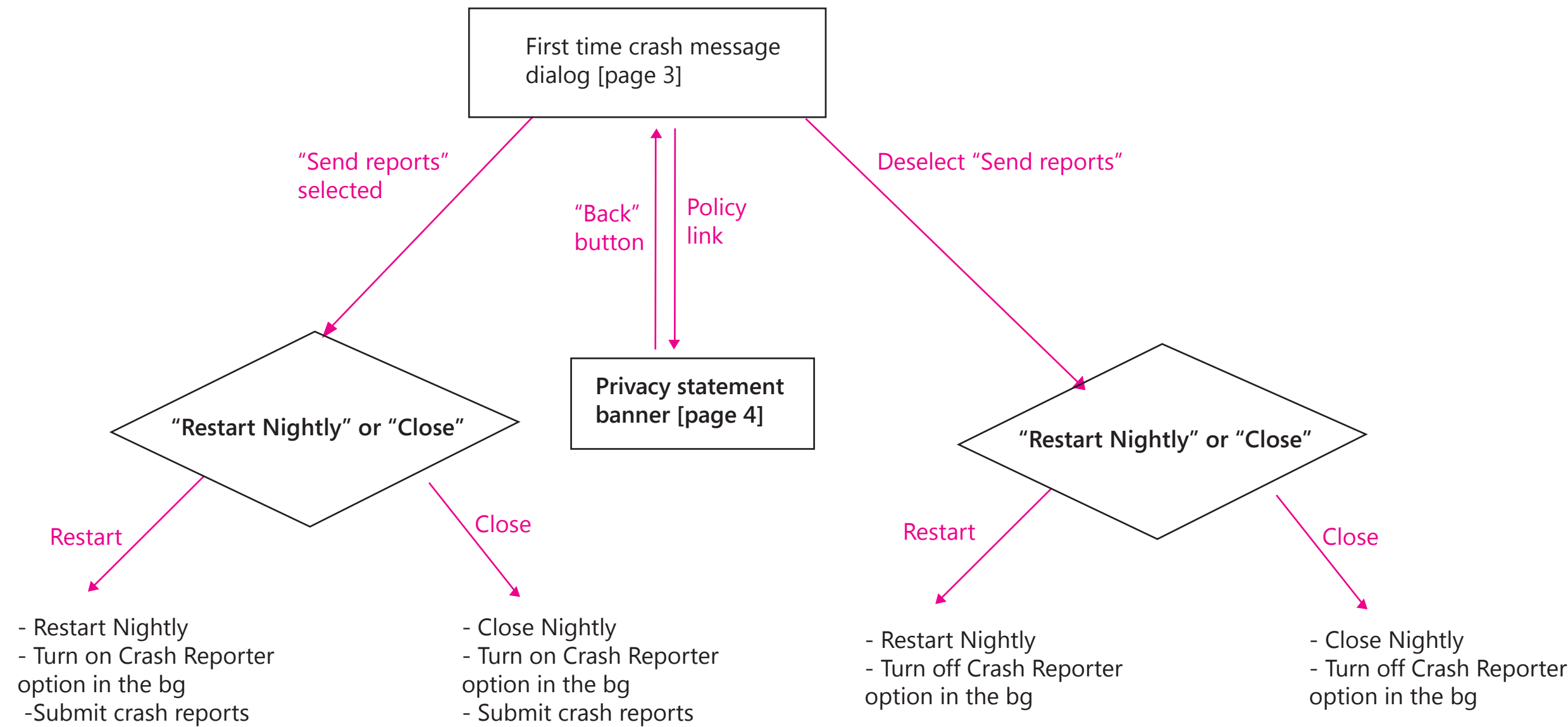


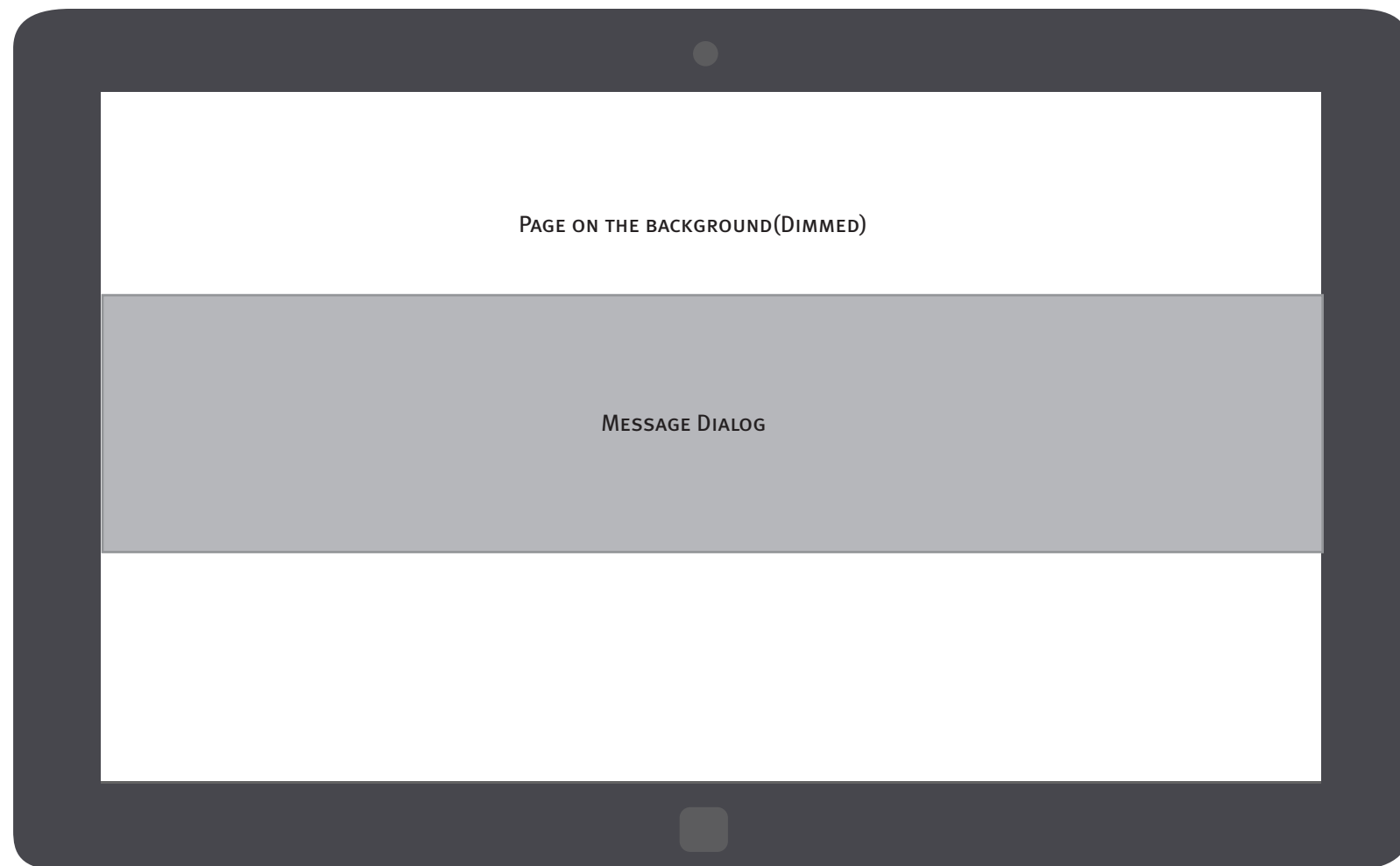


Interaction Flow

After Firefox recovers from a crash



1 *Post-crash message dialog*



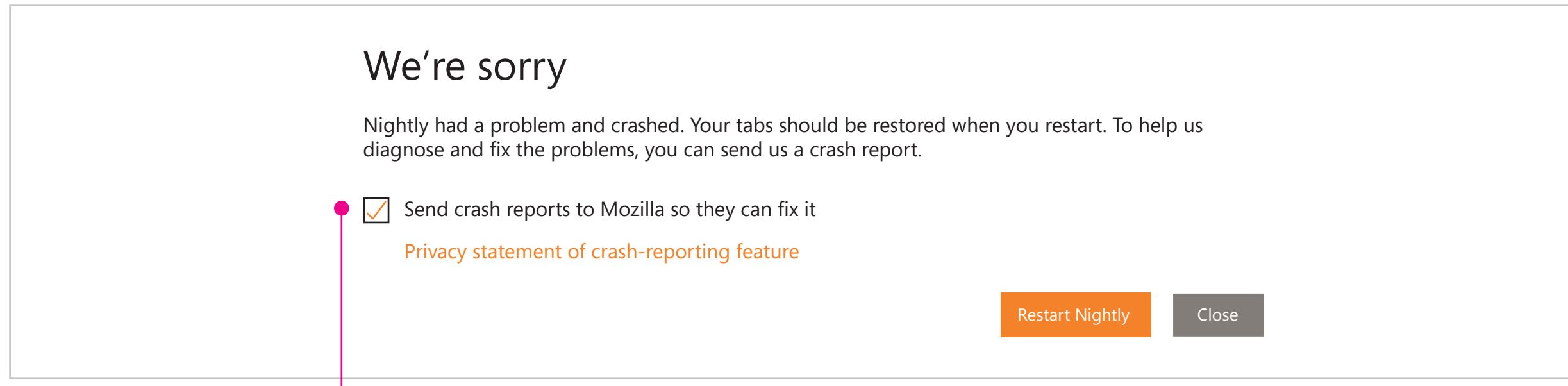
- Using a consistent language
- Since there is no more page interactions before restarting the browser, it's okay to apply app-modal dialog here

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 *Post-crash message dialog*



By default, check the selection

Use the app-modal message dialog once a crash occurs.

