User Interface - Hall of Shame

SWEN-261
Introduction to Software Engineering
Department of Software Engineering
Rochester Institute of Technology
Contempt & Loathing
Don’t Insult Users

Click this to display an overview of this dialog box, idiot.

For Help on an item, click ? at the top of the dialog box, and then click the item.
Don’t Shout at Users!!!!

- There is no need for exclamation points!!!
- Buttons are already commands!!!
DON’T USE ALL UPPER CASE

If you wish to add/change network information, please select one of the following options.

• I WANT TO CONNECT TO AN EXISTING TIME & CHAOS WORKGROUP OR MODIFY THE CONNECTION SETTINGS.

• I WANT TO BUILD A BRAND NEW WORKGROUP.

• Upper case is hard to read
• Reader’s get clues from vertical outlines
Users Aren’t Fools

The following error was found:

We need your fax number in order to respect your wishes not to receive faxes.
Sowing Confusion
Delete Files To Delete Files?

Error Deleting File

Cannot delete 016: There is not enough free disk space.

Delete one or more files to free disk space, and then try again.

OK
What Do Icon’s Mean?
Failure = Success?
Success = Error?

Copy Profile Error

The operation completed successfully.

OK
Is This An Error - Or Is It Normal?

You are about to delete 1 record(s).

Solution
Click Yes to permanently delete these records. You won't be able to Undo this change.

Yes  No
Misleading Messages

- Really: too many directories for “Find”
- Do we really want to delete files?
Avoid “Geek Speak”
Know the User’s Level

- From Dr. Seuss’s ABCs
- Target audience: 3-5 year olds
- Works find on standard displays
Speak to the User

System Error

Action aborted due to file specification error

OK
The Geek World of Colors

Quick: What is the 24-bit code for orange?

Why not *show* the color pallette?
Label Buttons Appropriately

Did you register using your ISP?

Did you successfully register using your ISP connection?
If "Yes" please click on the "OK" button.
If "No" please click on the "Cancel" button and choose direct dial or postal mail option if you don’t have an ISP connection.

Why not “Yes” and “No” as button labels?
Ambiguity - What Would You Do?

Exit file manager?

Continue  Cancel  Abort
Useless Output
This graphic does not do anything. For Help on an option, click the question mark, and then click the option.
My Favorite Outlook Diagnostic
VB Message - 1
VB Message - 2

System Error &H80004005 (-2147467259). Unspecified error
Use The Correct UI Control
Check Boxes vs. Option Boxes

- What is a superscript/subscript?
- Triumph of graphic design over usability
- Use check boxes for *non-exclusive* options
- Use options (radios) for *exclusive* options
Confusing Buttons & Labels

![A diagram of a subscriber form with fields for Name, Account #, Telephone, Address, Tech. Rep., Status, E-Mail, and buttons for Save and Cancel.](image-url)
The Ultimate Social Security Entry Control
Just Plain Annoying
Can’t Save Empty File (Notepad)

- Why can’t you *save* an empty file?
- You can *create* an empty file via Explorer!
An AI Triumph - Spell Check

comes with the Netscape 4.05 em
CD-ROM and spell checker offere
you

Check Spelling

Word:
CD-ROM

Suggestions:
CD-ROM
CD/ROM
CAROM
```csharp
ServicesToRun = new System.ServiceProcess.ServiceBase[]{ new Service1() }
System.ServiceProcess.ServiceBase.Run(ServicesToRun);

/// <summary>
/// Required method for Designer support - do not modify
/// the contents of this method with the code editor.
/// </summary>
private void InitializeComponent()
{
    components = new System.ComponentModel.Container();
    this.ServiceName = "Telnet Tee";
}

/// <summary>
/// Clean up any resources being used.
/// </summary>
protected override void Dispose(bool disposing)
{
    if (disposing)
    {
        if (components != null)
        {
            components.Dispose();
        }
    }
    base.Dispose(disposing);
}

/// <summary>
/// Set things in motion so your service can do its work.
/// </summary>
protected override void OnStart(string[] args)
{
    // This code will be executed once the service starts.
}

/// <summary>
/// Stop this service.
```
Extras
Windows created a temporary paging file on your computer because of a problem that occurred with your paging file configuration when you started your computer. The total paging file size for all disk drives may be somewhat larger than the size you specified.
Close programs to prevent information loss

Your computer is low on memory. Save your files and close these programs:

- Desktop Window Manager
- Windows Explorer (Desktop, Folders)

Windows will only close enough programs to restore needed memory.

