

mozilla

Project SUMO
support.mozilla.com

David Tenser
February 23rd, 2008



Agenda

- **Introduction to the SUMO project**
- **SUMO and Firefox 3**
- **Localization**
- **Plans and ideas for the future**

History of Firefox Support

- mozillaZine Forums



mozillaZine

Firefox Support

MozillaZine Forum Index -> Firefox Support [Create New Topic] [Ask New Question] Mark all topics read

Advertisement

Topics	Replies	Author	Views	Last Post
 Announcement: New Windows Media Player Plugin for XP/Vista and Firefox 2	1	trolly	67253	17 Apr 2007 06:54 pm Vectorspace →
 Announcement: INSTANT HELP — Frequently Asked Questions	0	Filipp0s	908381	28 Jul 2004 12:59 am Filipp0s →
 Sticky: Update failed: One or more files could not be updated. [Goto page: 1 ... 8, 9, 10]	137	trolly	65899	16 Feb 2008 07:55 pm trolly →
 Sticky: Using Google Search Through the Forums	0	Dartman	11602	23 Jun 2007 03:27 am Dartman →
 Sticky: Problems after Updating Firefox	3	stevix	61733	01 Jun 2007 07:05 pm DanRalsch →
 Sticky: Problems loading websites after Firefox update	0	Dartman	68935	24 Feb 2007 06:22 am Dartman →
 Sticky: Quicktime/Real/Windows Media Player Issues (Windows)	0	Vectorspace	772085	23 Jan 2005 06:06 pm Vectorspace →

History of Firefox Support

- mozillaZine Forums
- Phoenix Help

Phoenix Help	The Unofficial Phoenix FAQ
Main Menu <ul style="list-style-type: none">> Home> Phoenix FAQ> Tips & Tricks> Keyboard Shortcuts> Editing Config. Files	<h2>Phoenix Help</h2> <p>This is a site dedicated to Phoenix, the new web browser from Mozilla.org. The site is intended for users who wants to learn how to configure Phoenix to fit their needs.</p> <p>Basically, there are three main sections on Phoenix Help:</p> <p>Phoenix FAQ Tips & Tricks Keyboard Shortcuts</p> <p>If you find this site useful, please drop me a line in the guestbook!</p> <p>Sign Guestbook View Guestbook</p>
Links <ul style="list-style-type: none">> Phoenix Project Page> Download Phoenix> Official Extensions> MozillaZine Forums> Mozilla.org	
Site Info <ul style="list-style-type: none">> About Phoenix Help> News> Contact	
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History of Firefox Support

- mozillaZine Forums
- Phoenix Help

The screenshot shows the Phoenix Help website. On the left is a navigation sidebar with three sections: 'Main Menu' (Home, Phoenix FAQ, Tips & Tricks, Keyboard Shortcuts, Extensions, Themes, Editing Config. Files, Reporting Bugs), 'Links' (Phoenix Project Page, Download Phoenix, mozillaZine Forums, Mozilla.org), and 'Site Info' (About Phoenix Help, News, Contact). The main content area is titled 'Phoenix Help' and 'The Unofficial Phoenix FAQ'. It features a welcome message, a poll titled 'Phoenix - Creating A Brand New Tomorrow, Today!' with a 'Vote' button, and a section for 'View Current Results | View Previous Poll' showing results [1 | 2 | 3]. A text block discusses the poll results, noting that many Phoenix users are former IE users. A dashed box contains a note about menu visibility in Internet Explorer. At the bottom, there is a guestbook link and a copyright notice for David Tenser.

Phoenix Help

The Unofficial Phoenix FAQ

Phoenix Help

Welcome to Phoenix Help! This is a site dedicated to Phoenix, the new web browser from Mozilla.org. The site is intended for users who wants to learn how to configure Phoenix to fit their needs.

Phoenix - Creating A Brand New Tomorrow, Today!

Phoenix is a free, open-source web browser for Windows and Linux. It is small, fast and easy to use, and offers many advantages over other web browsers, such as the tabbed browsing and the ability to block pop-up windows. Because Phoenix is based on the Mozilla codebase, it is using the Gecko web rendering engine, which is the most standards compliant web page renderer that exists today.

Which Phoenix theme would you like to be the default?

[Select Theme]

[View Current Results](#) | [View Previous Poll](#)
Results: [1 | 2 | 3]

The [previous poll](#) is interesting, because it shows that a large amount of the Phoenix users are former IE users. I was expecting that around 80% of the Phoenix users were former Mozilla users, but I was wrong! Apparently, we are also attracting Opera users.

If you find this site useful, please drop me a line in the guestbook!

[Sign Guestbook](#) | [View Guestbook](#)

© 2002 David Tenser.

Problems viewing the menu?

If you're still using Internet Explorer, the menu and title will look strange in the [default style](#), because this site uses alpha transparent graphics which IE doesn't support. [Click here](#) to make the menu a bit more readable. If you're using low resolution (800x600), [click here](#).

History of Firefox Support

- mozillaZine Forums
- Phoenix Help



The screenshot shows the Mozilla.org website header with the logo and navigation links. The main content area features the title "The Phallus Project" and an announcement paragraph. Below the announcement is a paragraph describing the Phallus project as a redesign of the Mozilla browser component.

Home | Projects | Docs | Jargon Bugzilla | LXR | Tree Status | Checkins Feedback | FAQ | Search

The Phallus Project

Announcement: After months of speculations, the new name has finally been decided. Phoenix will be called Phallus. The team has also decided not to release the long awaited 0.6 milestone and instead release 0.7. "The strong competition in the ongoing browser war and our lack of recent updates made this version jump necessary to keep up with the competition from Internet Explorer," said Asa Dotzler of Mozilla.org fame.

Phallus is a redesign of the Mozilla browser component, similar to Galeon, K-Meleon and Camino, but written using the XUL user interface language and designed to be cross-platform.

History of Firefox Support

- mozillaZine Forums

• ~~Phoenix Help~~

- Phallus Help

The screenshot shows the Phallus Help website. The main header reads "Phallus Help" and "Creating A Brand New Tomorrow, Today!". There are language options for Dutch, English, German, and Japanese. A left sidebar contains a "Main Menu" with sections: Home (Features, Download), Documentation (Keyboard Shortcuts, Mouse Shortcuts, Tips & Tricks, Menu Reference), Support (Phallus FAQ, Editing Config. Files, Reporting Bugs), Extensions, and Themes. Below this are "Links" (Phallus Project Page, Phallus Forums, Mozilla.org, Other Phallus Links) and "Site Info" (About Phallus Help, Site News, Contact). The main content area has a "Phallus Help" heading, a welcome message, and a link to "Phallus - Creating A Brand New Tomorrow, Today!". An announcement states that Phoenix will be called Phallus™ and that version 0.7 is being released instead of 0.6. There is a "Latest News" section with a poll: "Are you excited about the Minotaur Project?". A "Vote" button is visible. A small inset window shows a browser window with the URL www.mozilla.org. A "Lock the menu!" tip is present in the bottom right, explaining that the main menu can be locked for easier access on long pages.

