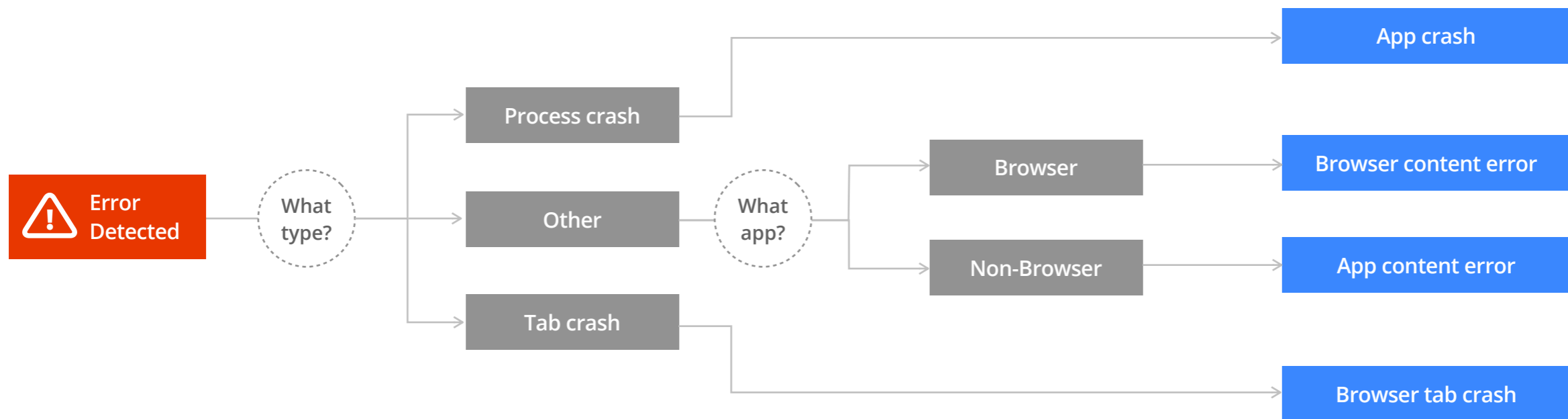
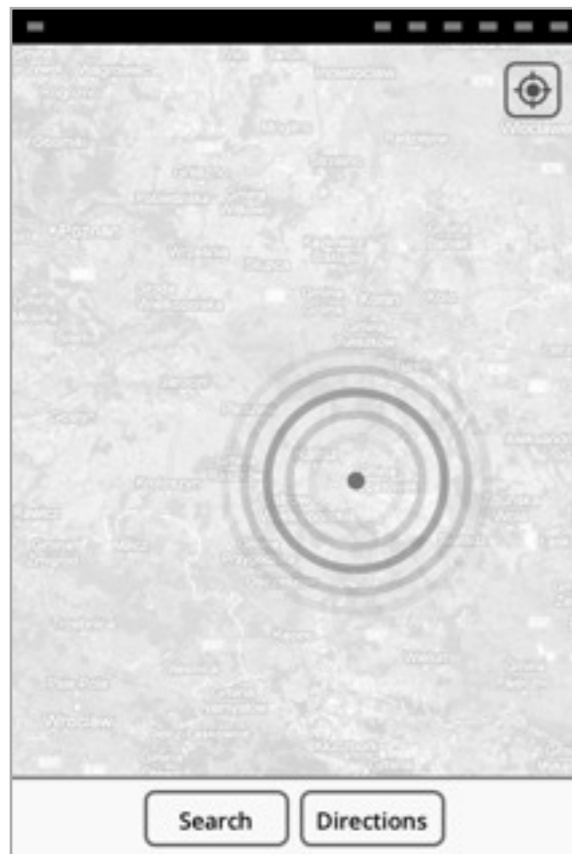


Gaia UX Errors

Errors



App Crash



- 1** • App is open. System reports a process crash.



- 2** • App-closing transition animation returns user to the Home app.



- 3** • Home app



- 4** • Banner appears, informing user that a crash has occurred.

