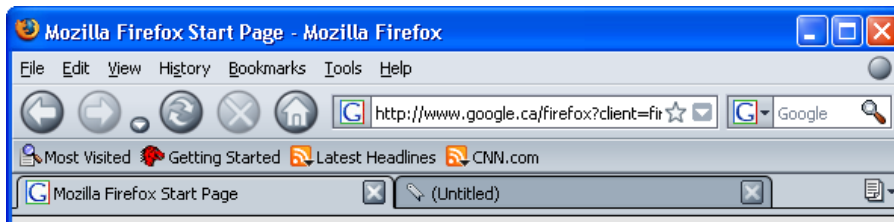


Click the arrow pointing to the left to transfer files from the server to your computer. You see that the status of the transfer in the log at the bottom the window:

That's it. You have transferred your first files from your computer to a web server using FireFTP. You can also transfer entire directories and multiple files.

# Firefox Themes

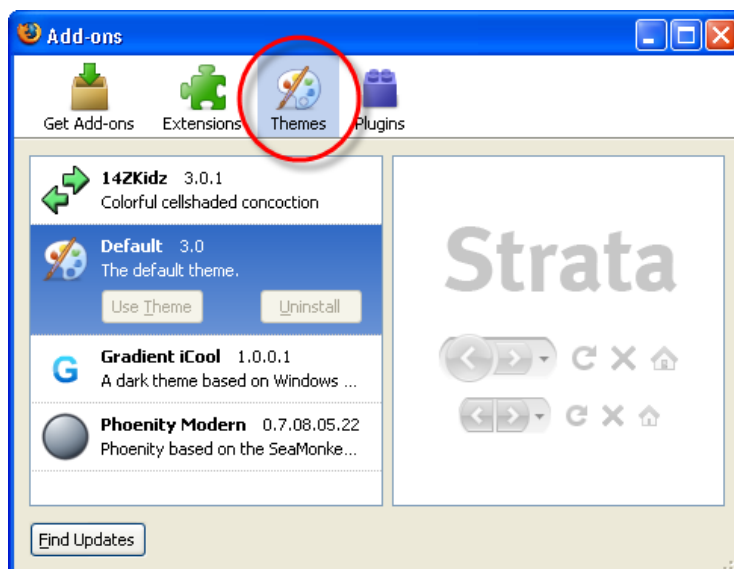
Themes change the visual appearance of Firefox. They can be found and installed through the Add-ons window.



**Note:** A theme affects the visual appearance of every screen and dialog in Firefox.

After you have downloaded and installed Firefox themes, you can manage them through the Add-ons window.

1. At the top of the Firefox window On the menu bar, click the Tools menu, and select Add-ons to open the Add-ons window.
2. In the Add-ons window, click the Themes tab.



3. Select the theme you want to use.
4. Click Use Theme.
5. Click the Restart Firefox button that will appear.

# Live Bookmarks

Websites are updated regularly. If you want to keep track of updates from a particular site you ask Firefox to inform you when new content is published. This process is called 'Live Bookmarking' in the Firefox world.

Not all sites can be tracked in this manner. A website has to enable this functionality by using what is also known as 'RSS' (also commonly called a 'feed'). Typically feeds are used on news sites so you can keep track of headlines, however it can be used by any website and RSS is also the technology behind Podcasts.

When you keep track of a website via RSS, this is usually known as 'subscribing' to the content or 'subscribing to a feed'. However Firefox calls this 'Live Bookmarking'.

The advantage of subscribing to content in this manner is that you don't have to keep visiting the website to see what's new. Firefox tracks the site for you and inform you of changes. If you use Live Bookmarking to subscribe to a Podcast then Firefox sends the subscription information to whichever software you have that manages your Podcasts.

When Firefox discovers a feed associated with the web page you are visiting, an orange/blue icon automatically appears in the location bar. To review and subscribe to the website's feed, click the orange/blue web feed icon. A list of all available feeds from the website is displayed.

To subscribe to any listed feed, click its name in the list.

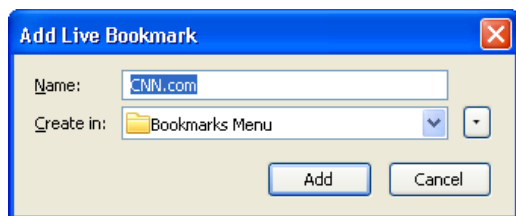
When you select the feed, preview some of its recent content to verify that it contains useful information for you.



- To add the feed as a Live Bookmark, select **Live Bookmarks** from **Subscribe to this feed using** list. Then, click **Subscribe Now**.
- Firefox enables the use of other web feed readers such as Bloglines, My Yahoo!, and Google. To subscribe to the web feed using one of these readers, select it from **Subscribe to this feed using** list.

If you subscribed using Firefox's Live Bookmarks, the Add Live Bookmark dialog appears.





- **Name:** Enter a name of your choosing, to refer to the feed as it will appear in your bookmarks.
- **Create in:** Select where you want to save this bookmark.

Click Add. You are now subscribed to the feed through a Live Bookmark. Live Bookmarks are placed in the same structure as other bookmarks.

## Manually adding a Live Bookmark

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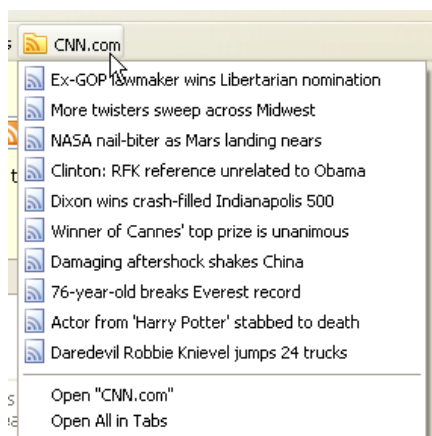
1. Type (or paste) the address of the web feed in the location bar and press **Enter/Return**. The feed preview will display.
2. To add the feed as a Live Bookmark, select **Live Bookmarks** from **Subscribe to this feed using** list. Then, click **Subscribe Now**.

2.0:

1. At the top of the Firefox window On the menu bar, click on the **Bookmarks** menu, and select **Organize Bookmarks...** to open the **Bookmarks Manager**.
2. In the **Bookmarks Manager**, click on the **File** menu, and select **New Live Bookmark**.

- ◆ **Name:** Enter a name for the Live Bookmark.
  - ◆ **Feed Location:** Type or paste the address of the feed.
  - ◆ **Description:** Although this field is optional, it is displayed in the **Bookmarks Manager** and may be used to provide helpful identification information for the feed.
3. Click **OK**. The Live Bookmark is created.
    - ◆ After a Live Bookmark is created, you can move it to a different location through the **Bookmarks Manager**.

## Using Live Bookmarks



Live Bookmarks are identifiable by the web feed icon next to the bookmark's name.

1. To use a Live Bookmark, select it to view the latest items from the feed.
2. To view a page from the feed, select the item in the bookmark.

- ◆ To view all listed items in the feed, select Open All in Tabs. Each listed item is opened in a separate tab in the current window.

