F A C S I M I L E

TO: JOHN CONSTANT
           DRI EDC, HUNGERFORD, UK

COPIES: John Bromhead, Richard Gibbs, Jon Linney, Simon Lucy

           Joe Taglia, Jody Clifton, Brad Kerth, Liz Mitchell,
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FAX#   011 44 488 683135   **TOTAL PAGES: 2**

DATE: 29 July 1991

FROM: Sue Nagsotte, DRI Monterey   *Sue Nagsotte*
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RE: TECH SUPPORT "HOT LIST" FOR BUXTON CORRECTIONS

John,

The Monterey Field Office beta coordinators met this morning with
Simon Lucy to compile a list of outstanding issues which we believe
must be corrected prior to Buxton release.   Other serious SPRs still
remain outstanding, however this sub-group was felt to be the most
critical.

Please note that we have no current information on outstanding issues
from sites directly supported by the EDC, including Novell and Arti-
soft (LANtastic).

a.   DR DOS system security is not detected properly by DR DOS startup
     diskettes themselves. When system security is enabled, the C:
     drive cannot be seen under any other operating system. This is
     proper, however if the customer boots from a DR DOS diskette,
     security should be detected and the customer prompted for the
     access password. (Beta 3B, Sue Nagsotte)

b.   Diskopt will load and run while TaskMAX is running. This
     has a strong potential to corrupt data. Recommend that Diskopt
     use similar method to Superstor to detect TaskMAX, and refuse
     to run if TaskMAX is loaded. (Beta 3B, Brad Kerth)

c.   With VDISK in extended memory, PCKwik with /EM option will hang
     the system. (Beta 3B, Mark Campbell)

d.   Superstor does not work properly with PCKwik or other disk
     cache software using UMBs, A20, or HMA. Seen also with Hyperdisk.
     Error message "Extended memory is corrupt," manifests most often
     under Windows 3.0 and PCKWIN. (Beta 3B, Simon Lucy)

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e. PCKwik /- driveletter option to exclude a drive doesn't work on external floppies configured with DRIVER.SYS; hangs with "divide error" message. External floppies are very common in the U.S. (Beta 3B, Liz Mitchell)

f. DELWATCH hangs system if there are external floppies configured with DRIVER.SYS. (Beta 3B, Liz Mitchell)

g. TaskMAX won't run Digital Researc.. Artline 2.0. (Beta 3B, Mark Campbell)

h. ViewMAX hangs on attempting to open a VDISK drive icon (Beta 3B, Mark Campbell)

i. If you attempt to use the ViewMAX TaskMAX interface to delete an active task, a message appears that the task has 32,000+ open files. If you opt to delete the task, the system hangs. (Beta 3B, Jon Linney)

j. Using the +V option for text-applications under TaskMAX, TaskMAX will ultimately hang after a variable period of time (Beta 3B, Brad Kerth)

k. Prior to creating a new partition, Superstor program should clearly advise customers that data on the new partition must be copied off (backed up) if the customer wishes to later remove the partition. Several beta sites and tech support users have inadvertently destroyed significant amounts of data by not clearly recognizing the impact of creating a new partition. We feel that documentation will not be enough to cover the risk (since many users don't read the doc). Although this is not a "show stopper" we feel that a few additional lines of "alert code" would eliminate potentially hundreds of support calls.

The majority of these have previously been SPRd. Please let me know as soon as possible if you wish new SPRs to be submitted.

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