

Firefox

Error Message When You Try to Open Firefox

"Firefox is already running, but is not responding. To open a new window, you must first close the existing Firefox process, or restart your system."

This is an error message you will get anywhere on campus if you are logged in to a computer (say, you've left your laptop on in your dorm room), have Firefox open, and try to use Firefox on another computer on campus. By following these steps you can use the Firefox web-browser simultaneously on more than one computer on Campus.

Windows 7

1. Click on the Windows icon in the bottom left corner of the screen.
2. Open "Computer" from the resulting menu.
3. Open the F: drive, then the Firefox folder, then the jhku47so.slt folder.
4. Find and delete the parent.lock file.
5. If unable to find parent.lock, refer to 7.
6. If unable to delete parent.lock:
 - a. Right-click on the parent.lock file
 - b. Click on Properties.
 - c. Click the NetWare Info tab.
 - d. Check the "Purge Immediate" box.
 - e. Click OK.
7. If unable to find or purge parent.lock or the problem persists:

(NOTE: This option will open Firefox WITHOUT any of your bookmarks. **They have not been deleted.**)

 - a. Click on the Windows icon in the bottom left corner of the screen.
 - b. Search for "Run" in the search bar and then click on the "Run" program that comes up.
 - c. In the box that pops up type **firefox.exe -ProfileManager** (Warning: capitalization and spaces must match exactly).
 - d. Click OK. This will open a new Firefox window under a temporary profile.
8. If you **need your bookmarks** for this temporary session
 - a. Click on the Windows icon in the bottom left corner of the screen.
 - b. Open "Computer" from the resulting menu.
 - c. Open the C: drive, then the Users folder, then the username folder, then the AppData folder, the the Roaming folder, then the Mozilla folder, then the Firefox folder. (You may need to turn on viewing hidden files and folders to view these)
 - d. Right click on "profiles.ini" and select **Rename**. Rename it "profiles.old".
 - e. Open the Profiles folder.
 - f. In a new window, open "Computer" again then open the F: drive, then the Firefox folder.
 - g. Right click on the jhku47so.slt folder and select **Copy**. Go back to the window showing the Firefox folder in the C: drive. Right click in this window and select **Paste**.
 - h. Click on the Windows icon in the bottom left corner of the screen.
 - i. Search for "Run" in the search bar and then click on the "Run" program that comes up.
 - j. In the box that pops up type **firefox.exe -ProfileManager** (Warning: capitalization and spaces must match exactly).
 - k. Click on "Create Profile" on the window that comes up.
 - l. Click "Next" and name the profile. (The name doesn't matter as long as you remember it)
 - m. Click "Choose Folder" and select the folder you pasted in step g.
 - n. Click Finish.
 - o. Select your newly created profile from the list and click "Start Firefox".