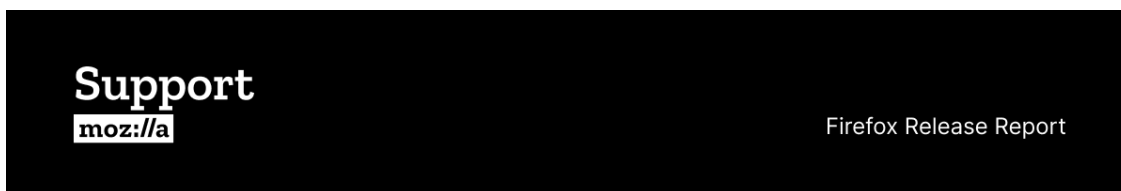


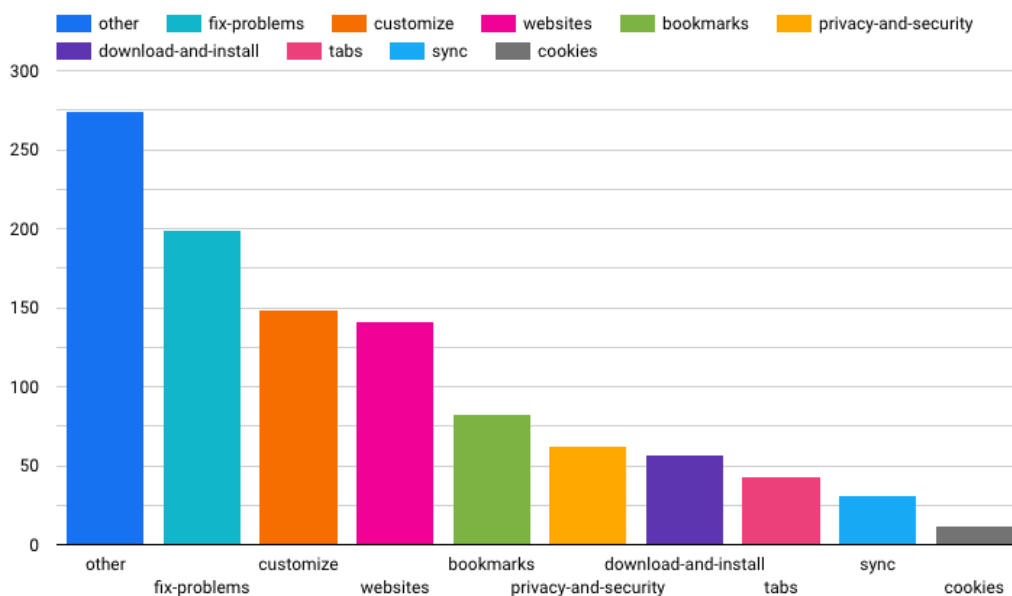
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Firefox 91 Desktop Release Reporting Week (08/10-08/23)

Hello!

Its that time again to take a dive into the support side of things and see whats going on in the world of Desktop.

In the first week of the 91 release the support forum saw 612 inbound desktop questions and 456 inbound questions in the 2nd week of the release. Desktop volume on support.mozilla.org accounts for 65% of all inbound forum questions within this time period for Mozilla/Firefox products.



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Reddit, and Twitter to pull out some conversations being had since the release.

Reddit:

With customization's connected to the MR1 Proton update starting to get removed we are seeing users who have implemented steps to remove or change the look or proton start surfacing their complaints again.

- [Seriously, wtf is wrong with Mozilla?](#)
- [firefox 91 - how do you fix this ridiculously large vertical spacing \(esp for bookmarks?\)](#)
- [No divider between tabs](#)
- [Why am I now forced to use Proton?](#)

We also saw users speaking significantly about High contrast issues over MacOS.

- https://www.reddit.com/r/firefox/comments/p1x55s/what_has_happened_to_my_firefox_today/
- https://www.reddit.com/r/firefox/comments/p1wqe4/firefox_dark_mode_broke/

Twitter:

Similar to Reddit, we saw users speaking around the high contrast issues on MacOS along with feedback around Proton updates.

- [Increase Contrast setting in MacOS](#) break Dark Mode (accessibility)
- https://twitter.com/monadic_nomad/status/1426261792267845633
- The above cause white background on every websites:
 - <https://twitter.com/lowclasshifi/status/1426197363903897603>
 - <https://twitter.com/nullplus/status/1426373120105975808>
 - <https://twitter.com/jansumi/status/1427168858876567552>
 - <https://twitter.com/Kammerotica/status/1427141595783000067>
- Proton Feedback:
 - [No Tab Separator](#)
 - [Difficulty muting Tabs](#)
 - [Accessibility Concern](#)

