

## Re: Guidelines please

---

*Source:*

<http://coding.derkeiler.com/Archive/Delphi/borland.public.delphi.non-technical/2005-07/msg05716.html>

---

- *From:* "Mark J. Wallin" <[mjwallinNO\\_SPAM@xxxxxxxxxxxxxxxxxxxxx](mailto:mjwallinNO_SPAM@xxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 26 Jul 2005 15:12:47 -0400
- 

- > One famous sentence in a supportdesk is, and you read it a lot here
- > to:"Works fine at my computer".
- > This is not very helpful.

That's a phrase I also use too often with the people using my application at the office. However, many times when I investigate their complaint further, I find a problem but not what I expected, because the user did not clearly explain the problem. This is to be expected; the ability of the average user to properly describe a problem in precise terms is not very good.

But I too have given some poor tech support people fits. I recently had a problem with a commercial product, a new video capture board that I bought to replace an old one I was dissatisfied with. First, I was getting error messages on startup which indicated some weird licensing problem. After sending many complaint message to tech support and getting suggestions that did no good at all, I finally decided to uninstall the old video board's software (yeah, I know, I should have done that first). That helped somewhat. The startup error messages disappeared. However, I found another problem: when I tried to record captured video on the 'VCR', I got another cryptic error message, which I dutifully reported to their tech support. Shortly after that, the capture board stopped working altogether. In desperation, I uninstalled all of the new capture board software and reinstalled it again. Voila, after that, everything worked fine. Just shoot me. In the meantime, I had berated some poor technician in India day and night, who was probably thinking "It works on my machine".

The point I am trying to make, by the above example, is that a lot of problems with software are due to the horrendous design of the O/S WHOSE-NAME-SHALL-NOT-BE-MENTIONED and its never-ending DLL Hell. If others are like me, they have countless applications installed over many years and have made many updates to the O/S. I would guess that many (not all, of course) of the software problems people complain about are due to the conflicts which can arise with the morass of .DLL's and drivers people have on their systems. This might explain, at least partially, why some people think D2005 runs just fine and others think the same product is brain-dead. Unfortunately, those kinds of problems

Re: Guidelines please

are not Borland's fault. Maybe they should insist that D2005 should be installed on a pristine machine.

Mark J. Wallin, Ph.D.

---

• *Follow-Ups:*

- ◆ **Re: Guidelines please**  
◇ From: Bert Verhees

• *References:*

- ◆ **Guidelines please**  
◇ From: Ole
- ◆ **Re: Guidelines please**  
◇ From: Bert Verhees

- Prev by Date: **Re: Delphi 2005 and D7 code completion slow**
- Next by Date: **Re: Is there a future for Borland in .NET?**
- Previous by thread: **Re: Guidelines please**
- Next by thread: **Re: Guidelines please**
- Index(es):
  - ◆ **Date**
  - ◆ **Thread**