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**From:** Jim Allchin  
**Sent:** Friday, January 11, 2002 2:22 PM  
**To:** Bill Landefeld  
**Cc:** Rogers Weed  
**Subject:** RE: Windows XP PUR

We could subject ourselves to significant risk by a mistake. That is why I forced the EULA to include this. A single mistake = massive lawsuit.

jim

-----Original Message-----

**From:** Bill Landefeld  
**Sent:** Friday, January 11, 2002 2:06 PM  
**To:** Jim Allchin  
**Cc:** Rogers Weed  
**Subject:** RE: Windows XP PUR

We should get a few minutes with you at some time today to give overview & get your feedback. I know the eula was sweated over in a lot of detail this summer and decided quite deliberately & agree we don't want to change licenses rights unless absolutely needed.

-----Original Message-----

**From:** Jim Allchin  
**Sent:** Friday, January 11, 2002 1:59 PM  
**To:** Bill Landefeld  
**Cc:** Rogers Weed  
**Subject:** RE: Windows XP PUR

I am not sure I want to change the license. I am afraid.

jim

-----Original Message-----

**From:** Bill Landefeld  
**Sent:** Friday, January 11, 2002 1:56 PM  
**To:** Jim Allchin  
**Cc:** Rogers Weed  
**Subject:** FW: Windows XP PUR

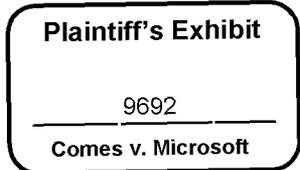
Jim – this has some background on the issue. Agree we have to be very careful in changing this; I think the right people in your group are involved but I do want to make sure & not do anything w/out fully vetting it.

tk

-----Original Message-----

**From:** Kim Carnesale  
**Sent:** Thursday, January 10, 2002 2:52 PM  
**To:** Bill Landefeld  
**Cc:** Karen Lee  
**Subject:** FW: Windows XP PUR

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FYI – status update on windows update issue. We hope to close on this next week and will summarize the outcome at that point. Expectation is that we will clarify the language in EULA to call out MSN Explorer (the only XP component that has auto updates that can't be turned off).

After that, we'll proactively look at the other language in the PUR where this may eventually be an issue (other auto update language, such as re: digital rights management). Karen will drive discussions with the product teams so we are clear on their strategy and can assess whether we think that 'silent updates' will be an issue in the corporate space.

-----Original Message-----

**From:** Karen Lee

**Sent:** Wednesday, January 09, 2002 6:21 PM

**To:** Shanen Boettcher; Kim Carnesale; Kevin Johnson; Joe Peterson; Rogers Weed; Dan Leach; Rebecca LaBrunerie

**Cc:** Karen Lee

**Subject:** RE: Windows XP PUR

I wanted to get back to all of you today with a status of where I am at on this issue after talking with the product team contacts for each of the Windows XP components and LCA. Let me know if you have any questions on what I have outlined below.

**Current Status:**

Based on what I have found out so far, MSN Explorer is the only component of XP which DOES NOT allow the user to turn off the updates and continue to run the product. The only way for the user to avoid the automatic updates is to never launch MSN Explorer or remove the component from their computer. Before I can positively conclude this, I am waiting on a response from the Windows Update and Help & Support Center contacts on some clarifying questions that I have from the information they provided me.

**Privileged**

**Next Steps:**

- 1.) Close out outstanding questions on Windows Update and Help and Support Center in order to confirm that MSN Explorer is the only component in question. Expected to complete by: End of day Thursday 1/10/02.
- 2.) Review proposed language change to PUR with LCA for their feedback. Expected to complete by: End of day Thursday 1/10/02.
- 3.) Finalize proposed language change to PUR. Expected to complete by: End of day Friday 1/11/02.

**Proposed language change to PUR if limited to MSN Explorer (requires Legal and product team approval)**

- 1.) Change the heading from "Internet Based Service Components" to "Internet Based Service Components within MSN Explorer".
- 2.) Modify the language to state the following "MSN Explorer contains components that enable and facilitate the use of certain Internet-based services. You acknowledge and agree that if MSN explorer is installed and used, Microsoft may automatically check the

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version of the product and/or its components that you are utilizing and may provide upgrades or fixes to the product that will be automatically downloaded to your Workstation computer. If you do not want to receive these automatic updates, then you should remove MSN Explorer as a component on your Workstation computer."