Assert failed - copied to client32.err

File Remote.cpp, line 3062, error code 2 (2), thread=cl32main

Build: V9.10 (27/07/05 10:52:23)

Expression: NSMRemote_IDATA::m_aProp

Call Stack:
- 0x7E418734 USER32.dll: GetDC + 109 bytes
- 0x7E418816 USER32.dll: GetDC + 335 bytes
- 0x7E41B4C0 USER32.dll: DefWindowProcW + 388 bytes
- 0x7E41F9FE USER32.dll: CallNextHookEx + 419 bytes
- 0x7C90EAE3 ntdll.dll: KIUserCallbackDispatcher + 19 bytes
- 0x7E41FECC USER32.dll: CreateWindowExW + 679 bytes

Details in file:
C:\PROGRAM\NETSUP\client32.err
Right at Home

Error

The national identifier value is not correctly formatted. The correct formatting for &P_N_I may be &RETURNED_VALUE.

Dependent And Beneficiary: Update
The specified request cannot be executed from current Application Pool
Server Error in '/' Application.

A transport-level error has occurred when receiving results from the server. (provider: Session Provider, error: 19 - Physical connection is not usable)

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.Data.SqlClient.SqlException: A transport-level error has occurred when receiving results from the server. (provider: Session Provider, error: 19 - Physical connection is not usable)

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

[SqlException (0x80131904): A transport-level error has occurred when receiving results from the server. (provider: Session Provider, error: 19 - Physical connection is not usable)]
System.Data.SqlClient.SqlConnection.OnError(SqlException exception, Boolean breakConnection, Action`1 wrapCloseInAction) +1753346
System.Data.SqlClient.SqlInternalConnection.OnError(SqlException exception, Boolean breakConnection, Action`1 wrapCloseInAction) +5295154
System.Data.SqlClient.TdsParser.ThrowExceptionAndWarning(TdsParserStateObject stateObj, Boolean callerHasConnectionLock, Boolean asyncClose) +242
System.Data.SqlClient.TdsParserStateObject.TryPrepareBuffer() +64
System.Data.SqlClient.TdsParser.TryRun(RunBehavior runBehavior, SqlCommand cmdHandler, SqlDataReader dataStream, BulkCopySimpleResultSet bulkCopyHandler, Boolean asyncWrite) +1086
System.Data.SqlClient.SqlDataReader.TryConsumeMetaData() +59
System.Data.SqlClient.SqlDataReader.get_MetaData() +90
System.Data.SqlClient.SqlCommand.FinishExecuteReader(SqlDataReader ds, RunBehavior runBehavior, String resetOptionsString) +365
[EntityCommandExecutionException: An error occurred while executing the command definition. See the inner exception for details.]
System.Data.Objects.ObjectQuery`1.GetResults(Nullable`1 forMergeOption) +131
System.Linq.Enumerable.FirstOrDefault(IEnumerable`1 source) +152
System.Data.Objects.Linq.ObjectQueryProvider.<GetElementFunction>b__1(IEnumerable`1 sequence) +41
Server Error in '/D2L' Application.

Runtime Error

Description: An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It can however, be viewed by browsers running on the local server machine.

Details: To enable the details of this specific error message to be viewed on remote machines, please create a `<customErrors>` tag within a "web.config" configuration file located in the root directory of the current web application. This `<customErrors>` tag should then have its "mode" set to "On".

```xml
<configuration>
    <system.web>
        <customErrors mode="Off"/>
    </system.web>
</configuration>
```

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the "defaultRedirect" attribute of the application's `<customErrors>` configuration tag to point to a custom error page URL.

```xml
<configuration>
    <system.web>
    
</system.web>
</configuration>
```
Fun Errors
Fun Errors

Unable to connect to the Internet
Lessons Learned

• The error message should be in the users’ words
  • Simple
  • Not geeky
  • Suggest a solution
• The UI should be consistent
• If you can make the users smile, let’em be