

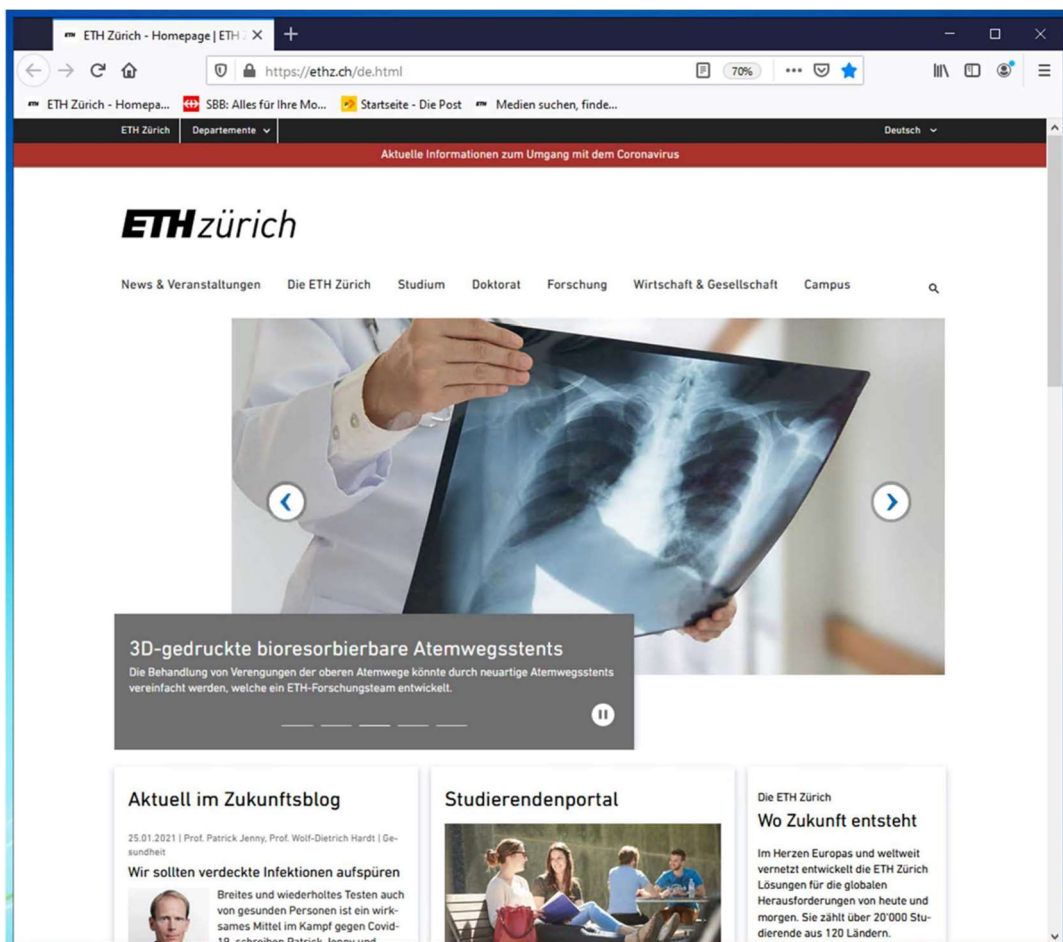
## Procedure to re-activate the previously active Firefox profile after local installation of Firefox

Starting the locally installed Firefox will create a new empty profile. Don't worry. Your previously active Firefox profile (i.e. your bookmarks etc) is not lost. You just have to set it again to be the active profile. Please follow the procedure below to do that.

