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From bradsi Sun Mar 03 10:30:57 1991
To: davidcol karlst
Subject: Windows source code to IBM.
Date: Sun Mar 03 10:30:54 1991

> From steveb Sun Mar 3 07:58:01 1991
To: sheriv
Subject: Windows source code to IBM.
Cc: bradsi debbieh tonya
Date: Sun Mar 3 07:57:59 1991

take out the dpmi functionality and send them 3.1 sources in a month
we only owe them source once a month

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From bradsi Sun Mar 03 10:37:33 1991
To: alexn winmktg
Cc: alexn lynnesharonh
Subject: Re: Chicago Trip Report
Date: Sun Mar 03 10:37:23 1991

thanks alex. can we include in the report the key players from
the visited companies? do you have more feedback from the field
regarding their impressions of the trip and the accounts' impressions?

> From alexn Sun Mar 3 08:47:58 1991
To: winmktg
Subject: Chicago Trip Report
Cc: alexn bradsi lynnesharonh
Date: Sun Mar 3 08:46:33 1991

Brad and I visited three Chicago named accounts, in order to obtain
a better understanding of the systems issues being faced by corpora-
tions in adopting Windows, as well as communicate our systems position-
ing.

We visited three companies:

Amoco Oil, Arthur Andersen and Co., and Covia (United Airlines)

Amoco Oil

Members of several strategic departments joined the MS account team to review issues as sent ahead to our attention:

- = Houston and Tulsa Information Centers
- = Training, Evaluation and Standards
- = Planning and technology
- = Computer Networks and Engineering
- = Hardware and Software Evaluations

The specific points we were asked to discuss were centered around the IBM/MS relationship and its effects on our Windows/DOS and PM/OS2 strategies. Amoco is primarily a big-system shop, very dependent on IBM for direction, and are just recently utilizing their PCs as more than dumb terminals for mainframe access. As such, they are grappling with the standard interface issues, such as Windows or PM? As they develop mission critical applications that use the PC as a primary tool, development considerations are an important piece of their plans.

Brad succinctly described our systems strategy, emphasizing the healthy relationship between ourselves and IBM, and our clear decision to continue support of OS/2 and PM. However, Windows was described as the interface of choice, and many of the questions asked were targeted at API coding decisions, such as when to write to 16 vs 32 bit. Our obvious lack of references to PM in our slides caused concern in the group, and made us realize we have to be more careful to include this support in our presentations.

The typical (and somewhat gratuitous) requests for Unix compliance were made, as well as a request for more clear definition of SAA compatibility (the fact that IBM folks had been at Amoco that morning was obvious).

Other points made by Amoco:

- = decisions for software support made based on needs, not technology
- = migration pain is significant, hard to measure, and very intimidating
- = many users are waiting for Lotus and Wordperfect before moving to Windows
- = some users are facing "mouse" fear and this is a barrier for Windows adoption
- = administrators find the install/setup process troublesome. They don't want to ever have to touch .ini files.
- = The way Wall Data's Rumba installs, Amoco believes, should be used as a prototype in the industry as a superior process
- = Amoco would like to be able to download updates of PC products from their mainframes

The meeting was seen as a success by both MS field personnel and

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Amoco. It was clear to us that corporate confusion is real, and that we need to do a better job of communicating our intentions, especially as it relates to the development community. I will route the list of Amoco's issues to you as a good example of the kinds of questions being raised.

Arthur Andersen and Co.

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Members of Consulting and Audit were present to listen to Brad discuss our systems strategy as well as communicate some of the concerns they had about PM/OS2 support. Rick Stuckey, Partner in Consulting, started the meeting very antagonistically, as he saw the lack of specific PM references in our material as a message to the community that we have abandoned support of PM. This is of particular concern to AA, as a significant PM development effort has been expended and is beginning to be seen as a waste of time and resources.

AA is closely aligned with Microsoft, and has made a huge investment in Windows and Applications for internal usage, as well as establishing a close relationship between our Consulting organizations. Their concerns were well-founded, and our responses seemed to satisfy them. Other items worth noting:

- = AA sees their customers choosing Unix as a result of their confusion over DOS vs. OS/2
- = they want a list of the structure of 32-bit APIs
- = they'd like the freedom for child windows to expand beyond the size of the parent window
- = make sure we include operating system functions (like Dos 5.0 undelete) into the Windows menus

Covia

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Covia is the systems developer arm of United Airlines. Their Focal-point reservations system is a Windows-based composition of airline cruise, hotel, and other services. It has been in Windows for some years, but their recent development efforts for Windows 3.0 upgrades are still underway, with expected implementation of 20,000 machines as soon as complete.

It is a sophisticated client/server system, utilizing large systems as data storage vehicles, and using Mod 50-70s as servers, 50-50z's as diskless workstations. Since they have targetted, and remain committed to, Windows as their primary interface, systems issues were not as much a concern here.

Brad discussed our strategy, and we also received a great demo of

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| the new Focalpoint system. No outstanding issues to report.

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From bradsi Sun Mar 03 10:41:21 1991
To: alexn
Cc: richab
Subject: p70
Date: Sun Mar 03 10:41:19 1991

I talked to IBM on Friday and screamed at them regarding your P70. I told them it was the most unreliable machine we've ever owned and I wanted them to take it back and give us a different machine that worked properly. [This was after a meeting here on Wednesday with the top IBM hardware guys who were told point blank by Maples that we don't use IBM hw by developers because it breaks too much.] They were very very eager to cooperate. If you can provide a full, complete, detailed list of problems you've had, they'll be glad to work with us to ensure these problems never happen again. Someone from their portable hw group will call you on Monday.

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From bradsi Sun Mar 03 10:43:36 1991
To: aaronr davidcol karlst mikedr philba ralph
Subject: great job!
Date: Sun Mar 03 10:43:34 1991

I ran win 3.1 with dos5 rc01 and got 619,000 bytes available in my dos vm (vs. 625,000 from toplevel dos). This was the moment I've been waiting for!!!

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From bradsi Sun Mar 03 11:29:26 1991
To: cameronm martyta w-clairl
Cc: davidcol markwa russw
Subject: OTS
Date: Sun Mar 03 11:29:22 1991

We are getting good press on the new development tools coming out. In the current Windows Watcher issue is a story on the flood of new development tools. A few paragraphs:

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