

# Firefox User Sentiment Report

Firefox for Desktop

Version 17.0  
December 13, 2012

## BRIEF

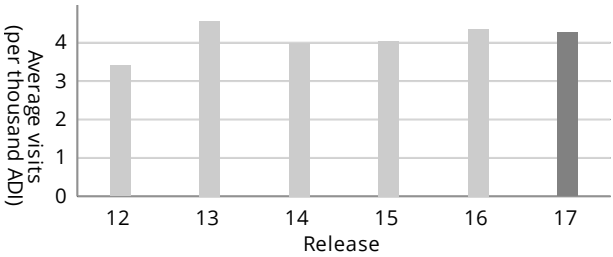
Firefox 17 had a few issues after launch that got the release off to a rocky start. 17.0.1 was released shortly after to address many of these issues, at which point we see a decrease in SUMO Threads and Negative Input comments. A few of the issues seen in the Firefox 17.0 include:

- 1. The User Agent change broke several popular websites. This change was reverted in 17.0.1.
- 2. A Font Rendering bug (Bug 814101) on Windows caused issues for users with ClearType disabled. This was also fixed in 17.0.1.
- 3. A few popular add-ons broke with the release of Firefox 17 (most notably Tab Mix Plus). The developers of these add-ons made fixes available fairly quickly.

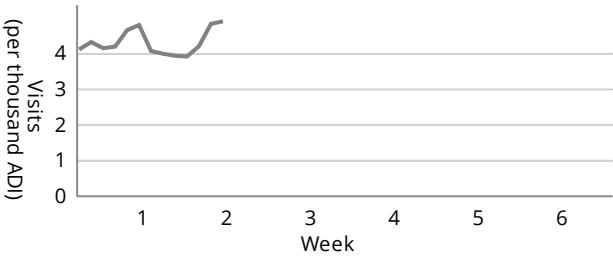
## TRENDING TOPICS

<b>download</b> <i>bug, make, browser, new, fast</i>	<b>video</b> <i>youtube, play, work, watch, flash</i>
<b>homepage</b> <i>change, set, home, page, start</i>	<b>crash</b> <i>flash, time, player, adobe, freeze</i>
<b>tabmixplus</b> <i>tab, tool, option, delete, address</i>	<b>norton</b> <i>version, update, work, latest, 17.0</i>
<b>babylon</b> <i>search, google, remove, uninstall, want</i>	<b>facebook</b> <i>load, site, work, page, log</i>
<b>slow</b> <i>it's, speed, load, browser, run</i>	<b>bookmark</b> <i>button, doe, work, yahoo, toolbar</i>

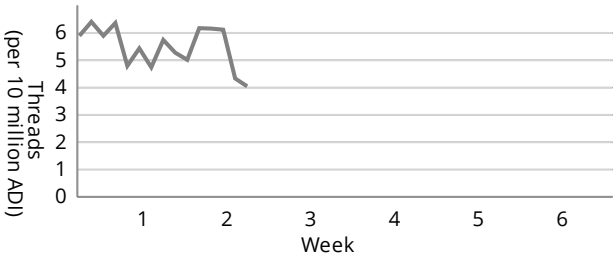
HISTORICAL COST OF SUPPORT



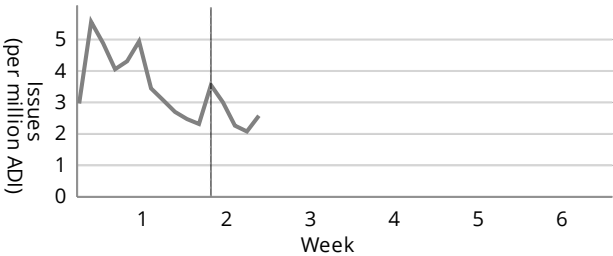
WEEKLY COST OF SUPPORT FOR v17



NEW SUPPORT THREADS



NEGATIVE INPUT



**Historical cost of support:**

The Average Cost of Support by version is the average Cost of Support (the number of visits to support.mozilla.org per thousand Active Daily Installs) across a release's entire lifetime.

**Weekly cost of support:**

The Cost of Support is the number of visits to support.mozilla.org per thousand Active Daily Installs (ADIs).

**New support threads:**

New Threads are the number of new threads opened at support.mozilla.org per ten million Active Daily Installs (ADIs).

**Negative input:**

Issues measure the number of issues filed through Firefox's feedback mechanism per million Active Daily Installs (ADIs).

**Trending topics:**

These topics were automatically generated from the negative feedback for Firefox Desktop. Each element is a topic, and each topic consists of words most commonly associated with that topic. These words define the semantic understanding of the topic itself.

After we automatically generate the topics, we then curate them and select a few representative pieces of feedback mapped to them.