PLEASE NOTE:

- This procedure will work in the vast majority of cases. In certain cases, you will see different dialogs. As long as you do not click anything like "delete profile", you will not lose your bookmarks etc. If this happens, please contact ISG D-HEST for instructions/help at [helpdesk@hest.ethz.ch](mailto:helpdesk@hest.ethz.ch)
- Optionally, you can **COPY** the following folder to a safe location:  
C:\users\"your username"\appdata\roaming\Mozilla

Example view of Firefox before local installation. Please note the existing sample bookmarks in the bookmarks toolbar:

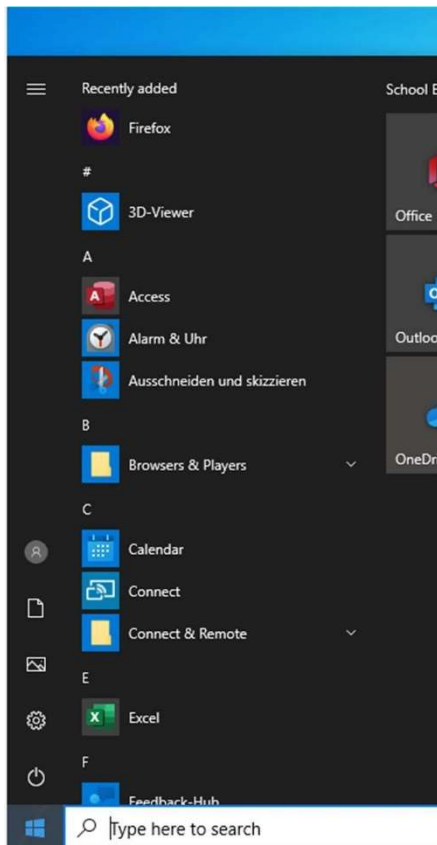


## STEP 1:

If you have pinned Firefox to your taskbar or start menu, remove/delete them before proceeding. These won't work anymore

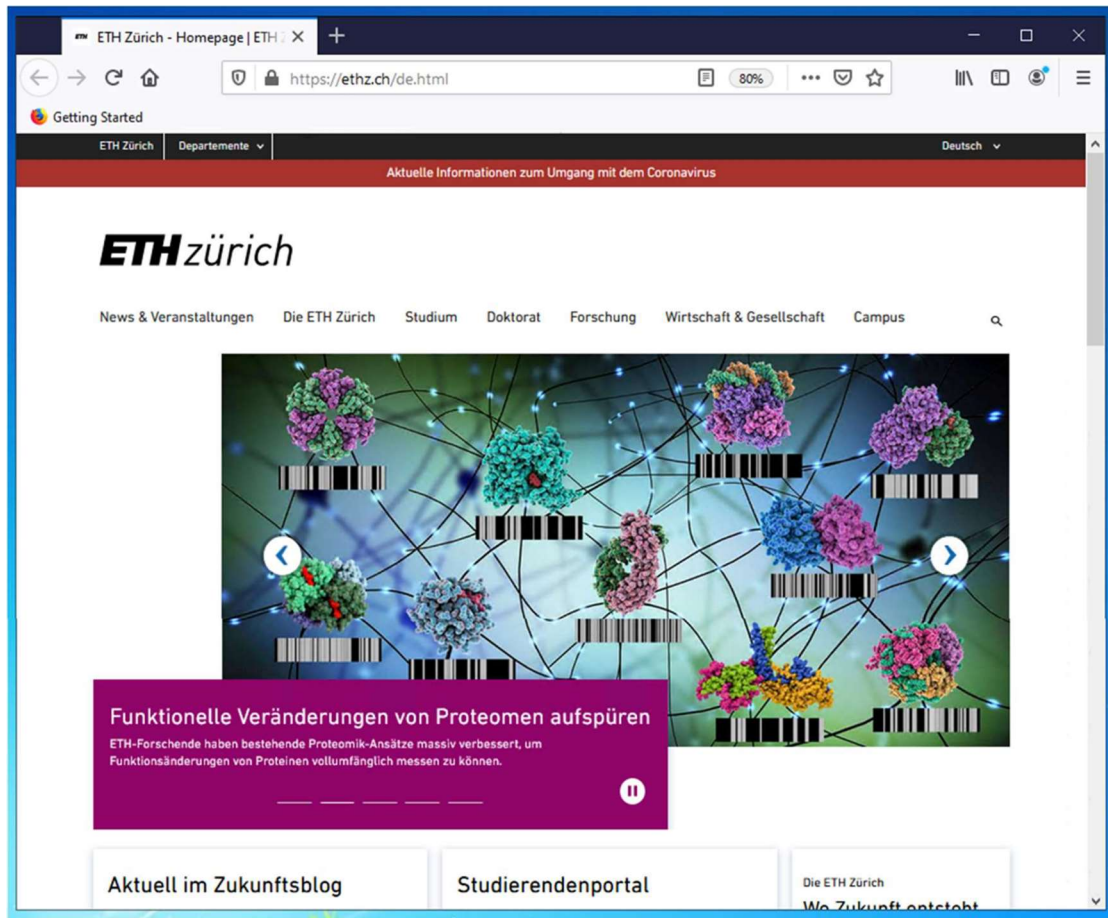
## STEP 2:

Open the Windows start menu. The shortcut for Firefox is now named "Firefox", not "Mozilla Firefox Xesr" anymore:



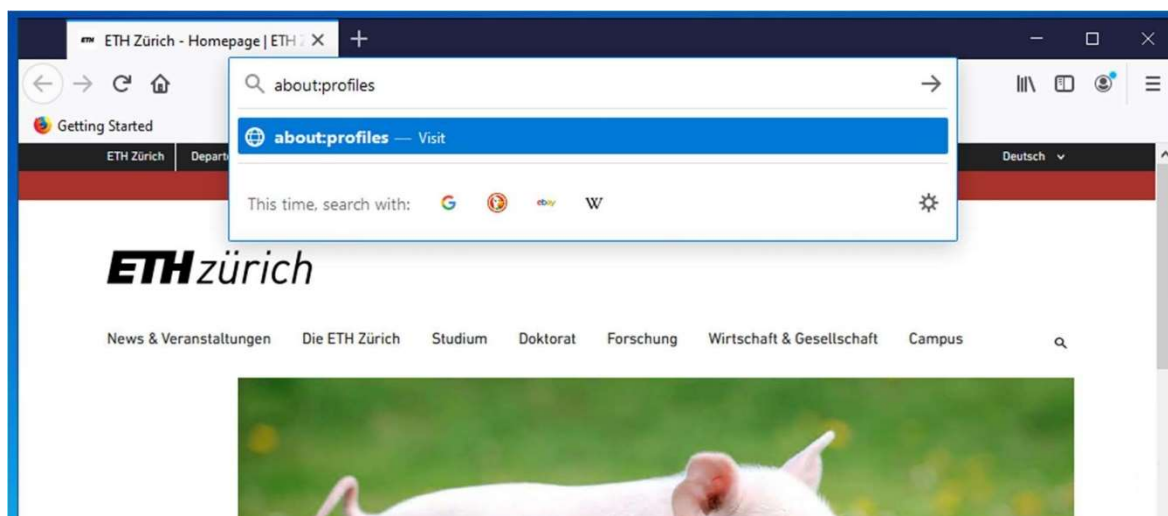
### STEP 3:

Click the shortcut Firefox. The Firefox window with the new, empty profile will appear, i.e. the previous bookmarks are not there. On computers where the appV-Firefox is published globally, you will see a different screen at this step. Just proceed as described.



