

Resolve 'Firefox already running' issue

On your local terminal please type the below commands

```
cd ~/.mozilla/firefox

ls -l
drwx----- 15 cosd cos 4096 Jan 28 15:49 6riqoa5d.Room 80-1526463020896
drwx----- 18 cosd cos 12288 Dec 13 14:22 73gfnoyw.New
drwx----- 5 cosd cos 4096 Jan 18 14:00 Crash Reports
drwx----- 2 cosd cos 4096 Mar 26 2018 Pending Pings
drwx----- 11 cosd cos 4096 Dec 13 14:22 bt12p8i.Default User
-rw-r----- 1 cosd cos 27 Apr 27 2016 profiles
-rw-r----- 1 cosd cos 249 Dec 13 14:22 profiles.ini
```

This will display your Firefox profiles, you want to open the most recently used profile, so in this case folder: "6riqoa5d.Room 80-1526463020896"

```
cd 6riqoa5d.Room\ 80-1526463020896/
```

(\ is required if there is a space in the folder name)

There should be one or more lock files you will need to remove:

```
ls -la | grep lock
-rw-r----- 1 cosd cos 0 Jan 28 09:28 .parentlock
-rw----- 1 cosd cos 192549 Jan 24 09:23 blocklist.xml
drwx----- 2 cosd cos 4096 Jan 24 09:23 blocklists
lrwxrwxrwx 1 cosd cos 21 Jan 28 09:28 lock -> 136.156.192.57:
+32704

# remove both .parentlock and lock files if they exist

rm lock .parentlock
```

You should now be able to open firefox, if there are any problems please contact servicedesk