Fax Transmittal Memo 7572

To _Dick Williams/Joe Tagle_   From _Joly Corky_

No. of Pages 7

Comments

☐ Destroy   ☐ Return   ☐ Call for pickup

EXHIBIT
432

C0849055

MS-CCP-MDL 5009879

MS-CCPMDL 000005009879

TO: Jody Clifton

CC: Dick Williams, Joe Taglia, Toby Corey, Ken Pomper, Bradley Kerth

UK/CC: Richard Gibbs, John Constant

DATE: September 27, 1991

FROM: Sue Mageette

RE: DR DOS 6.0 PROBLEM REPORTS AS OF THIS DATE

As you requested, following is a listing of the more serious DR DOS 6.0 problems being reported to Technical Support. Due to the numerous new features and the way they interact, it can be difficult to determine if problems reported are the result of incorrect configuration by customers or are truly faults of the software which require correction by the EDC.

Also, it is the nature of technical support that when problem reports are vague or may be machine-specific, a certain number of repetitive calls are required before a clear pattern emerges from which testing may proceed. We do not feel the product has been shipping long enough for us to have a good feel for these vague problems yet.

Please note that due to increased call volume and time required to train new (temporary) staff, there has been a delay in verification of SPRs. This was anticipated and should ease by the end of next week.

The following problems have been semi-prioritized as "very important" and "somewhat less important." Where we have been unable to verify, the reason is given as a lack of time, software, or hardware. SPRs on each of the following problems have either been submitted to EDC or will be sent by the end of today.

PROBLEM DESCRIPTION "VERY IMPORTANT"	VERIFIED?
A. Windows 3.0 in Real Mode hangs if PC-Kwik loaded.	Yes/patched
B. Windows 3.0 in Enhanced hangs unpredictably if no LIM page frame defined by EMM386.SYS	Yes/patched
C. Novell NetWare sometimes cannot find COMMAND.COM	Yes
D. Cannot install secure system on PS/2 55SX or 70 with ESDI drive — okay on PS/2 25 with ST506 drive	Yes
E. SSTOR partition fails & locks system on Magnavox 286 computer, requires manual re-installation	No (hardware)

C0849056

MS-CCP-MDL 5009880

F. INSTALL locks system if Super PC-Kwik set up to   Yes
    use extended memory, and memory is reserved

G. KIDOS.SYS does not work properly on some machines   Tracking
    with NEAT chipsets. Frequent lockups result.

H. Hijaak screen capture hangs system if TaskMAX is   Yes
    active (Hijaak ships with PT 2.0 and Artline 2.0)

I. PC Tools version 7 format utility hangs system   Yes
    if formatting a brand new diskette

J. Superstor will not compress a 2nd physical hard   Yes
    drive if it has IBMBIO.COM or IBMDOS.COM on it

K. On AST 286, Super PC-Kwik in extended and KIDOS.SYS   Yes
    (no 3rd party manager), EDITOR hangs system

L. Numerous reports of improper/incomplete Superstor   Tracking
    defragmentation. Unable to verify so far, may be
    machine/drive/BIOS specific. We are tracking.

M. Borland C++ "debugger" hangs system.   No (software)

N. "Periscope" debugger used by Novell Shell Develop-   No (software)
    ment group locks system

O. Use of the LOCK feature on a NetWare Lite network   Yes
    will hang the system. Minor enhancement to LOCK
    will correct this.

P. Cannot enable security on a Superstor boot partition   Yes
    if security was not previously enabled

Q. Installation of Excel for Windows and certain other   Tracking
    software is reported to corrupt Superstor partitions.

R. Paradox 3.5 gives message "driver not VCPI compliant" No (time)
    when Super PC-Kwik is loaded. Reported 9/26

S. FoxPro LAN won't run properly unless LIM page-frame   No (time)
    is defined. FoxPro LAN just received in Tech Support

T. Newest Plus Hardcard device driver hangs system when   No (software)
    loading. Reported 9/26

U. EMM386.SYS "much slower" than KIDOS.SYS and other   Yes
    industry memory managers, reported by PharLap during
    beta and passed along to RDC

V. Recurring reports of problems with EMM386.SYS when   Tracking
    LIM page frame not defined - not limited to Windows
    and FoxPro. We are tracking.

W. Numerous problem reports with QEMM 6.0, Quarterdeck   No (software)
   is testing now and has ordered software for us.

"SOMEWHAT LESS IMPORTANT"

AA. MEMMAX +V hangs unpredictably if EMM386.SYS line   Yes
    switch /V is before /I - okay if /I is before /V

BB. MOVE /S and /T switches used together create   Yes
    empty subdirectories which cannot be removed

CC. Installation of SuperStor drivers is the default,   Yes
    this wastes memory & confuses customers

DD. SCRIPT does not work unless you are in the directory Yes
    of the file to be printed

EE. ViewMAX will launch an app across NetWare but does   Yes
    not move to correct subdirectory

FF. SHELL /P: parameter doesn't accept a full pathname   Yes

GG. MEM /D reports incorrect drive letters when a drive   Yes
    is mapped across NetWare Lite. Actual drives are
    not affected, apps & batch files run properly.

