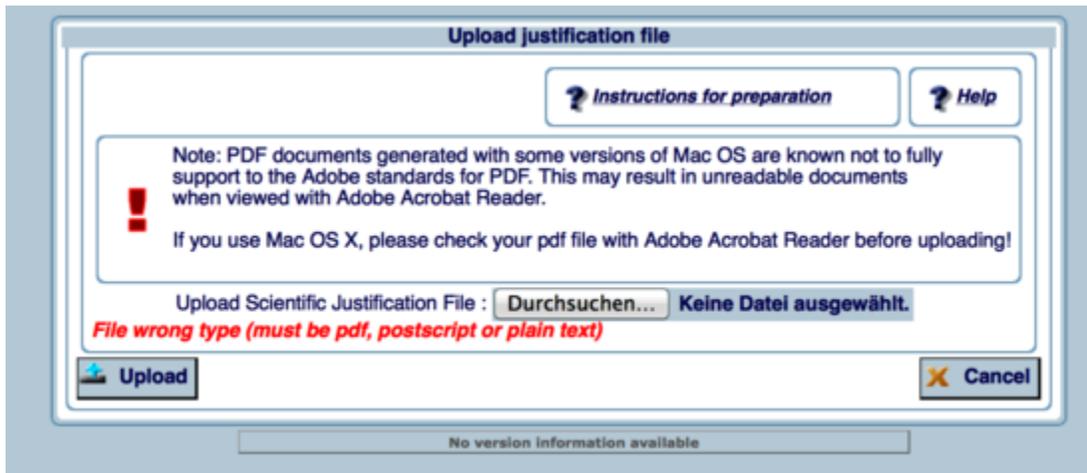




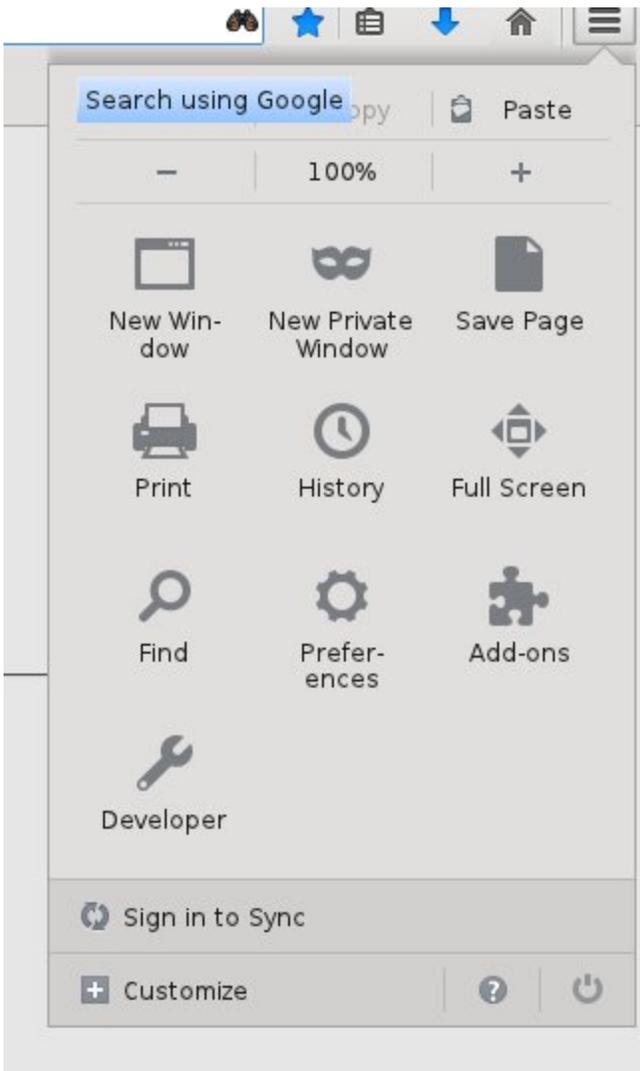
After upgrading the firefox browser sometimes PDF documents are not recognized properly anymore. When uploading a PDF-document with NorthStar this will result in an error being raised stating that the document has an illegal file type:



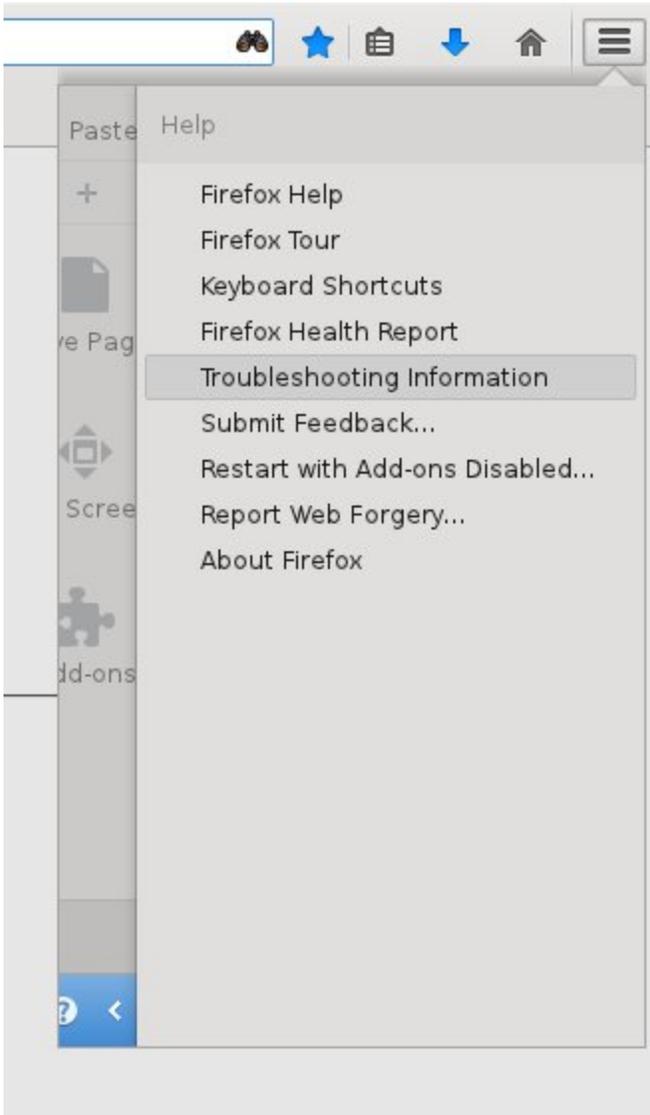
In order to fix the problem the *mimeTypes.rdf* file located in the personal profile folder of firefox needs to be deleted. Afterwards please restart firefox.

**In case you cannot located the profile folder follow the instructions below to find it:**

1) In firefox click on the "menu" button (icon with 3 horizontal lines) located in the upper right corner of the browser



2) Click on the "question mark" icon in the bottom row of the menu. This will open a help menu:



3) Click on "Troubleshooting Information". This will open a setup page that contains a button "Open Directory" that links to the profile directory.

## Application Basics

Name	Firefox
Version	31.5.3
Update History	<a href="#">Show Update History</a>
User Agent	Mozilla/5.0 (X11; Linux x86_64; rv:31.0) Gecko/20100101 Fir
Profile Directory	<a href="#">Open Directory</a>
Enabled Plugins	<a href="#">about:plugins</a>
Build Configuration	<a href="#">about:buildconfig</a>
Memory Use	<a href="#">about:memory</a>

## Crash Reports for the Last 3 Days

Report ID
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[All Crash Reports](#)

4) Go to the profile directory and delete the mimeType.rdf file. Then restart firefox.