**Additional Detailed Information (If you are interested in the details I found out for each component, see below)**

**Windows Update(Anthony Chavez and Joseph Dadzie):**

There are 2 main components to Windows Update; 1) content updates (security patches etc.) 2) Win Update Service self updates. The content updates always give the user total control over what updates they download & install. There is no case where an update is automatically forced to download without the user's approval. XP has a feature called "Auto update" which allows the user to configure their machine to automatically check the Win Update site for any "critical" updates, automatically downloads these updates in the background, and then notifies the user when these updates are ready to be installed. This feature comes turned off by default. Additionally, there is a policy option that an IT manager can set so that the Automatic Update feature will never do any updating.

The Win Update Service updates cover the ability for the Win Update service to update itself to a newer version (without notifying the user) in order to continue offering the windows content updates which it does notify the user about. The Win Update site can self update if the user visits it from the browser or through a pnp call to the service. However, there is a group policy option that can be set to turn off the WU functionality so the self update to WU never occurs(this is an open issue that I am confirming-see O/S question below).

Outstanding questions I am awaiting responses on:

1.) confirming that when a group policy option has been set to turn off WU functionality so no self updates of WU ever occur that there would never be a situation where WU does a silent update if it has been accessed.

**MSN Explorer(Tim Johnson):**

The user cannot turn off the updates. There is no public or supportable way within MSN Explorer to do this. If the customer wants to make sure that they do not get automatic updates then they would either need to remove MSN explorer from thier computer or never launch or log into MSN explorer. They implemented it this way because the client runs against live services hosted by Microsoft where there is potential for the client to have issues where the online pieces are adversely affected. Tim also informed me that MSN Explorer was not intended to be a corporate product and that customers who have locked down or closely watched environments should not install it.

**Windows Messenger(Chris Mitchell):**

The user is always prompted for their approval prior to any update installing on thier computer. Windows Messenger will auto-download an update to the users computer and then prompt the user for consent to upgrade thier client. If the user selects "no" the upgrade is never completed. The user must okay the install before it actually happens. Additionally, Corporate IT managers can set policies to disable the auto-downloads and/or upgrades where they have control over the deployment of the software within their IT organization. An end user cannot set the policies themselves.

**Windows Media Player(Linda Averett):**

The Windows Media Player update is completely under the users control. By default, the XP player will check for updates once a month (time could be set to once a day or once a week). If the player determines the updates are available, the user will be prompted to install them and always has the option to decline the update. The windows media player does not do any updates without the users permission.

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Outstanding questions I am awaiting responses on:

1.) confirming that an IT manager can turn off the prompt so that an end user never has to make a decision on whether to take the update or not.

**Help and Support Center (Pierre Jacomet):**

All updates for HSC have to come from a package that is "code-signed" using a valid Class 3 certificate and make it to the users machine for HSC to do an update. Additionally, the user who is accessing a support website or ISV website would first have to consent to receive an update package. Once the user has approved that the update occur, the update is downloaded to thier computer and HSC is instructed to perform the update.

Outstanding questions I am awaiting responses on:

1.) Can an IT manager set is so that an end user cannot request any updates that HSC will then update?

-----Original Message-----

**From:** Shanen Boettcher

**Sent:** Tuesday, January 08, 2002 2:40 PM

**To:** Karen Lee; Kim Carnesale; Kevin Johnson; Joe Peterson; Rogers Weed; Dan Leach

**Subject:** Windows XP PUR

Per our call today on Windows XP Product Usage Rights here are some quick notes and next steps.

1) **PUR Language Update** – Update current PUR language to clearly communicate the opt-in/out nature of the update technologies.

- KimCarn to draft ASAP with LCA and technical contacts below

2) **Contacts** - These people will be able to describe the technology and behavior of the updateable components:

- Windows Update: Anthony Chavez
- MSN Explorer: Tim Johnson
- MSN Messenger: Austina De Bonte
- WMP: Linda Averett
- Help & Support Center: Debra Weissman

3) **Whitepaper** – PR-ready "How-to" turn off any/all updatable components in Windows XP

- Shanenb to work with Rogersw and Joepe to identify a writer by EOD 1/9

4) **Public Relations** – Prep for the worst...

- Dan Leach on point
- Shanenb to give Windows PR a heads-up and explore potential customer references

Let me know if I missed anything – Thanks.

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