

Crash Reports

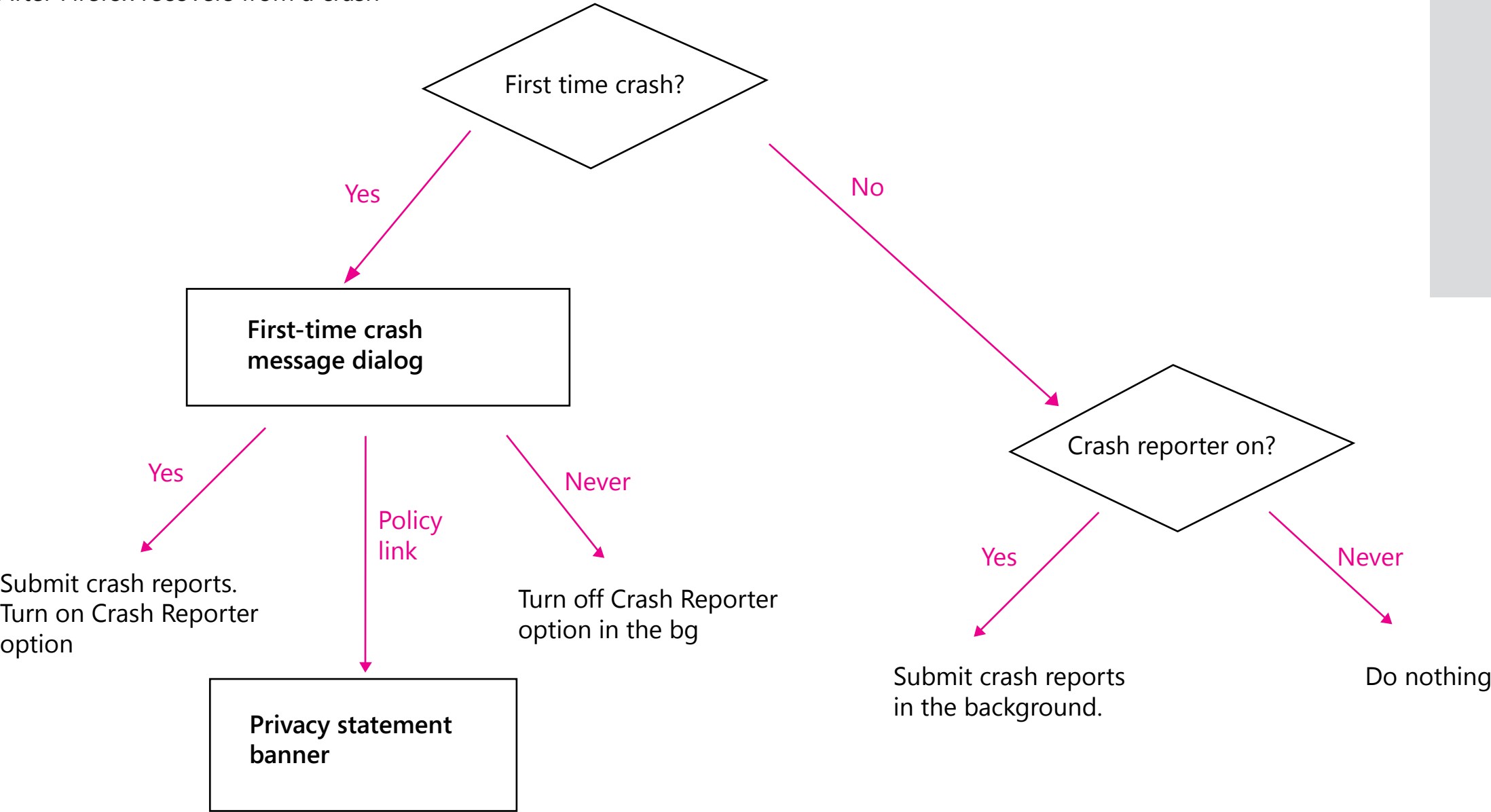
V1 scope prompts for users to opt in and out sending crash reports to Mozilla, and crash report options in Setting charm.

