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Bad Software: What To Do When Software Fails



Synopsis

Avoid technological lemons and be your own consumer advocate. Most software products are released with known defects. Misleading advertising is rampant in the industry, and few software publishers provide real warranties for their products. And as we all know, most software companies provide woefully inadequate technical support. Quite simply, consumers usually get the short end of the stick in the software industry. Not for long, if the authors of *Bad Software* can help it. This book pulls no punches in explaining why things are so bad, and how consumers can best stand up for themselves. The authors provide guidance on how to troubleshoot faulty software and when to call for help; exactly what to demand of software companies when defective products cost you time and money; how to ensure a replacement or refund; how best to deal with intransigent companies and their personnel; and much more. Written by industry insiders with software management, technical support management, and legal experience, this book will show you how to fight for your rights and get valuable results. Companion Web site features legislative and regulatory news and commentary, court cases, and contact information for protection agencies.

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Customer Reviews

This book talks about the common experience of buying and trying to use software which has defects or does not meet our needs. It sets out what you can do about this and what you should rightfully expect (and what not). As a practitioner myself I see such a book as important not only for the consumer but also for everyone who produces software. I liked the approach that explains how

customer service staff experience customer complaints and how NOT to complain (ie screaming and shouting will at best get you onto the PA system for the customer care staff to enjoy). Complaining is a psychologically difficult terrain and Cem's book helps doing it more effectively. There is a short coming (not of Kaner's fault) in that in chapter 7 he refers to the American laws, which obviously do not apply overseas. Nevertheless this book is useful because many of the principles in the US do apply in many countries.

An unusually fresh perspective on quality, or lack of it, in software... written by well-respected and highly qualified individuals. Highly recommended reading and reference!

Complain!com REVIEW: Cem Kaner and I worked together briefly at Oracle/NCI. I had dinner with a mutual old friend recently who pointed me at this book. Software is an area where the consumer has been far too tolerant in my estimation - speaking quietly with their feet. While that has proven good for the collective it has been less satisfying for the individual. A book of this kind for software consumers was long over due. Kudos Cem. - Steven

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