Why am I getting an error that Firefox is already running?

**Problem**
You are trying to open up Firefox, but Firefox says that it is already running.

**Cause**
This is due to Firefox not closing out properly (Due to a crash, Power Outage, network dropping while on a network account machine).

Firefox creates 'lock' files to make sure there is only one firefox application running.

**Solution**
To fix this, you will need to do the following based on which OS you are on:

<table>
<thead>
<tr>
<th>If you are on one of the CSIL/Linux computers in Harold Frank Hall 1138/1140</th>
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</table>
| • Open up a terminal window (Using Terminal or Terminator)  
• Type the following command:  
  ```
  unlockff  
  or  
  /fs/eci/bin/unlockff  
  ``` |

<table>
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<tr>
<th>For Linux</th>
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| • Open up a terminal window (Using Terminal or Terminator)  
• In your home directory, there is a .mozilla directory, type `cd .mozilla/firefox`  
• Type `ls`, you should see something like:  
  ```
  <a bunch of random characters>.default  
  ```  
• Type `cd <random characters>.default`  
• Type `rm *.lock` and `rm .*lock` to remove the lock files. |

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<th>For Mac</th>
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| • Open up a terminal windows (In the upper right hand corner with the magnifying glass, click on there and type `terminal`)  
• Type `cd Library/Application Support/Firefox/Profiles`  
• Type `ls`, you should see something like:  
  ```
  <a bunch of random characters>.default  
  ```  
• Type `CD <random characters>.default`  
• Type `rm *.lock` and `rm .*lock` to remove the lock files. |

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<th>For Windows</th>
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| • Press 'Windows Key' and the 'R' key to pull up a Run window.  
• Type `%appdata%\Mozilla\Firefox\Profiles`  
• Double click on the folder ending with '.default' on it.  
• Delete the 'parent.lock' file you find. |

You should be able to start Firefox with no issue.
Related articles

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- PC/Windows Laptop
- PC/Windows Workstation
- Mac Workstation
- How To Manage or Kill a Process