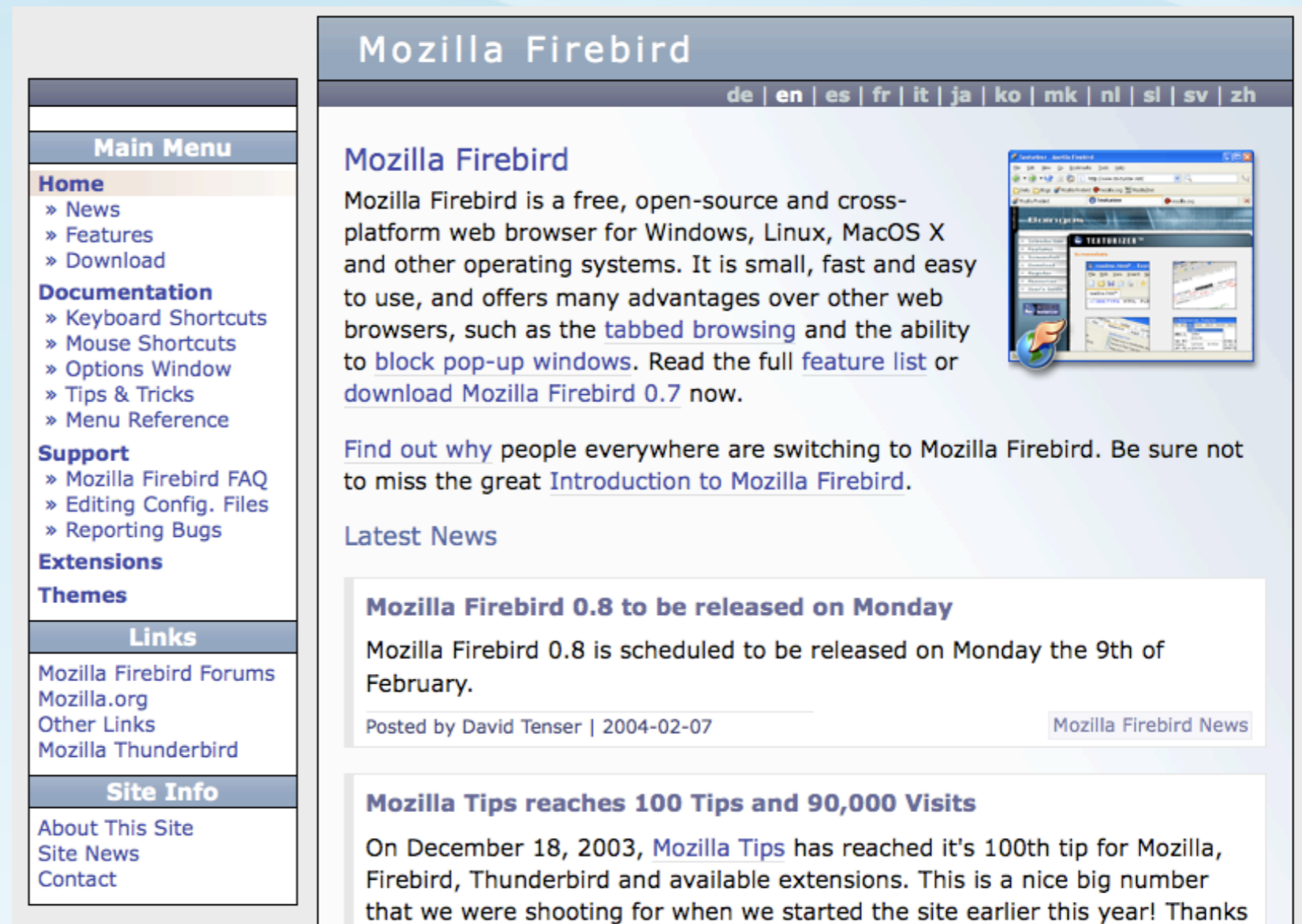
History of Firefox Support

- mozillaZine Forums

~~• Phoenix Help~~

~~• Phattus Help~~

- Firebird Help



The screenshot shows the Mozilla Firebird website. On the left is a navigation menu with sections: Main Menu, Home (News, Features, Download), Documentation (Keyboard Shortcuts, Mouse Shortcuts, Options Window, Tips & Tricks, Menu Reference), Support (Mozilla Firebird FAQ, Editing Config. Files, Reporting Bugs), Extensions, Themes, Links (Mozilla Firebird Forums, Mozilla.org, Other Links, Mozilla Thunderbird), and Site Info (About This Site, Site News, Contact). The main content area has a header for 'Mozilla Firebird' with language options (de, en, es, fr, it, ja, ko, mk, nl, si, sv, zh). Below the header is a section titled 'Mozilla Firebird' with a description: 'Mozilla Firebird is a free, open-source and cross-platform web browser for Windows, Linux, MacOS X and other operating systems. It is small, fast and easy to use, and offers many advantages over other web browsers, such as the [tabbed browsing](#) and the ability to [block pop-up windows](#). Read the full [feature list](#) or [download Mozilla Firebird 0.7](#) now.' To the right of the text is a small image of the Mozilla Firebird browser interface. Below the description is a link: 'Find out why people everywhere are switching to Mozilla Firebird. Be sure not to miss the great [Introduction to Mozilla Firebird](#).' Underneath is a 'Latest News' section with two articles. The first article is titled 'Mozilla Firebird 0.8 to be released on Monday' and states: 'Mozilla Firebird 0.8 is scheduled to be released on Monday the 9th of February.' It is posted by David Tenser on 2004-02-07. The second article is titled 'Mozilla Tips reaches 100 Tips and 90,000 Visits' and states: 'On December 18, 2003, [Mozilla Tips](#) has reached it's 100th tip for Mozilla, Firebird, Thunderbird and available extensions. This is a nice big number that we were shooting for when we started the site earlier this year! Thanks'

