

# Other 'Famous' Bugs

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From: <https://raygun.com/blog/10-costly-software-errors-history/>

**EDS Child Support System** – In 2004, EDS introduced a highly complex IT system to the U.K.'s Child Support Agency (CSA). At the exact same time, the Department for Work and Pensions (DWP) decided to restructure the entire agency. The two pieces of software were completely incompatible, and irreversible errors were introduced as a result. The system somehow managed to overpay 1.9 million people, underpay another 700,000, had \$7 billion in uncollected child support payments, a backlog of 239,000 cases, 36,000 new cases "stuck" in the system, and has cost the UK taxpayers over \$1 billion to date.

**Heathrow Terminal 5 Opening** – Just before the opening of Heathrow's Terminal 5 in the UK, staff tested the brand new baggage handling system built to carry the vast amounts of luggage checked in each day. Engineers tested the system thoroughly before opening the Terminal to the public with over 12,000 test pieces of luggage. It worked flawlessly on all test runs only to find on the Terminal's opening day the system simply could not cope. It is thought that 'real life' scenarios such as removing a bag from the system manually when a passenger had left an important item in their luggage, had caused the entire system to become confused and shut down. Over the following 10 days some 42,000 bags failed to travel with their owners, and over 500 flights were cancelled.

From Wikipedia's List of Software Bugs

- *Eve Online*'s deployment of the Trinity patch erased the [boot.ini](#) file from several thousand users' computers, rendering them unable to boot. This was due to the usage of a [legacy system](#) within the game that was also named boot.ini. As such, the deletion had targeted the wrong directory instead of the /eve directory.<sup>[35]</sup>

From Wikipedia's Pentium FDIV bug entry

Intel attributed the error to missing entries in the lookup table used by the floating-point division circuitry. Intel [recalled](#) the defective processors. In January 1995, Intel announced "a pre-tax charge of \$475 million against earnings, ostensibly the total cost associated with replacement of the flawed processors."