2 Privacy statement banner

Back to the First-run crash message dialog
[page 3]



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/>.

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 ☒

Do Not Track

Tell sites:

☒ I do not want to be tracked

☐ Nothing about my tracking preferences

☐ I want to be tracked

Note:

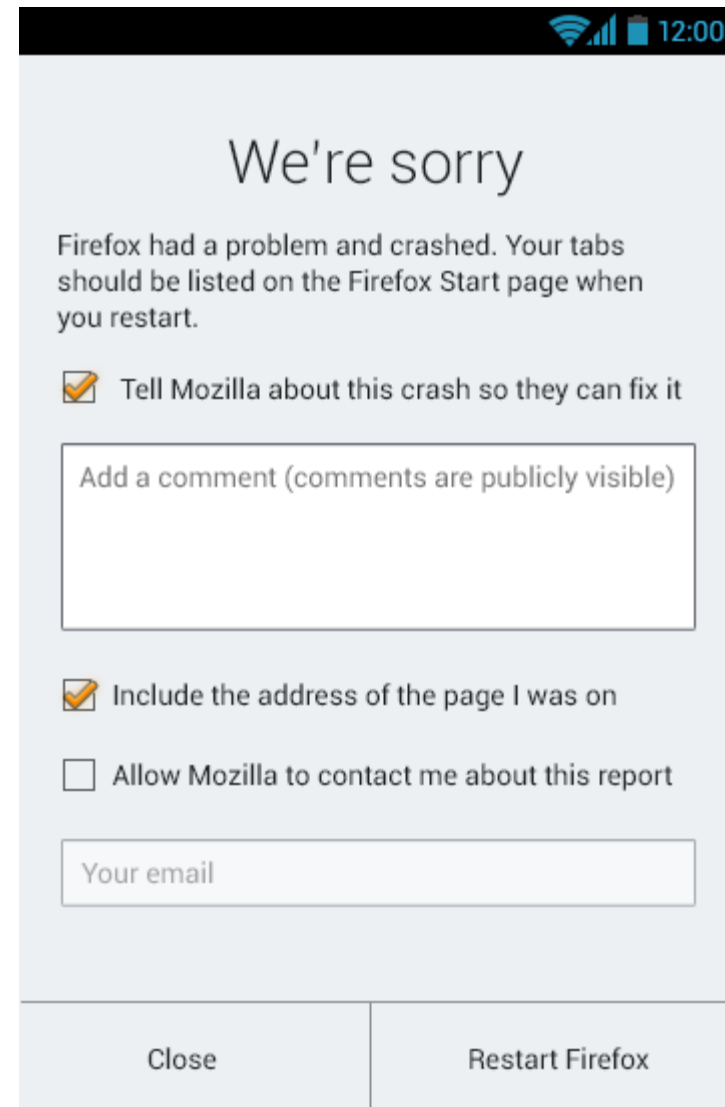
Unlike FxOS, FX Metro doesn't support per crash opt-in at this moment.

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.

Crash reporting on other Firefox products



A screenshot of the Firefox crash reporting screen on a mobile device. The status bar at the top shows a Wi-Fi icon, signal strength, and the time 12:00. The main heading is "We're sorry". Below it, a message states: "Firefox had a problem and crashed. Your tabs should be listed on the Firefox Start page when you restart." There are three checkboxes: the first is checked and says "Tell Mozilla about this crash so they can fix it"; the second is checked and says "Include the address of the page I was on"; the third is unchecked and says "Allow Mozilla to contact me about this report". Below the checkboxes is a text input field with the placeholder "Add a comment (comments are publicly visible)". At the bottom, there is another text input field labeled "Your email". At the very bottom, there are two buttons: "Close" and "Restart Firefox".

We're sorry

Firefox had a problem and crashed. Your tabs should be listed on the Firefox Start page when you restart.

