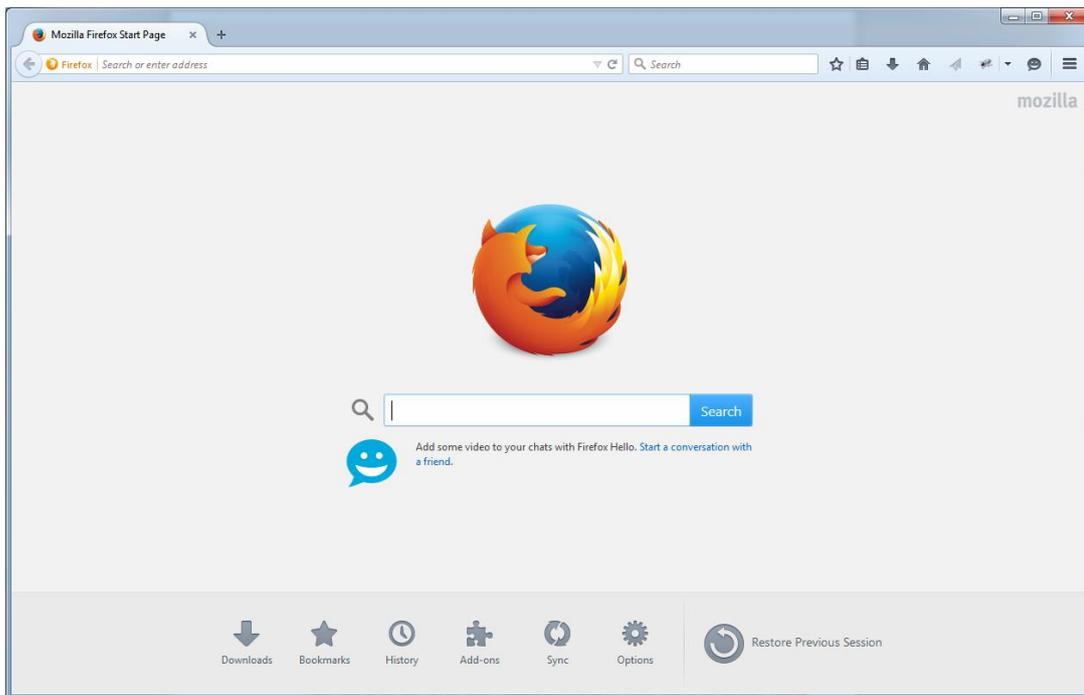# 18 steps to send a bug-report

There are various reasons why you encountered problems loading our application. In order to investigate the issue, our technical support agents need to monitor the ability of applications to load on your PC.

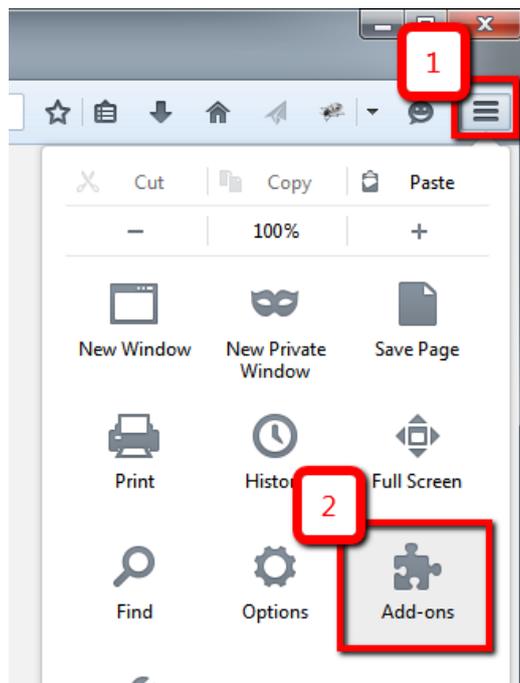In this case you will need to download Mozilla Firefox and its add-on, Firebug.

Carefully follow these steps in order that we may find the reason for the difficulties you are having and resolve the problem.