Last updated:
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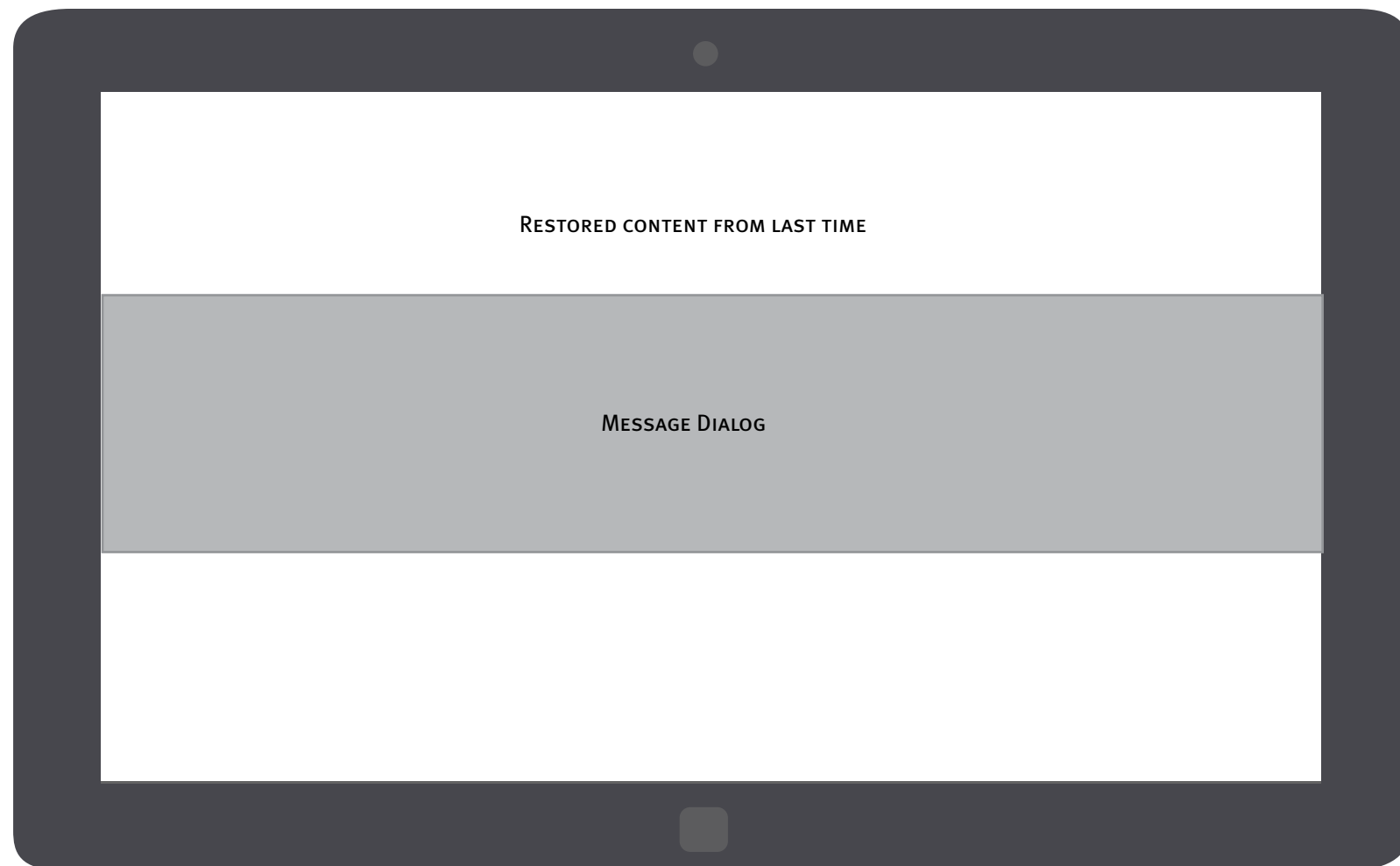
Opt in and Opt out

After Firefox recovers from a crash



Note:
"We won't have **per-crash opt-in**, just a master reporting pref. There's no way to inject crash reporter UI into the metro environment, so crash reporting for Firefox Metro is "head-less"." — Jim Mathies

1 *First-time crash message dialog*



Information to convey

Title:

- Main instruction

Content:

- Why the users are prompted with this crash message dialog
- Why a preference is needed from the users
- How to change the preferenc
- More info

Button:

- Opt in
- Opt out

The message dialog is a prompt to elicit an immediate response from the users.

