**From:** Frederick Savoye
**Sent:** Tuesday, October 19, 1999 4:39 PM
**To:** Scott Langmack's Direct Reports
**Subject:** FW: 10/19 Product Sales Announcements

### Windows 2000 RTM vs Launch Talking Points and Rude Q & A

-----Original Message-----
**From:** Jill Fish
**Sent:** Tuesday, October 19, 1999 2:43 PM
**To:** WPG Sales Announcements
**Cc:** Jill Fish; Peter Houston; Aubrey Edwards; Craig Beilinson; Mark Perry; Susan Madeira
**Subject:** 10/19 Product Sales Announcements

# 10/19 Product Sales Announcements

- ❑ **Important News about Novell's NDS for NT**
- ❑ **Windows 2000 RTM vs Launch Talking Points and Rude Q & A**
- ❑ **New Analyst Reports on Linux**
- ❑ **Microsoft Official Curriculum Update**

**Archive of previous WPG Product Sales Announcements** <<\\Wpg\public\WPGNews\ProductAnnouncements\>>

## Important News about Novell's NDS for NT (->Back to Top of Page)
**What is the news?**
Today, Network World published an article (<http://www.nwfusion com/archive/1999/77940 10-18-1999.html>) where Gary Hein, corporate strategist at Novell, states that Novell is not planning to deliver a redirector-based version of NDS for NT 2.0 for Windows 2000 and Active Directory. The most important sections of the article are:

> "Novell understands the complexity of Active Directory and will not initially try to redirect calls away from it, according to Gary Hein, Novell's corporate strategist. The company this year will ship NDS 8 for NT, which supports Windows 2000. But redirection has been eliminated and replaced with DirXML to integrate with Active Directory. The company plans to preview the technology at the end of this month and may add redirection in the future "

> "Redirection is more difficult with Active Directory," Hein says. "With the SAM, we just had to replace one Data Link Library; with Active Directory, you have to replace a whole subsystem "

**Why is this important?**
NDS for NT 2.0 enables customers to use NDS to eliminate the security database in Windows NT and become the focal point for managing Windows NT users and their privileges   Because it eliminates the need to manage user accounts in two places (NDS and the Windows NT Server Security Account Manager (SAM)), this solution offers the most value to customers who use Netware for networking along with Windows NT Server machines that run applications such as SQL Server or Exchange Server.
Microsoft has advised customers (for over 6 months at <http //www.microsoft.com/windows/server/News/bulletins/nds2 asp>) of its belief that.

- ❑ The "redirector" architecture used by NDS for NT 2 0 to eliminate the SAM would be extremely difficult for Novell to implement for Active Directory Windows 2000

- ❑ NDS for NT 2 0 customers would likely have to move back to a 2-directory model, based on directory synchronization, in the future. If correct, this would reduce/eliminate the value proposition of NDS for NT 2 0 for customers that ever plan to use Windows 2000 Server, or an application that requires Active Directory such as Exchange 2000

Novell answered this message from Microsoft by telling customers (at Brainshare, for example) that they intended to build a redirector-based equivalent for Windows 2000 and Active Directory, adding comments such as "its just software" and "we're smart -- we'll figure it out "

With this news, it is clear that Novell has not delivered on its commitment, and any customer that has deployed NDS for NT 2.0 will have to convert to a synchronization-based model before they can deploy Windows 2000/Active Directory or products that require Active Directory such as Exchange 2000.

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**What should a field person tell customers who are using/evaluating NDS for NT 2.0?**
- ❑ Based on what Novell has said, customers will need to move to a different technology for consolidating management of Windows 2000/Active Directory environments with Netware/NDS environments in the future if they deploy NDS for NT 2.0 today

- ❑ (For customers that have already deployed NDS for NT 2.0) NDS for NT 2.0 provides a feature that enables customers to restore the SAM database, resume normal management, and prepare for a synchronization solution

- ❑ Microsoft continues to recommend synchronization-based approaches as the long-term sustainable solution for consolidated directory management requirements.