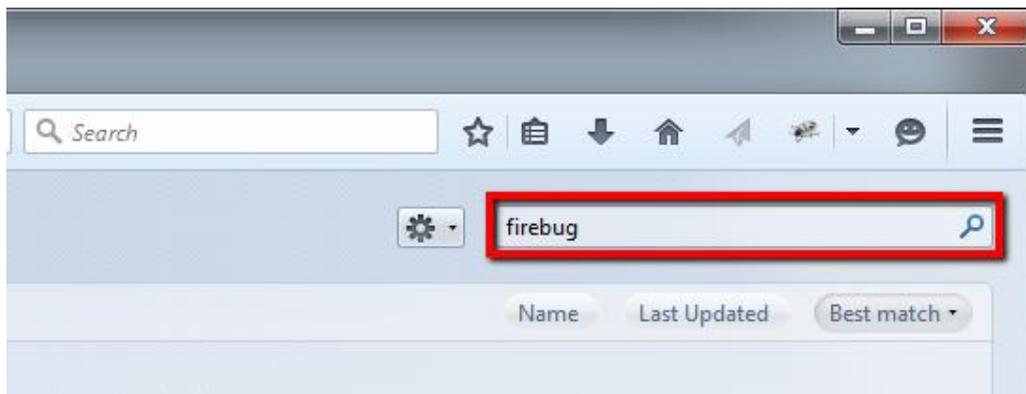1. Open the Mozilla Firefox browser

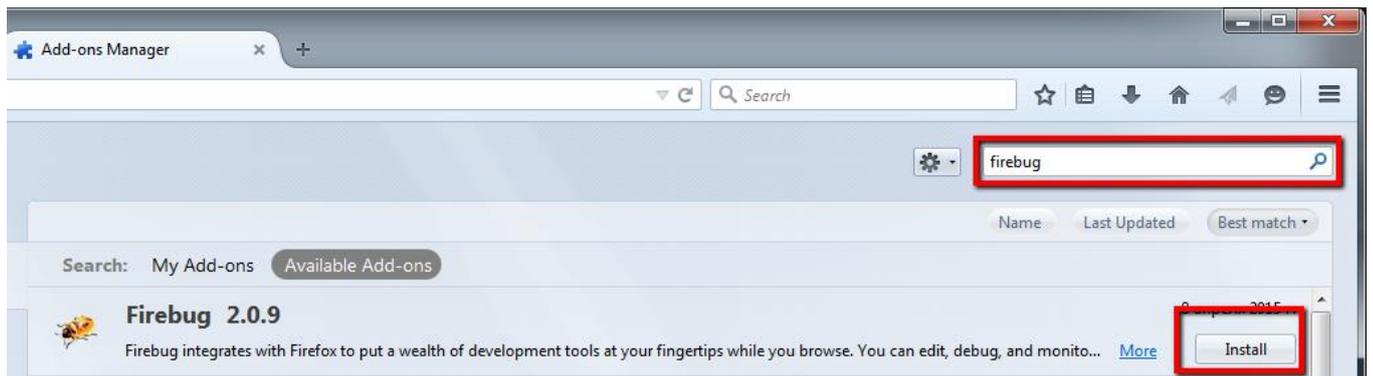   If you don't have Mozilla Firefox please download and install it here [link] http://www.mozilla.org/firefox/

2. Click on the **[1] Open Menu button** at the upper right corner of your browser and choose **[2] Add-ons**
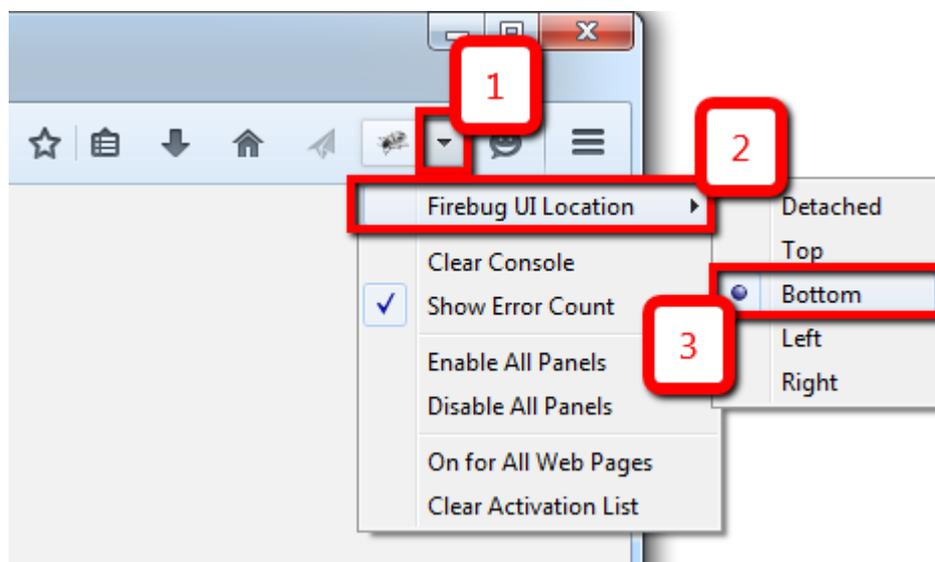
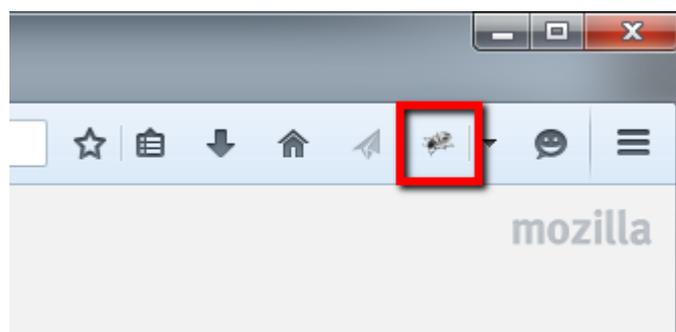**3.** Type **Firebug** into the **Search panel**