History of Firefox Support

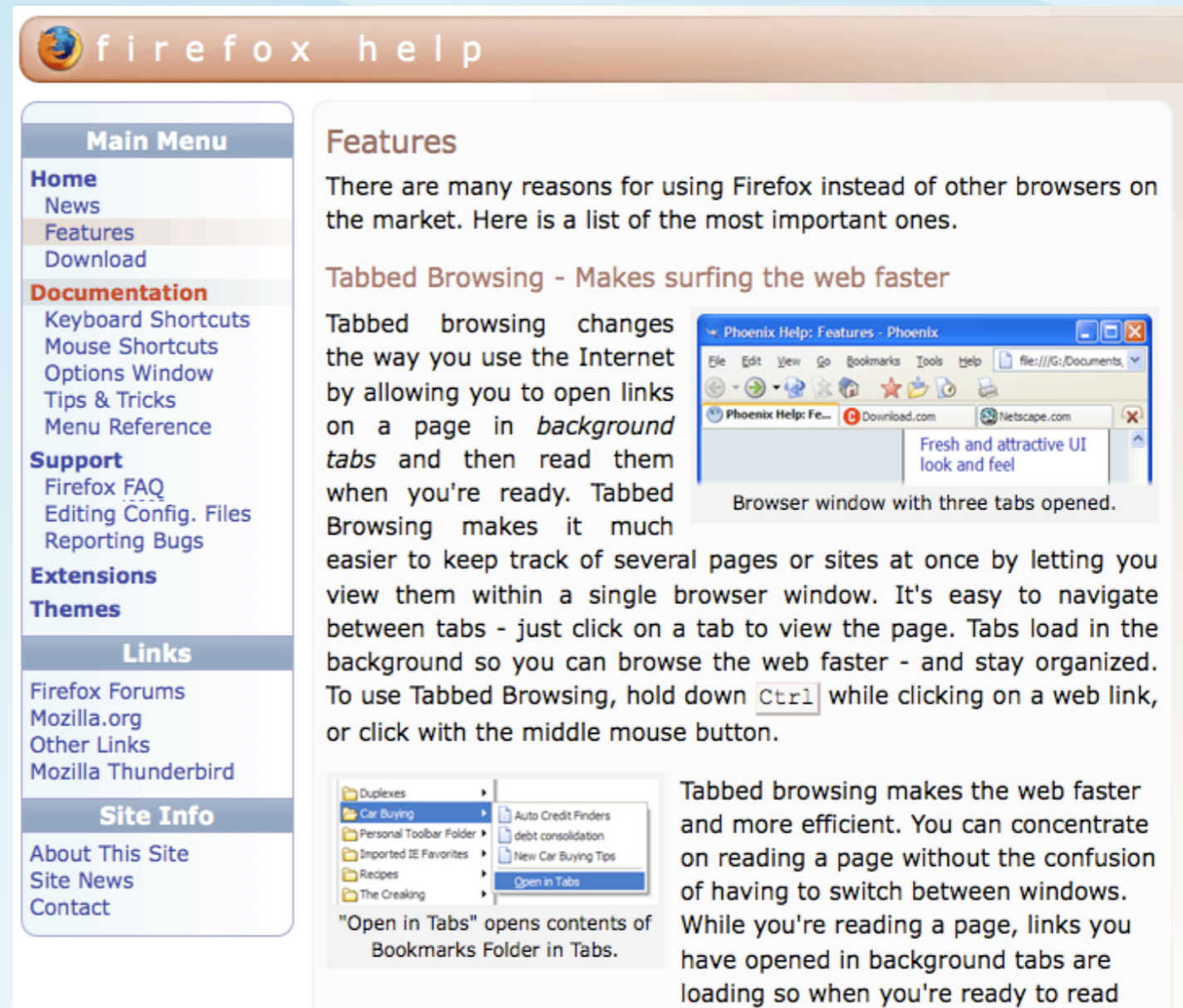
- mozillaZine Forums

~~• Phoenix Help~~

~~• Phattus Help~~

~~• Firebird Help~~

- Firefox Help



The screenshot shows the Firefox Help website. The top navigation bar includes the Firefox logo and the text "firefox help". A left-hand navigation menu is organized into sections: "Main Menu" (Home, News, Features, Download), "Documentation" (Keyboard Shortcuts, Mouse Shortcuts, Options Window, Tips & Tricks, Menu Reference), "Support" (Firefox FAQ, Editing Config. Files, Reporting Bugs), "Extensions", and "Themes". Below these are "Links" (Firefox Forums, Mozilla.org, Other Links, Mozilla Thunderbird) and "Site Info" (About This Site, Site News, Contact). The main content area features an article titled "Features" with the sub-heading "Tabbed Browsing - Makes surfing the web faster". The article text explains that tabbed browsing allows users to open links in the background, making it easier to manage multiple pages. It includes instructions: "To use Tabbed Browsing, hold down **Ctrl** while clicking on a web link, or click with the middle mouse button." Two inset images illustrate this: one shows a browser window with three tabs open, and the other shows a context menu with the "Open in Tabs" option highlighted. A caption below the second inset reads: "'Open in Tabs' opens contents of Bookmarks Folder in Tabs."

History of Firefox Support

- mozillaZine Forums

~~• Phoenix Help~~

~~• Phallus Help~~

~~• Firebird Help~~

- Firefox Help



The screenshot shows the mozilla.org website interface. At the top, there is a search bar with the text "search mozilla:" and a "Go" button. Below the search bar are navigation tabs for "Products", "Support", "Store", "Developers", and "About". The main content area is titled "Firefox FAQ" and includes a brief introduction: "This is the Firefox FAQ, which contains the most frequently asked questions about the Firefox browser." Below this is a "Contents" section with a list of links to various FAQ topics, such as "What is Firefox?", "How do I install Firefox?", and "Where do I submit feature requests?". On the left side of the page, there is a sidebar menu with the following items: "Firefox Help", "Mozilla Firefox FAQ", "Tips & Tricks", "Keyboard Shortcuts", "Mouse Shortcuts", "Menu Reference", "Options/Preferences", "Editing Config. Files", "Reporting Bugs", "Firefox Product Page", "Firefox Central", and "Forums".

