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Incident Reports - Last updated at 14:35 PST on May 14, 2019. If you're running Firefox version 61 - 65 and 1) haven't received a detailed fix and 2) don't want to update until the current version (which includes a permanent fix): Install this extension to solve an overdue security certificate issue and re-enable extensions and themes. If you're running firefox version 57 - 60: Install this extension to solve the problem of overdue security certificate and re-enable extensions and themes. If you're running firefox version 47 - 56: install this extension to solve an overdue security certificate problem and re-enable extensions and themes. A less technical blog about disconnection is also available. If you've turned on telemetry to get the initial fix, we'll delete all data collected since May 4. (May 9, 5:04 p.m. EDT) Mozilla CTO Eric Rescorla published a blog post about the technical details of what went wrong over the weekend. (May 9, 16:20 EDT) We released Firefox 66.0.5 for desktops and Android, and Firefox ESR 60.6.3, which include a permanent fix to re-enable add-ons that have been disabled since May 3. The initial temporary fix that was deployed on May 4 through The Studies system is being replaced by these updates, and we recommend updating as soon as possible. Users who have allowed the research to receive a temporary fix and updated to a permanent fix can now disable the research if they so desire. For users who can't upgrade to the latest version of Firefox or Firefox ESR, we plan to distribute an update that automatically applies to fix version 52 to 60. This fix will also be available as an app to install the user. For those who are still having problems with versions 61 to 65, we plan to distribute the fix through user-installed extensions. These extensions will not require users to include research, and we will provide an update when they are available. (May 8, 7:28 p.m. EDT) Firefox 66.0.5 has been released, and we encourage people to update this version if they continue to experience problems with disabled extensions. You'll receive an update notification within 24 hours, or you can initiate the update manually. An update to ESR 60.6.3 is also available as of 16:00 UTC on May 8. We continue to work on fixing for older versions of Firefox, and will update this post and on social networks as we have more information. May 8, 11:51 EDT) The Firefox release was pushed - version 66.0.4 on desktop and Android, and version 60.6.2 for ESR. This release restores the chain of certificates to re-enable web extensions, systems and language packages that have been disabled (Bug 1549061). There are remaining problems that we are actively working to resolve, but we wanted to fix this before Monday to reduce the impact of the disabled add-ons before the start of the week. More More you can find more about the other issues by clicking on the links to the release notes above. (May 5, 16:25 EDT) Some users report that they don't have a hotfix-update-xpi-signing-interim-error-1548973 study active in about: research. Instead of using a get-around that can lead to problems later, we strongly encourage you to keep waiting. If it is possible for you to get a hotfix, you should get it at 6am EDT, 24 hours after it was first released. For everyone else, we are working to send a more permanent solution. (May 5, 00:54 EDT) There are a number of workers around being discussed in the community. They are not recommended as they may conflict with the fixes that we deploy. We will let you know when further updates are available, what we recommend, and appreciate your patience. (May 4, 3:01 p.m. EDT) Temporarily disabled commenting on this post of this volume and duplication. They will be re-enabled as additional updates are received. (May 4, 1:02 p.m.) Updated the post to clarify that deleting extensions can lead to data loss, and should not be used to attempt a fix. (May 4, 12:58 EDT) It is specified that the study may appear either in active studies or in completed studies about:Research (May 4, 12:10 EDT) We know that some users report that their extensions remain disabled with both studies active. We are tracking this issue on Bugzilla in error 1549078. (May 4, 12:03 EDT) It is specified that the study correction applies only to users of Firefox desktop computers distributed by Mozilla. Firefox ESR, Firefox for Android, and some versions of Firefox included with Linux distributions will require separate updates. (May 4, 12:03 EDT) Late in the evening on Friday, May 3, we became aware of a problem with Firefox that prevented the launch or installation of existing and new add-ons. We are very sorry for the inconvenience caused to people who use Firefox. Our team identified and rolled out a temporary fix for all Firefox Desktop users on release, beta, and Nightly. The fix will be automatically applied in the background for 24 hours. There is no need to take any active steps for the add-ons to work again. In particular, please do not delete or/ install any add-ons in an attempt to fix the problem. Removing the add-on removes any data associated with it where disabling and re-switching does not. Please note that the fix does not apply to Firefox ESR or Firefox for Android. We are working on releasing a fix for both, and will provide updates here and on social media. To ensure this fix in a short time, we use a system of research. This system is included and no action is required if the studies have not been disabled. Firefox users can check if they have research included by going to: Firefox Options/Preferences - 'gt; Privacy and Security - 'Gt; Allow Firefox to install and run research (scroll down to find settings) Studies can be disabled Once the add-ons have been re-incorporated it can take up to six hours for the study to be applied to Firefox. To check if a fix has been applied, you can enter about: research at the location bar. If the fix is active, you will see hotfix-update-xpi-signing-intermediate-bug-1548973 either in active studies or in completed studies as follows: You can also see hotfix-reset-xpi-verification-timestamp-1548973, which is part of the correction and can be in the Active Studies or Completed Studies (s). We are working on a common fix that does not use the research system and will keep this blog updated accordingly. We will share a more significant update in the coming days. More sources of information: @mozamo in the article Support Twitter Forum thread Updated September 30, 2020 What add-ons are supported on the new Firefox for Android? Currently, only a limited number of extensions in our Recommended Program are supported on the new Firefox channel for Android (code name: Fenix). These extensions can be found and installed in the add-on manager. More information can be found in this article. Will additional additions be supported in the future? We wanted to make sure that the first additions supported in the new Firefox for Android provide an exceptional, secure mobile experience for our users. To this end, we have prioritized recommended extensions that cover overall mobile use and are optimized for different screen sizes. For these reasons, it is possible that not all of the add-ons you