4. Install **Firebug** (please note that you might have a different version of the application; this is fine)
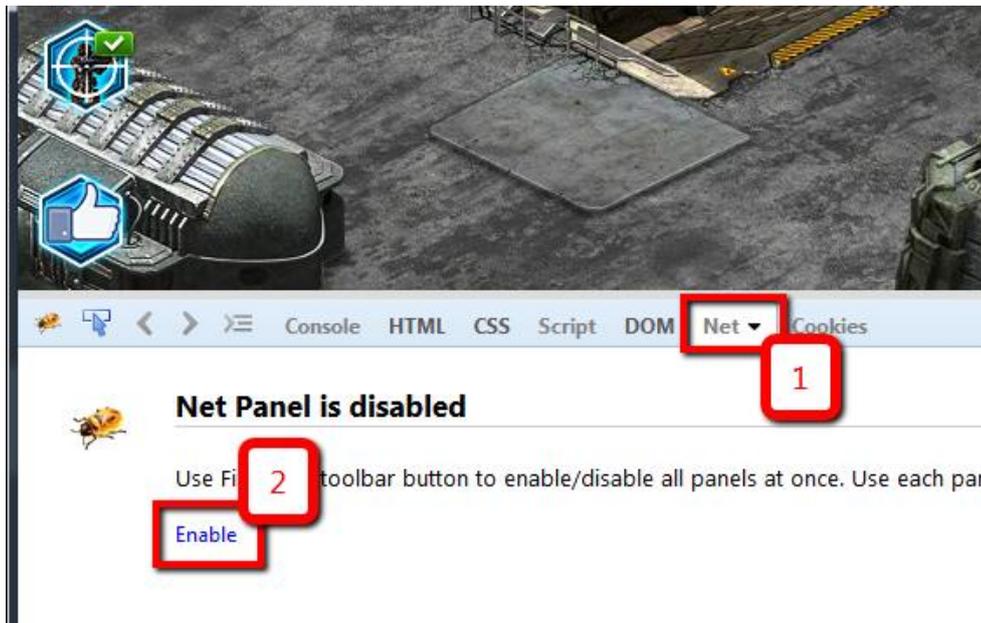

5. In the upper right corner of the Mozilla Firefox browser click on the **[1] Arrow Button** next to the icon of the

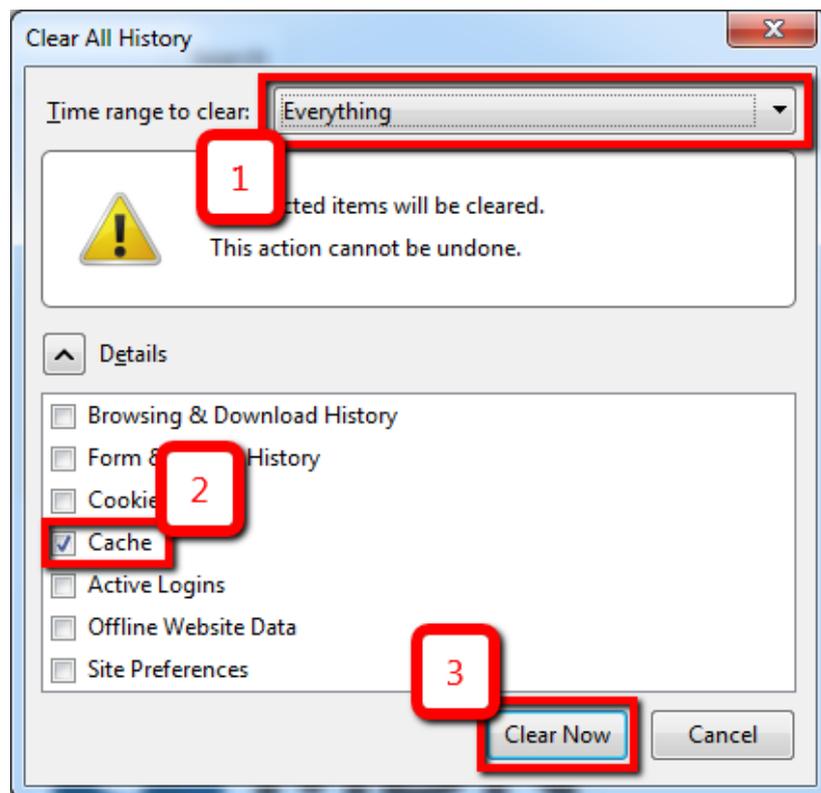Firebug, choose **Show Error Count [2]** and press **[3] Bottom**