History of Firefox Support

- mozillaZine Forums

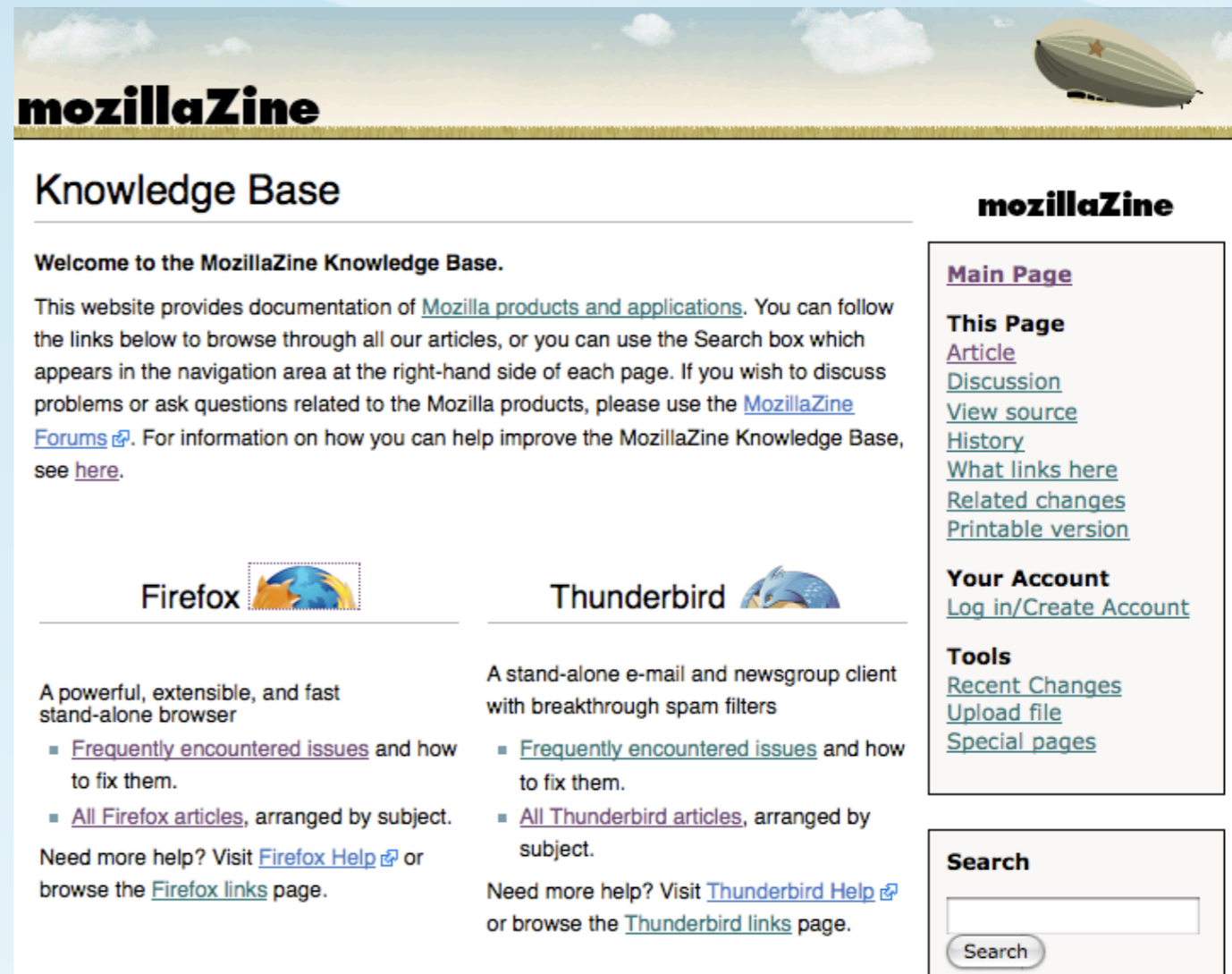
~~• Phoenix Help~~

~~• Phattus Help~~

~~• Firebird Help~~

- Firefox Help

- mozillaZine Knowledge Base




mozillaZine

Knowledge Base

Welcome to the MozillaZine Knowledge Base.


This website provides documentation of [Mozilla products and applications](#). You can follow the links below to browse through all our articles, or you can use the Search box which appears in the navigation area at the right-hand side of each page. If you wish to discuss problems or ask questions related to the Mozilla products, please use the [MozillaZine Forums](#). For information on how you can help improve the MozillaZine Knowledge Base, see [here](#).

Firefox 

A powerful, extensible, and fast stand-alone browser

- [Frequently encountered issues](#) and how to fix them.
- [All Firefox articles](#), arranged by subject.

Need more help? Visit [Firefox Help](#) or browse the [Firefox links](#) page.

Thunderbird 

A stand-alone e-mail and newsgroup client with breakthrough spam filters

- [Frequently encountered issues](#) and how to fix them.
- [All Thunderbird articles](#), arranged by subject.

Need more help? Visit [Thunderbird Help](#) or browse the [Thunderbird links](#) page.

mozillaZine

[Main Page](#)

This Page

- [Article](#)
- [Discussion](#)
- [View source](#)
- [History](#)
- [What links here](#)
- [Related changes](#)
- [Printable version](#)

Your Account

- [Log in/Create Account](#)

Tools

- [Recent Changes](#)
- [Upload file](#)
- [Special pages](#)

Search

History of Firefox Support

- mozillaZine Forums

~~• Phoenix Help~~

~~• Phattus Help~~

~~• Firebird Help~~

- Firefox Help

- mozillaZine Knowledge Base

- Geckozone



The screenshot shows the Geckozone website interface. At the top, there is a navigation bar with links for 'Portail', 'Téléchargements', 'Extensions', 'Forum', 'FAQ', 'Liste d'entraide', 'Rubriques', and 'Le site'. The main content area features a breadcrumb trail 'Accueil > Navigateurs > Firefox' and a link to 'Télécharger Firefox | Forum associé | Guide'. Below this, there is a section for 'Derniers articles' with a featured article titled 'Nettoyer un profil Firefox' by Omnisilver, dated 16 novembre 2007. The article text discusses Firefox performance issues and provides a link to read the full article. To the right of the article is a list of 'Articles en rapport avec Firefox' including 'Utiliser les titres dynamiques (ou microrésumés) avec Mozilla Firefox', 'Microformats - Partie 1 : Le chaos des données structurées', and 'Microformats - Partie 0 : Introduction'. On the far right, there is a 'Profils' sidebar with user categories like 'Tous', 'Novice', 'Confirmé', 'Webmestre', 'Développeur', 'Décideur', and 'Association', along with an 'Articles populaires' section listing popular articles like 'Piloter Windows Media Player sous Firefox'.

History of Firefox Support

- mozillaZine Forums

- ~~• Phoenix Help~~

- ~~• Phattus Help~~

- ~~• Firebird Help~~

- Firefox Help

- mozillaZine Knowledge Base

- Geckozone

- MozillaPL.org

The screenshot shows the MozillaPL.org website interface. At the top, there is a navigation bar with links for 'Strona główna', 'mapa', and 'kontakt'. Below this is a search bar labeled 'Wyszukiwarka:'. The main navigation menu includes 'Strona główna', 'Pobierz', 'Pomoc', 'Forum', 'Baza rozszerzeń', 'Baza wyszukiwarek', and 'Planeta'. The 'Pomoc' section is active, displaying a 'Strefa pomocy' (Help Area) with a lifebuoy icon and a list of links: 'Co zrobić w razie wystąpienia problemu?', 'Jak wykonać kopię zapasową swoich danych?', 'Co to jest profil?', and 'Wiele serwerów poczty wychodzącej'. To the right, the 'Pobierz najnowsze wersje' (Download latest versions) section lists Firefox 2.0.0.12, Thunderbird 2.0.0.9, SeaMonkey 1.1.8, and Camino 1.5.5 with their respective logos. The breadcrumb trail at the bottom reads 'Strona główna > Produkty Mozilli > Firefox > Firefox 2.0.0.12'. The main heading is 'Aktualne wydanie Firefox 2.0.0.12'. A 'Nawigacja:' (Navigation) sidebar on the right shows a tree view for 'Produkty Mozilli' with sub-items for 'Firefox', 'Thunderbird', and 'SeaMonkey'.

Why do we need official support?

Subject: bugg

Date: Fri, 09 Nov 2007 01:37:52 -0300

To: sysadmins@mozilla.org

I don't know, if this is a new bugg, but in first time I has used Firefox 1.5. After the all update I can't go at many old web sites.

Why do we need official support?

```
claudia schmidt wrote on 12/31/07 1:09 PM:  
> I WAS TRYING TO SIGN UP FOR BUGZILLA AND IT GOT ALL MESSED UP AND  
> NOW THEY WONT TAKE ME,,,,,ALKL THIS IS FROM OPURCHASING AN EASY SHARE  
> KODAK CAMERA....GEEEEEZE!! WHY DO THEY HAVE TO MAKE IT SO  
COMPLICATED  
> ????
```

Why do we need official support?

⬆ Subject: Installing latest Firefox on Network Computer now used for personal use.
Date: 10/24/07 9:10 PM
To: tensor@gmail.com ▼

Tenser,

I was given an HP computer that was formerly on a network, running Win XP. Version 2.0 of Firefox ran okay, but recently stopped running. Tried to install latest version of Firefox without success. Can we use Remote Help to fix this problem?

thanx,

Why do we need official support?

Subject: bugs 10.0.0.11 - XP
Date: Fri, 14 Dec 2007 09:34:31 -0500
To: bugzilla-admin@mozilla.org

-
hi.

after it automatically upgraded... my bookmarks were lost, i couldn't "enter" after typing something into a search engine box, or "enter" into my webmail.

...rendering the browser useless.

Logging off and changing accounts seemed to be the work around... b/c it immediately upgraded - again... but seems to work.

any ideas?

thanks.

PS... it's very difficult to reach this department. i would prefer an easier method.

=

Why do we need official support?

Subject: Wiped out my bookmarks AGAIN
Date: Thu, 8 Nov 2007 10:35:47 -0500 (EST)
To: bugzilla-admin@mozilla.org

When updating to the latest version of Fuddlefox my bookmarks were totally erased yet again as happened with an upgrade of Fuddlefox a few versions back.

I'M NOT IMPRESSED!!! FIX IT

I'll never find half of my bookmarks ever again thanx to you.. Grrr!!

Why do we need official support?

Subject: oh no, not again....

From: Robert ▼

9/15/07 5:35

Dear David Tenser:

Thank you for being part of the Mozilla Firefox workings. I use it every day. I am glad not to use the Microsoft browser. I am grateful for the service and product.

That said, this is a rant and rave. I had my Firefox set up the way I like it. Then I got his with the update. I was nagged to download the new version. I did not want to do it. I liked the way I had it set up. I finally yielded to the nag notices. I am soooo sorry I did so. The new icons in the tool bar are not to my liking. I hate having to do the research to get back to my old ones. I like the solid appearance of the old ones.

This insistance that I download the new version DRIVES ME NUTS.

This insistance that my set up is changed without choice, DRIVES ME NUTS.

I just hate it.

It looks too much like the right wingers who want to invade my bedroom and impose their values on me through government laws.

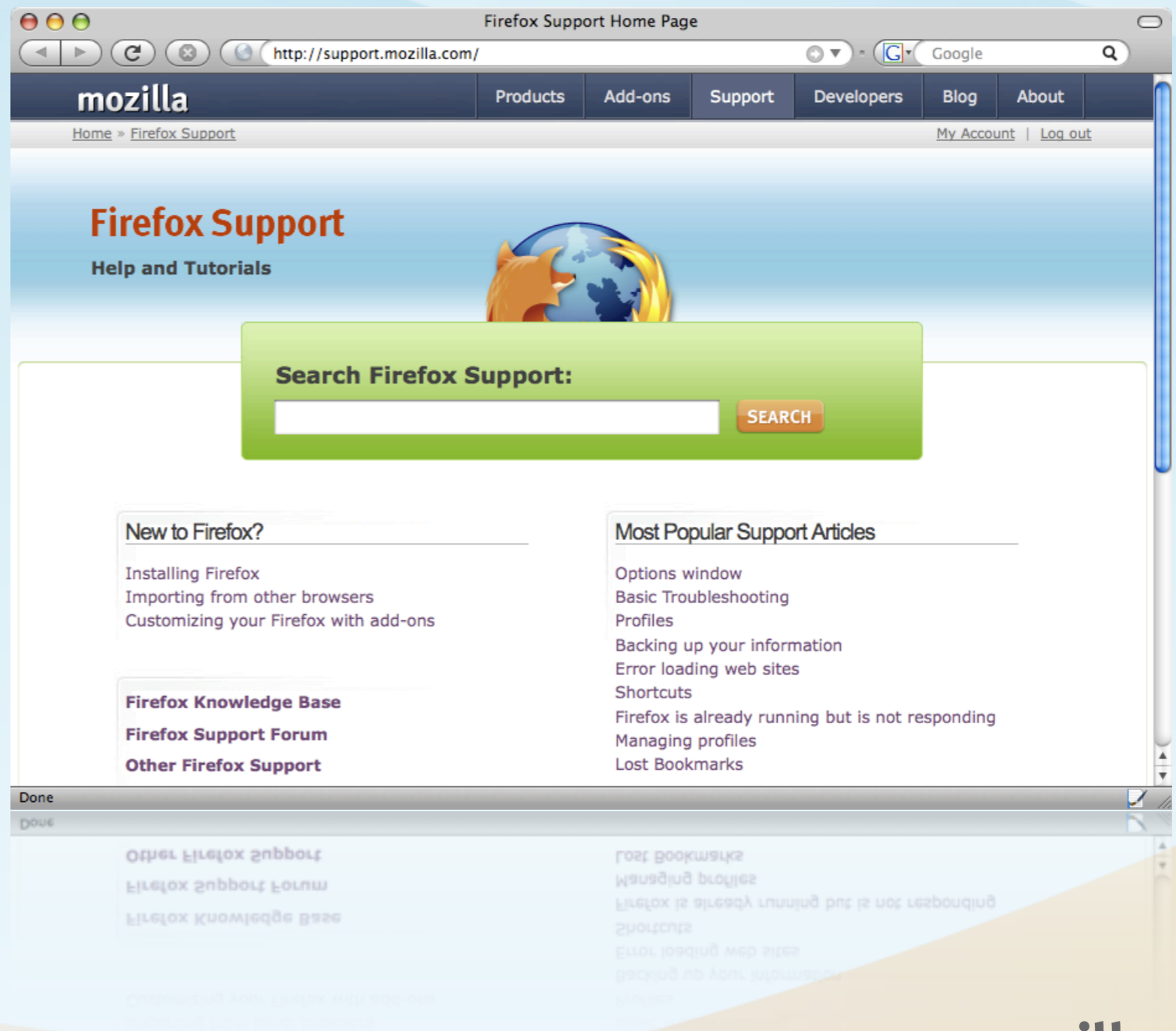
Has anybody seen my suicide pills, please?