3:

- ◆ To view the feed home page, select Open *feed-name* (e.g. Open "CNN.com").

## Reloading manually

1. Locate the desired Live Bookmark, and right-clickhold down the **Ctrl** key while you click on it.
2. From the context menu that appears, select Reload Live Bookmark.

Mac OS:

3:

**Note:** Context menus are not available on bookmarks, except in the Bookmarks Toolbar. To reload such items, click the Bookmarks menu, and select Organize Bookmarks..., and locate the Live Bookmark in the **Library** window that opens.

2.0:

**Note:** Context menus are not available on bookmarks, except in the Bookmarks Toolbar. To reload such items, click the Bookmarks menu, and select Organize Bookmarks..., and locate the Live Bookmark in the **Bookmarks Manager** window that opens.

## Changing the automatic reload rate

By default, Live Bookmarks are set to reload every 60 minutes. To change the reload rate, you need to set a hidden preference:

1. In the Location bar, type **about:config**, and press **EnterReturn**.
  - ◆ The about:config "*This might void your warranty!*" warning page may appear. Click I'll be careful, I promise!, to continue to the about:config page.
2. The about:config page will appear. Right-clickHold down the **Ctrl** key while you click anywhere within the list of preferences. In the context menu, mouse over New, and select Integer.
3. When you get asked to enter the preference name, enter `browser.bookmarks.livemark_refresh_seconds`.
4. You will then be asked to enter a value. The unit for the value is seconds; so if you wanted the reload rate to be 5 minutes, the value would be 300 (as in 300 seconds).

**Note:** The minimum accepted value here is 60 (1 minute). If the value you enter is less than 60, Firefox will treat it as 60.

# Sidebars

*Sidebars* enable you to quickly access your browsing history and bookmarks while browsing. Each sidebar appears to the left of the current web page and can be hidden when not in use. This topic explains how to use the *History* and *Bookmarks* sidebars that Firefox provides.

## Displaying Sidebars

You can display sidebars using menu commands or keyboard shortcuts.

### Menu Commands

1. Click the following command: *View > Sidebar*.
2. Click either of the following: **Bookmarks** or **History**.

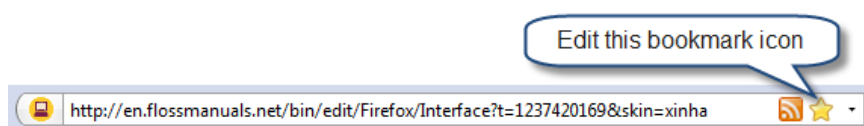
### Keyboard Shortcuts

- Use the following keyboard shortcuts to display sidebars:
  - ◆ Press **Ctrl+B** to show the **Bookmarks** sidebar.
  - ◆ Press **Ctrl+H** to show the **History** sidebar.

## Using the Bookmarks Sidebar

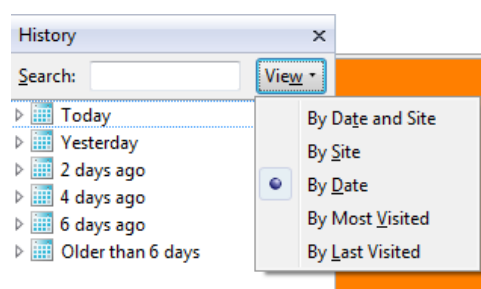
The *Bookmarks* sidebar allows you to view your bookmarks in a separate pane that opens to the left of the main content pane. The Bookmarks sidebar shows the following information:

- **Bookmarks Toolbar** - Displays all bookmarks stored on the toolbar, including Most Visited, Getting Started, and Latest Headlines. Click a bookmark to visit the corresponding page.
- **Bookmarks Menu** - Displays all bookmarks stored in your bookmarks menu. Click a folder to expand it, or click an individual bookmark to display the corresponding page.
- **Unsorted Bookmarks** - Displays bookmarks that are not included on the toolbar or menu. To add bookmarks to this list, click the **Edit this bookmark** icon on the right of the Location Bar.



## Using the History Sidebar

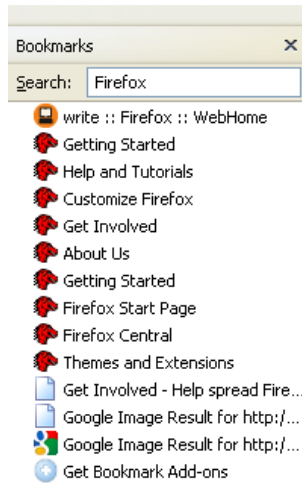
The History sidebar shows your browsing history in a separate pane that opens to the left of the main content pane. Click the **View** button to display a list of view options. The options enable you to view your history by date and site, site, date, most visited, or last visited.



## Using the Sidebar Search field

Both the Bookmarks and History sidebars include a **Search** field. Use this field to search for a bookmark or page in your browsing history.

Search results appear in the Sidebar pane, below the Search field. Click a result to go to the corresponding page.



# Accessibility Features

Firefox includes many features to make the browser and web content accessible to all users, including those who have low vision, no vision, or limited ability to use a keyboard or mouse.

- <http://support.mozilla.com/en-US/kb/Accessibility>
- Compatibility with assistive technology:  
<http://support.mozilla.com/en-US/kb/Assistive+technology+compatibility>
- Keyboard shortcuts: <http://support.mozilla.com/en-US/kb/Keyboard+shortcuts>
- Mouse shortcuts: <http://support.mozilla.com/en-US/kb/Mouse+shortcuts>

# Internet security

More than a billion people use the Internet, passing every kind of information in all directions. Much of the information is public, so that there is no concern about others accessing it. However, much is intended to be private (perhaps shared with close friends or family), or even secret. Given the large number of ways of communicating, the varying degrees of concern about keeping data away from prying eyes, and the variety of methods for unauthorized access, security on the Internet is a large and complex topic. The greatest difficulty is not in using the best methods for security, which have been crafted by experts, but in knowing that they exist, knowing what you need them for, and knowing where to find them.

A number of tools are built into the way the Internet works that enable data to be kept private and secure. Most significant among these is public-key encryption, which is used both for making data private and for authenticating users and websites. You rarely need to directly use public-key encryption, but when you use a URL that starts with "https://" or when Firefox warns you about a website's security certificate, public-key encryption is working behind the scenes.

## Threats

The types of harmful actions that certain people on the Internet try to do fall into several broad categories:

- Defrauding you of money directly
- Stealing your identity (by stealing passwords and other personal information), and then stealing your money
- Harming or hijacking your computer
- Keeping you from accessing certain websites

The "bad guys" have devised a huge variety of strategies for doing these things. People who wish to compromise data security will examine every link in the chain, including you, your computer and its software, your home network, your service provider, the Internet in general, and any sites you might visit, looking for the weakest link. The most valuable information they can get is usually your login name, password, and account numbers for your banking, credit cards, or other financial accounts, in order to assume your identity and drain out as much money as possible.