6. Open the page with our application

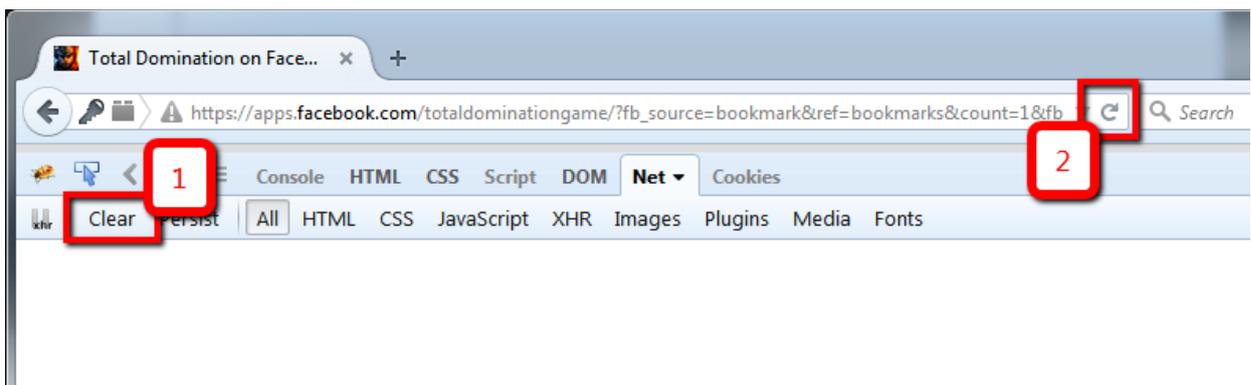**7.** Press the **Firebug** button at the top of the Mozilla Firefox browser to **Activate** the plugin.

8. At the bottom of the window you will see the Firebug panel, click on **[1] Net** and **choose [2] Enable**
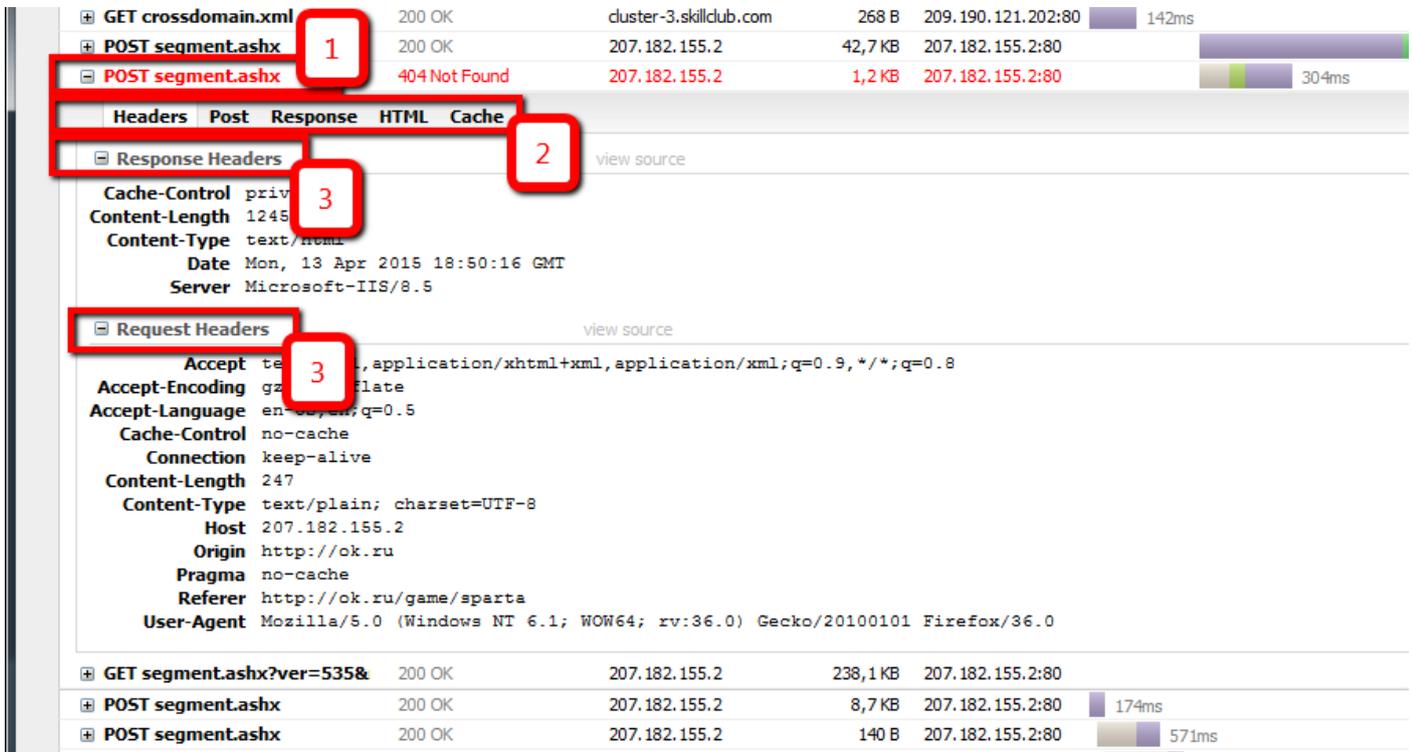

9. Clear the cache of your browser by pressing **Ctrl+Shift+Delete** on your keyboard. Make sure that you click on **[1] Clear Everything** and that only **[2] Cache** is selected, and then press **[3] Clear now**
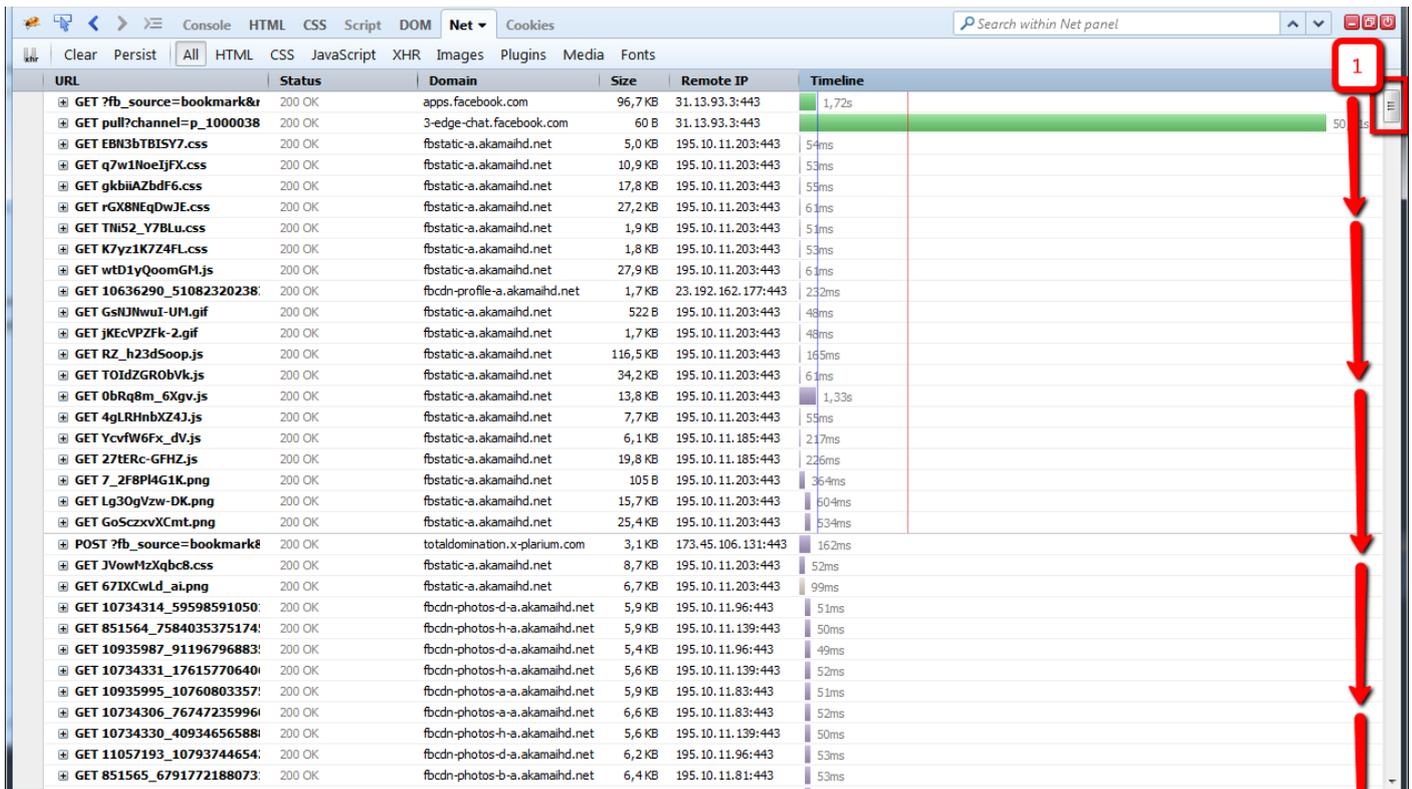

10. Make the panel as big as possible by dragging it up, press **[1] Clear** the **Net** tab and **[2] Reload the page**
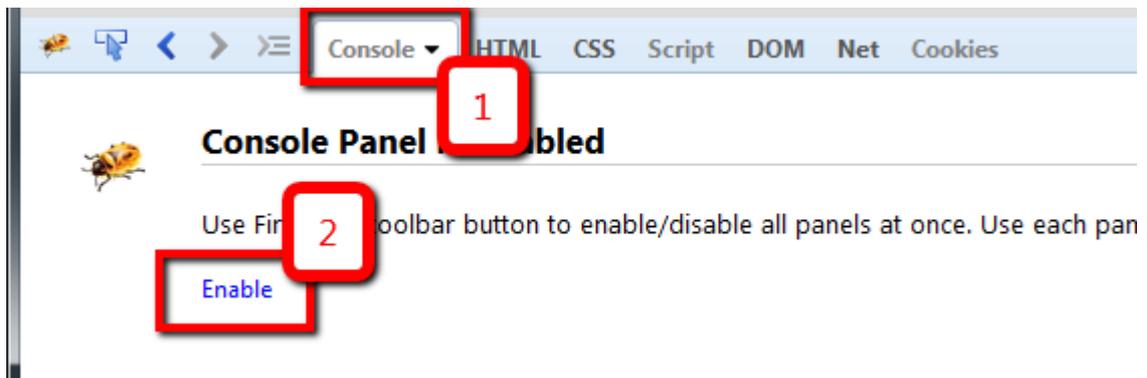
11. Wait for the game to load completely (or for it to stop loading prematurely)

12. **A)** If there are errors while the game is loading then Firebug will highlight these errors in red. Then find all red lines on the panel, **expand them using [1] + icon** next to the red lines, and **[2] take screenshots of these lines Note!** It's important to **expand all [3] lines**