Why do we need (better) official support?

- **Firefox is no longer a web browser used by just tech savvy people**
 - User base has grown exponentially since 2004
 - Over 150 million active users today
- **The current support offerings are hard for users to find**
 - Tremendous community efforts to provide support, but scattered across different sites with various levels of completeness
- **We need better knowledge about our user's experiences**
- **Our users deserve it**

The components of SUMO

- Knowledge Base
- Forum
- Live Chat



Knowledge Base

- **Currently over 150 English how-to's, tutorials, references, and troubleshooting articles**
- **Wiki-based system**
 - **Anyone can edit an article**
 - **Edits are reviewed and approved before published**
 - **Based on TikiWiki CMS/Groupware**



TikiWiki CMS/Groupware is a LGPL licensed content management system.

Knowledge Base

- **Tags to connect relevant articles and enhance search criteria**
- **Not strictly categorized – emphasis on search**
- **Article feedback system**
- **Per-article discussion thread for contributors**

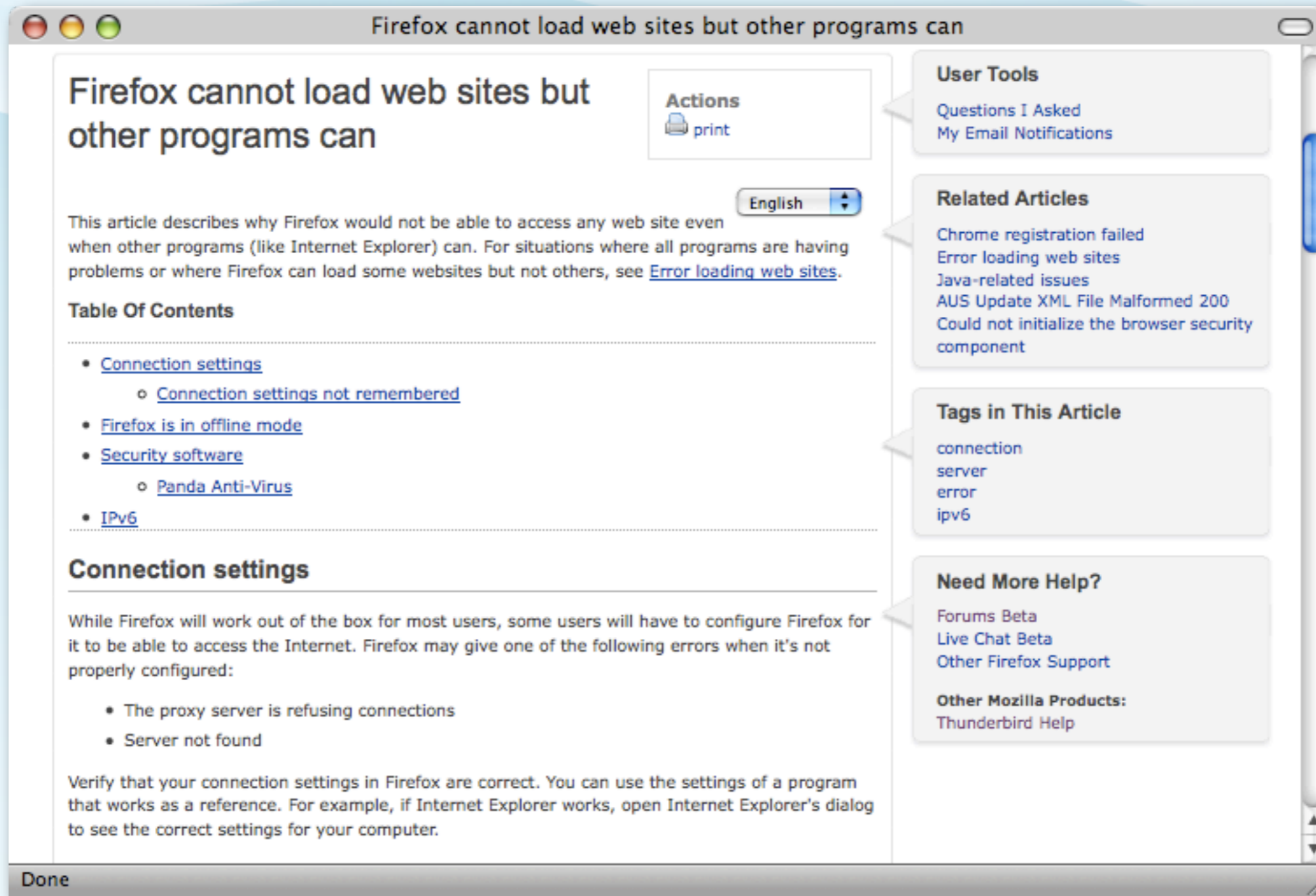
Emphasis on search



Emphasis on search

The screenshot shows a web browser window with the address bar displaying "http://support.mozilla.com - Mozilla Support". The page title is "Firefox Support" with the subtitle "Help and Tutorials". A search bar contains the text "can't access the internetz" and a "SEARCH" button. Below the search bar, it indicates "3 search results for 'can't access the internetz'". A suggestion "Did you mean: can't access the *internets*" is shown. The first result is titled "Firefox cannot load web sites but other programs can" and is highlighted with a red rounded rectangle. The text of this result reads: "While Firefox will work out of the box for most users, some users will have to configure Firefox for it to be able to **access