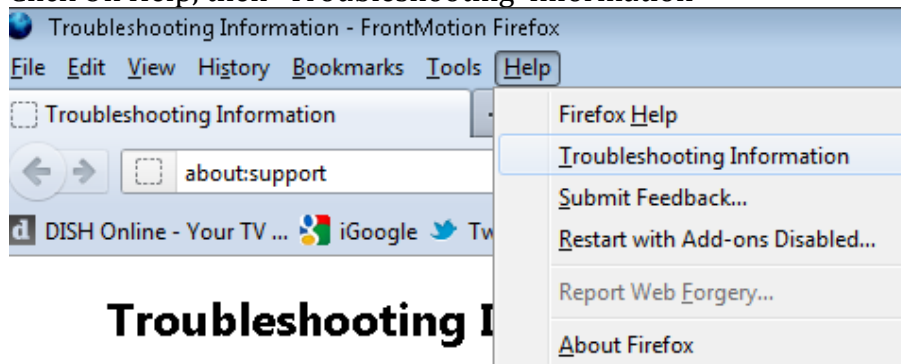


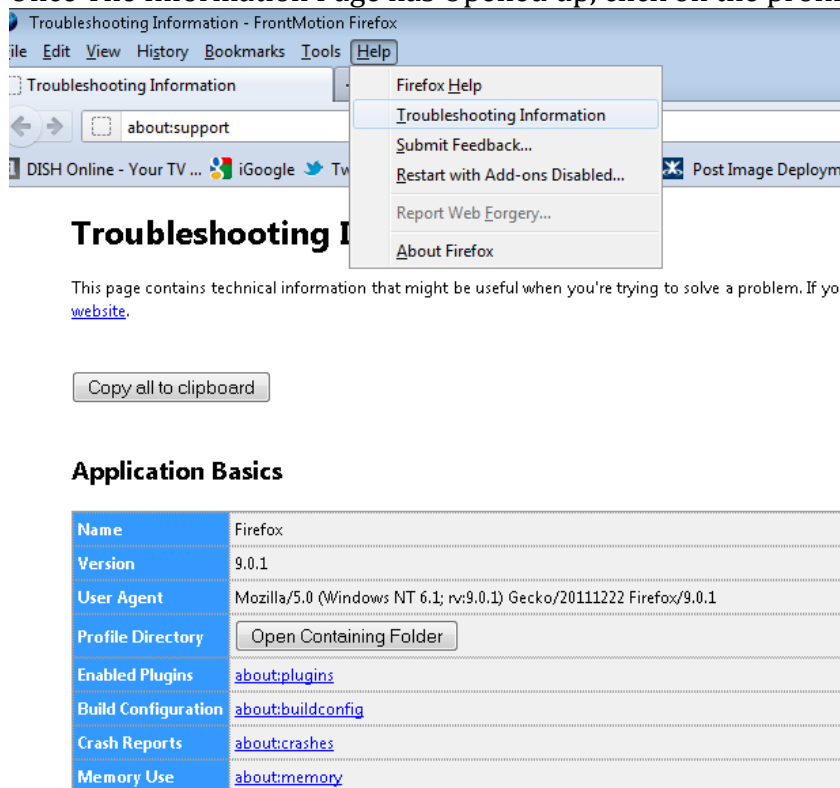
PROBLEM: When I try to upload my PDF attachment in Firefox, I get the following error: "An error prevented the successful upload of the attachment: Uploaded attachment must be in PDF format. MIME type of binary is not allowed."

SOLUTION:

1. Open Firefox
2. Click On Help, then "Troubleshooting Information"

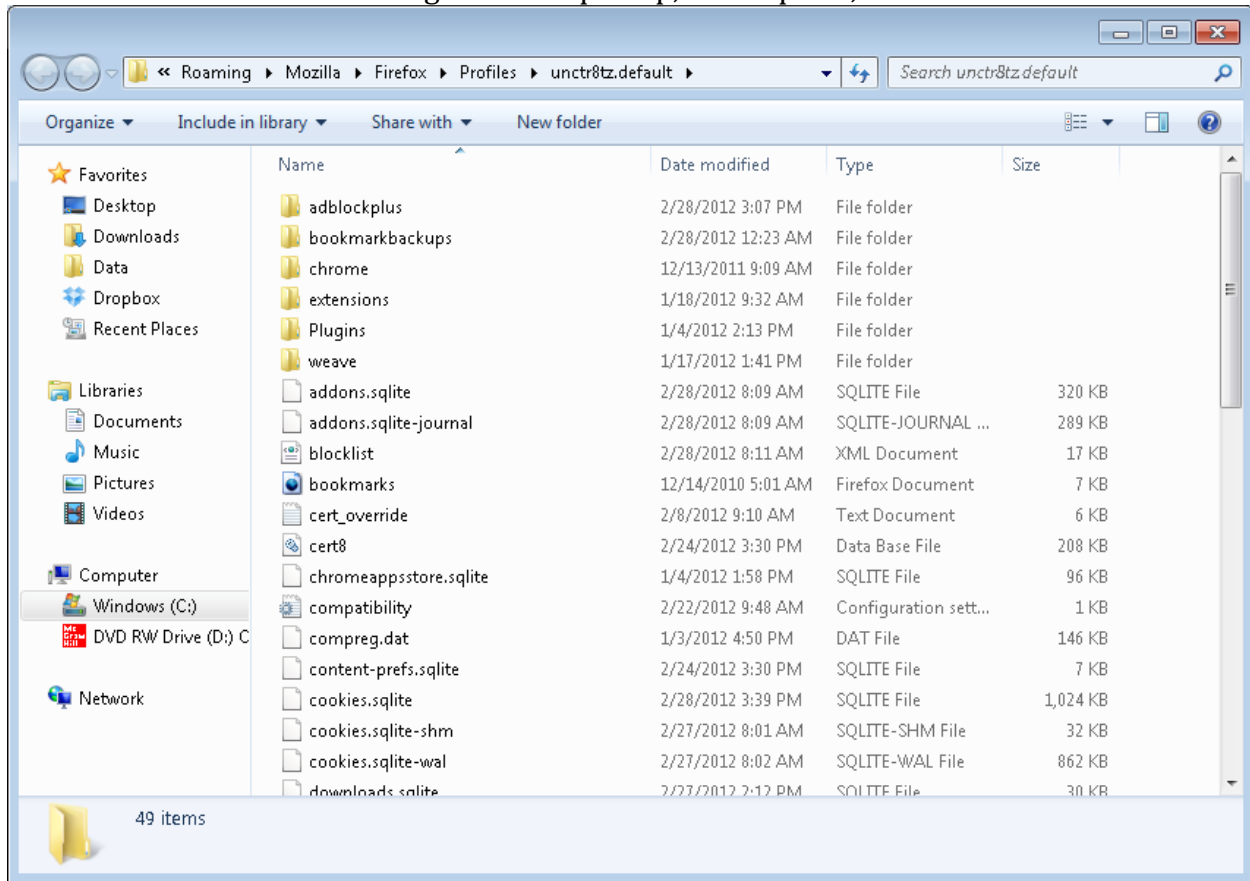


3. Once The Information Page has Opened up, click on the profile "Open Containing Folder" Button

A screenshot of the Firefox "about:support" page. The browser title is "Troubleshooting Information - FrontMotion Firefox". The "Help" menu is open, with "Troubleshooting Information" selected. Below the browser, the page content includes the heading "Troubleshooting I", a paragraph of introductory text, and a "Copy all to clipboard" button. The "Application Basics" section is visible, containing a table with system information and a button to "Open Containing Folder".

Name	Firefox
Version	9.0.1
User Agent	Mozilla/5.0 (Windows NT 6.1; rv:9.0.1) Gecko/20111222 Firefox/9.0.1
Profile Directory	<input type="button" value="Open Containing Folder"/>
Enabled Plugins	about:plugins
Build Configuration	about:buildconfig
Crash Reports	about:crashes
Memory Use	about:memory

4. A folder similar to the following one will open up, at this point, close Firefox.



5. Find the file that says “mimeTypes.rdf” and right click on it and choose Rename. Change the name to “mimetypes.rdf.old”
6. Close out of the folder, then open FireFox.