

numerical grades to product reviews. The mistakes made in the review are not of the nature that would substantially change the review or the score. We believe that it is a very awkward position for one manufacturer, particularly one that outsells the product in question by something on the order of 20 to 1, to be so insistent about downgrading a competitor's product.

I have difficulty scheduling phone conversations, with two offices and two staffs. Better if you could give me BradSi's direct phone number. (Also, I'm CC'ing this response to him, so he can switch to e-mail if that's better.)

Stewart

From: w-carrin
To: bradc; bradsi; lizsi; steveb
Cc: w-clairl
Subject: PC Week Anti-DR story
Date: Wed, Dec 4, 1991 3:59PM

Date: Wed Dec 4 15:56:41 1991

Please see the made-to-order story in this week's PC Week by Paul Sherer. "Utility Woes Bedevil DR DOS Users" seems to have come directly from information and tips the MS-DOS team shared with Paul. He got on CompuServe and reported "numerous messages" of problems with PC Kwik and AddStor, as well as Netware Lite. Paul hadn't confirmed that he was doing this story; it is terrific he felt he had enough meat for a story. You can bet he will continue monitoring the forum, which we believe will continue to provide him information on DR DOS problems as they crop up.

In the same issue, Paul covered MS-DOS ROM a month before we would have chosen, but this was with the benefit of his not covering 5.0a as a bug fix and impacting the MS-DOS 5 Upgrade sales/returns. Carefully chosen words allowed us to manage this one, though the ROM DOS leak is unfortunate.

A highly visible result from your recent press tour. Looks good.

Carrine

From: bradc
To: bradsi
Cc: bradc
Subject: what think?
Date: Wed, Dec 4, 1991 4:00PM

Date: Wed Dec 04 16:00:51 PDT 1991

what do you think about you or me sending this to paul

hey paul - how was your thanksgiving?

read your article on dr. it reinforces how critical our beta test has been to our success. naturally i do take issue with two points that i wanted to discuss with you. we never had the "flood" of problems dr is experiencing. the magnitude of the problems also can not be compared. dr users are losing data, having things not work etc. most of our questions were (are) about moving to one large

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partition or the difference between extended and expanded memory. it is fair to say our support labs were jammed when we launched but that is b/c we sold so much product and our full pss team was not on board yet. Currently on average a user gets through to a technician in 13 seconds!!!!

i also seem to recall that this is the second article where you refer to dr dos leapfrogging us in a feature war. ms-dos 5 did add features that were in dr 5 and dr 6 did copy us with task swapper, better mem mgt, undelete, uninstall etc with dr 6 to try and catch up. in our case we were working on that stuff before we even knew about dr 5.

but i do not consider the operating system biz a feature war. the reason we are doing so well, the reason we are the standard is not just our market success or that fact that oems and isvs test on ms-dos. It is also that we define and care so much about compatibility and that we drive the standard forward with new apis and things like the portable computing initiative that we discussed. throwing in utilities is only a small part of the job. so dr may be in a feature war but i look at it differently - we will keep throwing in some utilities and utility vendors will do even more but what is really important is improving the architecture, moving the standard forward and compatibility. most customers look for this from an os vendor like MS i think.

by the way, a bunch of us recieved an old oct issue of pc week the week before last - kind of weird, thought you would want to know.

From: richf
To: bradc
Subject: Seen on DR forum
Date: Wed, Dec 4, 1991 4:04PM

Date: Wed Dec 04 17:04:04 PDT 1991

one of the DR bigots said he'd been contacted by 3 PC publications recently because a rash of dr 6 bugs had been reported to them. One of them was paul sherer - didn't mention the other two. he's one of those Microsoft conspiracy theory guys, and is convinced we're planting all these calls to the magazines. as if dr really had no serious bugs.

looks like your trip might have had an effect.

From: w-carrin
To: bradc; bradsi; steveb
Cc: lizsi; w-clairl; w-pamed
Subject: Infoworld and MS-DOS/DR DOS
Date: Wed, Dec 4, 1991 4:06PM

Date: Wed Dec 4 16:03:41 1991

This mail it to summarize status and issues with Infoworld.

Brad Silverberg's letter to the editor will be printed in the December 16 issue, according to Dan Summer. Because these go to publication before the rest of the book, that is the next open slot. As of now, there are no plans to edit

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