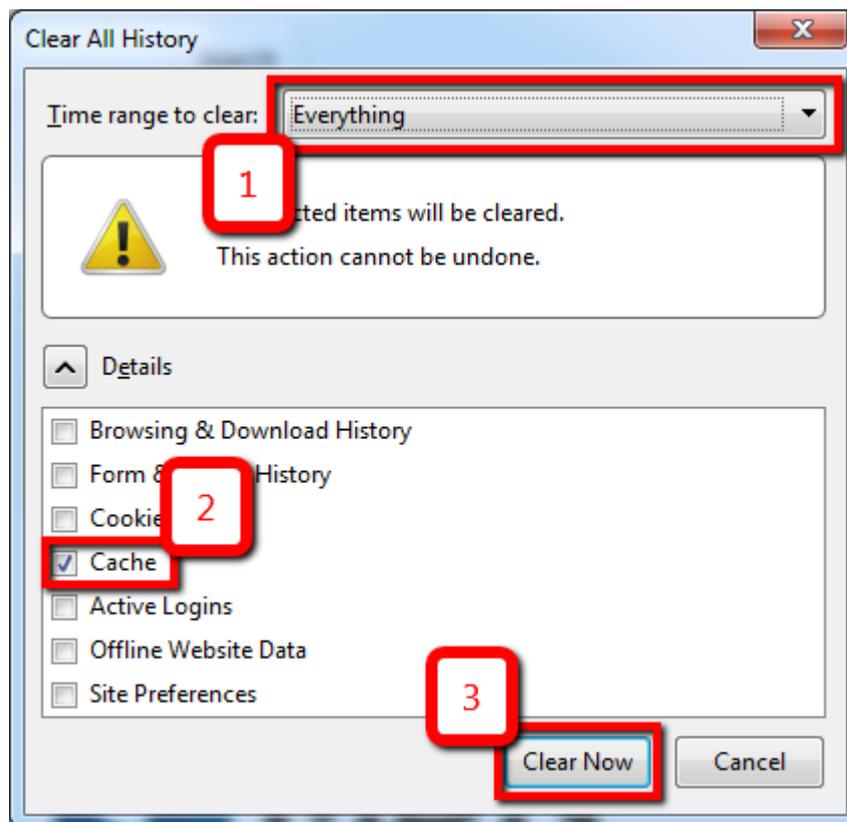12. **B)** Check to be sure there are no errors while the game is loading. Please take screenshots of the whole process of game loading. Move the **[1] scrollbar** and take screenshots of the panel step by step until you've captured it all. At this point our technical agents might ask you for some additional information
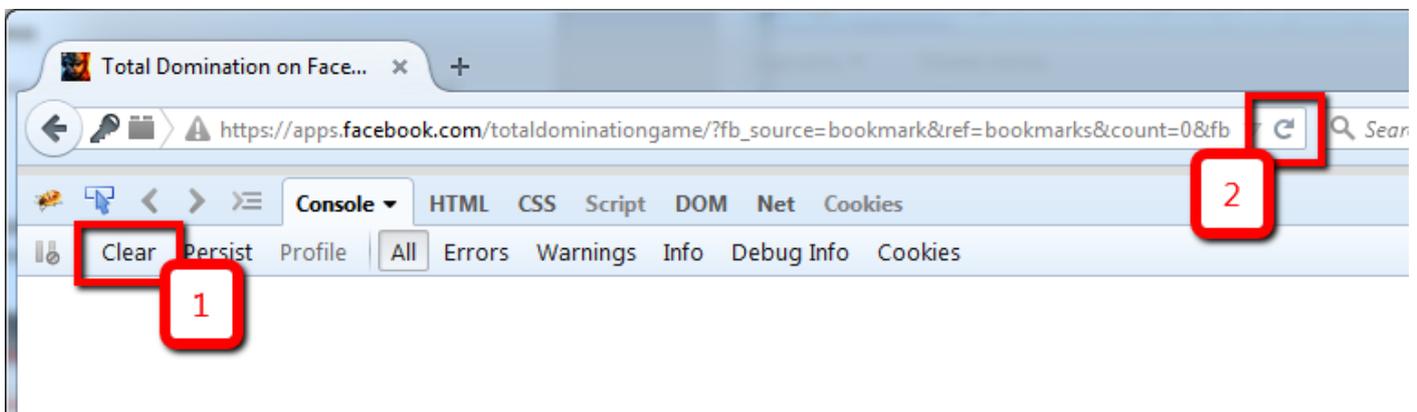
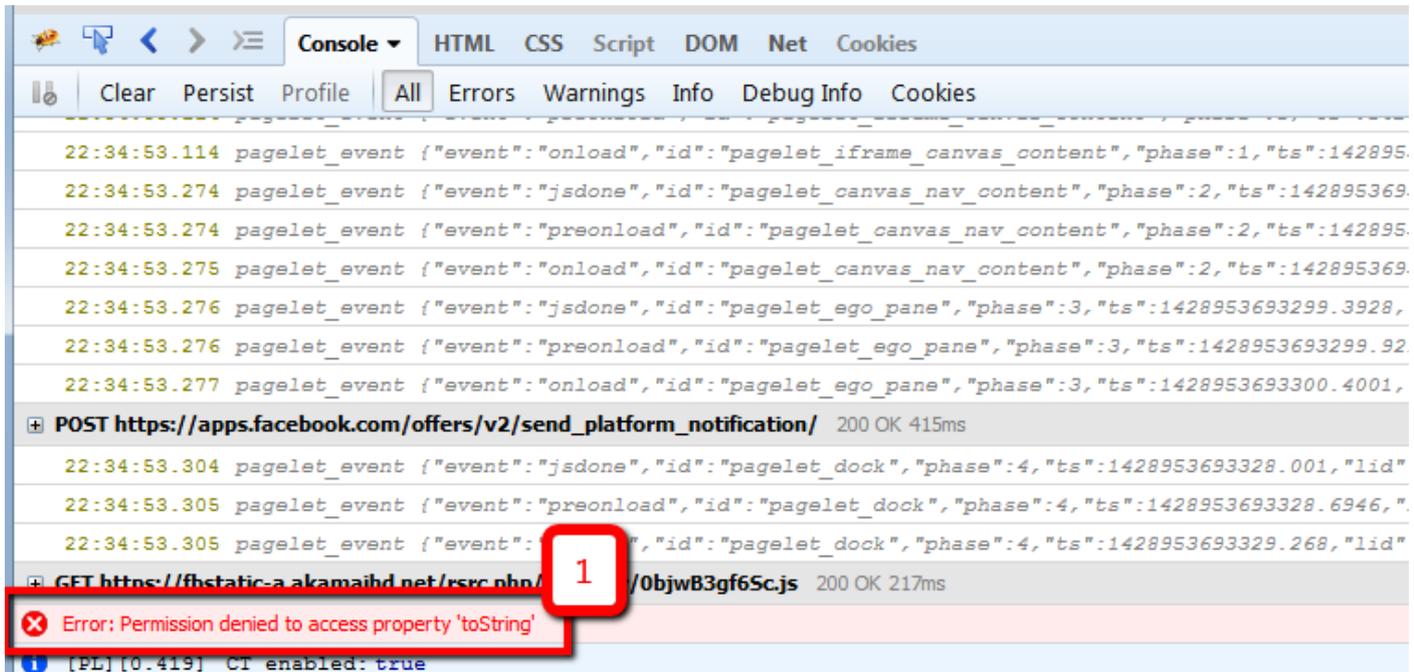**13.** Click on the **[1] Console tab** and then choose **[2] Enable**.

