

pg 2 of 4

FACSIMILE

FAX TO: Mike Greenwood, CDOS Product Maintenance Engineer,
DRI EDC, Hungerford, UK

COPIES: John Bromhead, Dick Williams, Bill Beckham, Bill Wobber,
Wayne Johnson, Connie Paul, Donna Silvain, Chuck Brewer,
Byron Tomingas, Rick Honey

FAX #: 011 44 488 83135 Total Pages 3

DATE: 16 November 1988

FROM: Sue Nagotte, DRI Monterey
FAX # 408 649 0750

RE: DR DOS SPRs

Mike -

Here are some more SPRs on DR DOS for you!

356710 Bernoulli Box driver does not load. r. 3.31 & 3.35
356713 Autocad fails when history file very large r. 3.31

I was able to contact Bill Wobber at Comdex and confirmed that we have not previously heard of any problems running Bernoulli Boxes, but neither has he had any customers using them. As noted, I feel this should be a Sev 3 SPR due to the importance of Bernoulli's in the retail and government agency markets.

Cheers!

Che

EXHIBIT
385

00128724

1988-12-05 15:20 408 649 0750 DIGITAL RESEARCH - MONTEREY 034 F02

MS-CCP-MDL 5009663

Plaintiff's Exhibit
5021
Comes V. Microsoft

MS-CCPMDL 000005009663

B 3 of 4
356710

DIGITAL RESEARCH SOFTWARE PERFORMANCE REPORT

P.O. BOX 579
PACIFIC GROVE, CA 93950

(S)

Report Type <input checked="" type="checkbox"/> Problem/Possible Error <input type="checkbox"/> Suggested Enhancement <input type="checkbox"/> Document Suggestion <input type="checkbox"/> Other		Rate Problem Impact <input type="checkbox"/> 1 Shuts Down System <input checked="" type="checkbox"/> 2 Impairs System Performance <input type="checkbox"/> 3 Causes Inconvenience <input type="checkbox"/> 4 Needs Suggested Enhancement		Product Name and Version DR DOS 3.35	
Date 16 November 1988		User Name Scott Gerardi		Company Name AT + T	
Address 1 Whippany Rd Rm 3A 323 Whippany NJ 07981		Phone 201-386-4313		THIS SHOULD BE A SEV 3.	

Operating System Version and Serial Number (If different from Product Name shown above)		Product Serial Number 1146		Language English	
Microcomputer Manufacturer AT + T		Software Supplier Name and Address Jansco Bernoulli Box 2		Hardware Dual 20 Meg Cartridges	
Hard Disk(s) Size: 40 Meg Capacity: 40 Meg DR DOS		Floppy Disk(s) Size: 5.25 Capacity: 5.25 Density: Single		Memory CPU Type (286, 386, 486, etc.): 80286 Memory Size: 640 K Memory Configuration:	

Problem Description: (Please describe the problem and how it can be reproduced, your diagnosis and your cure, if known. Be concise and attach a listing, if available.)

BERNOULLI BOX DRIVER DOES NOT LOAD. DR DOS "ignores" the driver. Gives no error message, simply fails to load driver, RCD.SYS. Scott tried using RCD.SYS version 4.4A and version 4.6 with same result. This problem was independently reported by another customer using an internal 20 Meg Bernoulli, with a P2B Controller card from Omega. He tried drivers 4.41 and 4.60, again with no luck. Given the importance of Bernoulli support in the US market, particularly in government installations, this should be rated a SEVERITY 3 SPR.

FOR DIGITAL RESEARCH USE-DO NOT WRITE BELOW THIS LINE
 Submitted by Sue Nagata DRI Monterey

RESOLUTION							
Date Received	Date Assigned	Date Resolved	Log Number	Product Code	Phase of Issue	Phase Time	Customer Code and
Received By	Assigned By	Resolved By	Reported By	Case Date	OS, HW, SW, Sys User		

DIGITAL RESEARCH - MONTEREY 408 649 0750 1988-12-05 15:21 C128725

MS-CCP-MDL 5009664

MS-CCPMDL 000005009664