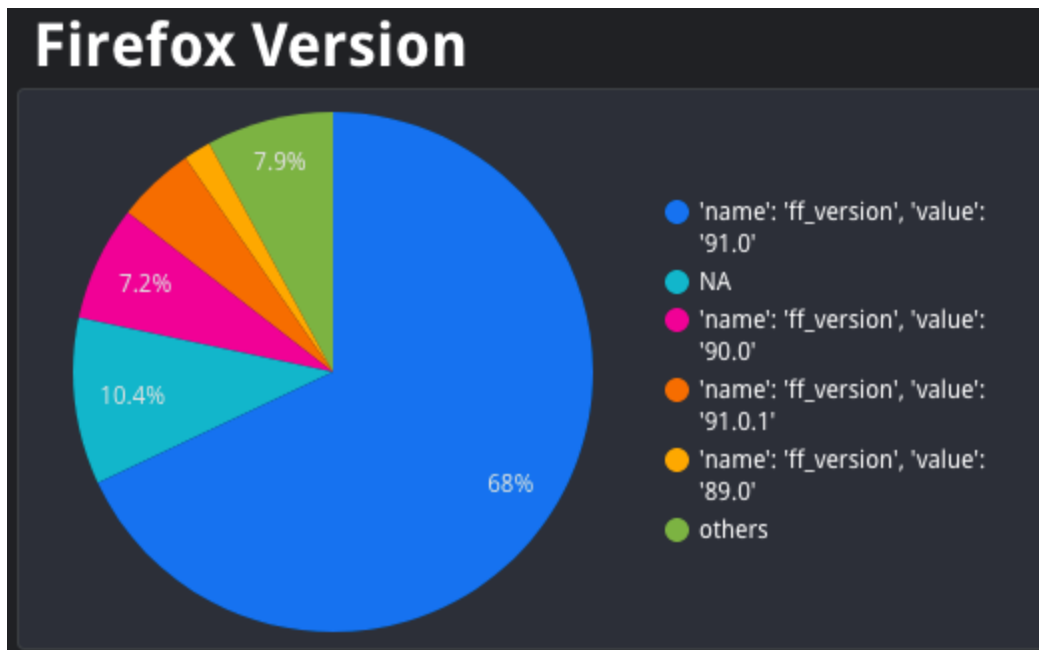
Desktop Forum:

Contributors were mostly talking about the [high contrast issues](#)

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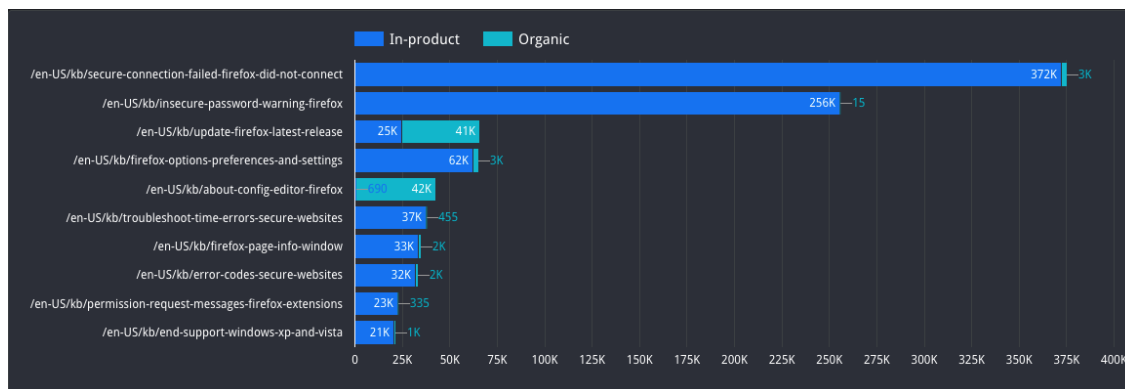


By this point in the release we have 68% of the inbound questions coming from users on version 91.

Knowledge Base:

During the first two weeks of the 91 release the Firefox Desktop KB garnered 1.6 million views.

Very similar to previous releases, "Secure connection failed Firefox did not connect" was the highest viewed in product link to sumo. Additionally, "Update Firefox to the latest Release" is the highest viewed Desktop KB article week over week



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3.	/en-US/kb/how-change-your-default-browser-windows-10	411,930	389,092	94.5%
4.	/en-US/kb/insecure-password-warning-firefox	390,716	322,445	82.55%
5.	/en-US/kb/common-myths-about-private-browsing	104,459	85,638	81.95%
6.	/en-US/kb/firefox-options-preferences-and-settings	95,747	74,710	77.95%
7.	/en-US/kb/enhanced-tracking-protection-firefox-desktop	93,277	71,621	76.86%
8.	/en-US/kb/refresh-firefox-reset-add-ons-and-settings	77,565	41,465	53.32%
9.	/en-US/kb/about-config-editor-firefox	71,719	35,029	49.09%
10.	/en-US/kb/how-download-and-install-firefox-windows	69,277	44,401	64.14%

That is all for this 2 week Sumo Report. Please reach out to JR or Kiki on slack or by email if you have any questions.

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