☒ Tell Mozilla about this crash so they can fix it

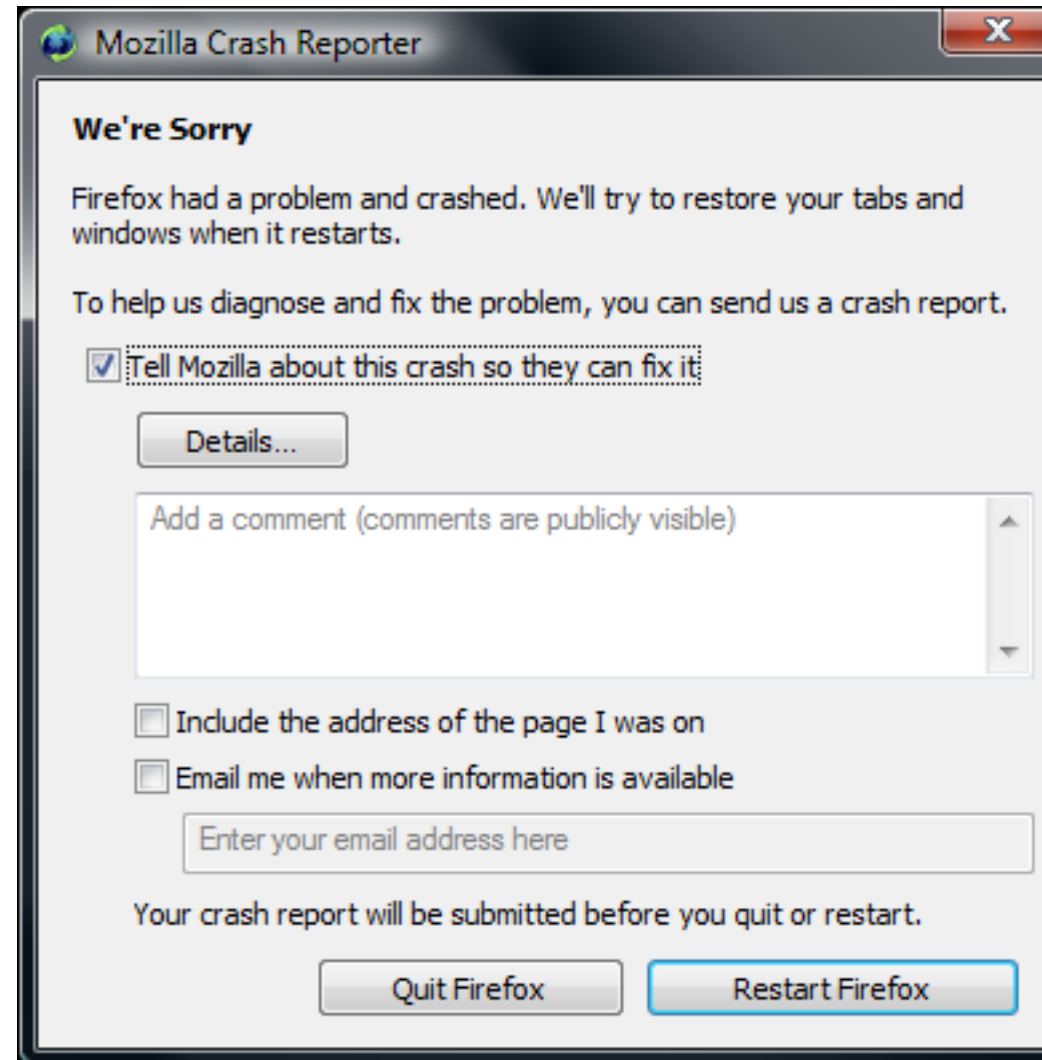
Add a comment (comments are publicly visible)

☒ Include the address of the page I was on

☐ Allow Mozilla to contact me about this report

Your email

Close Restart Firefox



A screenshot of the Mozilla Crash Reporter dialog box on a desktop. The title bar says "Mozilla Crash Reporter". The main heading is "We're Sorry". Below it, a message states: "Firefox had a problem and crashed. We'll try to restore your tabs and windows when it restarts." There is a paragraph: "To help us diagnose and fix the problem, you can send us a crash report." Below this is a checked checkbox that says "Tell Mozilla about this crash so they can fix it". There is a "Details..." button. Below that is a text input field with the placeholder "Add a comment (comments are publicly visible)". There are two more checkboxes: "Include the address of the page I was on" (unchecked) and "Email me when more information is available" (unchecked). Below these is a text input field labeled "Enter your email address here". At the bottom, a message states: "Your crash report will be submitted before you quit or restart." There are two buttons: "Quit Firefox" and "Restart Firefox".

Mozilla Crash Reporter

We're Sorry

Firefox had a problem and crashed. We'll try to restore your tabs and windows when it restarts.

To help us diagnose and fix the problem, you can send us a crash report.

☒ Tell Mozilla about this crash so they can fix it

Details...

Add a comment (comments are publicly visible)

☐ Include the address of the page I was on

☐ Email me when more information is available

Enter your email address here

Your crash report will be submitted before you quit or restart.

Quit Firefox Restart Firefox