

From: Brad Chase [bradc@microsoft.com]  
Sent: Tuesday, April 13, 1993 12:07 PM  
To: bradsl

I drafted this late last night should I send to mikemap, paul, jonl etc?

This is a long message but I thought it was important I summarize it for you

#### Background

Everyone is aware I believe of the problems we had with Central Point Software with MS-DOS 5 Corey Smith, President at the time, used quotes from Brad Silverberg in ads and direct mail without permission. He incorrectly quoted brad as saying CPS had the best technology The ads included the quotes in big letters that took up a whole page

Corey left the company awhile ago and Chuck Bosenberg, an industry veteran from Apple and MIPS among other places took over. He came in when we were about 1/2 through the MS-DOS 6 contract (recall we have a deal on undelete and anti-virus). Of course one of his promises was to stop the slimy CPS practices

Unfortunately, whether intentional or not I have had a series of frustrating experiences with CPS. The key issues are summarized below in case Chuck brings them up with you or someone else wants to consider doing a deal with CPS (obviously I do not recommend)

#### Code

Their code has proven to be marginal at best and we had a lot of trouble getting quality drops from them. Some drops were obviously not tested at all. Eventually we did get some decent product from them but it took a ton of hand holding and was very frustrating. Things could get better with a new development lead that came from Borland

#### The Netware Code

Shortly after releasing MS-DOS 6 we discovered some code into the MS-DOS AV product that is specific to Netware that will send a message to the Central Point AV NLM (running on a novell server) when the scanner detects a virus. This will send an IPX packet indicating the username, filename, and virus found.

This was not in the original code drop and in fact we specifically told their developer we did not want it.

This is a proprietary feature that helps CPS sell more on their AV product b/c only the CPAV NLM can receive the message.

It is hard not to conclude that CPS deliberately snuck the code in given the circumstances. While the feature is neat I have told Chuck I am taking it out b/c a) we did not test it b) I am concerned about being unfair to other ISVs and other network products (including our own!)

#### IBM

The contract was written to specifically not allow CPS to do a deal on AV or undelete with any product "that substantially represents the APIs of MS-DOS ..." The lawyers specifically crafted the language to account for IBM and DR DOS and the contract discussions included referenced both IBM and DR as being covered.

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Chuck called me a few months before we shipped to tell me that IBM PSP group was considering throwing a bunch of money his way for Backup, AV and undelete. I reminded him the latter two were not allowed under the contract. I also told him that I understood that if he did not get the deal a competitor of his might and so I encouraged him to talk to me if he was serious and that perhaps we could work something out despite the contract restriction. I did not hear from him for a number of weeks and so left him a voice message that repeated the same reminder and offer.

Later Chuck called me to tell me that his lawyers told him that he could do a deal on AV if he wanted to. He did not get into details but indicated that his lawyers/his position is that IBM DOS is MS-DOS. He said that despite all that he was not going to do a deal on AV with IBM.

I found out later (not from Chuck though he later confirmed it) that he had done a deal on undelete with IBM. His omission of undelete when he told me about not doing a deal on AV in hindsight seems calculated and insincere. I also believe that IBM just decided to use their own AV product (which is supposedly pretty good) rather than use CPS.

While the success of MS-DOS will make the job tough for competition like IBM and while undelete is not a tier one feature, bradsi and I do not want to make life easy for PSP and we will work out what we can will bill to let them know that CPS does not have rights to give them undelete.

The key point in terms of CPS is that Chuck knew we cared about him doing a deal with IBM. He knew we felt the contract was intended to prevent a deal with IBM and he did it anyway.

#### Press Release

We also had an issue with a press release in which Chuck, interested in selling his AV updates, is quoted as calling our AV stuff "obsolete". When I found out Chuck changed the release to be more positive towards MS-DOS, be more factual accurate and still achieve his goal. It appears that many of the trades magazines had already been orally briefed however and I had a messy time with one or two trying to correct the misperception. There is more detail here that is too petty to get into.

The bottom line is that we have a long way to go to fix the CPS relationship. It is currently hard for me to trust them or commend their work and I recommend we stay clear of deals with them for the near future.

Brad