Hello!

It's that time again to take a dive into the support side of things and see what's 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.
Kiki, Support’s Wonderful Community Manager, took a look through the Forum, 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
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
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.