

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: [\[https://goo.gl/NwxLJF\]](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-bookmarks-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-android	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-android	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

[Disable add-on signing not available in Firefox 48?](#)

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

[Upgraded to Windows 10 & Firefox 47 - now almost impossible to make out active tab](#) +

Addons

ALI in one sidebar was fixed [All-in-one sidebar not working in Firefox 48](#)

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: [How to fix when Firefox for Android on Android 7 aka N aka Nougat hangs periodically?](#)

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:

Top 3 Posts

 @firefox Aug 09, 2016


@Debi_Boop Do not install that! That is not us. It's a fake update virus. Only download updates from mozilla.org/firefox -NY

7 3 2 2 2.9M

 @firefoxbrasil Aug 14, 2016

@LucillaTurrini Não se preocupe, iremos ajudá-la, o que está acontecendo ? -MR

6 0 6 0 137.9K

 @firefox Aug 06, 2016

@DaveVForce Well, we do have a iOS beta version available. 😊 Please sign up for iOS Beta here: mzl.la/2aHai5W -NY

5 2 1 2 2.9M

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” [Facebook post issue](#)

Forum and KB feedback from this release

Localization

Article	Top 10 locale coverage	Top 20 locale coverage
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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 bar	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 *hyperactive* contributors:
 - [wxie2016](#)
 - [TyDraniu](#)
 - [Jim Spentzos](#)
 - [Lan](#)
 - [Богданцев Сергій](#) (Bogdancev)
- ...and *some* of the “L10n legends” (in no particular order):
 - [milupo](#)
 - [Tonnes](#)
 - [Angela Velo](#)
 - [Dinesh](#)
 - [Michele Rodaro](#)
 - [Artist](#)
- [For a comprehensive list of contributions, click here](#)

Questions? [Contact Michał](#).

Thank yous from users who received SUMO help

Support Forums:

christ1
 TOP 10 CONTRIBUTOR
 1395 solutions
 9787 answers
 Posted 8/1/16, 11:23 AM

Chosen Solution

The easiest would be to restore the entire profile, assuming this is what you backed up. Please confirm.
http://kb.mozillazine.org/Profile_folder_-_Thunderbird

WAS THIS HELPFUL TO YOU? Yes No 1 Mark as spam Quote

bobgregory
 Question owner
 Posted 8/1/16, 11:35 PM

Very kind of you to respond. Thanks so much. I am now clear how to proceed. Best wishes

Happy112
 TOP 25 CONTRIBUTOR
 6 solutions
 255 answers
 Posted 8/2/16, 11:37 AM

Chosen Solution

nora11229 said

can change font but not color as I cannot see a color button

You'll find the color button right under 'Advanced'

WAS THIS HELPFUL TO YOU? Yes No 1 Mark as spam Quote

nora11229
 Question owner
 Posted 8/2/16, 11:52 AM

Finally found it. Thanks. eleonor

Twitter:

Jamie Hyde @JHyde1993 · Aug 16
 @firefox Is there plans to add better bookmark management? Can't create folders or rearrange them on Mobile (Android).

← ↻ ❤️ ⋮

Firefox @firefox · Aug 16
 @JHyde1993 I believe there is. Our UX devs are always coming up with new ideas. If I find any plans on that, I'll send you a link -NY

← ↻ ❤️ 1 ⋮

Jamie Hyde @JHyde1993 Follow

@firefox Thanks! Shall keep my eye out, I can manage them on computer for now :)

LIKE 1

10:33 AM - 17 Aug 2016



Srikanth
@rsrikanth05



Follow

@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

