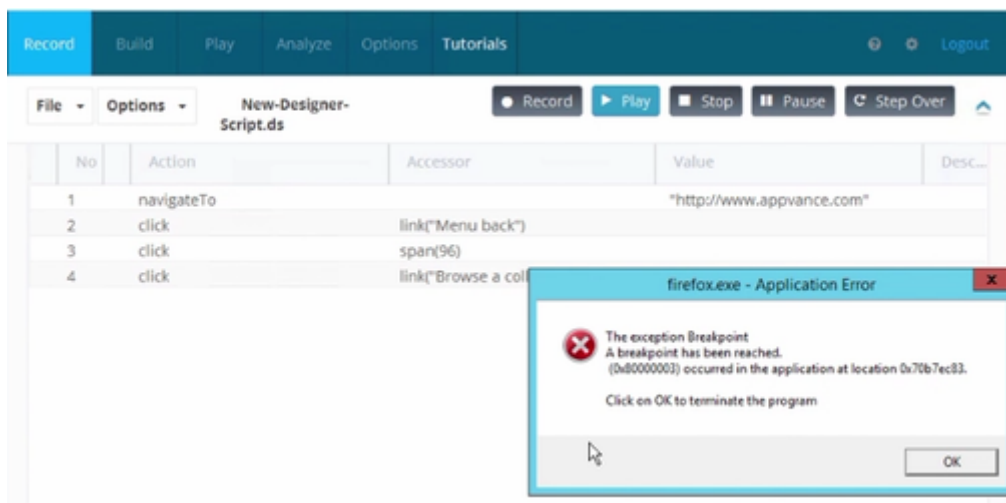


Firefox browser, at the end of the designer playback, shows up a error pop-up.

As seen in the screen below, at the end of each playback from designer or scenario builder, it throws up a error pop-up. How to fix this?

Method 1:



This issue is due to hardware acceleration feature, If the hardware (maybe the GPU) tried to be compensated by parallel functioning equivalent to the CPU, the process maybe quickened. Due to this sometimes the program crashes when this could not be handled.

Please disable the following option before starting the playback :

Tools > Options > Advanced > General > Browsing: "Use hardware acceleration when available"

Also in Firefox

This can also be done by appending the following text to FF profiles file:

```
user_pref("layers.acceleration.disabled", true)
```

which will be in the path :

<firefox installation> Mozilla Firefox\defaults\pref\channel-prefs.js

Method 2:

Please install FF according to machine config(64/32 bit).

Researching on this, we got some info that needs to be performed to avoid this FF crash error such as Doing windows updates, graphics card updates, reset FF, checking the plugins of FF for any error, do a clear install of FF and so on, But windows 2008 server support has been withdrawn by Microsoft we might not know what other applications/processes is interfering FF.

"Turn Off The Error Dialog Through The Group Policy Editor:

This method is obviously useful if you have the group policy editor available in your version of Windows because it doesn't involve any manual registry editing. GPEdit is not available in Home or Basic versions of Windows.

1. Open the Group Policy Editor by typing gpedit.msc into the Start search box or the Run dialog.
2. Navigate to Computer Configuration > Administrative Templates > Windows Components > Windows Error Reporting. Double click "Prevent display of the user interface for critical errors" in the pane on the right.

prevent error message in gpedit

3. Click the radio button Enabled and then press OK.

prevent critical errors display option

For Windows XP Professional the location in the Group Policy Editor is slightly different. Go to Computer Configuration > Administrative Templates > System > Error Reporting, and enable the option for Display error notification in the right pane.

Read More: [>https://www.raymond.cc/blog/disable-program-has-stopped-working-error-dialog-in-windows-server-2008/](https://www.raymond.cc/blog/disable-program-has-stopped-working-error-dialog-in-windows-server-2008/)

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If you have any feedback on this topic, please contact us at documentation@appvance.ai

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