- **Stealing information from websites that you've given it to**, such as banks or online merchants. Your bank might not have adequate security on its databases, and someone might steal access information for tens of thousands of accounts. There's not much you can personally do to prevent this. If this happens, the bank must notify you and give you new accounts. Do not reuse your old password.
- **Snooping your data traffic and stealing your passwords or personal information.** This is what encryption is for, specifically the HTTPS (secure HTTP) protocol. Firefox will let you know when you switch between secure and insecure pages.
- **Snooping your data traffic and blocking it from getting through.**
- **Tricking you into giving them your information or money**, via email ("phishing") or phony websites. You can get several kinds of protection from this, but you must still be alert to the warnings you receive, and must be able to recognize phony requests for information. Firefox can help check the identity of websites you visit, to make sure they are run by who they claim to be run by.
- **Inserting malicious software onto your computer without your consent.** This can happen if your operating system is installed in an insecure way, or is not protected by a firewall.
- **Tricking you into installing malicious software.** Someone might send you malware in an e-mail. Your mail software can help with this, but you need to understand what not to open.
- **Someone might be able to compromise some portion of the Internet**, such as a DNS server. They could then reroute traffic to or away from certain sites. This is far less likely than the other possibilities.

Often the same bad guy uses a combination of techniques, such as tricking you into installing malicious software that snoops on your data traffic or that uses your computer to send fraudulent email messages to other Internet users.

Where does that leave you? You have to understand your part in password security and key management, the security settings in your operating system and software, and the signs that you should not open an e-mail or install offered software. Much like you would not leave your keys in your car, and you lock doors when necessary, your participation in security is important and Firefox does a lot to help you with these issues.

On a technical level, the variety of threats present on the Internet include:

- Errors in Web page design, such as malformed or non-standard HTML, misuse of cookies, misuse of Javascript, and carelessness in form design
- Social engineering, such as phishing (asking for sensitive data while pretending to be someone else with authority to do so)
- SQL injection, adding database commands to URLs
- Cross-site scripting
- Malware, malicious software masquerading as something beneficial, or installed without the user's knowledge
- Government or other snooping

The FLOSS Manual How to Bypass Internet Censorship, <http://flossmanuals.net/CircumventionTools> explains how and why governments snoop, and how to get around snooping, in addition to methods for accessing blocked Web sites.

Firefox assists in detecting phishing Web sites and malware distribution sites. The NoScript plugin allows you to turn off Javascript from selected sources used on selected pages. It detects many of the possibilities for SQL injection and cross-site scripting.

You cannot protect a Web site from its own mistakes. You can tell them when you find mistakes, and you can avoid sites that do not protect themselves properly.

## Protecting yourself

### Setting up a firewall

In general, if you have an always-on connection to the Internet (such as most broadband connections), you should always use a firewall, rather than connecting your computer directly. The basic reason not to connect directly to the Internet is that it provides too many avenues for someone trying to compromise your computer. Even if you have a perfectly secure setup, you don't want the traffic from those who want to break in and inspect your system or install malware on it. Let your firewall block it once for the whole network.

So how should you connect? Through a router with a built-in firewall. Fortunately, if you have a broadband connection, there is probably a firewall built in to the (cable or DSL) box from your Internet service provider (ISP). Ask your ISP if you're not sure. If you have a wireless router, there is probably also a firewall built into it. Be sure you follow the instructions for setting up your wireless network securely.

Who is left? Those on dial-up. You are OK. You don't need a firewall because you have a connection, but not an IP number. You aren't *on* the Internet; you can just talk to it.

How do you set up the firewall on your router? Well, probably there is an IP address that you can connect to in the router *before* you connect to the Internet that will serve a Web page with instructions for the firewall and the Internet connection. Check in the manual, or on the manufacturer's Web site (from a different network, of course, one that has a firewall running), or with your ISP. You want an incoming and outgoing

connection to the Web, and you might need an e-mail connection. Don't enable anything else unless you know why you need it.

## Setting up security on a new computer

When you connect a new computer to your firewalled network, it may be in a vulnerable state. It certainly does not have the latest security updates for its operating system. Go directly to the update page and get the latest patches or packages. *After* your system is up to date, then you can think about getting your email or surfing the Web or downloading files.

## Passwords

Choose strong passwords. Your browser or your operating system can remember them for you.

Try to avoid using the same password for accounts that contain important personal information, such as credit card numbers, as for accounts that just store non-critical preferences. If bad guys get your password for one site, they are likely to try it on other sites where they've figured out you have accounts.

If you need to use the same passwords on more than one computer, you can take an encrypted copy of the Firefox password file with you. Then you have to remember only the decryption key for that file. A strong password is as random as you can make it, out of whatever characters are permitted on each site. It is also at least 8 characters.

- Weak: 042986 (if that is your birthday or anniversary), any dictionary word, any name, any default password provided by or for a Web site
- Strong: m\*N4W3@q. Strong passwords have a mix of upper and lower case letters, numbers, and punctuation characters (some sites do not allow punctuation in passwords). One common strategy is to use initial letters from a phrase or title you'll remember, but then substitute numbers and punctuation for some of the letters.

If you are given the option of creating a password recovery question try to select a question/answer combination that is not commonly known by others (or one that could be searched for like where you went to high school).

## Email savvy

If a message is vague throughout, it may come from malware rather than a real person, and if from a person, then someone intent on fraud. If you get an offer that seems too good to be true, assume it is. If a message appears to come from a business, but it has a *lot* of spelling and grammar mistakes, it may be fraudulent (but even real messages may have *some* mistakes).

- A legitimate business will never ask for your password, credit card number or other personal information in email. Don't respond to such messages, or click any links in them. If in doubt, go to the main URL for the site by typing it into the Location bar rather than by clicking a link. You could also find and call the customer service number.
- Don't open love letters from strangers. (The I Love You virus).
- Don't respond to offers of millions of dollars from Nigeria or thousands of dollars a week for stuffing envelopes. (Nigerian 429 spam, other spam).
- Don't respond to chain letters. They are illegal as well as pointless.
- If someone says how great your site is, but doesn't mention the name or URL, or anything else about it, they are trying to scam you.
- If someone you never heard of sends you software, don't install or run it. It is probably malware. Don't run it even if it says it is a game or utility you would like. It is probably a Trojan Horse.



- Don't open unidentified files from friends or co-workers. A virus might have sent them. If the message doesn't clearly identify the file and its purpose, ask first. "Here's that spreadsheet I mentioned" doesn't qualify.
- While you are at it, don't pass on scare stories that come to you in e-mail. Most of them are groundless rumors, some rising to the level of Urban Legend. Some are deliberate hoaxes. Real threats will make the news. When you see such a scare story, check it out at Snopes.com, the Urban Legends pages. Check it even if the story claims that the sender "checked on Snopes, and it's real", because hoaxers certainly will lie. (This isn't a security issue, but it keeps you from wasting other people's time with false email messages.)

## Safe surfing

- When you go to a bank site, PayPal, or other financial site, look for the https: prefix on the URL, and look at the identity information that Firefox gets from the site.
- Use secure HTTP for Google mail and other sites dealing with your sensitive private information.
- While visiting websites or reading email, pay attention to URLs and filename extensions, and to warnings from Firefox. Make sure the URL really goes where you expect it to. Some examples of phony names:
  - ◆ google.com.exe is most probably a virus, and certainly not a Web site.
  - ◆ woohoo.png.exe is not a naughty picture, but most likely a virus.
  - ◆ mail.google.aoeu.com is not Google mail, and neither is mail.g00gle.com.

# Firefox security features

Firefox has several security features that help to keep you safer when you are browsing the web.

This chapter covers two of these features and lists some extra ideas that help you to be safer while on-line.

The Firefox Phishing and Malware protection feature will warn you when a page you visit has been reported as a Web Forgery of a legitimate site (sometimes called a phishing page) or as an Attack Site designed to harm your computer (otherwise known as malware).

There are a number of things you can do to help in the battle against bad sites and fight against malware. A section below provides some of these ideas.

The Site Identity Button feature also helps you to identify the owner of any particular site to ensure you are not handing out credit card and personal information to imposter sites.

## Phishing and Malware Protection

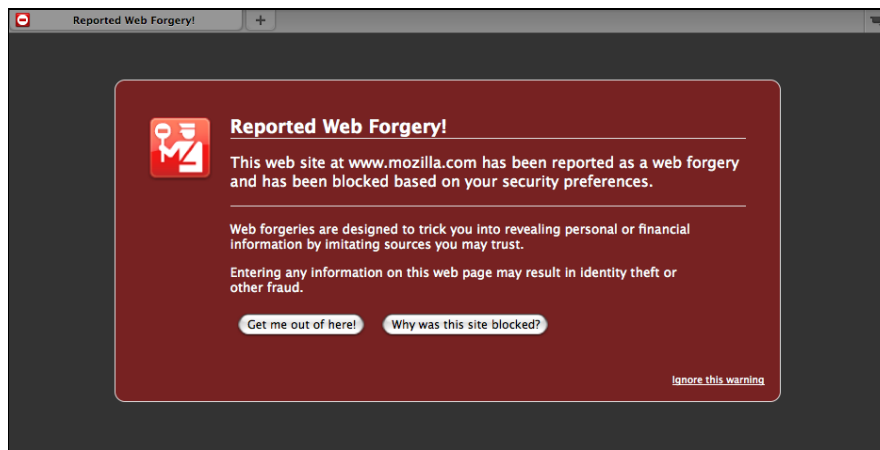
Web Forgery (also known as Phishing) is a form of identity theft that occurs when a malicious Web site impersonates a legitimate one in order to trick you into logging in or filling out a web form, in order to steal this information. The sensitive information might be in the form of user IDs, passwords, bank account details, or credit card numbers. Phishing usually starts with email messages sent to you from an attacker. The email message includes a link that attempts to lure you to the attack site. If you click on the link and visit the site, it might look just like your bank web site, or another legitimate site, but if it is part of a phishing attack, danger is lurking.

Where a phishing attack tries to get you to type in private information to a bad site, malware is software designed to harm your computer by infecting it with attack programs that run on your computer. These programs might also steal your personal information, but without your knowledge. The programs might also take control of your browser, open websites and popups that you don't want to visit, and generally make a mess of your system. The Stop Badware site has a good list of the symptoms you might see if your computer has been infected by malware ([http://www.stopbadware.org/home/badware\\_symptoms](http://www.stopbadware.org/home/badware_symptoms)). The Mozilla Support Site also has some good information about how to recover if your computer is ever attacked (<http://support.mozilla.com/en-US/kb/Is+my+Firefox+problem+a+result+of+malware>)

Attackers might set up their own websites to propagate these phishing and malware exploits, or they might break into legitimate websites to host the bad code. Site owners might not even know about these break-ins. It's estimated that there are well over 10 billion web pages on the Internet, and around 180,000 pages might be trying to attack your computer or steal private information at any one time. In percentage terms, that is a very small chance that you might visit one of these websites, but if you ever do, the effects can be devastating and long lasting.

## So, with these dangers lurking how does Firefox help to keep you safe?

When you see this web page appear while surfing the web, Firefox has worked in conjunction with the Stopbadware database of bad sites to identify a site that might put you at risk.



Phishing and Malware Protection works by checking the sites that you visit against lists of reported phishing and malware sites. There are two times when Firefox checks the phishing and malware protection database and web service. The first is during the regular updates to the lists of reporting phishing and malware sites. The list on your PC is automatically updated every 30 minutes or so when the Phishing and Malware Protection feature is enabled. The second is in the event that you encounter a reported phishing or malware site. Before blocking the site, Firefox requests a double-check to ensure that the reported site has not been removed from the list since your last update.

You can test to see if Phishing Protection is active by trying to visit the phishing test site (<http://www.mozilla.com/firefox/its-a-trap.html>) or the malware test site (<http://www.mozilla.com/firefox/its-an-attack.html>) to confirm that Firefox is blocking attack sites. With Phishing and Malware Protection turned on, these sites should be blocked from loading and a page should open like the one shown above.

The Phishing and Malware Protection feature is turned on by default, so unless your security preferences have been changed, you are likely already using them. Phishing and Malware Protection options can be found on the Security Preferences pane. On Windows, go to *Firefox > Preferences > Security*. On Mac OS X, go to *Firefox > Preferences > Security*. On Linux, go to *Tools > Options > Security*.

## Helping in the fight against malware and maintaining the list of bad websites

There are number of ways that you can help fight the spread of malware on the Internet. The first step is to protect yourself.

Be a conscientious browser. Use the Firefox Phishing and Malware Protection feature to help keep away from bad sites.

Keep Firefox, all addons, plugins, and other software on your computer up-to-date. Attackers often take advantage of security flaws in old versions of software to create their exploits, so if you always stay up-to-date, you reduce your exposure.

You should also consider installing anti-virus and anti-spyware from a trusted source as a back up system if the malware gets though other protections. Read reviews and pick this software wisely. Attackers also offer rogue versions of anti-virus programs as the way to actually install viruses and malware. Think carefully before installing any software on your computer.

Create safe passwords that might be hard for an attacker to guess or use to break into a website. Like your toothbrush, don't share passwords, even with family and friends. Try to use different passwords for different sites, just like you have different keys for your car, house, and safety deposit box at the bank.

So, with these dangers lurking how does Firefox help to keep you safe?

Stay up-to-date on kinds of deception patterns used by bad websites and techniques used by attackers to steal private information. TV, newspapers, books and other forms of media are publishing more of this kind of information and making it easier to understand. Keeping informed helps you to stay ahead of the bad guys.

As you can see, a constant shell game is played out between malware attackers and those trying to develop protections to help keep users safe. Maintaining the list of bad sites can be challenging.

## What if the web site isn't malicious?

If you happen to own a site or blog page that was attacked and you have since repaired it, or if you feel that your site was reported in error, you can request that it be removed from the lists. Mozilla encourages site owners to investigate any such report thoroughly, though; a site can often be turned into an attack site without any visible change. To request removal from the list of reported phishing sites, use the form provided by Google at [http://www.google.com/safebrowsing/report\\_error/?tpl=mozilla](http://www.google.com/safebrowsing/report_error/?tpl=mozilla). To request removal from the list of reported malware sites, use the form at <http://www.stopbadware.org/home/reviewinfo>, provided by stopbadware.org.

You can also help StopBadware, regulatory agencies, and security companies fight malware, regardless of your level of technical skill. The Stopbadware website has some great resources for additional ways to get involved ( <http://www.stopbadware.org/home/action> ).

## Site Identity Button

The Site Identity Button is another Firefox security feature that gives you more information about every site you visit. Using the Site Identity Button, you can find out who owns the website, and who verified that ownership, and if the communication channel between you and the site is encrypted. This provides one more protection to help you avoid malicious websites and protect sensitive information while on-line.

The Site Identity Button is in the Location bar to the left of the web address in the location bar.



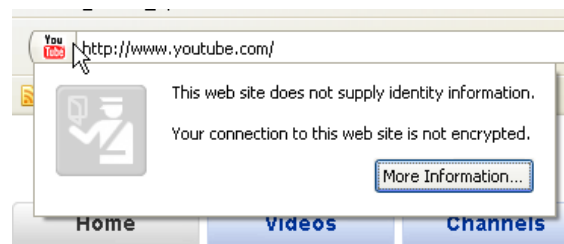
When viewing a website, the Site Identity Button will display in one of three colors - gray, blue, or green. Clicking on the Site Identity Button displays more details security and identity information about the website and a gray, blue, or green "Passport Officer" icon, which helps you to understand how much security and identity is available for the site.



### Gray - No identity information

When the Site Identity button is gray, that indicates that the site doesn't provide any identity information at all. Also, the connection between Firefox and the server is either unencrypted or only partially encrypted. This means it should not be considered safe against possible eavesdroppers that might be watching your browser session on the web.

Most websites have the gray button, because they don't involve passing sensitive information back and forth. A video viewing site like YouTube or your favorite news site really doesn't need to have verified identities or encrypted connections. For sites that don't require any personal information, a lack of identity information is fine.

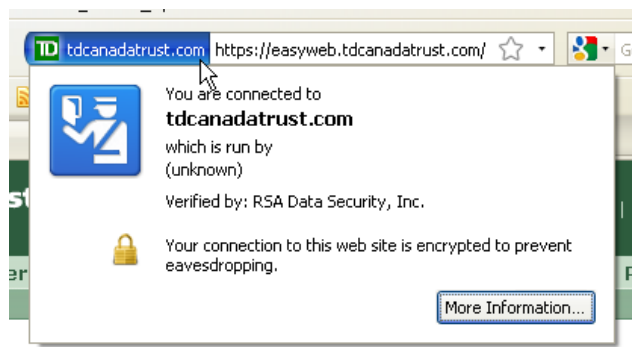


**However, if you are sending any sort of sensitive information (bank information, credit card data, Social Security Numbers, etc.) the Site Identity Button should not be gray.**

If you click on the Site Identity button when it is gray, you then see something like the picture on the right:

## Blue - Basic identity information

When the Site Identity button is blue, that indicates that the site's domain has been verified, and the connection between Firefox and the server is encrypted and protected against eavesdroppers.

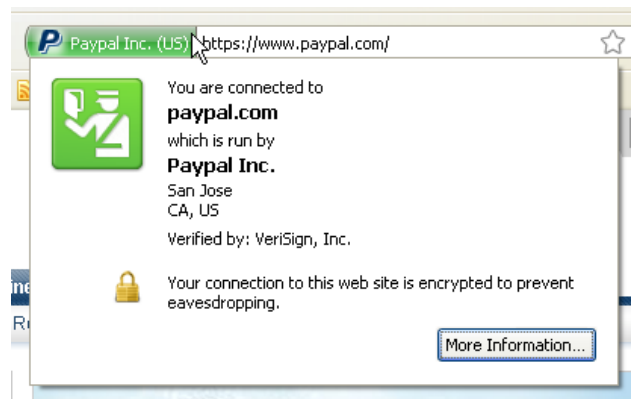


When a domain has been verified, it means that the people who are running the site have bought a certificate proving that they own the domain and it is not being spoofed. For example, the TD Canada Trust website has this sort of certificate and an encrypted connection, so the Site Identity Button displays as blue. When you click on the Site Identity Button, it tells you that the easyweb.tdcanadatrust.com site is verified to be part of tdcanastrust.com, as certified by RSA Data Security Inc. It also assures you that the connection is encrypted so no one can eavesdrop on the connection and steal your bank login information that way.

However, it is not verified who actually owns the domain in question. There is no guarantee that tdcanastrust.com is actually owned by the Toronto Dominion Bank. The only things that are guaranteed is that the domain is a valid domain, and that the connection to it is encrypted.

If you are still leery about a site's identity when the Site Identity Button is blue, you can see more information about the site by clicking the **More Information** button on the Site Identification dialog. This button opens the Privacy panel of the Page Info window, where you can view the site's identity certificate, see if you've visited the site before, and if you have any cookies or passwords stored for the site. For more information on the Page Info window, see <http://support.mozilla.com/kb/Page+Info+window>.

## Green - Complete identity information



When the Site Identity button is green, that indicates that the site provides fully verified identity information about its owner, and that the connection is encrypted.

If a site makes the Site Identity Button turn green, it means that it is using a new Extended Validation (EV) certificate (for more info, see [http://en.wikipedia.org/wiki/Extended\\_Validation\\_Certificate](http://en.wikipedia.org/wiki/Extended_Validation_Certificate)). An EV certificate is a special type of site validation that requires a significantly more rigorous identity verification process than other types of certificates. While the blue Site Identity Button indicates that a site's uses a secure connection, the green Site Identity Button indicates that the connection is secure *and* that the owners of the domain are who you would expect them to be.

With the EV certificate, the Site Identity Button assures you that paypal.com is owned by Paypal Inc., for example. Not only does the Site Identity Button turn green on the Paypal site, it also expands and displays the name of the owner in the button itself. The Site Identification dialog contains further information.

# Privacy in Firefox

To improve your experience on the internet, Firefox stores a collection of data relevant to the sites you visit. For example, Firefox stores the following things as you browse:

- **Visited page history:** This allows you to go back to sites you've visited, find them using the Smart Location Bar and see them in both the History menu, History sidebar and library window.
- **Form and Search Bar entries:** This remembers what you've filled out in the search bar and on forms on pages to make filling the same forms and performing the same searches easier.
- **Logins and passwords:** This makes it easier to log in to frequently visited sites.
- **Download list:** This helps you find files you previously downloaded.
- **Cookies:** Cookies are small bits of information that sites use to save site preferences and sessions so they can identify you between visits (and remember things like your shopping cart or keep you logged in).
- **Web cache:** A cache stores pages and other web content that you've already seen so that Firefox can use the stored content rather than having to download it again, greatly speeding up browsing and reducing demands on web servers. By default, this is not stored for secure (https) websites to avoid retaining secure data.
- **Browsing sessions:** This allows Firefox to restore the tabs you had open when you start it or after a crash.