- ❑ Microsoft will offer synchronization choices

  - • Microsoft Directory Synchronization Services (MSDSS) in Services for Netware 5 (SFNW5) for synchronizing NDS and Active Directory in a simple, straight-forward fashion

  - • Zoomit VIA 2.1 for more sophisticated multi-directory and/or meta-directory-based solutions including NDS and Active Directory

**How should a field person explain the difficulties of implementing a redirector architecture for Windows 2000/Active Directory?**
- ❑ In Windows 2000, the SAM database is replaced by Active Directory - which provides considerably more security and directory functionality than what is found in Windows NT Server 4.0
- ❑ To implement a redirector architecture for Windows 2000, Novell would have to replace all of the security and directory functionality that Active Directory services provide with similar functionality in NDS

- ❑ Given that Active Directory provides significantly more functionality than the SAM in Windows NT Server 4 0, including some that has no equivalent in NDS (e.g. Kerberos support), Microsoft believes that, based on the way that Novell has chosen to design NDS for NT, it will be difficult for Novell to deliver a redirector-based equivalent to NDS for NT 2 0 for Windows 2000

- ❑ Microsoft also expects that many important Windows-based applications will be designed to use features that are unique to Active Directory   A good example is the next version of Microsoft Exchange Server, Exchange 2000   While Exchange 2000 interfaces with Active Directory completely via standard LDAP and MAPI protocols, Exchange 2000 depends on sophisticated Active Directory functionality that is currently provided through extended LDAP controls.  For example, Exchange 2000 uses the Active Directory implementation of global catalog functionality to implement address book features, S/MIME support and address book views   Therefore, Novell will have to implement in NDS each of the Active Directory features used by Exchange in order for NDS to replace Active Directory use within Exchange 2000

**What should a field person NOT tell customers?**
- ❑ Do not tell customers that NDS for NT 2.0 breaks Windows NT security
- ❑ Do not tell customers that Microsoft will not provide them with technical support if they deploy NDS for NT 2.0 in Windows NT Server environments
- ❑ Do not tell customers that Novell was unable to implement a redirector architecture for Windows 2000/Active Directory because Active Directory has undocumented APIs.  Active Directory functionality is exposed through LDAP and MAPI interfaces. As Gary Hein notes· "Redirection is more difficult with Active Directory," Hein says "With the SAM, we just had to replace one Data Link Library; with Active Directory, you have to replace a whole subsystem "

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**Windows 2000 RTM vs Launch Talking Points and Rude Q & A** (->Back to Top of Page)
Following are the final talking points and rude q & a for Windows 2000 RTM versus Retail Availability / Launch dates.  We have not officially announced timing for the product to press, customers or partners.  These talking points should only be used on a reactive basis.

<u>Speaking Points</u>
- • The release date for Windows 2000 has yet to be announced.  Microsoft has internal development timelines, which guide planning for the release of all of its products.  We are making great progress with Windows 2000 and remain optimistic that will ship the operating system in the second half of CY99

- • Microsoft has no official comment on a Windows 2000 Launch (retail availability) event / date.  As previously stated, Microsoft's goal is to RTM Windows 2000 in 1999

- • The final release of Windows 2000 is dependent upon customer and partner feedback from betas and release candidates. Microsoft technology greatly benefits from customer and partner input and we are unable to set a concrete release date until the feedback is incorporated into our product plans.

<u>Rude Q & A</u>
**I've heard that Microsoft plans to launch Windows 2000 at COMDEX or at a San Francisco Event in February or December**

**5th (or insert date here)?**
The release date for Windows 2000 has yet to be announced. Microsoft has internal development timelines, which guide planning for the release of all of its products. Based on the feedback we've received from our RC2 beta testers, we remain optimistic that Windows 2000 will release to manufacturing before the end of 1999. The actual launch event details are still being worked out and it would be premature to comment on them at this time

**Does the new RTM date mean Windows 2000 slipped?**
There is not a new RTM date, since Microsoft has yet to announce an actual RTM date for Windows 2000. Members of the press have speculated on the RTM date of Windows 2000 but Microsoft has not confirmed the dates communicated. Microsoft's focus is on shipping a high quality set of products and we will only ship when our customers and partners tell us the products are ready

**What is the difference between RTM and retail availability?**
When Microsoft is finished with a product, they release it to manufacturing (RTM). After the product is released to manufacturing, it normally takes anywhere from 4-8 weeks to go through the channel cycle and hit the store shelves for retail availability and OEM pre-installations. Note that this is different for technologies that just exist on the web, such as Internet Explorer, where a product can RTM (finish) and be commercially available almost immediately.

