

Non-Responsive Material Redacted

From royha Mon Nov 11 09:51:41  
1991 To: davidcol  
Cc: philba timbr  
Subject: Re: MS-DOS detection in  
MSD Date: Sun, 10 Nov 91 21:44:47  
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MSD is supposed to detect and display information useful to the support engineer supporting a product (Windows is, of course, the most major of these products). Knowing that it isn't the real MS-DOS will be very useful to the engineer, and can reduce the time spent on those calls (thus saving money).

In addition to displaying "Non MS-DOS" when DOS detection fails, I want to display which non MS-DOS was detected. This will help in three areas:

- 1) Someday, somehow, competing DOSES will learn how to return "TRUE" from our MS-DOS check. When DR-DOS 6.1 or 6.0A "fixes the bug" that brings up the big ugly Windows error message, the support engineers using MSD will still know their customer is using DR-DOS. If MSD does not show any difference with this newly "patched" DR-DOS, any number of new support issues will be generated.
- 2) The support engineer will know it is a competing DOS. They won't be wondering if it's a corrupted or mismatched version of DOS. If a demanding customer calls up, barking loud and clear that they have a perfectly good copy

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of MS-DOS (because that's what the competing DOS tech told them to say), the PSS engineer will have to assume their DOS is corrupted and recommend that they re-install MS-DOS and call back if there are any problems. When the re-install doesn't fix the problem, yet another PSS call is generated. And hopefully, the customer will tell the truth this time.

- 3) If competing DOS detection is included and is reasonably complete, a "Non MS-DOS" message might be more accurately determined to be corrupted or mismatched DOS (mismatched meaning COMMAND.COM from, for example, MS-DOS 2.11 running on MS-DOS 3.21). PC Works receives around 1% of its call volume on this problem. PC Works gives an error message when this condition is encountered (more by accident than by design). Then the support engineer knows exactly what steps to take to remedy the problem. It makes a potentially difficult and long call simple and quick. ("No sir, I don't know why File Manager's screen gets corrupted when you get three directory levels deep on certain network drives and not on others.") Once again, this saves money for both the customer and for Microsoft.

Currently, I have detection code for DR-DOS and Concurrent DOS. I also detect a variety of operating environments, including DESQview, DoubleDOS, TaskView, TopView, 3270 Control/Workstation programs, and our own DOSSHELL program. I would like to add detection for PC-MOS and any other competing DOSes and operating environments that could pose the threat of being a support issue.

Here's what I propose. When I detect a DOS that it is not real MS-DOS, I say so, but I also continue detecting. If I can determine what OS is being used, I say that also.

If I determine that it is OS/2, I say:

Non MS-DOS (OS/2 1.3)

If I detect DR-DOS, Concurrent DOS, PC-MOS, or any other

unusual non-Microsoft DOS I can accurately detect, I say:

Non MS-DOS (Possibly DR-DOS 6.0 emulating MS-DOS

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If I detect a Non MS-DOS, but I can't tell which variety: Non

MS-DOS (Unknown Operating System)

Also, a big error message on Windows SETUP or during the Windows initialization is appropriate. I believe MSD should be allowed to operate without the error message.

MSD will already display "Non MS-DOS" when an alien DOS is running, and even shows which DOS it is. Detecting and displaying "Non MS-DOS" and the type of OS should be enough to alert any support engineer to the potential dangers.

- Roy Harper

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