

Re: McAfee Service STINKS!

Source: <http://www.derkeiler.com/NewsGroups/alt.computer.security/2004-09/0219.html>

From: void (void_at_nowhere.org)

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In article <NCH1d.35492\$A6.22055@twister.rdc-kc.rr.com>, mjsuhm@zzexecpc.com says...

>
> "void" <void@nowhere.org> wrote in message
> news:MPG.1bb108e834af40359896b2@news-server.columbus.rr.com...
>> In article <SGF1d.35214\$A6.2859@twister.rdc-kc.rr.com>,
>> mjsuhm@zzexecpc.com says...
>>> I assume that she purchased the McAfee Security *Online* programs, since
> she
>>> paid for it online. In that case, how does this become McAfee's fault?
> The
>>> user apparently does not fully understand what she is doing. Installing
> the
>>> program is as easy as clicking the download/install link.
>>
>> This one assumption makes the case in point against McAfee being a
>> quality product. The person purchasing the software was a very bright
>> individual, somewhat more technical than the average home user, and she
>> was completely unaware that it had not installed the update to her
>> system.
>>
>> This goes back to the simple human interaction understanding model – if
>> you don't understand your target you won't be successful. In this case,
>> McAfee didn't understand how to interact with people so that even
>> reasonably intelligent people would have a hope of following directions
>
> I have a couple of elderly customers that use the McAfee Online services,
> and they had no trouble installing and using the product.
>
>> – they were unclear, filled with many sales pitches for other items, and
>> the message was cluttered.
>>
>> Had McAfee warned her, each time she booted, that the subscription was
>> not updating,
>
> If the product was not installed to begin with, why would she get a message
> stating that it was not updating?

alt.computer.security: Re: McAfee Service STINKS!

See below – this software was installed before the update was purchased.

> *and in the security center if it had warned her (other*
> *> than some bar-graph that almost no home user understands) that her*
> *> subscription was expired, she would have had a clear understanding.*
>
> *The bar-graph portion definitely could be clearer. I agree with you on*
> *this, but right below the bar graph is a listing of McAfee products. It's*
> *hard to miss.*
> *Example:*
> *Big green dot VirusScan Protecting (bold type)*
> *Big red dot Personal Firewall Not Installed (bold type)*
> *Etc.*
>
> >
> *The problem with McAfee is that their user connection methods if*
> *> seriously flawed – you can't argue that it's not, I have seen hundreds*
> *> of systems with McAfee installed that were not updating where the user*
> *> thought that they were being protected. The Network Associates interface*
> *> is just as bad. Only Norton gives the user a clear idea of where they*
> *> stand.*
> >
> *Well, I could argue it, because I have not encountered all the update*
> *problems that you are claiming, but I'll concede the point, knowing that*
> *different people encounter different problems. As for myself, I won't go*
> *near Norton/Symantec with a 10 foot pole because of all the system problems*
> *that I have encountered due to their products. And I don't think that the*
> *Norton A-V interface is particularly easy to read. It's very cluttered*
> *IMHO.*

Mike – the McCrappy product was previously installed on all of the computers in question, not one of them was updated and not one was currently valid. The one client that did purchase an on-line update had thought that the process installed the update – until I explained how to find the Status Screen that shows that nothing was updated (even though it showed that the old software was installed).

I have not run into a single customer that didn't easily understand the Norton 2000, 2001, 2002, 2003, 2004, 2005 interface – NIS and NPF are another story and I do not suggest those products. The corporate edition and the Norton edition will warn a user if their updates are not current, if their subscriptions are expired, etc...

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(Remove 999 to reply to me)