

Technical Support Conference Call
17th June 1992

Participants: Jody Clifton cc John Constant
Nils Horstbrink ~~John Constant~~
Linda Shelley Remy Laurent
Jerome Coulomb Sue Nageotte
Siegfried Wehrmaker John Bromhead
Corey Krebs Richard Gibos
Michael Greenwood
John Linney
Glenn Stephens
Simon Lucy

Agenda: Status
Tech Support re-organisation
Problem escalation
A.O.B.

STATUS:

Linda Shelley (Newbury)

Most calls concern Windows 3.1, setup or running. Referrals by Microsoft say that 3.1 is not supported by DRDOS. The real problem is that they need to upgrade their applications.

We have 4 temps on the Hot Line (9-12 and 2-5).

SRS not working now, but calls are still high - 350/400 per week. 85% are closed and 60% had more than 2 calls.

The middle of May was quiet with very few calls lost. Response is good.

Windows install before/after causes problems.

Windows 3.1 solutions on FAXBACK 150 calls per week. Users really need 4 mb for Windows 3.1.

John Linney says that Microsoft in the US will redirect calls for DRDOS update.

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List of 3.1 error messages coming from Microsoft. Microsoft emphasizing support.

15/20 GEM calls per week still coming in.

Nils Horstbrink (Munich)

Not too many calls. On Windows 3.1 approx 200 per week. Possibly 50-100 lost.

3000 Business Updates sent out.

GEM support is now a problem with Artline and Presentation Team. Diskopt also problem. 15/20 calls on GEM. Concerned that GEM support will die. What about driver development?

Vobis shipped bad BUS which caused some difficulty.

Jerome Coulomb (Paris)

Calls are stable at 300 per week. Mostly DRDOS, but some MDOS.

Mostly Windows 3.1. Microsoft were saying DRDOS not compatible. Now they say there is an update for DR DOS.

Problems with French applications. Questions on ROMMING, DRDOS. Marketing will probably arrange a course in July.

Lost calls - possibly less than before - now 3 people on telephone.

Simon Lucy (Pacific Rim)

80% OEM. No idea which OEM's had BUS. English language comes from Berryessa. Berryessa saying that DRMDOS SBK is obsolete.

More calls on Netware support and Netware Lite will become a support issue.

OEM's need training. List of open problems.

DRDOS/Netware Lite bundle to be delivered from July.

Need to know when Manufacturing deliver to OEM's to enable follow-up when shipments lost.

Possible use of Netware Express/Netware for support discussed.

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Jody Clifton (Monterey)

Monterey personnel taking calls escalated from Provo. Calls handled through ACD (Automatic Call Distribution). There are no statistics for number of calls, average duration or closed. Provo took 1300 calls, 500 were escalated to Monterey.

Bettyessa seem to have problems delivering BUS and MDOS 5.1.

First article not yet produced for MDOS 5.1 for Chuck Brewer.
360k diskettes - Manufacturing problem.

Netware gets priority - MDOS/DRDOS left out.

Capacity and organisational problem. Others have similar problems.

Europe

Some discussion took place regarding the re-organisation of Tech Support within Europe and how problem reports were to be escalated to the EDC, but at this time there were no firm plans on how this was to be handled.

Next Technical Support Conference Call to be on Wednesday 1st July at 16.30 British Summer Time.

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