In general, these can optimize your browsing experience and are very useful. However, in specific instances, you may not want to save this information. For example, you may be using another person's computer or visiting sites with sensitive information. You may also need to remove previously stored data if websites mis-identify you. Firefox 3.5 offers many ways to control what information is stored and prevent it from being stored when you don't want it.

## Private Browsing

Firefox 3.5 has a mode called Private Browsing where none of the above information is saved until Private Browsing is turned off.

### Starting Private Browsing session:

1. Click on the *Tools* menu and select *Start Private Browsing*.
  - ◆ The first time you turn on Private Browsing, Firefox will alert you that it will save your current windows and tabs for after you finish using Private Browsing. Click on *Start Private Browsing* to continue.
2. You will then enter Private Browsing mode, and the Private Browsing information screen will appear.

When browsing in Private Browsing mode, the Firefox window title will show **(Private Browsing)** during your session.

### Turning off Private Browsing

To end a Private Browsing session:

1. Click on the *Tools* menu and select the *Private Browsing* entry, which will show a check mark to indicate that Private Browsing is currently enabled.
2. The windows and tabs you were using when you enabled Private Browsing will appear, and you can use Firefox normally.

- ◆ The Firefox window's title will no longer show (Private Browsing) when Private Browsing is off. Firefox will restore your windows.

## Clear Recent History

If you did not use Private Browsing and want to retroactively delete saved information from earlier Firefox sessions, you can use the **Clear Recent History** feature.

1. Go to *Tools > Clear Recent History* or press **Ctrl+Shift+Del**
  - ◆ The **Clear Recent History** dialog box appears.
2. Select the time range to clear at the top of the dialog. You can choose how far back you want to remove, or choose **Everything**.
3. Press the **Details** arrow to show the types of data to clear.

You can choose which kinds of data you'd like to remove. For example, to remove browsing history, select **Browsing & Download History**. Site Preferences refers to site-specific browser settings such as the zoom level and whether you've enabled cookies or images on the site.

**Caution:** Be sure to remove checks in the remaining check boxes for any private data that you do *not* want to be cleared!

4. Verify your selections then click **Clear Now**.

## Removing information for a specific website

Firefox can also remove all stored information for a specific website:

1. From *History* menu, select *Show All History*.
2. Type the name of the website in the **Search History** field, and press **Enter**.
3. From the results, right-click on the site you wish to clear, and select *Forget About This Site*.



## More Help

For more help with Firefox you can try <http://support.mozilla.com/>, here are some of the avenues you will find there:

## Firefox Documentation & Knowledge Base

One extremely useful way to get support with Firefox by using the Knowledge Base (KB) at



<http://support.mozilla.com>.

The KB is a series of hundreds of wikis, and they are all at your fingertips. All you have to do is type in the search bar, and press enter. Then you will be given a list of related articles.

\*\*The Mozilla KB now also boasts screencasts! You can now view user-submitted screencasts in some articles and more to come. If you see the words "Watch a video of these instructions", click that and a video will the instructions will appear.



## Online Forums

The Mozilla Knowledge Base also comes equipped with Support Forums. You can ask any question here and you can get answers from the Support Community. You can also make someone else's day and answer their question, if you know the answer.

The Forums can be found at <https://support.mozilla.com/en-US/kb/Support+Website+Forums>

# Live Chat

Another useful method of getting support for Firefox is by chatting with Firefox volunteers. If the KB and Forums aren't doing it for you, you can speak with a real person in real time to try to get your problem resolved. You can do this by going to <http://support.mozilla.com/en-US/kb/Live+Chat>. However, before joining a chat, you should be aware of the following:

- Live Chat is not a 24/7 service. The hours can be found on the Live Chat page
- ALL helpers are volunteers. They are not Mozilla employees and are just regular people.
- There are rules. See them at <http://support.mozilla.com/en-US/kb/Forum+and+chat+rules+and+guidelines>
- Live Chat support is only available in English

Please see the images below to see how to begin a live chat session.



If you see the words "We're Open!" click the link below that. If not, come back another time.

## Firefox Support

### Start a Live Chat

Enter your name and all required information.

<b>Required Information</b>	
Question: *	<input type="text" value="How do I change my theme?"/>
Nickname: *	<input type="text" value="Firefox User"/>
Firefox Version: *	<input type="text" value="Firefox 3"/>
Operating System: *	<input type="text" value="Windows Vista"/>
Did you search the Knowledge Base? *	<input checked="" type="radio"/> Yes, I searched for my answer first. <input type="radio"/> No, I came straight here.
<b>Optional Information</b>	
Which extensions do you use?	<input type="text"/>
Preferred helper:	<input type="text"/>
<input type="button" value="Start Chat"/>	

Fill in the required information and optionally enter the optional information. Preferred helper is only if you know the name of an agent and you want them specifically to help you. When you are done, click Start Chat

## Firefox Support

### Routing Your Request...

Your chat request is being routed. You can cancel your request by clicking "Close Window" below.

You are currently number 3 in the queue. Why not search the [Knowledge Base](#) while you wait?

Welcome to Live Chat, we look forward to helping you! If you are not redirected to a chat or an offline message after 30 minutes, please click the "Close Window" button and try again.

If you don't get a response from a contributor after your chat starts, try starting another chat session. If it still doesn't work, [leave a message for us in the forum](#).

Close Window

You will then see this screen. Note that your queue number is only approximate.

## Firefox Support

You are now chatting with Firefox community member cl58

cl58: If this chat is unexpectedly closed, start a new chat and enter cl58 in the "Preferred Helper" area.

Hello. I will be helping you with your problem today. How may I help you?

Hi, How do you change a theme

Send

When your chat is done, click End Chat for a chat transcript or to give us feedback

End

Finally, you are taken to the chat window. In green you will see your volunteer's name. You enter text in the white box and hit enter or send. When you are finished, click the end button.

## Web Search

Searching the web is always useful. If you are looking for problems arising from errors reported by the software then try entering the error text into the search engine. Be sure to edit out any information that doesn't look generic when doing this. Some search engines also enable you to try searches of mailing lists, online groups etc, this can also provide good results.

## Mailing Lists

Mailing lists are good places to look through for answers to questions. The archives are located here: <http://groups.google.com/group/mozilla.support.firefox/topics>.

You can also ask a question on the mailing list with this address using a standard emailing client like **Gmail** or **Yahoo Mail** the address is: `support-firefox@lists.mozilla.org`. Remember that this is not a private mailing list though, and everything you say and ask will be archived.

Also, please note the suggestions about posting to forums and mailing lists in the forums section.