the Internet**. ...". To the right of the search results are two sidebars: "User Tools" with links for "Questions I Asked" and "My Email Notifications"; and "Need More Help?" with links for "Forums Beta", "Live Chat Beta", and "Other Firefox Support". Below that is "Other Mozilla Products:" with a link for "Thunderbird Help". The browser's status bar at the bottom left shows "Done".

Emphasis on search



Article Feedback

Did this article solve a problem you had with Firefox?

Was this article easy to understand?

Have more feedback about this article?

This is your chance to help us improve the quality of this article. You will not receive a reply to your feedback; if you need help, [ask a support question](#).

Enter this number: **2 3 8 6 2**

SUMO and Firefox 3

- **SUMO will be the product help for Firefox 3**
- **Firefox 2 in-product help has been imported to SUMO**
- **Currently updating the en-US documentation**
 - **Keeping support for Firefox 2**
 - **Next step is to update translations**

SUMO and Firefox 3 – Benefits

- **Lower technical barrier for volunteers**
 - Easy to sign up and improve a support article
 - Reduced workload for main content writers
- **Dynamic content**
 - Ability to improve/correct documentation post-release
- **More exposure to the SUMO project, leading to more volunteers and higher quality Firefox support**

SUMO and Firefox 3 – Benefits

- **Richer help content with full large screenshots and screencasts**
- **Easier for users to get personal help using the forum or Live Chat**
- **Less code to maintain**
- **Smaller Firefox download**
- **Stops global warming**

SUMO and Firefox 3 – Raised concerns

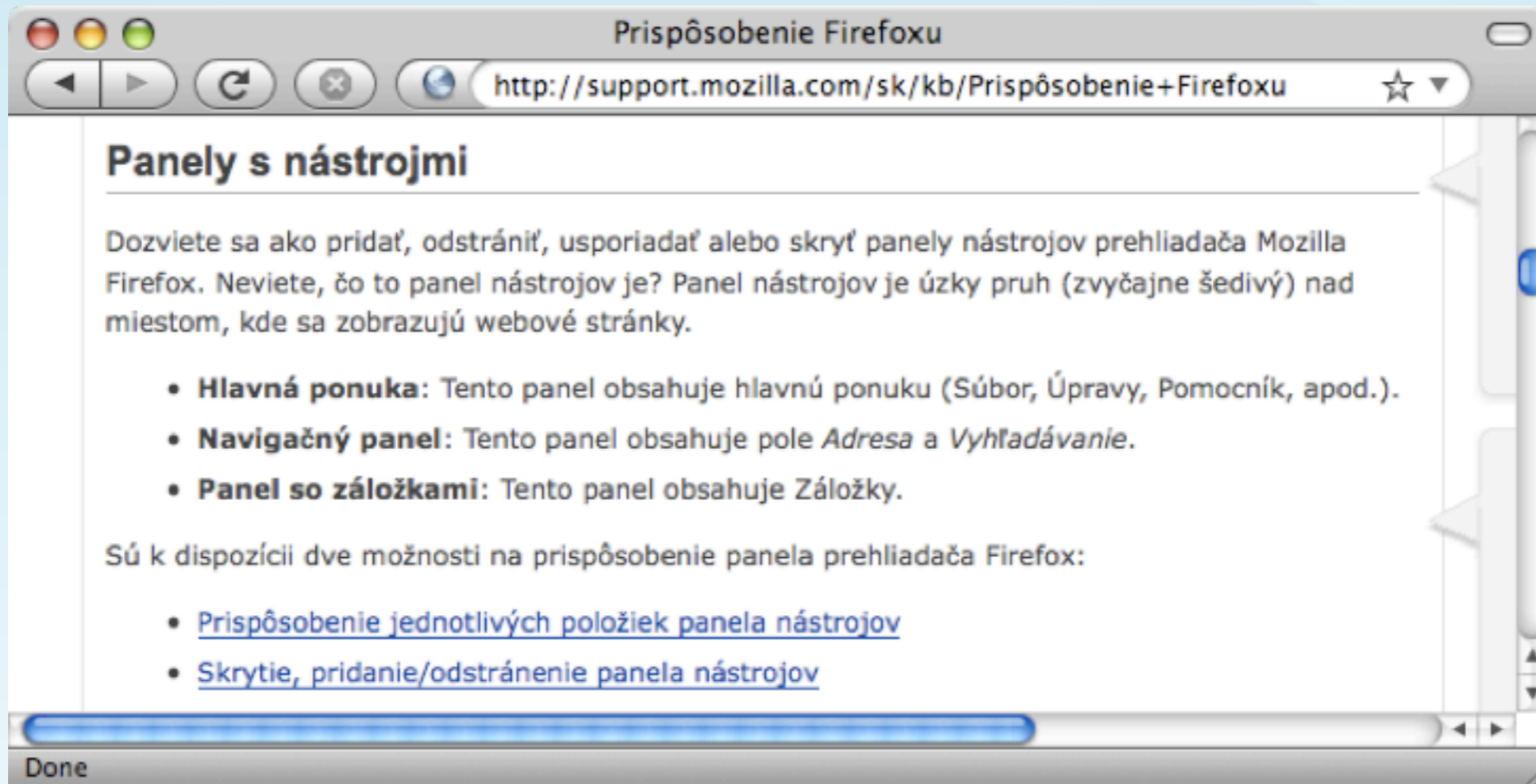
- “Yet another l10n tool/site”
 - Offline editing support
- “Support belongs to the product”
 - Does it?
- “No DTD support”
 - Coming soon
 - `&shortBrandName`; **becomes** `%shortBrandName%`

