

File: c:\brade\win11box.tld  
Messages :

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 From: jwinish Tue Jul 30 21:13:18 1991  
 To: cararom jaych liamso peoh stevel tharasa wintom  
 Subject: Windows 3.1 Beta Status 7/26/91  
 Date: Tue Jul 30 21:10:37 1991

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**Weekly Activity**  
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We are continuing to ship beta 1 kits. Requests are still pouring in and we are catching up on applications. The numbers from international have increased now that they have received beta kits. They are sending us more sites daily. In fact, Germany now wants to ship approx 20 kits to the Eastern bloc!

We've mailed the initial shipment of Press kits. We're working on adding new authors to the beta and getting kits shipped to them. We're still looking for good beta sites and have asked for specific sites from both the Boston Computer Society and Abstract per Holmér's feedback on incompatibilities w/ machines, etc.

We're receiving MSD disks and processing them as fast as possible. We want to dump them to a database and may have a solution to the Paradox field size limitation. Looks like we can link a file to the records. If this is true, the config.sys, autoexec.bat info will be put in this file.

Tech staff is reading 3.1 material and submitting comments plus working on course material for 3.1 training for PES. We've also set up a queue for incoming retail questions forwarded to the Tech team from the Developer Support group. Some members of the Tech staff have started using WinFax to send response faxes to Beta members.

General consensus from the tech support staff is that Beta II won't start too soon. A lot of the bugs we're starting to see are duplicates. Bugs in all areas except for the Developer's forum have dropped. We've increased contact w/ the sites thru the new members of the Tech support staff. A "No Black Boxes" campaign is being pursued by everyone and seems to be working well. We want to make sure everyone out there knows we are here and working away on their bugs.

A "The Good, The Bad and The Ugly" will start next week on the wall outside David Cole's office. It will be a compilation of Windows 3.1 comments from all beta sources - letters, faxes, CIS, email and phone.

Issues  
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Top ISV call-down  
 Called all of the top Windows 1986 (75). They have agreed to provide us w/ more feedback and comments. The prompting did a great deal of good. The contacts now have a more fuzzy feeling

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about Winbeta caring about them and liked being contacted by tech support.

Coderiv is generating most of the traffic in the developer's forum w/ being windows a close second. Common bugs in the area rant in line.

Feedback (from testers via phone, fax, compuserve, coldire, etc.)

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 Many utilities offer an undelete feature - how about putting one in File Manager?

Suggestion was made to add a non-proportional non-serif font to the Windows package.

Complaint received: I can see that a lot of the other minor complaints I had with Win 3.0 are fixed! Good work! Looks pretty good so far. (shock lot better than the early beta's of Win 3.0 !!!)

People  
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Deirdre Young was hired as a new Admin temp and starts monday. She worked for MS previously in Windows Product support. Kristi Sother left on Friday to return to school. She will take over the MSD processing that Kristi did.

Steve Reynolds will be here monday to start a two week stint as a rotating SE.

Fires (Forest and others)

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Mac kit requests  
 been getting lots of mac kit requests and urgent ship requests. Devotee and the PES guys have really been giving us a lot of help.

Novell and DR1  
 Letter was mailed this week to stop Novell from showing DR1 anything to do w/ Win 3.1. DR1 also notified by Win beta tester the DR-DOE doesn't work w/ 3.1. Asked support for help. Support understands that DR1 isn't beta site and can't help them.

Windows 3.1 on a dealer's machine  
 Visited PC Tech last week. They have a copy of Windows 3.1 beta. They got it from an "inside connection" at MS. They also bragged they had DOS 5.0 for months before it shipped. Legal will contact them to remove the a/v.

Press and Kits  
 We was concerned about how fast we were shipping kits. We will work w/ them to get everything out. All kits, but one have shipped. We happy w/ status.

Dev Card  
 Apple and IBM uninvited from Card.

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 SDS and Beta 1

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Mike Napier making trip to EDS. Wanted them to have Beta 1 before he arrived. EDS hadn't signed MDA. Worked out deal and shipped them kit.

**Continuing CompuServe bugs**

CompuServe still needs to solve problem. We aren't getting all the problem reports. However most testers are using a downloadable form, so not missing many. CompuServe is working on problem and we are stating daily.

Numbers  
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Approx 750 HD disks returned to date.

Have approx 3700 sites in the DB currently. This does not include all of the Intl sites as they have yet to be added. Plus we have approx 200 more people waiting to be added. This week we shipped over 200 kits.

Support status - sent over 1400 support letters and received 800 back. Out of those returned, 82 chose SA Prof for development support, 21 got Premier, 54 are questionable and 450 didn't request extra support.

Getting approx 10-15 calls a day on the general beta line and approx 6-10 calls a day from MINETA. Had 48 faxes this week and 175 phone calls. Submitted 55 bugs. Read approx 400 messages in the users forum and over 100 pieces of mail on MINETA.

Approx 30 new bugs have been submitted to MINETA by the team this week. Resolved approx 250 pieces of mail on MINETA. We've read approx 1000 messages on CompuServe in the user's forum and up to 100 messages a day in the developer's forum. We are answering up to 10 calls a day to the general beta line and to the MINETA office.

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