## IRC

**IRC** or **Internet Relay Chat** is a type of online chat. It is not the easiest to use if you are not familiar with it but it is a very good system. There are a variety of software and services for all operating systems that enable you to use IRC (see links below). For Firefox you might even think about using the add-on ChatZilla. Developers and 'superusers' are often online in these channels. So logging into this channel can be useful but it is very important that you know exactly what you are trying to find out before trying this route. The protocol for using the channel is just to log in, and ask the question immediately. Don't try and be too chatty as you are probably going to be ignored. The details for the Firefox support channel are:

- IRC network: Mozilla (`irc.mozilla.org`)
- Channel: `#firefox`

For more information on what IRC is and how you can use it see these links:

- [http://en.wikipedia.org/wiki/Internet\\_Relay\\_Chat](http://en.wikipedia.org/wiki/Internet_Relay_Chat)
- [http://en.wikipedia.org/wiki/Comparison\\_of\\_IRC\\_clients](http://en.wikipedia.org/wiki/Comparison_of_IRC_clients)
- <https://addons.mozilla.org/en-US/firefox/addon/16> - ChatZilla add-on

## Other Methods

There is a page that displays other methods of getting support for Firefox. This can be found at <https://support.mozilla.com/en-US/kb/Other+Firefox+support>

# Getting Sites to Work

If a site doesn't show video, or play audio, or show graphics or content as you think it should, chances are that you are missing a plugin for Firefox, or you have a function turned off in Preferences or Add-ons. The Content tab in Firefox Options (*Tools > Options* in Windows, *Edit > Preferences* in Linux) lets you turn off Java, Javascript, and automatic loading of images. The Extensions tab in Add-ins (on the Tools menu) lets you turn off extensions such as plugins.

**Plugins** are small programs that can be added to browsers like Firefox to manage Internet content that Firefox is not designed to process. For example, Adobe Systems provides a plugin to manage animated content in the Flash format.

This chapter contains descriptions of the most popular plugins that you are likely to want, but note that the ones listed here are proprietary, not FLOSS. The Mozilla Addon Site has links to download these plugins <https://addons.mozilla.org/en-US/firefox/browse/type:7> In some cases FLOSS plugins are available, but may not play everything that the proprietary plugins play.

It also provides a few additional things to try if the web page you are trying to visit just doesn't display right.

## Flash

For animation, games, and other non-static content, the **Flash** format delivers the dynamic visuals from many websites. With widespread availability across many platforms, the Flash video format (FLV) has gained popularity for embedding audio and video content. To access Flash content on the web, you must install the Flash plugin. For more information on Flash see the official Adobe website. Flash is not FLOSS. The FLOSS FLV player, gnash, is packaged with most Linux distributions. It cannot play all Flash content.

## Windows Media Player

The **Windows Media Player** plugin is useful for displaying Windows Media content, which includes a variety of audio and visual formats. The Windows Media Player program is a standard component of the Windows operating system. A plugin is available for playing content through your Firefox browser. The Windows Media Player plugin is no longer supported on the Mac platform. **Flip4Mac** adds Windows Media playback to Quicktime and is the officially recognized substitute. For more information, see the article at: <http://support.mozilla.com/kb/Windows+Media+Player+-+Mac-Linux>.

Windows:

The Windows Media Player plugin is designed to work primarily with Windows systems. Note that there are different versions of the plugin, depending on the version of Windows that you are using:

**Note: Due to differences between Internet Explorer and Firefox, some kinds of media that play through the Windows Media Player in Internet Explorer will play through Quicktime in Firefox. If the content is embedded only for Internet Explorer playback, it may not play at all. For more information, see the Using the Windows Media Player plugin with Firefox article.**

Mac OS:

Linux:

The Windows Media Player plugin is not available for Linux, but **mplayer** with the **mplayerplugin** allows the playback of embedded Windows media. For more information, see the Windows Media Player - Mac-Linux article.

## Adobe Reader

**Adobe Reader** is used to display of Portable Document Format (PDF) files. PDF is designed for publishing many kinds of documents. A PDF document has an identical appearance across most platforms and requires less storage space than other formats rich in graphics and features. The Adobe Reader program is a free viewer that can display the PDF format and includes a browser plugin. The Adobe Reader program is available for the Mac platform, but the included browser plugin does not work with Firefox. A third-party plugin can be used to display PDF files - for details, see: <http://support.mozilla.com/kb/Using+the+Adobe+Reader+plugin+with+Firefox> .

Adobe Reader is not FLOSS.

<http://support.mozilla.com/kb/Using+the+Adobe+Reader+plugin+with+Firefox> for details. Adobes Reader is not FLOSS. <br /> </p> <div style=" class="showfor\_label" id="wikiplugin\_showforlabel3">

Adobe Reader is available from the official Adobe website.

Mac OS:

## Quicktime

The **Quicktime** plugin is required for Quicktime media formats. The Quicktime plugin can also play common media formats like MPEG, WAV and MP3, which may not play back through the Windows Media Player plugin. More information on Quicktime is available from the official Apple website. Quicktime is not FLOSS.

Linux:

An official plugin is not available for Linux, but **mplayer** with the **mplayerplugin** allows the playback of Quicktime media.

## RealPlayer

The **RealPlayer** plugin is required for playback of Real Media formats. RealPlayer is available from the official Real website. The browser plugin is included. RealPlayer is not FLOSS.

## Java

Many websites embed small **Java** applications such as games or utilities into web pages. To display Java content, you must install the Java Runtime Environment (JRE), which includes a browser plugin. Java is not FLOSS, although Sun Microsystems says it is working on putting it under a Free license.

## Shockwave

The **Shockwave** format is used for multimedia content like games, presentations, and learning applications. The Shockwave plugin enables playback of Shockwave content in your Firefox browser. More information about Shockwave is available from the official Adobe website. Shockwave is not FLOSS.

## Images and animations

Beyond specific kinds of plugin content there are a few things to try if sites don't appear to work properly.

Firefox allows you to prevent images from loading for certain websites to make pages load faster. If you are having trouble viewing images. Its possible that image loading might have been turned off. Here is how to check and correct that setting:

1. Select *Tools* in the Firefox menu, and click *Options*.
2. In the Options window, select the Content panel.
3. Make sure there is a check mark next to **Load images automatically**
4. Click on Exceptions... next to **Load images automatically** to open the Exceptions - Images window.
5. In the Exceptions - Images window, look at the list of sites. Make sure the sites with which you're having trouble are not in the list.
6. Click OK to close the Options window.

## Clear cookies and cache

Sometimes Firefox can get out-of-synch with content on websites. In these cases the problems can be fixed by clearing the Firefox cache and the Cookies associated with the problematic websites:

1. Open the *History* menu and select *Show All History*.
2. At the top right corner, type the name of the website in the **Search History** field, and press **Enter**.
3. In the resulting list, right-click on the site you wish to clear, and select *Forget About This Site*.
4. Close the Library window.

## Compatibility Issues

Some Internet security software (including antivirus and anti-spyware programs, firewalls, privacy programs, and others) may identify and block certain images as web bugs or may prevent images from animating. Check the settings for your Internet security program to make sure it allows images to load. The Mozilla Support Site has up-to-date information on any current incompatibilities between Firefox and anti-virus and anti-spyware programs ( <http://support.mozilla.com/> )

# BugZilla@Mozilla

Mozilla has an extensive bug tracking system, one of their own creations, called BugZilla. BugZilla.Mozilla.Org (BMO) tracks bugs for every Mozilla project, but especially Firefox and it's components. Any user can submit a bug, choose a severity, or set it as an enhancement bug (just a simple suggestion). Other users, Mozilla employees, etc. can comment and do much more.

