

# 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:  
Oct 14th, 2013



## *Change Log*

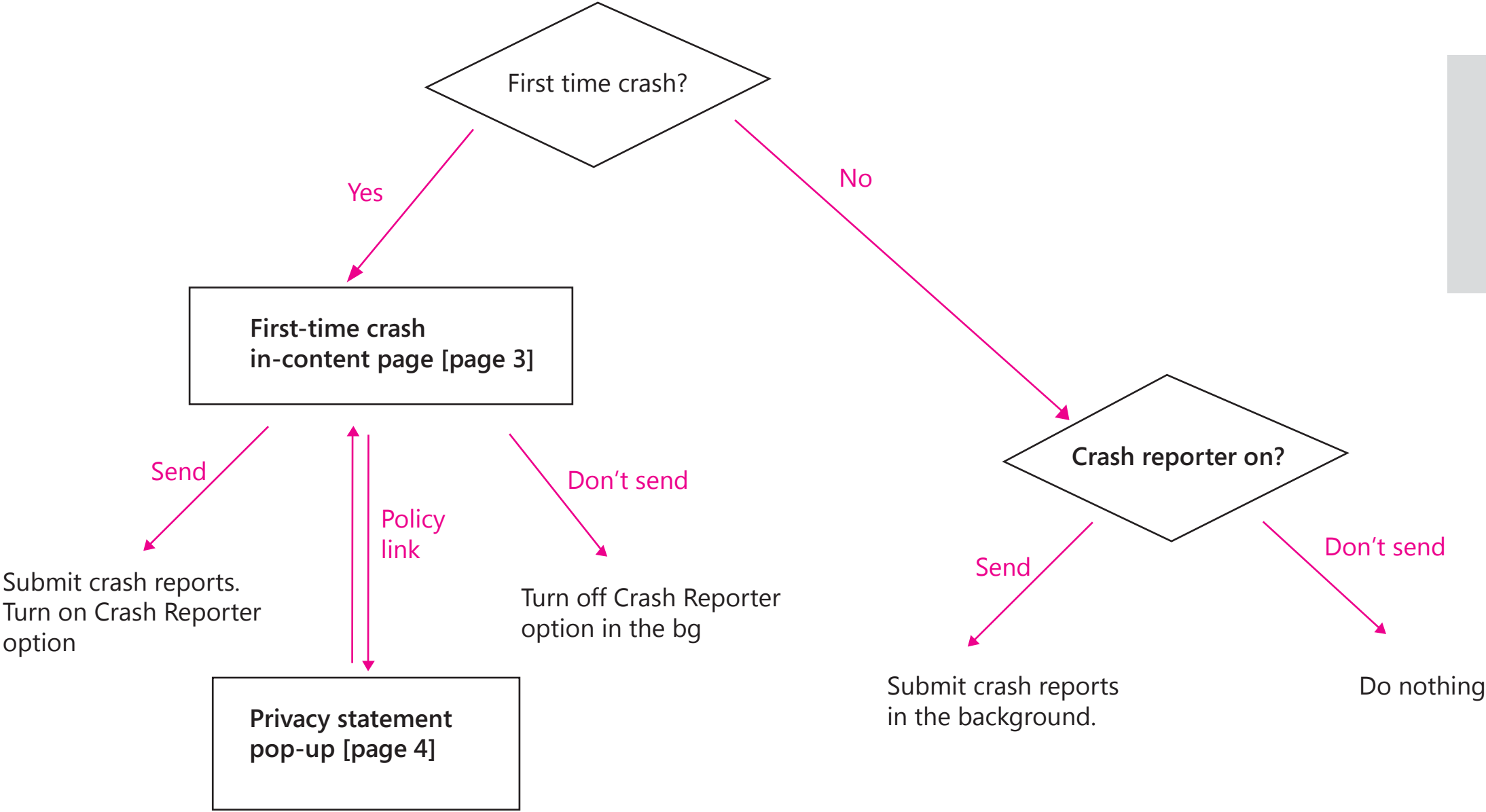
[Page 5] + [Page 6]

- Add an option of "Include the address of the page I was on", suggested by Alina from privacy team.



