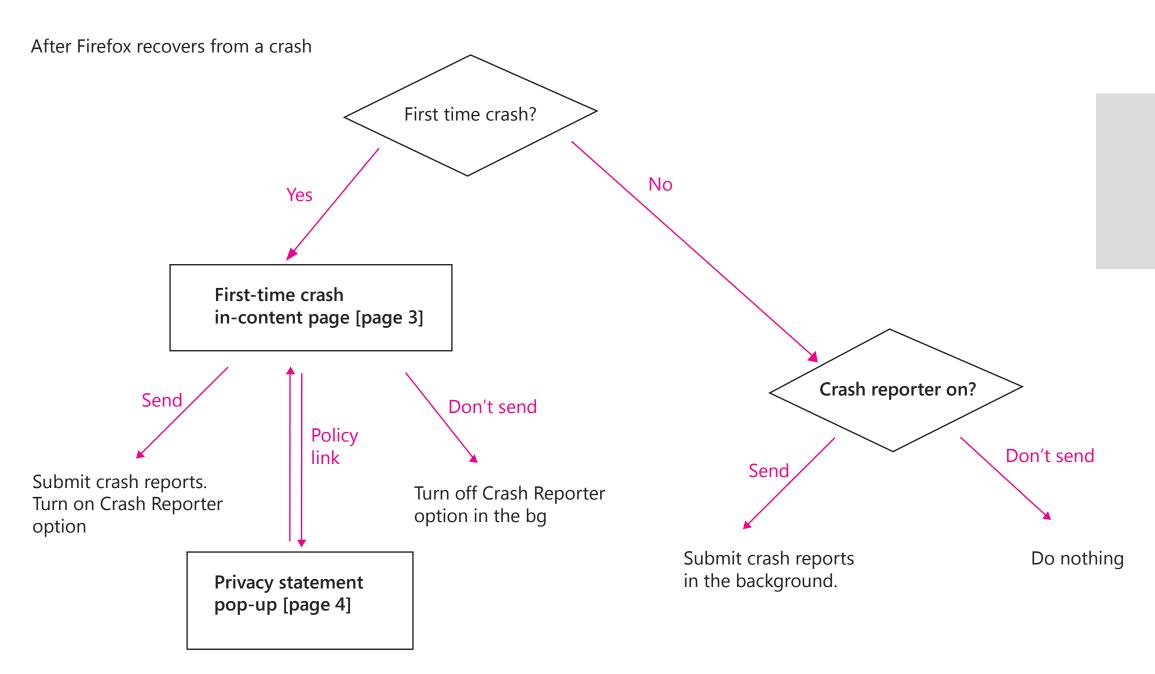
# **Crash Reports**

V1 scope prompts for users to opt in and out sending crash reports to Mozilla, and crash report options in Setting charm. Last updated: August 12th, 2013

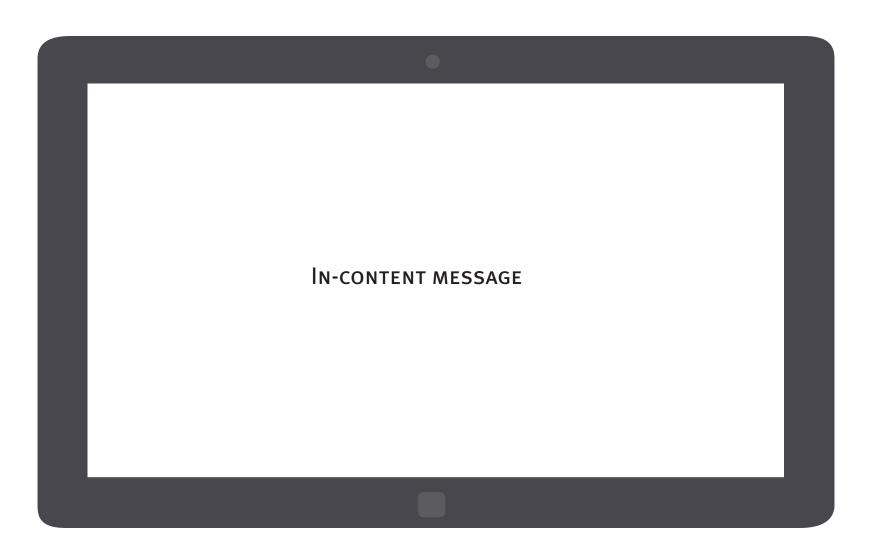
## Interaction Flow





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





Information to convey

Title:

• Main instruction

Content:

- crash message dialog

- More info

Button:

- Opt in
- Opt out

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.

• Why the users are prompted with this • Why a preference is needed from the users • How to change the preferenc



# *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.

Privacy statement of crash-reporting feature

Send reports

Don't send

Apply a consistent visual style for the in-content page on Firefox Metro with desktop

Using grey background to indicate the message is coming from the application as part of the chrome And use the same typeface and font color as the desktop in-content page



### Privacy statement pop-up

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

#### 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/.

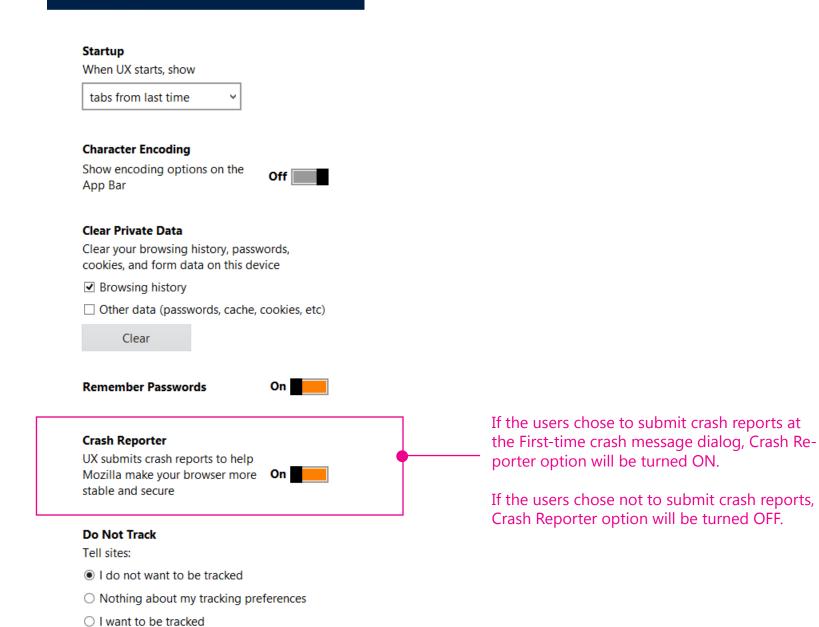
Learn more about Nightly privacy policy





# Crash reporter setting

	<b>O L</b> <sup>1</sup>
(←)	Option
$\sim$	



Note:

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

user value here.

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

# In-content page design on Firefox desktop

Cuesseel	
Success!	
Firefox is reset and ready to go.	
Your add-ons are removed, so you shouldn't be experiencing the same problems. If this didn't fix your issue, learn more about what you can do.	
Restore all windows & tabs Or restore only the ones you want	
 Restore Window	
✓ ✓       ✓	
✓ CNN.com International	
 ✓ BBC - Homepage	
Google	
✓ Washington Post	
 Let's go!	