**So, if Microsoft RTMs Windows 2000 in 1999, customers won't have it in their hands until 2000 -- correct?**
It is too early to speculate when customers will have the product in their hands. If the product ships tomorrow, for example, they'll have it in their hands in 1999 The point here is that there are many different avenues for customers to get our products, from Enterprise Agreements with Microsoft, to buying it on the store shelves to getting it pre-installed on a new computer. Based on exactly when Windows 2000 releases to manufacturing, that will determine when different types of customers receive the final version of Windows 2000.

**Is Microsoft pushing Windows 2000 out the door in 1999 just to be able to say they delivered on a promise?**
Absolutely not. Windows 2000 has been the most widely tested product in the history of Windows software development Microsoft is committed to delivering a quality product to customers and the industry. We will not ship Windows 2000 until customers and partners tell us the operating system is ready We are very encouraged by the results so far, especially since customers feel so secure in using the product, many are currently deploying BETA versions of Windows 2000 into their production environments.

**Will Windows 2000 product quality suffer because Microsoft wants to be able to say they shipped the product in 1999?**
Absolutely not Windows 2000 has been the most widely tested product in the history of Windows software development Microsoft is committed to delivering a quality product to customers and the industry. We will not ship Windows 2000 until customers and partners tell us the operating system is ready We are very encouraged by the results so far, especially since customers feel so secure in using the product, many are currently deploying BETA versions of Windows 2000 into their production environments

**Will there be Windows 2000 news at COMDEX?**
Yes, you will hear plenty of news about Windows 2000 at COMDEX. It's an important show where we can continue to talk to our customers about all of our products, including Windows 2000.

**What will the Windows 2000 noise consist of? Will Microsoft announce Windows 2000 RTM at COMDEX?**
COMDEX is an important industry tradeshow and we will discuss Windows 2000 It is premature to share specifics at this time. The release date for Windows 2000 has yet to be announced. We remain optimistic that we will ship Windows 2000 by the end of the year.

**Is there a Microsoft partner event scheduled for late October?**
Microsoft is committed to customers and partners and meets with them on a regular basis.

**So, is there a partner event in October?**
Microsoft is committed to customers and partners and meets with them on a regular basis While I can't speak for all Microsoft divisions, the next press event for Windows 2000 will be at Comdex.

**What exactly is Microsoft's internal development timeline? What are the projected dates?**
Microsoft's internal development timeline guides planning for the release of products The projected dates are used as guides for product planning by Microsoft and its partners

**Has Windows 2000 slipped because of compatibility issues?**
Microsoft has yet to announce an RTM date for Windows 2000. We remain optimistic that Windows 2000 will ship in the second half of CY99. Our ISV partners and customers' number one request is to increase the reliability and manageability of the Windows platform. In response to this feedback, Microsoft has made enhancements in the way Windows and applications interplay.

Microsoft sees daily improvements in application compatibility numbers Through valuable feedback from our beta testers and ISVs on RC2, as well as continuous interaction with the development community, Microsoft is working to ensure successful interaction between Windows and its applications.

**Will Microsoft issue an RC3 for Windows 2000 in November?**
Yes, Microsoft plans to issue a third and final Release Candidate for Windows 2000 in November to a very small set of our most

technical and stringent customers (~600). The goal of issuing RC3 is just to receive final, final buyoff from these customers that Windows 2000 is absolutely ready.

**What mechanism is in place to gather feedback from these "evaluating" companies?**
Microsoft has various channels in place for customers to provide feedback on beta technology. Enterprise customers can use their existing account relationships to provide feedback. Microsoft created beta newsgroups for customers to discuss product issues with Microsoft product personnel. Additionally, the company established a call-in technical support network designed to extrapolate customer feedback.

**How's the beta feedback?**
Our customers and partners have provided very good feedback on the beta. Microsoft is excited and encouraged by the response and input on Beta 3 of Windows 2000. Currently, we are working on incorporating feedback into the product and future plans.

**How much will Windows 2000 cost?**
Windows 2000 pricing and packaging has not been announced.

**Does Microsoft plan to add additional features to Windows 2000 before it ships?**
Microsoft doesn't have plans to incorporate additional features before Windows 2000 RTMs. Windows 2000 Beta 3 includes Active Directory and Intellimirror and is feature complete.