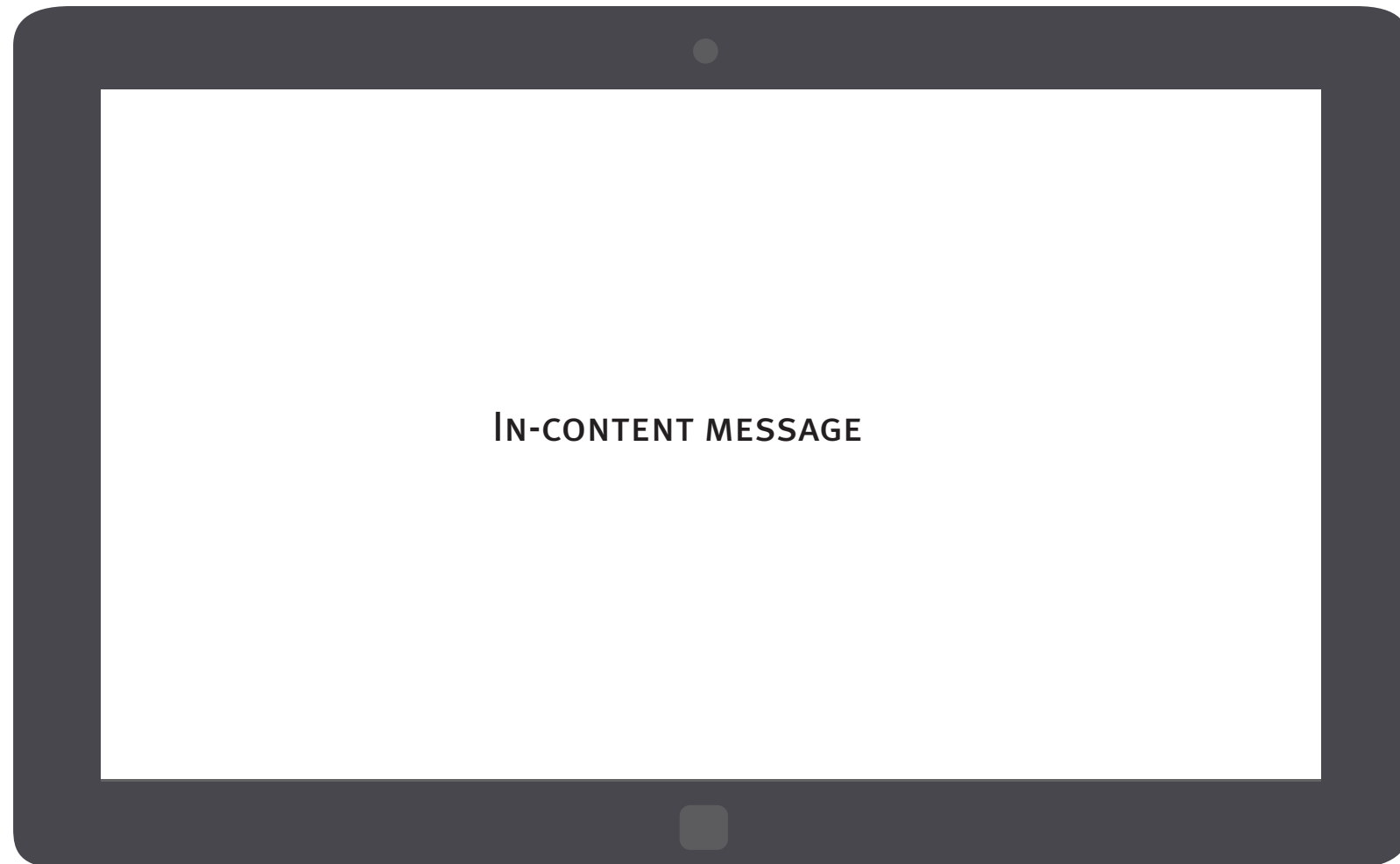
## Interaction Flow

After Firefox recovers from a crash



If the users close the dialog page without making any choice, Firefox Metro will display the crash report again next time it crashes.

## 1 *First-time crash message dialog*



The crash reporting message is an in-content page that shows up once FX Metro recovers if the users have not made a choice on their crash reporting choice.

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
- Choose what to include in the report
- More info

Button:

- Opt in
- Opt out

## 1 *In-content crash reporting message*

### 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.

▶ What's in a crash report?

☐ Include the address of the page I was on

Send reports

Don't send

Add an option to include automatically sending URLs with crash reports. By default, the option should be unchecked.

Tapping the triangle or the text should load in extra content. [See page 4]

## 1 *In-content crash reporting message*

### Would you like to send Mozilla crash reports?

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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.

#### ▼ What's in a crash report?

A crash report contains some details about the crash and your device, as well as a snapshot of the state of your device when it crashed.

This may include things like open pages, text typed into forms and the content of open messages, recent browsing history, or geolocation shared with a site.

We use crash reports to try to fix problems and improve our products. We handle your information as we describe in our [Firefox privacy policy](http://www.mozilla.org/en-US/legal/privacy/firefox.html).

☐ Include the address of the page I was on

Send reports

Don't send

If the users click to open the link, the privacy pop-up shows up [Page 6]

The source is:  
<http://www.mozilla.org/en-US/legal/privacy/firefox.html>

## 2 Privacy statement pop-up

When the lightbox is displayed, the user should be taken to the top of Firefox privacy policy page.

A horizontal scroll bar should be available for scrolling up and down.

Would you like to send Mozilla crash reports?

### Firefox privacy policy

This privacy policy explains how Mozilla Corporation (“Mozilla”), a wholly-owned subsidiary of the non-profit Mozilla Foundation, collects and uses information about users of the official Mozilla Firefox® web browser (“Firefox”). It does not apply to other Mozilla websites, products, or services.

#### Overview

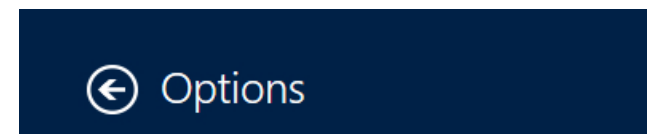
In this privacy policy, we address the following:

- Definitions of the types of information
- What Firefox Sends to Websites
- Feature-by-Feature Description of Data Practices
- What Mozilla Does to Secure Data
- Government and Court Demands for Information
- Overview of Other Situations Involving Possibility of Data Disclosures
- Mozilla’s Approach to Data Retention
- How Mozilla Discloses Changes to this Policy
- How to Contact Mozilla about this Policy
- Appendix of Practices relating to Prior Versions of Firefox



To close the dialog, the user can either tap the close button on the pop-up or tap out.

### 3 *Crash reporter setting*



#### Startup

When UX starts, show

#### 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 ☒

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.

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.