## Tails - Feature #16991
### Cognitive walkthrough of automatic and manual upgrades

<table>
<thead>
<tr>
<th>Status:</th>
<th>Resolved</th>
<th>Start date:</th>
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</thead>
<tbody>
<tr>
<td>Priority:</td>
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<td>Due date:</td>
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<tr>
<td>Assignee:</td>
<td>sajolida</td>
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<tr>
<td>Category:</td>
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<td>% Done:</td>
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<tr>
<td>Target version:</td>
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<td>Estimated time:</td>
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<tr>
<td>Feature Branch:</td>
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<td>Spent time:</td>
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<tr>
<td>Type of work:</td>
<td>Research</td>
<td>Starter:</td>
<td></td>
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<tr>
<td>Blueprint:</td>
<td></td>
<td>Affected tool:</td>
<td>Upgrader</td>
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### Description

I never use Tails Upgrader myself and we don't have RMs resources to do a usability testing of the whole process, so I'll do a cognitive walkthrough of the entire processes.

Upgrades are still the most frequent complain when interviewing users, I'm afraid that #15281 will actually make things a bit more painful for people with poor Internet connection (eg. most of the Global South), and there might be other low-hanging fruits elsewhere (doc, phrasing, feedback, etc.).

### Related issues:

- Related to Tails - Feature #10885: Better integrate new upgrade scenarios with upgrade documentation added
- Related to Feature #17151: Point Tails Upgrader to /doc/upgrade added
- Blocks Tails - Feature #16688: Core work 2019Q3 → 2019Q4: User experience confirmed
- Blocks Tails - Feature #15288: Document tricks for power users vs. bigger downloads for automatic upgrade added

### History

#### #1 - 08/22/2019 03:14 PM - sajolida
- Blocks Feature #16688: Core work 2019Q3 → 2019Q4: User experience added

#### #2 - 09/18/2019 07:24 PM - sajolida
- Related to Feature #10885: Better integrate new upgrade scenarios with upgrade documentation added

#### #3 - 10/18/2019 02:35 AM - sajolida
- Related to Feature #17151: Point Tails Upgrader to /doc/upgrade added

#### #4 - 10/18/2019 02:36 AM - sajolida
I did the one for manual upgrades. See #10885, #17151, #17069, and #17068.

#### #5 - 11/27/2019 05:12 PM - sajolida
- Target version set to Tails_4.1

I'll do this when upgrading myself from 4.0 to 4.1.

#### #6 - 11/27/2019 05:12 PM - sajolida
- Target version changed from Tails_4.1 to Tails_4.2

#### #7 - 11/27/2019 05:13 PM - sajolida
- Blocks Feature #15288: Document tricks for power users vs. bigger downloads for automatic upgrade added

#### #8 - 12/04/2019 12:26 PM - sajolida
I did the one for automatic upgrades when upgrading my machine from 4.0 to 4.1: #17314, #17312, #17313, #17310, #7878#note-9, #6502.