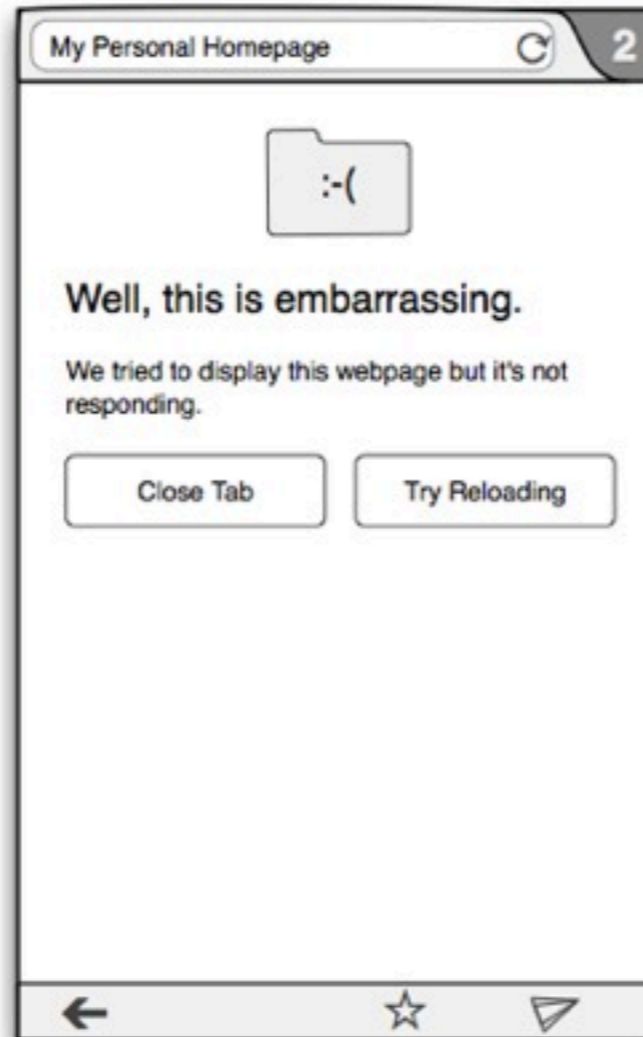
Browser tab crash

Pasted from Larissa's Browser tab-behaviour specs:
http://people.mozilla.com/%7Elco/FX_B2G/Release_1_Specs/R1_Tabs_v3.pdf

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- 1 When a tab crashes, the thumbnail displays some kind of error indicator.



- 2 Tapping on the thumbnail displays the "crashed tab" page. The user can either reload the tab or close it.

VisD can decide what iconography we should use, if any. I think the sad face is a Chrome metaphor.

Note: A crashed tab should not take over the main browser window if the user is in another tab. The message should be displayed only when the user is viewing the crashed tab.