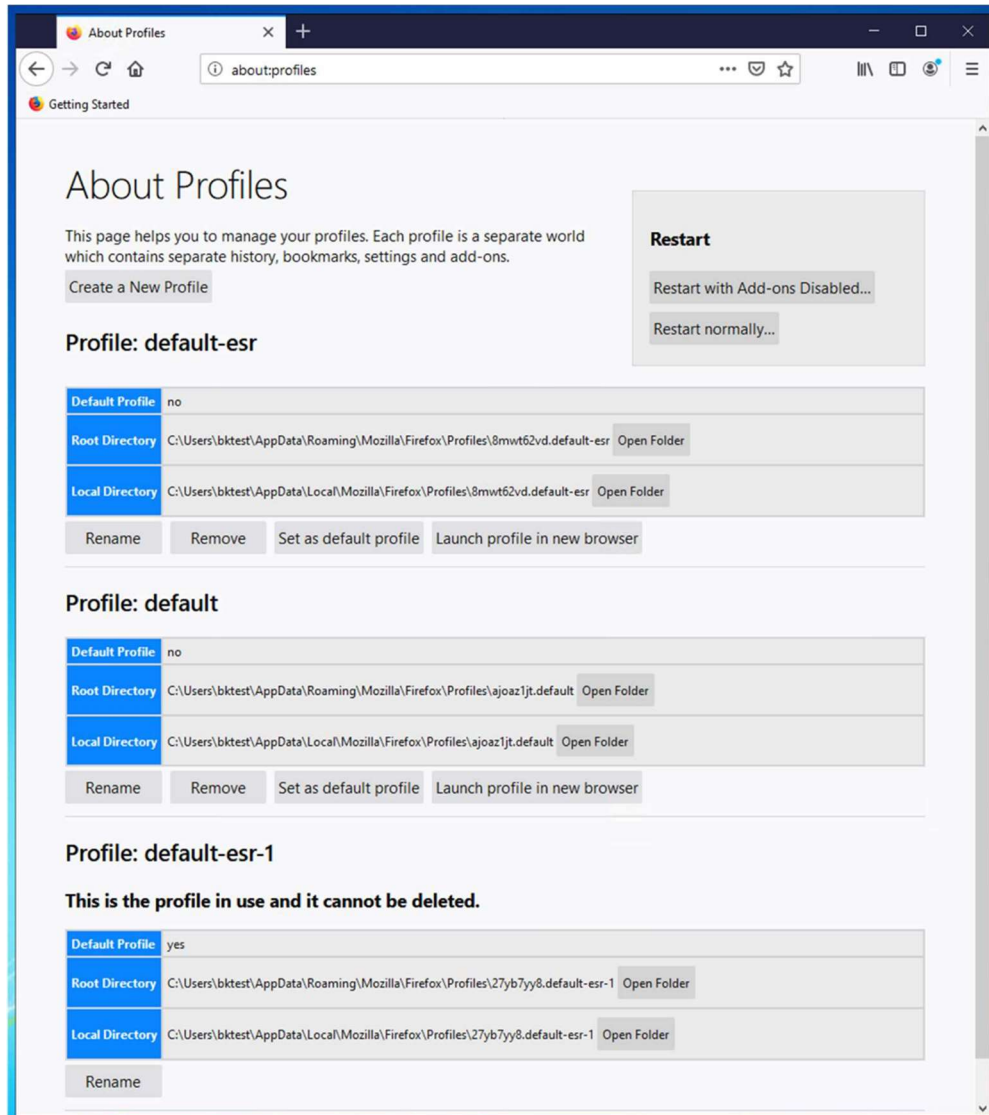
### STEP 4:

In the address field, navigate to this address: about:profiles



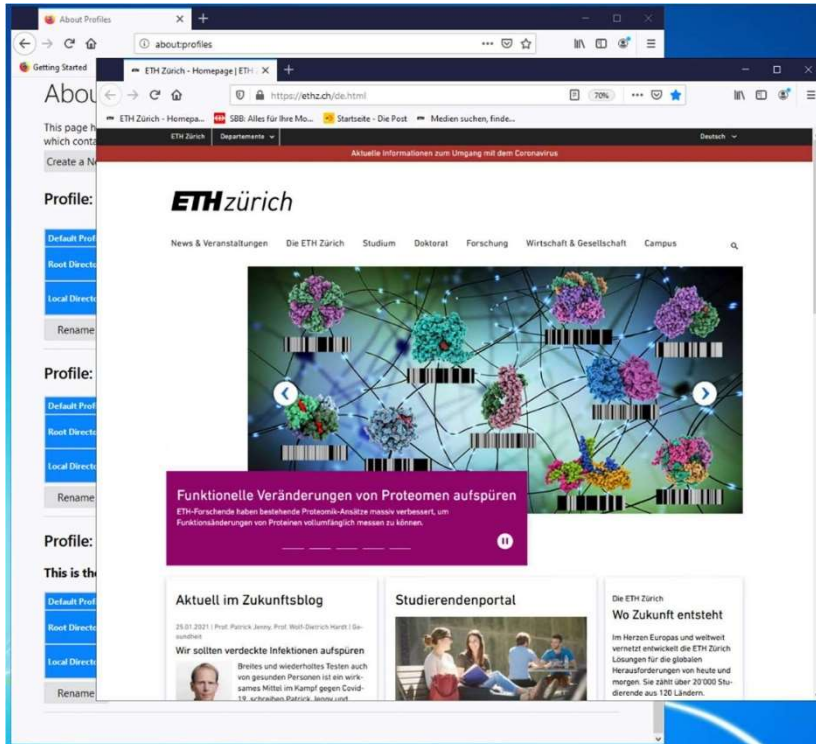
## STEP 5:

A page is displayed showing all profiles that exist in your Mozilla settings folder. Please note: the new empty profile has a remark “This is the profile in use and it cannot be deleted”:



## STEP 6:

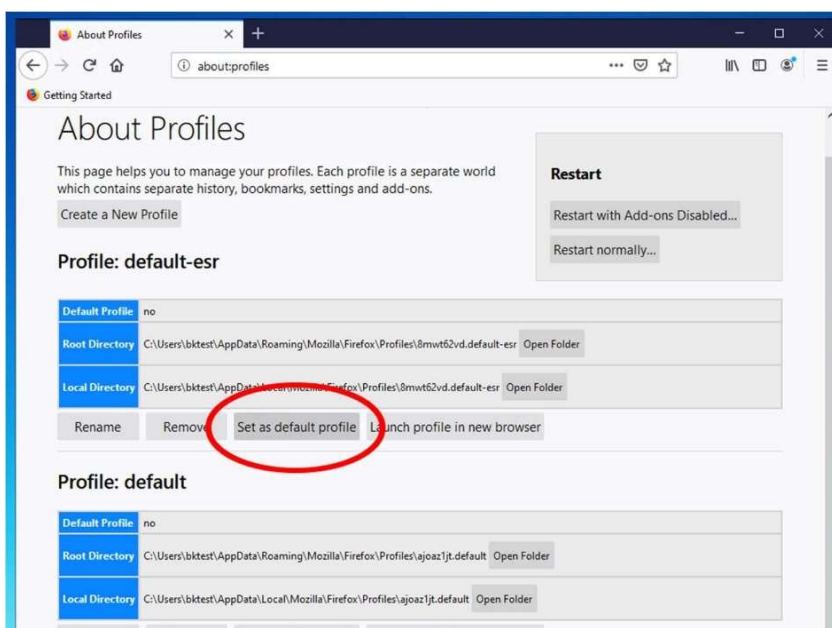
By clicking on the button “Launch profile in new browser” in each other profile section, you can check if this is the profile that contains all your bookmarks. In order to keep overview, try launching one after the other and close the window again. In the screenshot below, you can see the new Firefox window that contains the bookmarks.



## STEP 7:

If you found the correct old profile, close the window and click on the according button “Set as default profile” (marked red in the screenshot)

If none of the listed profiles contains your bookmarks, please close Firefox and open a Ticket on [helpdesk@hest.ethz.ch](mailto:helpdesk@hest.ethz.ch). We will contact you as quickly as possible to solve this problem.



## STEP 8:

Close all Firefox windows. DO NOT CLICK ON THE “RESTART NORMALLY” BUTTON IN THE UPPER RIGHT CORNER! It won't work as expected.

## STEP 9:

Start Firefox again. It will now use the original profile with all your settings, bookmarks etc.:

