

Author: Pekka Niikonen <pekkan@microsoft.com> at smtlink-acs
 Date: 9/25/95 2:04 PM
 Priority: Normal
 CC: Mary Tai at SERVER1
 CC: Michael Culver at SERVER1
 CC: Karen Auman at SERVER1
 CC: Greg Chambers at SERVER1
 CC: Fred Oh at SERVER1
 CC: Dean Dewhitt at SERVER1
 CC: Chin Chao at SERVER3
 CC: Anthony Lai at SERVER1
 TO: SCLin@acer.com.tw at SMTPLINK-ACS
 CC: eddieaw@microsoft.com at SMTPLINK-ACS
 CC: GigiChou@acer.com.tw at SMTPLINK-ACS
 CC: pwoong@microsoft.com at SMTPLINK-ACS
 Subject: RE:Win95 Bugs

----- Message Contents -----

Dear S.C.

We are aware that the disk spins up more often in Windows 95. How often this problem is encountered is affected by many factors, including how much memory is in the system and which applications are loaded (how much memory they need or what they might be doing in the background, e.g. is Exchange's background mail file compaction). More memory implies less paging and less swapfile management, reducing the amount of system-induced disk activity. We are aggressively pursuing these problems for a future release but I can't give you a shipping date. These are not likely to be fixed in any sort of "service pack" but rather in the next major release.

So far as the undocumented API thing goes, is not true. There is no undocumented API to tell you about.

thanks,
 -Pekka

 From: "S.C. Lin" <SCLin@acer.com.tw>
 To: Pekka Niikonen
 Subject: Win95 Bugs
 Date: Monday, September 25, 1995 12:59PM

Dear Pekka,

Acer have preloaded Win95 into our PCs and currently we have ~~received~~ several fatal bugs from our channels. We think these bugs must be major concerns by other companies in the same way, we like to know your plan or schedule to solve the problem. Please help.

S.C. Lin 9/25

Brian and Glen,

Do you know, who is our main contact for Microsoft? I would like to know the contact person either at Microsoft or at ACER, who we could get more detailed Win95 inside information and could influence to make some bug fix for us.

For example, I have been informed that their is a bug on Win95 operating system where it writes to HDD every 12 to 15 seconds. This will be fatal for Notebook Power Management, because just about the time you spin-down the HDD, Win95 will spin it up. I would like to have this bug fixed for our product if we are to preload Win95 OS.

Second, I have few reasons to believe, from the PicoPower's hidden registers etc., that their exist some special function calls made by Win95 that is not specified in APM calls but could help power management. I don't know the significance, but can't afford to be blinded about the competition's potential advantages.

Therefore, please let me know who we could get in contact to get some answers to Win95's inside information, ASAP. Also, if we are to compete for OS2 markets, I would like to know the similar contact person. Thank You.

Jason Kim
 9/21/95

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 Superior Court, San Francisco

Plaintiff's Exhibit

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