previously installed in Firefox for Android will be supported in the near future. Will the add-ons not be part of the Recommended Extension program ever supported on the new Firefox for Android? We would like to expand our support for other add-ons on the release channel, and we are constantly working to increase support, taking into account usage and feedback to ensure that we make the most of our available resources. We will post updates to this blog as plans strengthen each quarter. Can I install extensions from addons.mozilla.org to Firefox for Android? Currently, you can't install extensions directly addons.mozilla.org in Firefox for Android. In the near future you will need to install extensions from the add-on manager to the new Firefox for Android. However, we are thinking about how to support the installation process from AMO as we evaluate future plans. Can I install other extensions on the pre-build of Firefox for Android? Yes, there is a redefinition in Firefox for Android Nightly that you can use to install extensions listed on (AMO) through the AMO Collection feature. See this post for instructions. Currently, you can't install an unregistered extension on Firefox for Android Nightly. We are working on creating a pref to ensure that the arbitrary extension is constantly downloaded. Once we we Details, we will post updates to the add-ons blog. What WebExtensions are currently supported on Firefox for Android? Most of the WebExtensions supported by the previous Firefox for Android experience are supported in the current app. You can see the current list of compatible APIs on MDN. Extensions that use unsupported APIs may be buggy or not work at all on Firefox for Android Nightly. How can I verify the compatibility of my extension with Firefox for Android? You can find more information about developing and testing extensions for Firefox for Android on Firefox Extension Workshop. What happens to the add-on while migrating from the old Firefox to the New Android experience? Any extensions that are supported on the new Firefox for Android that you previously installed will be rescheduled during the update. All other add-ons will be disabled for now. What is GeckoView? GeckoView is a Mozilla mobile browser. It takes Gecko, the engine that powers the desktop version of Firefox, and packs it as a reusable Android library. Restoring our Firefox to Android browser with GeckoView means we can use our Firefox experience to create a secure and reliable online experience for mobile devices. Failure to install an extension may be the result of problems with the extension, Firefox preference, or the Firefox version you use. This article describes the various causes of installation problems and what you can do to fix them. The addition is not compatible The Internal File in each add-on indicates the range of Firefox versions with which the extension is compatible. In the Mozilla add-ons firefox area, you can view version compatibility information on the page for each available extension. If the installed version of Firefox does not fit into this range, installing the add-on leads to an error indicating that the add-ons are not compatible. If your version of Firefox is incompatible with the add-on, you can: upgrade to the latest version of Firefox. For more information, see the Firefox Update before the latest release. Find a version of the add-on that is compatible with your Firefox version. The Firefox Supplements website usually has the most up-to-date version of each supplement. Use another extension. For many extensions, there are similar extensions that provide the same functionality. For more information, see the author of the supplement on the support website listed on his supplement page. (Note: The publication of the review is not effective and will not reach the author.) Firefox prevented this site from installing untested Firefox add-ons protects you from malware and browser hijackers by blocking third-party add-ons that are not digitally subscribed and Mozilla. For more information see Add-ons has a high risk of causing stability or security problems and may not be Some add-ons have been blocked by Mozilla for being unsafe. For more information, the blocklist will feature add-ons that cause stability or security issues. Firefox has prevented the site from asking you to install the software by default. Firefox allows you to install add-ons only from reliable websites. If the website you're installing the add-on isn't on the trusted website list, the yellow bar appears at the top of the web page with a message similar to this: Firefox prevented this site (www.example.com) from asking you to install software on your computer. To allow the site, click Allow in the yellow strip. To add a site to the list of trusted sites: Click the menu button and select Options.Preferences. Select the panel and go to the Resolution section. To the right of Warn You when sites try to install add-ons, click Exceptions.... Add-ons Installation's conversation shows a list of sites allowed. The current URL of the site is inserted into the text box. To allow the site, click Allow. Then click Save Changes. Close the page about:preferences. Any changes made will be automatically saved. You are asked to download the add-on rather than install it Some websites serve as add-ons as downloads, requiring you to upload the file to your computer before installing it. These files are usually .xpi or .jar files. Download the file to your local computer. Click the menu button, click and select. To add a downloaded add-on to the list of available add-ons, drag and drop the file into the add-on window. The add-on is added to the list. The installation process should begin. If you click on the installation link and nothing happens, you should make sure that JavaScript is enabled. For more information, see Damaged Expansion Extension Files, and the expansion configuration files can cause problems when you try to install the extension. Removing these files will make Firefox recreate them (removing any corruption) the next time it starts. You won't lose extensions or settings by deleting these files. Open the profile folder: Click the menu button, click and select. From the menu, choose. The troubleshooting information tab will open. In the App Basics section next to the FolderDirectory profile, click Open FolderShow in finderOpen Directory. A window that contains a profile folder will open. The profile folder will open. Click on the Firefox menu and select. Click on the Firefox menu at the top of the screen and select. Click on the Firefox menu and select. Delete the following files: extensions.sqlite extensions.sqlite-journal (if found) extensions.ini extensions.json Restart Firefox. Conflict with Other Extensions Another Established Expansion prevent the installation of new extensions. Installing a new extension in Firefox Firefox Mode as a workaround. Based on information from Unable to set themes or extensions - Firefox (Mozilla:zine KB) These lovely people helped write this article: AliceWyman, Thomas, Tons, Michele Rodaro, Michael Verdi, Ricky Rosario, scoobidiver, Swarnava Sengupta, ideato, user669794, Lan, Joni, artist, andrewtruong, Neiman

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