

PLAINTIFF'S EXHIBIT 869 Comes v. Microsoft

From stevetho Fri Jul 26 14:48:24 1991
To: bradsi janci janineb theresa
Cc: dand dang davidcol karlst philba ralphi
Subject: RE: FW: Re: Digital Research
Date: Fri Jul 26 14:47:37 PDT 1991

To say that we don't support DM for Win31 is one thing. To say that we don't support DR is quite another. They are Online customers. My job is to support our customers to the best of my ability.

This is same situation we were in when IBM sent in certain unfavorable questions. We better start drawing the line as to WHAT we support, not who. As long as these companies are our customer we owe them the best support possible. If we're not going to support them, somebody ought to tell them that.

Telling DR that we won't support them because they're not an official beta site buys us some time but when 3.1 is released we'll have to come up with another excuse. I'd like to be prepared when that time comes. Can we get a decision on this soon - please!

Steve

From janineb Fri Jul 26 13:53:34 1991
To: bradsi
Cc: dand dang davidcol karlst philba ralphi stevetho
Subject: FW: Re: Digital Research
Date: Fri Jul 26 14:01:26 1991

I've talked w/ Steve Thompson. DRI was notified by a Win 3.1 Beta tester that it wasn't working w/ DR-DOS. Steve will tell them that he can't help them because they aren't in the beta program and because we don't answer beta questions via regular Online accors. This is a consistent message we have been telling anyone asking 3.1 questions via regular online. If they ask to be in the beta, he will just tell them the standard answer, write or fax Windows Beta.

As a follow-up I'm going to work w/ both Dand and Dang about people on the black list.

Janine

From bradsi Fri Jul 26 11:49:39 1991
To: davidcol karlst philba ralphi
Cc: kalak
Subject: Re: Digital Research
Date: Fri, 26 Jul 91 11:47:21 PDT

How does DRI have Win 3.1 in the FIRST PLACE????????????? They are on the beta blacklist!!

Is the report from DR or a customer who is a beta tester of 3.1 who also uses dr dos???

From ralphi Fri Jul 26 10:26:22 1991
To: bradsi
Subject: Digital Research
Date: Fri Jul 26 10:25:45 1991

What is our position wrt helping DR with problems?

From dang Fri Jul 26 08:48:26 1991
To: greglo ralphi
Cc: marthab neillsa stevetho
Subject: Re: Loadhi.VxD - Digital Research
Date: Fri Jul 26 08:46:47 PDT 1991

Greg or Ralph.

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PLAINTIFF'S EXHIBIT 401 A. No. 2:96CV645H

Didn't I hear a comment one day in either of your offices  
re this. What should we tell DR?

Thanks,  
Dan

>From stevetho Thu Jul 25 11:20:41 1991  
To: dang neilsa  
Cc: marthawh  
Subject: Re: Loadhi.VxD - Digital Research  
Date: Thu Jul 25 11:17:03 PDT 1991

These guys need to know what they need to do to get  
their memory manager to work in 3.1.

Dan- Do you know where we can get this info?

Thanks,  
Steve

>From neilsa Mon Jul 22 12:56:59 1991  
To: dang stevetho  
Cc: marthawh  
Subject: Re: Loadhi.VxD - Digital Research  
Date: Mon, 22 Jul 91 12:55:56 SPD

There is no loadhi VxD available for Win31 because that functionality  
has been built directly into VM4. The old VxD should detect this and  
not load on a 3.1 system, which is how it should be. So, it's hard  
to say what problem they are having...

I do know that there were problems with OEMM in this area, but I'm  
not privy to that information...

>From stevetho Mon Jul 22 11:25:51 1991  
To: dang  
Cc: marthawh neilsa  
Subject: Loadhi.VxD - Digital Research  
Date: Mon Jul 22 11:25:09 PDT 1991

Hey dude,

A few months ago Neil helped DR with a Loadhi problem  
with Windows. Well, they got everything working for 3.0  
but now they say they break in 3.1. Can you find out if  
there's a new Loadhi we can ship?

Thanks,  
Steve

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