BugZilla is capable of filing a bug for *any* Mozilla product, service, website, etc. When you click the button to file a bug, you will be shown a list of common products. You can then click "Other Projects" for a full list.



# Glossary

**Add-ons** An extension for Firefox that gives it additional features, functionality, uses, etc. Available from <https://addons.mozilla.org>

**algorithm** A precisely specified method for performing a particular process, one that can readily be turned into a computer program in almost any programming language. From algorism, method of calculation, from mathematician Muhammad ibn-Musa al-Khowarizmi.

**authentication** Any process for assuring each of two communicating parties of the other's identity, or for guaranteeing that a set of data has not been changed.

**Awesome Bar** Alternate name for the Firefox Location Bar, so called because of its remarkable power to suggest pages the user might want to return to from just a few characters of the URL.

**backdoor** An entry point into a program or computer that the user is not told about. These may be built into legitimate software for support and maintenance purposes, although such designs are not acceptable when users know about them. More commonly, backdoors are installed by malware.

**bot** A computer that has been taken over by malware (software created with bad intentions) for an external user.

**botnet** A network of bots or zombie computers.

**certificate** A digitally signed document from a trusted authority stating the identity of the holder.

**client** A computer running a Web browser such as Firefox, or some other end-user software, in communication with a server running Apache or some other software to provide data or services.

**command line** The text terminal user interface in which the user types commands, as opposed to the GUI interface where users click icons or select commands from menus.

**computational infeasability** The level of difficulty of a problem that cannot be solved on current computers or any that we can currently imagine in their usable lifetime, or sometimes even in a period longer than the present age of the Universe. A property of mathematical problems used as the basis of cryptographic systems.

**cookie** A short text string stored on the client computer to identify it or its user to the server, or to hold data temporarily during a transaction.

**cryptography** The field devoted to securing secrets, applying secure signatures to documents, and authenticating strangers to each other using mathematical transformations of their data.

**cryptosystem** A combination of cryptographic algorithms and protocols designed to accomplish some form of security, authentication, or both for a particular purpose.

**digital signature** An encrypted data object, or encrypted hash of a data object, created with the sender's private key. Anyone can use the sender's public key to recover the data or the hash, and thus verify that it came from that sender.

**distribution** A version of Linux distributed by an individual or organization.

**distro** Short for distribution.

**DMCA** Digital Millennium Copyright Act, a US-based legislation adopted in 1998 to extend and amend copyright laws. It is controversial because it forbids public discussion of the weaknesses of any cryptographic system used to prevent or restrict copying of copyrighted materials.

**DRM** Digital Rights Management, the use of encryption to protect copyrighted material from unauthorized copying.

**Extension** (See Add-on)

**firewall** Software to protect a computer from unwanted access.

**FLOSS** Free/Libre Open Source software licensed to guarantee users the essential software freedoms, including access to source code and the right to modify the code and distribute the new version under the same kind of license.

**GUI** Graphical User Interface with windows, icons, menus, and mouse control.

**hack** (positive) noun A brilliant bit of programming, particularly one previously thought impossible, or never thought of at all. (negative) verb Break into computers.

**hacker** (positive) A truly talented programmer who can make hardware do things that nobody expected. (negative) A person who breaks into computers for malicious purposes, or just to show he or she can do it.

**hash** A short signature calculated from a data object or file. Hashing algorithms are designed to make it computationally infeasible to create a different set of data with the same hash. To the extent that they succeed, checking the hash value for the data indicates that it has not been changed by errors in transmission or malicious interference.

**HTML** Hypertext Markup Language, the method of specifying format and other properties of a Web page.

**HTTP** Hypertext Transfer Protocol, the method a browser uses to communicate with a Web server.

**HTTPS** Hypertext Transfer Protocol Secure, a method for communication but with a Secure Security Layer or Transport Security Layer.

**info** A text-based Unix documentation-display program.

**Java** A highly portable computer language, created by Sun Microsystems, which is working toward putting all of it under a FLOSS license.

**Javascript** Originally ECMAscript, a programming language that can be embedded in Web pages. No relation to Java.

**key exchange** A secure protocol for setting up a secure session, starting from a situation in which the parties have no shared key. Each side creates a key, then one initiates a dialogue consisting of a sequence of numbers, computed so that the holder of each key can determine the other key, but an eavesdropper with neither key cannot determine either one.

**license** A legal statement of rights and duties binding on the user or purchaser of software. Free licenses guarantee the rights of Software Freedom to the user, and require that those rights be passed on in any further distribution of the software or other software derived from it.

**malware** A general term combining the words malicious and software that describes software designed or used with intent to harm or cause disruption.

**man page** Terse text documentation for Unix command-line programs.

**one-time password** A password generated by a hardware token, and simultaneously on a server using the same algorithm.

**phishing** A criminally fraudulent process of acquiring sensitive information via email or web site claiming to be legitimate seeking identifiable information.

**port scan** An attempt to take over a computer by testing each of its active communication ports.

**public-key cryptography** Any cryptographic system using two keys per user, one private and one public. The two keys must be inverses, that is, either one can be used to encrypt a message, and the other to decrypt it. It must be

**rootkit** A form of malware that takes over the target computer's operating system, and hides itself from the user and from system monitors and normal malware scanners.

**RSA** Rivest-Shamir-Adleman public-key cryptographic system.

**RSS** Really Simple Syndication is a method for publishing data feeds and subscribing to them in a Web browser, so that the latest updates automatically appear on a menu.

**Security through Obscurity** The attempt to protect encrypted data by keeping the encryption method secret.

**script kiddy** A derogatory term used to describe an inexperienced, often juvenile user of malware who cannot write his own, but just takes scripts or programs from others.

**search engine** A web-based program that allows users to search for and retrieve specific information from the World Wide Web.

**server** A computer offering services to clients.

**SHA** Secure Hash Algorithm, a widely used set of cryptographic hash algorithms. SHA-1 has been shown to have some limited weaknesses, which may also apply to SHA-2. These weaknesses cannot currently be exploited to break security where SHA-1 is used. They will be replaced in due course by SHA-3, using an algorithm that has not yet been selected.

**SSL** Secure Sockets Layer, the cryptographic system used in HTTPS for key exchange and secure communications.

**sypware** Malware that reports on the user's computer activity to someone else.

**stateless** In software, a program or protocol is stateless if it does not rely on storing values internally for retrieval in a later stage. A stateless Web service may use external storage to track interactions, such as a cookie on the user's computer.

**Theme** An add-on-type file that changes the overall appearance of your Firefox browser

**URL** or **uniform resource locator** A special, unique name for a page or other content on the Web. A URL contains at least a "type" such as http, followed by ":", and an address. The address can be a Web address (<http://www.somewhere.com/>), an e-mail address (<mailto:somebody@somewhere.com>), or any other as specified for the protocol indicated by the type. URLs may contain only ASCII printing characters.

**zombie computer** A computer that has been taken over by malware and used for attacks on other computers.

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