**Is Windows 2000 Y2K compliant?**
Windows 2000 is Y2K compliant. For more information and the Microsoft definition of Y2K compliance, please visit:
<http://www.microsoft.com/y2K/>

**Links for More InformationL**
<http://infoweb/win2000server> under Product Tools FAQ  or <\\wpg\public\windows2000server\Q&A>
<http://infoweb/win2000pro> under Product tools FAQ or <\\wpg\public\windows2000professional\Q&A>

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**New Analyst Reports on Linux**  (->Back to Top of Page)
We've posted links to 3 Gartner Group reports that question the role of Linux on the desktop and server as well as the future of Red Hat as a company. To review, here are the links
<http://www.microsoft.com/ntserver/nts/news/default.asp>
<http://www.microsoft.com/ntworkstation/news/WhatOthersSay/AnalystArticle.asp>

# ***Microsoft Official Curriculum Update*** (->Back to Top of Page)

**BED Training announces availability of NEW Microsoft Official Curriculum**
The Business and Enterprise Division Training marketing group announces NEW and LOCALIZED MOC courses available through Microsoft's CTEC and AATP training channel worldwide.

**1. 1656(A) - Deploying and Managing Microsoft Office 2000 (German):**
*This course provides students with the knowledge and skills required for deploying, administering and supporting Microsoft Office 2000.*
Group:BED; Length:5 day(s); Format Instructor Led

**2. 2025(A) - Preinstalling and Deploying Microsoft Windows 2000 Professional (French):**
*This course provides students with the knowledge and skills required for preinstalling and deploying Microsoft Windows 2000 Professional.*
Group.BED; Length:1 day; Format Instructor Led

**3. 2026(A) - Installing and Configuring Windows 2000 File and Print Servers (French):**
*This course provides students with the knowledge and skills required for installing and configuring Microsoft Windows 2000 File and Print Servers*
Group BED, Length:1 day, Format Instructor Led

The materials from these courses are also available for internal use. If you have a need to deliver an entire course to an external organization, you should work with your local Education and Certification Manager to utilize the training channel. To find out more information about MOC and Training and Certification check out <http://www.microsoft.com/train_cert/moc>
Internal Employee ordering instructions are available at http:\\pbstrain\ <http://pbstrain/>
CONTACT:  Quincy Mattingly <mailto:v-quinm>

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**MICROSOFT ANNOUNCES A SOLUTIONS FRAMEWORK COURSE**
Microsoft is pleased to announce the release of Microsoft Official Curriculum for course 1639A: Introduction to Microsoft Solutions Framework, a new instructor-led course that is now orderable. This course provides students with an introductory-level overview of Microsoft Solutions Framework (MSF) fundamentals, such as: the origin and business advantages of MSF, the role played by MSF in the lifecycle of Information-Technology (IT), the MSF models, and their underlying principles, that comprise a re-usable framework for measuring project progress against business goals It introduces the Risk Management Model, the Process Model, the Team Model, the Enterprise Architecture Model, the Design Process Model, and the Application Model. Although all of these models are discussed in this course, the course focuses on the Risk Management, Process, and Team Models, and provides a brief introduction to how these models are applied in areas such as Enterprise Architecture Planning, Application Development, and Infrastructure Development. To find out more information, about the course and prerequisites, visit the Training and Certification site at <http://www.microsoft com/train_cert/Courses/1639afinal.htm>
Internal Employee ordering instructions can be found at http:\\pbstrain\ <http://pbstrain>
For more information, about Microsoft Official Curriculum, visit <http://www.microsoft.com/train_cert/moc>

**MICROSOFT ANNOUNCES A COURSE FOR BUILDING COLLABORATIVE SOLUTIONS USING MICROSOFT OUTLOOK 2000**
Microsoft is pleased to announce the release of Microsoft Official Curriculum for course 1593A: Building Collaborative Solutions Using Microsoft Outlook 2000, a new instructor-led course that is now orderable This five day course enables developers to create collaborative solutions using Outlook 2000 as the front-end and Exchange Server and SQL Server as the primary back-end programs. This course is solutions-based and presents recommended methodologies and sample applications as a means to train developers to create collaborative solutions. To find out more information, about the course and prerequisites, visit the Training and Certification site at <http://www.microsoft.com/train_cert/Courses/1593afinal.htm>
Internal Employee ordering instructions can be found at http:\\pbstrain\ <http://pbstrain>
For more information, about Microsoft Official Curriculum, visit <http://www.microsoft.com/train_cert/moc>

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**Have questions? Send <mailto:infodesk>**
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