App Content Error

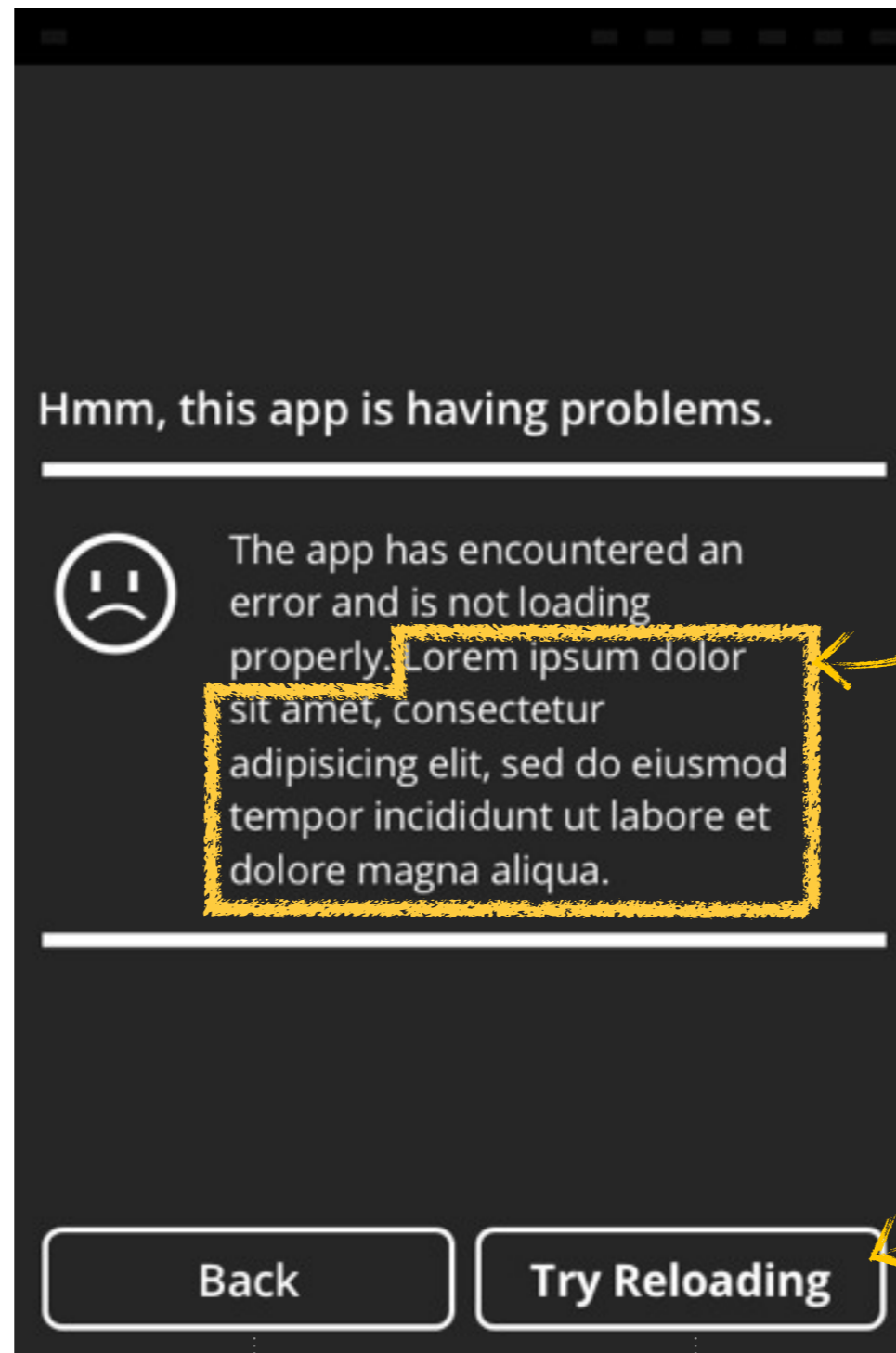
App Content Errors appear when the System informs the embedder via API that the app has encountered an "other error".

The API will include the specific Gecko error. Full Gecko error list is here:

<http://hg.mozilla.org/mozilla-central/file/5b3bf49ce3cf/docshell/base/nsDocShell.cpp#l3930>

Our UX approach to these errors will be to adhere to mobile usability heuristics and shield the user from the complexity of the Gecko error details. Note the generic wording in the attached.

Ideally a one-size-fits-all prompt will be broad enough to encompass all Gecko errors, but we can always look at adding additional error-specific prompts if warranted.



Close prompt and return user to previous page.

Close prompt and reload.

Option: Include error

It might help devs if we include Gecko error specifics within error Body string in pre-release Gaia? We could

Option: Reload button

I'm on the fence about including a "Reload" button ala: our tab-crash UX. It really depends on the nature of the errors. I'm happy to at least leave in for dev purposes, if it's helpful.

Option: Close app

We could also look at adding a "Close app" button (not shown here).

Browser content error

Like “App Content Errors” (previous page), Browser Content errors appear when the System informs the Browser via API that the app has encountered an “other error”.

Unlike “App Content Errors”, we may choose to expose the user to more granular error details, either by including error string details, or creating multiple error states.

The API will include the specific Gecko error. Full Gecko error list is here:

<http://hg.mozilla.org/mozilla-central/file/5b3bf49ce3cf/docshell/base/nsDocShell.cpp#l3930>



**To be defined by Larissa.
Will use Gecko errors**