Localization

- **Our current l10 features**
- **How we can help local Mozilla communities**

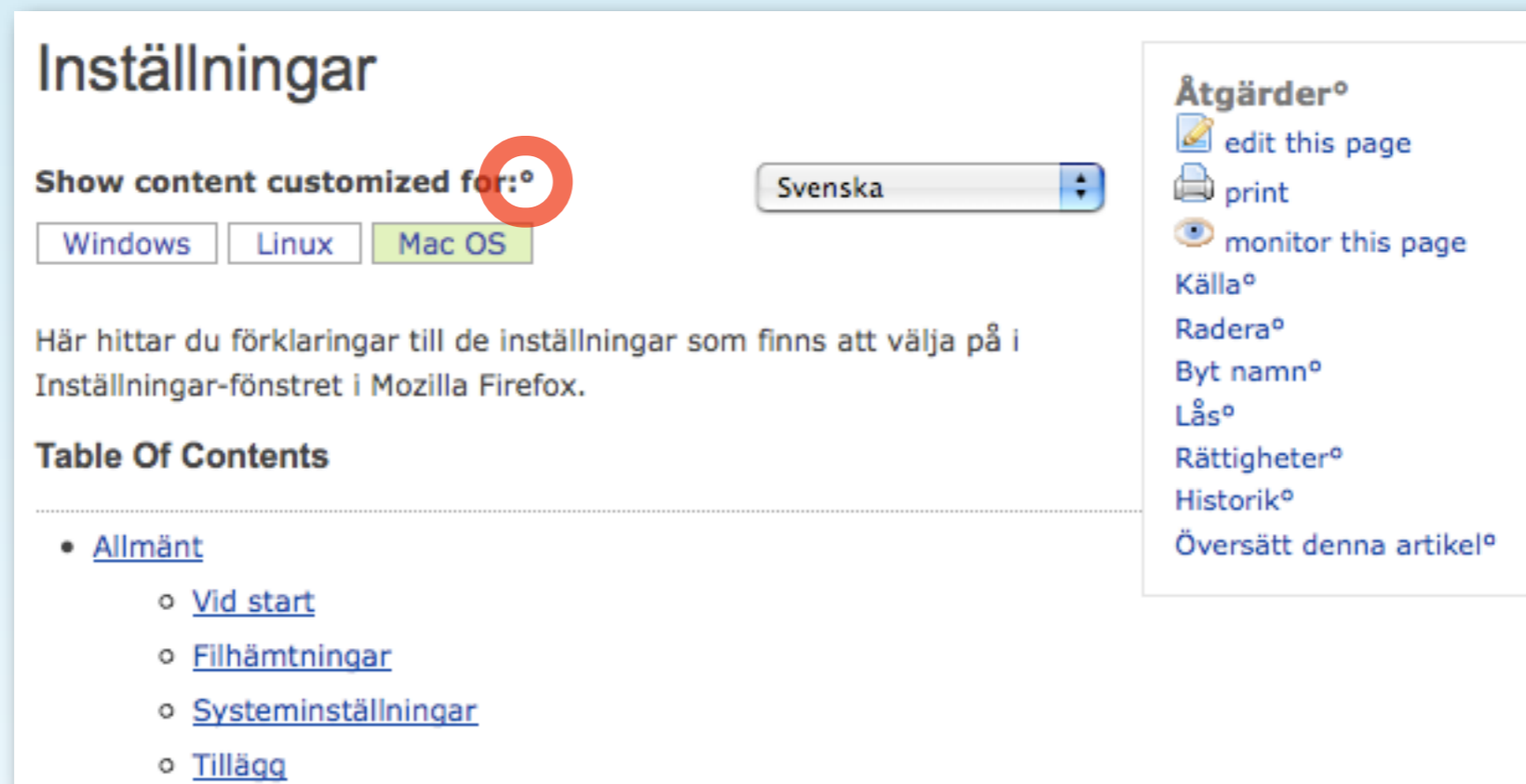
Localization – What we have today

- Ability to translate articles



Localization – What we have today

- Ability to translate articles
- Ability to localize the entire app



The screenshot shows the 'Inställningar' (Settings) page for Mozilla Firefox in Swedish. The page title is 'Inställningar'. Below the title, there is a section 'Show content customized for:' with a red circle around the text. To the right of this text is a dropdown menu showing 'Svenska'. Below this are three buttons: 'Windows', 'Linux', and 'Mac OS', with 'Mac OS' highlighted in green. Below the buttons, there is a paragraph: 'Här hittar du förklaringar till de inställningar som finns att välja på i Inställningar-fönstret i Mozilla Firefox.' Below this is a 'Table Of Contents' section with a list of links: 'Allmänt', 'Vid start', 'Filhämtningar', 'Systeminställningar', and 'Tillägg'. On the right side of the page, there is a 'Åtgärder' (Actions) section with several icons and links: 'edit this page', 'print', 'monitor this page', 'Källa', 'Radera', 'Byt namn', 'Lås', 'Rättigheter', 'Historik', and 'Översätt denna artikel'.

Localization – What we have today

- Ability to translate articles
- Ability to localize the entire app
- “Article not translated” notification

This article has not yet been translated to Deutsch (de). Perhaps you could help us with that? Just click [translate this page](#) and follow the instructions.




Installing Firefox

Getting Firefox installed on your computer is your first step to using it. This article will show you how to install Firefox.

Before you install Firefox, make sure that your computer meets the [System Requirements](#) needed to work properly.

English

Aktionen

-  edit this page
-  drucken
-  diese Seite beobachten
- Quellcode
- entfernen
- umbenennen

Localization – What we have today

- **Ability to translate articles**
- **Ability to localize the entire app**
- **“Article not translated” notification**
- **Automatic language detection based on browser settings, including locale fallback**

Localization – How we can help

- **We have the server infrastructure**
- **We have the bandwidth**
- **We have the documentation**

Plans and ideas for the future

- **Connecting the dots**
 - **Collect metrics from Knowledge Base, Forum, and Live Chat to get a more complete overview of our user's problems**
- **Screencasts for the Knowledge Base**
- **Improving the Forum**
- **Extending the scope**
- **We need your feedback!**

Wrapping up

- **SUMO will improve the overall support experience for mainstream users**
- **SUMO gives locales with small communities the tools they need to build high quality Firefox support**
- **SUMO can help improving the quality of Firefox**

We need your help!

- **Providing feedback**
- **Writing articles**
- **Translating articles**
- **Reviewing article changes**
- **Helping users in the forum**
- **Helping users in Live Chat sessions**
- **Hacking the SUMO/TikiWiki source**
-

Firefox Testimonials

*“GEEEEZE!! WHY DO THEY
HAVE TO MAKE IT SO
COMPLICATED ????”*

– Claudia

*“Has anybody seen my
suicide pills, please?”*

– Robert

