# Sumo Release Report Firefox 48

Firefox 48 Release and Firefox for IOS version 5.1

### August 2016

This report is aiming to capture and explain what has happened during and after the launch of Firefox 48/ Firefox for iOS 5.1 on multiple support fronts: Knowledge Base and localization, 1:1 social and forum support, trending issues and reported bugs, as well as to celebrate and recognize the tremendous work the SUMO community is putting in to make sure our users experience a happy release.

We have lots of ways to contribute, from Support to Social to PR, the ways you can help shape our communications program and tell the world about Mozilla are endless. For more information: [https://goo.gl/NwxLJF]

## Knowledge Base and Localization

Article	Voted "helpful" (English/US only)	Global views	Comments from dissatisfied users
Desktop			
https://support.mozilla.org/en-US/kb/firefox-osx	70-100%	24,019	"Don't think you force me to update to an OS that don't allow me to use some of the software that I have installed on my computer."  "can't update OS, processor limitations. I'm sure I'm not the only one."
Android			
https://support.mozilla.org/en-US/kb/how-do-i-copy-and-paste-text-android	56-67%	5,078	"Dropdown right top was showing clipboard. friend used ph. clipboard disappeared. Bluetooth i dont want appeared. How do i put it back as was?!"  "Some websites insist on blocking the paste function for passwords and while I've come across a workaround for this when using desktop firefox the mobile version is another matter."

			"On some sites this does not work "
https://support.mozilla.org/en-US/ kb/awesome-bar-search-firefox-b ookmarks-history-tabs	67-80%	24,308	
https://support.mozilla.org/en-US/kb/save-web-pages-your-reading-list-firefox-android	70-72%	23,970	"A bit confusing to mix bookmarks with reading list. Good breeder generally, well done."  "Why is my reading list added to my bookmarks? Why isn't it separate?? I don't want them together."
https://support.mozilla.org/en-US/ kb/make-firefox-default-browser-a ndroid	81-83%	105,530	"Procedure to set Firefox as default browser is different when setting options are seen on phone. Panasonic P75 is phone tried on. "Trying to make Firefox my browser for smart ultra 6."
https://support.mozilla.org/en-US/ kb/control-notifications-firefox-and roid	100%	241	
https://support.mozilla.org/en-US/kb/whats-new-firefox-android	no votes	74	

# **Support Forum Threads**

Highlighted Forum Threads - -GA
Unresponsive script help article traffic had a large increase
Solved top viewed threads -GA

#### Issues to note:

This issue showed up in Social and the forums, with the new awesome bar functionality and test pilot awesomebar experiments the ability to turn off the "search with google" was deprecated: "Search with google" How to remove "search with google" in Firefox 48, I want to disable search in the address bar and browser.urlbar.unifiedcomplete does not work, is there any way to disable browser.urlbar.unifiedcomplete in firefox 48?

Disabled addon signing was removed in 48, there was an evident population did not agree <u>Disable add-on signing not available in Firefox 48?</u>

Some dislike was evident in some commentary about the change in url bar style:

#### Addons

ALI in one sidebar was fixed <u>All-in-one sidebar not working in Firefox 48</u> Quicktime was deprecated for Windows

#### Android:

Firefox for Android 48 in developer preview 5 of Android 7 Nougat may not work properly with uBlock Origins on Nexus Devices: <u>How to fix when Firefox for Android on Android 7 aka N aka Nougat hangs periodically?</u>

# **Social Support Highlights**

Brought to you by Sprinklr

Total contributors in program - 185

New users added between August 2 - August 19, 2016:

Warm welcome to **Daniela and Alex Mayorga!** Thank you for your help this release, we hope to see more of you.

## **Top 5 Contributors**

Number of Replies:

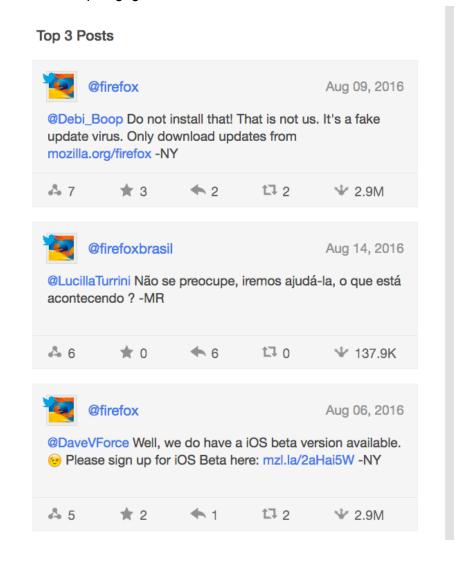
This version we had a few new users and a larger amount of engagement

User	Posts and Tweets	Engagements (replies, likes, retweets)
Noah Y	82	102
Magno Reis	35	23
Andrew Truong	23	22
Daniela Albarran	16	22
Jhonatas Rodrigues Machacho	15	9
Swarnava Sengupta	9	9
Alex Mayorga	5	7

## Trending issues

### Add explanation to this outbound categories

### Outbound top engagement:



Fake updates from 47 are still being seen in Firefox 48, check your malware scanners. Firefox\_ES, the Brazilian community have started to participate more, way to go!

"Firefox is Not Responding" <u>Facebook post issue</u> Forum and KB feedback from this release

### Localization

Article	Top 10 locale	Top 20 locale
	coverage	coverage

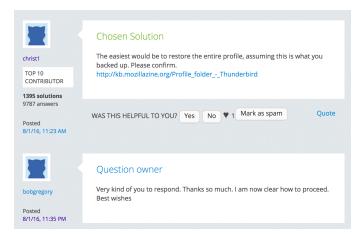
Desktop (August 2 - 18)		
Firefox support has ended for Mac OS X 10.6, 10.7 and 10.8	100%	80%
Android (August 2 - 18)		
How do I copy and paste text on Android?	100%	90%
Awesome Bar - Search your Firefox		
bookmarks, history and tabs from the address		
<u>bar</u>	100%	90%
Save web pages to your Reading List on		
Firefox for Android	100%	70%
Make Firefox the default browser on Android	100%	85%
Control notifications in Firefox for Android	100%	75%
What's new in Firefox for Android	100%	75%

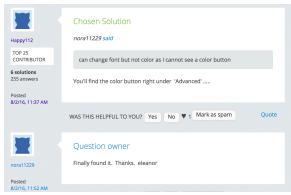
- Special mentions our *hyper*active contributors:
  - o <u>wxie2016</u>
  - o <u>TyDraniu</u>
  - o Jim Spentzos
  - o <u>Lar</u>
  - о <u>Богданцев Сергій</u> (Bogdancev)
- ...and some of the "L10n legends" (in no particular order):
  - o milupo
  - o <u>Tonnes</u>
  - o Angela Velo
  - o <u>Dinesh</u>
  - o Michele Rodaro
  - o <u>Artist</u>
- For a comprehensive list of contributions, click here

Questions? Contact Michał.

Thank yous from users who received SUMO help

Support Forums:





### Twitter:







@firefox I might have to contact the author and check if it is compatible with the latest version of WordPress or not. Thanks. :)

9:40 PM - 16 Aug 2016





