

MEMORANDUM
Digital Research Confidential

Toby

To: Tobey Corey

cc: Jody Clifton
Sue Nageotte
Bradley Kerth
John Langford
Pattie McCracken

fm: Mark Campbell

Date: September 26, 1991

Re: DR DOS 6.0: ISSUES/PROBLEMS AS REPORTED BY PC WEEK AND INFO
WORLD

Since the shipment of the first copies of DR DOS 6.0, several new and significant technical issues have been raised both by end users and press reviewers. In the past two weeks, I've talked to a couple of these press reviewers, Lenny Bailes at PC Week and Tracey Capin at InfoWorld, on several occasions and discussed some of these issues. I'll outline for you here what issues have been raised with these two persons, attempting to clarify exactly what has transpired in the process.

INFOWORLD:

My contact with Tracey Capin was limited really to one phone conversation, so I'll summarize quickly. I spoke with him the morning his 9/16/91 Vol.13, Issue 37 article was to go press, and, as a result didn't have time to offer solutions or work-arounds to the two issues he had raised. A "full blown" review of DR DOS 6.0 is going to be handled by another author at InfoWorld and won't be finalized for some time yet. I have not spoken with Tracey Capin about any of the "new" develops that directly affect the issues he has raised. As you'll see in the article, he reports that:

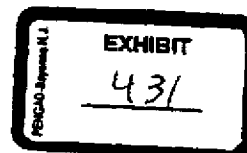
Problems reported:

- 1) "Windows support is a mixed bag."
- 2) "...TaskMAX only supports the numeric keypad..."

Problem Status:

1) Tracey was unable to run Windows 3.0 properly in any of the three modes using EMM386.SYS and SuperStor on a TOSHIBA T2000 386SX with 4MB RAM and a 64MB hard disk. It appears that most problems in this area were do to the fact that a LIM page frame was not enabled with the /FRAME option. /FRAME=AUTO appears to be a viable work-around. We now have a fix from Colin Cracknell in John Constant's group which works well but has not been formally "QA"ed. The symptoms seen, according to Colin, depend on exactly what is loaded

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after EMM386.SYS. There is some corruption of a data area in EMM386.SYS which maintains information which Windows uses to govern its' use of memory.

2) He and Lenny Bailes were both concerned by the fact that TaskMAX will only allow "direct-to-task" switching via the numbers on the number pad presenting a problem for Laptop/Notebook user whose number pad is integrated as part of the main keyboard. Mike Greenwood has made a new TaskMAX executable available to Technical Support which implements a new switch to allow for "direct-to-task" switching via the number keys across the top of the main keyboard. This should be made generally available with the DR DOS 6.0 Business Update.

PC WEEK:

I've spoken with Lenny Bailes on several occasions, and he has brought up some important issues. His article will be going to press in the third week of October. I'll list his issues in a pseudo order of importance:

Problems reported:

- 1) "Windows will not start in Standard Mode using EMM386.SYS and Super PC-Kwik."
- 2) "Super PC-Kwik is unstable with HDOS.SYS on a NEAT 286 machine."
- 3) "PC Labs was able to crack DR DOS 6.0 fixed disk Security."
- 4) "EMM386.SYS will not support Desqview in Multitasking mode."
- 5) "CHKDSK.COM should not be completely disabled when running in a window under Windows 3.0."
- 6) "DR DOS 6.0 will allow the creation of too many sub-directories causing disk corruption while MS DOS 5.0 will prevent this from happening."
- 7) "Documentation should have more detailed information on the use of MemoryMAX and CONFIG.SYS/BATCH processing."
- 8) "MS DOS 5.0's SETUP program is better at checking for existing Memory Manager drivers and hard disk utilities, like Disk Manager, when installing."
- 9) "MS DOS 5.0's text editor is better and does away with WordStar type keystrokes to its' benefit."
- 10) "CHKDSK.COM is confused when running on a RAM disk created by the Nifty James RAMDisk shareware program."
- 11) "Norton Utilities 6.0's NDOS command interpreter replacement will not allow access to DR DOS 6.0 password protected files; generates Access Denied error message."

Problem Status:

- 1) This was verified here quite readily. Colin Cracknell has also come up with a fix for this which we have provided to Lenny. Lenny has verified that this new EMM386.SYS driver patched for Tracey's problem and his problem is working well.
- 2) We are getting reports similar to this here, and the U.K.

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is apparently investigating similar problems reported there. We are passing information along to the U.K. as it is received.

3) They were able to "crack" it with a particular disk utility program. It may be possible to build in "immunity" to this; this will be looked into by the U.K.

4) QEMM386.SYS, QuarterDeck's Memory Manager, should really be used when running DesqView, the U.K. is aware of this problem and most likely does not intend to change anything. EMM386.SYS apparently will not support paging below the 640K line like QEMM386.SYS does.

5) He would like to see only CHKDSK run with the "/F" switch (write fixes back to disk) disabled when it is run from within Windows. This will be SPR'ed.

6) We both feel this is not a major problem and won't be seen by a large number of end user's. It will be SPR'ed.

7) I mentioned to him that we have an "Optimization and Configuration Tips for DR DOS 6.0" guide coming out soon which will address many of these limitations in the existing documentation.

8) This was SPR'ed with DR DOS 5.0 and remains to be really only a Technical Support issue.

9) This enhancement has been widely requested and has been SPR'ed.

10) Will be SPR'ed.

11) Will be SPR'ed.

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