



From: Pete Peter
Sent: Friday, June 05, 1998 9:24 PM
To: Kurt Kolb
Cc: Carl Gullledge
Subject: RE: Support Policy for CDM (code download manager)

This is a very broad re-visitation as to how we write support obligations into OEM agreements. If we're going to ask OEMs to support bits getting installed from who-knows-where we have alot of thinking to do. It's going to need to get resolved with the OEMs and what they agree to provide based on what gets installed. Maybe we need to look at some kind of signature process where the OEMs can sign some bits they approve can end up on their customer's systems and still support. It's a big topic.

Original Message
From: Kurt Kolb
Sent: Friday, June 05, 1998 9:21 PM
To: Pete Peter
Cc: Carl Gullledge
Subject: FW: Support Policy for CDM (code download manager)

Please read the thread below and do not forward within MSOEM.

Our issues surrounding our support policy with online bits has profound implications MS. Pete - you will most likely need to manage in my absence as I don't believe this will get resolved until after I leave. Carl, FYI.

kurt

Original Message
From: David Blachman (LCA)
Sent: Friday, June 05, 1998 6:52 PM
To: Linda Moreno; Tom Lennon; Kurt Kolb; Linda Jeffries; Jeff M. Johnson; Sue Ventura (LCA); Mark O'Hanlon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA); David LaRocque; Wendy Eckman; Denise Rundle
Subject: RE: Support Policy for CDM (code download manager)

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Original Message
From: Linda Moreno
Sent: Friday, June 05, 1998 6:37 PM
To: Tom Lennon; Kurt Kolb; Linda Jeffries; David Blachman (LCA); Jeff M. Johnson; Sue Ventura (LCA); Mark O'Hanlon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA); David LaRocque; Wendy Eckman; Denise Rundle
Subject: RE: Support Policy for CDM (code download manager)

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Original Message
From: Tom Lennon
Sent: Friday, June 05, 1998 6:32 PM
To: Linda Moreno; Kurt Kolb; Linda Jeffries; David Blachman (LCA); Jeff M. Johnson; Sue Ventura (LCA); Mark O'Hanlon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA); David LaRocque; Wendy Eckman; Denise Rundle
Subject: RE: Support Policy for CDM (code download manager)

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Original Message
From: Linda Moreno
Sent: Friday, June 05, 1998 6:23 PM

MS-PCA 2608532
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To: Kurt Kolb; Linda Jeffries; David Blachman (LCA); Jeff M. Johnson; Sue Ventura (LCA); Tom Lennon; Mark O'Hanlon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA); David LaRocque; Wenc Eckman; Denise Rundle
Subject: RE: Support Policy for CDM (code download manager)

**Privilege Material
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-----Original Message-----

From: Kurt Kolb
Sent: Friday, June 05, 1998 6:01 PM
To: Linda Jeffries; David Blachman (LCA); Jeff M. Johnson; Linda Moreno; Sue Ventura (LCA); Tom Lennon; Mark O'Hanlon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA)
Subject: RE: Support Policy for CDM (code download manager)

**Privilege Material
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-----Original Message-----

From: Linda Jeffries
Sent: Friday, June 05, 1998 5:52 PM
To: David Blachman (LCA); Kurt Kolb; Jeff M. Johnson; Linda Moreno; Sue Ventura (LCA); Tom Lennon; Mark O'Hanlon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA)
Subject: RE: Support Policy for CDM (code download manager)

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-----Original Message-----

From: David Blachman (LCA)
Sent: Friday, June 05, 1998 5:41 PM
To: Kurt Kolb; Linda Jeffries; Jeff M. Johnson; Linda Moreno; Sue Ventura (LCA); Tom Lennon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA)
Subject: RE: Support Policy for CDM (code download manager)

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-----Original Message-----

From: Kurt Kolb
Sent: Friday, June 05, 1998 5:36 PM
To: Linda Jeffries; David Blachman (LCA); Jeff M. Johnson; Linda Moreno; Sue Ventura (LCA); Tom Lennon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA)

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Subject: RE: Support Policy for CDM (code download manager)

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-----Original Message-----

From: Linda Jeffries
Sent: Friday, June 05, 1998 5:32 PM
To: David Blachman (LCA); Kurt Kolb; Jeff M. Johnson; Linda Moreno; Sue Ventura (LCA); Tom Lennon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA)
Subject: RE: Support Policy for CDM (code download manager)

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-----Original Message-----

From: David Blachman (LCA)
Sent: Friday, June 05, 1998 5:21 PM
To: Kurt Kolb; Linda Jeffries; Jeff M. Johnson; Linda Moreno; Sue Ventura (LCA); Tom Lennon
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss; Cory Van Arsdale (LCA)
Subject: RE: Support Policy for CDM (code download manager)

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-----Original Message-----

From: Kurt Kolb
Sent: Friday, June 05, 1998 3:43 PM
To: Linda Jeffries; Jeff M. Johnson; Linda Moreno; Sue Ventura (LCA); Tom Lennon; David Blachman (LCA)
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss
Subject: RE: Support Policy for CDM (code download manager)

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-----Original Message-----

From: Linda Jeffries
Sent: Friday, June 05, 1998 3:27 PM
To: Kurt Kolb; Jeff M. Johnson; Linda Moreno; Sue Ventura (LCA); Tom Lennon; David Blachman (LCA)
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Scott Langmack; Megan Bliss
Subject: RE: Support Policy for CDM (code download manager)