Width: Message dialogs appear edge-to-edge across the app's client area.

Height: The height of a message dialog is automatically determined by the length of the string content inside it.

1 *First-time crash message dialog*

a. "Enable crash reporter"

Would you like to enable Crash Reporter on Nightly?

We are sorry, Nightly just recovered from a crash. Enabling crash reporter will help Mozilla make Nightly more stable and secure. You can always change your preference in Settings/Options.

[Privacy statement of crash-reporting feature](#)

Enable crash reporterDon't enable

b. "Send crash reports"

Would you like to send Mozilla crash reports?

We are sorry, Nightly just recovered from a crash. Sending crash reports will help Mozilla make Nightly more stable and secure. You can always change your preference in Settings/Options.

[Privacy statement of crash-reporting feature](#)

Send reportsDon't send

2 Privacy statement banner

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Privacy statement of crash-reporting feature


Firefox has a crash-reporting feature that sends a report to Mozilla when Firefox crashes. Mozilla uses the information in the crash reports to diagnose and correct the problems in Firefox that caused the crash. Though this feature starts automatically after Firefox crashes, it does not send information to Mozilla until you explicitly authorize it to do so. By default, this feature sends a variety of Non-Personal Information to Mozilla, including the stack trace (a detailed description of which parts of the Firefox code were active at the time of the crash) and the type of computer you are using. Additional information is collected by the crash reporting feature. Which crash reporting feature is used and what additional information collected by Firefox depends on which version of Firefox you're using.

For the current versions of Firefox, "Firefox Crash Reporter" is Firefox's crash reporting feature. With this feature, you have the option to include Personal Information (including your email address), Potentially Personal Information (including your IP address and the URL of the site you were visiting when Firefox crashed), and a comment. Firefox Crash Reporter also sends a list of all add-ons that you were using at the time of the crash, the time since (i) the last crash, (ii) the last install, and (iii) the start-up of the program. For Firefox 3.0.0 – 3.0.5, Firefox Crash Reporter also collects Potentially Personal Information to Mozilla in the form of a unique alphanumeric value to distinguish individual Firefox installs. This value is not assigned to users of Firefox 3.0.6 and subsequent versions. Mozilla only makes Non-Personal Information (i.e., generic information about your computer, the stack trace, and any comment given by the user) available in the public reports available online at <http://crash-stats.mozilla.com/>.

Note:


We will need to check in with Privacy team to make sure the statement is true to the crash-reporting feature on FX Metro.

3 *Crash reporter setting*

 Options


Startup
When UX starts, show


tabs from last time

Character Encoding
Show encoding options on the App Bar
Off 

Clear Private Data
Clear your browsing history, passwords, cookies, and form data on this device
☒ Browsing history
☐ Other data (passwords, cache, cookies, etc)

Clear

Remember Passwords On 

Crash Reporter
UX submits crash reports to help Mozilla make your browser more stable and secure
On 

Do Not Track
Tell sites:
☒ I do not want to be tracked
☐ Nothing about my tracking preferences
☐ I want to be tracked

Note:

Unlike FxOS, FX Metro doesn't support per crash opt-in at this moment.

Allowing Firefox Metro to "Always ask each time a crash occurs" can't add any more user value here.

If the users chose to submit crash reports at the First-time crash message dialog, Crash Reporter option will be turned ON.

If the users chose not to submit crash reports, Crash Reporter option will be turned OFF.