14. Clear your browser's cache again by pressing **Ctrl-Shift-Delete** on your keyboard. Make sure that you click on

[1] Clear Everything and that only **[2] Cache** is selected, and then press **[3] Delete now**

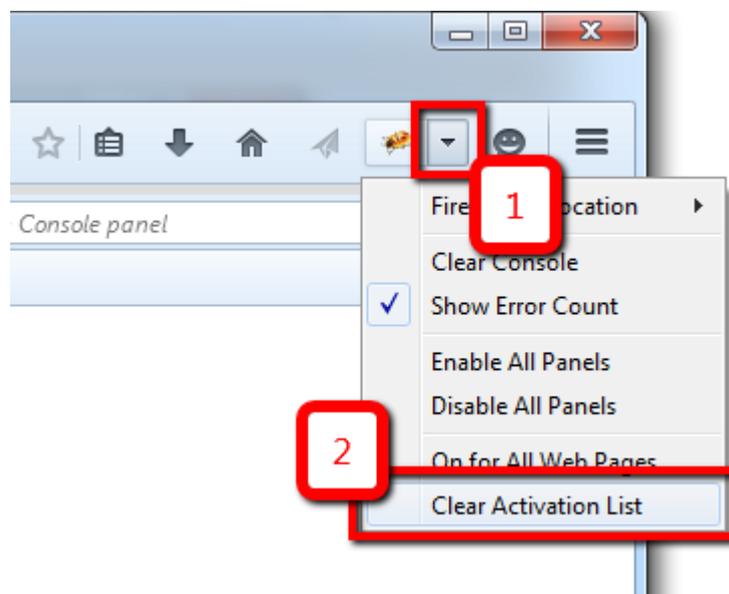**15.** Clear the **[1] Console** tab and **[2] Reload the page**

16. Wait for the game to load completely (or for it to stop loading) and then take a screenshot of the **Console tab;**
The screenshot provided below is an example of **normal** game loading. Note that **[1] Error: Permission denied to access property 'toString'** does not affect game loading and can be on while loading most applications.

17. Disable Firebug;
When running the Firebug add-on, it's important to note that this consumes a considerable amount of your PC's system resources. After all screenshots are taken, disable Firebug. In the upper right corner of the Mozilla Firefox browser, click the **[1] down arrow** next to the Firebug icon, and then click on **[2] Clear Activation List**.

18. Send all screenshots made to our support team: http://support.plarium.com/index.php?/default/

Thank you for your assistance.

Plarium Support team