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-----Original Message-----

From: Kurt Kolb
Sent: Friday, June 05, 1998 2:52 PM
To: Jeff M. Johnson; Linda Moreno
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Linda Jeffries; Scott Langmack; Megan Bliss
Subject: RE: Support Policy for CDM (code download manager)

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-----Original Message-----

From: Jeff M. Johnson
Sent: Thursday, June 04, 1998 2:50 PM
To: Kurt Kolb; Linda Moreno
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Linda Jeffries; Scott Langmack; Megan Bliss
Subject: RE: Support Policy for CDM (code download manager)

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-----Original Message-----

From: Kurt Kolb
Sent: Thursday, June 04, 1998 2:26 PM
To: Kurt Kolb; Linda Moreno
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Linda Jeffries; Jeff M. Johnson;

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Scott Langmack
Subject: RE: Support Policy for CDM (code download manager)

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—Original Message—

From: Kurt Kolb
Sent: Tuesday, May 26, 1998 7:10 AM
To: Linda Moreno
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Linda Jeffries; Jeff M. Johnson; Scott Langmack
Subject: RE: Support Policy for CDM (code download manager)

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—Original Message—

From: Linda Moreno
Sent: Friday, May 22, 1998 12:10 PM
To: Kurt Kolb
Cc: Anne Gardiner; Allen Wilcox (LCA); Rich Barth; Pete Peter; Linda Jeffries; Jeff M. Johnson; Scott Langmack
Subject: RE: Support Policy for CDM (code download manager)

Kurt,

The Windows Update Site policy follows what is already happening today -- the only change is that the two types of "things" will be available all on one website instead of from multiple websites. Hotfixes, Service Packs, etc. are available on the web today for download and we do not offer OEM customers free support if they download one of these items onto their machine. They still have to go back to the OEM or they can pay Microsoft on a per incident basis for help. If we chose to open up free support to OEM customers just because they downloaded a Service Pack or a fix from our website, we would substantially increase our support costs. This really is not an option. How does the OEM contract cover supporting Hotfixes, Service Packs, etc., today? If it doesn't cover this case, then it should because it is already happening with or without Windows Update.

I have some questions about this paragraph:

MS' oem license agreement obligates the oem to support any "bits" distributed under its license agreements with us. [Linda Moreno] What bits are supported under their license agreements with us? If we coincidentally ship those same bits via code download manager, we cannot require that the oem support since they did not distribute [Linda Moreno] How can anyone, OEM or MS, tell the difference if they are the same bits?, nor did they agree to have them not covered under the oem license agreement. If the OEM distributes fixes, drivers, etc on a website (through their agreement with us), they support. If CDM distributes the same bits, MS supports. [Linda Moreno] Again, if they are the same bits, how can anyone tell the difference?

There are also many "enhanced" bits already on the web available for free. We do not expect the OEM to be able to provide support for these either today or in the future. Just because these "enhanced" bits happen to be on the same website as Service Packs, etc, doesn't mean that it is more or less confusing to the customer or that we should change our support for them.

Customer confusion -- yes, this is something that we have been struggling with, too. I've been working with Jeff Johnson and Linda Jeffries to make sure the support policies are easily accessible to customers visiting the sites. We want to make sure that the customer has an easy reference even several months later should they need to go back to the site and find out who to call. I have not seen the implementation of this -- maybe Linda or Jeff could comment on how this is coming along.

I'm also concerned by the lateness of this issue being raised. I would like to have been notified that this was an issue several months ago while the policy was in progress. It has already been approved by the Policy Review Board, so would have to be re-approved if any changes need to be made. We need to work on a process to get you in the loop much earlier in the process for policies like this to make sure we

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don't have late-breaking issues again. Let's talk off-line about how we can make this smoother in the future.

Linda

—Original Message—

From: Kurt Kolb
Sent: Wednesday, May 20, 1998 12:34 PM
To: Linda Moreno; Anne Gardiner
Cc: Allen Wilcox (LCA); Rich Barth; Pete Peter
Subject: Support Policy for CDM (code download manager)

This is my first pass at a review, and I will spend some more time looking at this, but i don't think i understand. The current classification is confusing to me. How will an end customer differentiate between Enhanced and core bits? Must the end user keep a list of which bits are which? So, if I download a "feature enhancement" in SP3, all the bug-fix portions would be supported by the oem, but IIS is supported by MS?

Here's my take. In summary, the oem must distribute the bits as part of its license agreement with us in order to be the support provider.

MS' oem license agreement obligates the oem to support any "bits" distributed under its license agreements with us. If we coincidentally ship those same bits via code download manager, we cannot require that the oem support since they did not distribute, nor did they agree to have them not covered under the oem license agreement. If the OEM distributes fixes, drivers, etc on a website (through their agreement with us), they support. If CDM distributes the same bits, MS supports.

Scenarios to consider

- Scenario: I download the latest HP deskjet printer driver to my PC and my printer "breaks. (MS support customer)
- Scenario: I install SP3 I received with my NT machine. Along with hotfixes it ships with directx, IIS, ie4. (OEM supports)
- Scenario: I get a CD from MS.COM's order service for SP3. (MS supports)
- Scenario: I download Internet Explorer 4.0 or 4.1 or 5.0 form the web. (MS supports)
- Scenario: I download Internet Explorer 4.0 etc, from the OEM's web. (OEM supports)

Conversation threads and MTS proposed support policy attached.

<< Message: RE: POLICY: Windows Update >> << Message: POLICY: Windows Update >>

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