HH. Norton 6.0's "NDOS" command interpreter replacement   Yes
    does not permit access to password-protected files

II. dBase applications by single developer won't load;   No (software)
    no other dBase problems reported.

JJ. PC Tools 7.0 "SWAPSH" shareware add-on program won't   No (software)
    work with EMM386.SYS loaded

KK. Super PC-Kwik with /EM option and EMM386.SYS loaded,   Yes
    MEM does not show an "extended via XMS" line

MS-CCP-MDL 5009882

M E M O R A N D U M
Digital Research Confidential

To: Tobey Corey

cc: Jody Clifton
Sue Argeotte
Bradley Kerth
John Langford
Pattie McCracken

Fm: Mark Campbell

Date: September 26, 1991

Re: DR DOS 6.0: ISSUES/PROBLEMS AS REPORTED BY PC WEEK AND INFO WORLD

Since the shipment of the first copies of DR DOS 6.0, several new
and significant technical issues have been raised both by end
users and press reviewers. In the past two weeks, I've talked to
a couple of these press reviewers, Lanny Bailes at PC Week and
Tracey Capin at InfoWorld, on several occasions and discussed
some of these issues. I'll outline for you here what issues have
been raised with these two persons, attempting to clarify exactly
what has transpired in the process.

INFOWORLD:
My contact with Tracey Capin was limited really to one phone
conversation, so I'll summarize quickly. I spoke with him the
morning his 9/16/91 Vol.13, Issue 37 article was to go press,
and, as a result didn't have time to offer solutions or work-
arounds to the two issues he had raised. A "full blown" review
of DR DOS 6.0 is going to be handled by another author at Info-
World and won't be finalized for some time yet. I have not
spoken with Tracey Capen about any of the "new" develops that
directly affect the issues he has raised. As you'll see in the
article, he reports that:

Problems reported:
1) "Windows support is a mixed bag."
2) "...TaskMAX only supports the numeric keypad..."

Problem Status:
1) Tracey was unable to run Windows 3.0 properly in any of
the three modes using EMM386.SYS and SuperStor on a TOSHIBA
T2000 386SXE with 4MB RAM and a 64MB hard disk.It appears
that most problems in this area were do to the fact that a
LIM page frame was not enabled with the /FRAME option.
/FRAME=AUTO appears to be a viable work-around. We now have
a fix from Colin Cracknell in John Constant's group which
works well but has not been formally "QA"'d. The symptoms
seen, according to Colin, depend on exactly what is loaded

after EMM386.SYS. There is some corruption of a data area in EMM386.SYS which maintains information which Windows uses to govern its' use of memory.

2) He and Lenny Bailes were both concerned by the fact that TaskMAX will only allow "direct-to-task" switching via the numbers on the number pad presenting a problem for Laptop/Notebook user whose number pad is integrated as part of the main keyboard. Mike Greenwood has made a new TaskMAX executable available to Technical Support which implements a new switch to allow for "direct-to-task" switching via the number keys across the top of the main keyboard. This should be made generally available with the DR DOS 6.0 Business Update.

PC WEEK:

I've spoken with Lenny Bailes on several occasions, and he has brought up some important issues. His article will be going to press in the third week of October. I'll list his issues in a pseudo order of importance:

Problems reported:

1) "Windows will not start in Standard Mode using EMM386.SYS and Super PC-Kwik."

2) "Super PC-Kwik is unstable with HIDOS.SYS on a NEAT 286 machine."

3) "PC Labs was able to crack DR DOS 6.0 fixed disk security."

4) "EMM386.SYS will not support Desqview in Multitasking mode."

5) "CHKDSK.COM should not be completely disabled when running in a window under Windows 3.0."

6) "DR DOS 6.0 will allow the creation of too many sub-directories causing disk corruption while MS DOS 5.0 will prevent this from happening."

7) "Documentation should have more detailed information on the use of MemoryMAX and CONFIG.SYS/BATCH processing."

8) "MS DOS 5.0's SETUP program is better at checking for existing Memory Manager drivers and hard disk utilities, like Disk Manager, when installing."

9) "MS DOS 5.0's text editor is better and does away with Wordstar type keystrokes to its' benefit."

10) "CHKDSK.COM is confused when running on a RAM disk created by the Nifty James RAMDisk shareware program."

11) "Norton Utilities 6.0's NDOS command interpreter replacement will not allow access to DR DOS 6.0 password protected files; generates Access Denied error message."

Problem Status:

1) This was verified here quite readily. Colin Cracknell has also come up with a fix for this which we have provided to Lenny. Lenny has verified that this new EMM386.SYS driver patched for Tracey's problem and his problem is working well.

2) We are getting reports similar to this here, and the U.K.

C0949060

---

is apparently investigating similar problems reported there.
We are passing information along to the U.K. as it is re-
ceived.

3) They were able to "crack" it with a particular disk
utility program. It may be possible to build in "immunity"
to this; this will be looked into by the U.K.

4) QEMM386.SYS, QuarterDeck's Memory Manager, should really
be used when running DesqView, the U.K. is aware of this
problem and most likely does not intend to change anything.
EMM386.SYS apparently will not support paging below the 640K
line like QEMM386.SYS does.

5) He would like to see only CHKDSK run with the "/F" switch
(write fixes back to disk) disabled when it is run from
within Windows. This will be SPR'ed.

6) We both feel this is not a major problem and won't be
seen by a large number of end user's. It will be SPR'ed.

7) I mentioned to him that we have an "Optimization and
Configuration Tips for DR DOS 6.0" guide coming out soon
which will address many of these limitations in the existing
documentation.

8) This was SPR'ed with DR DOS 5.0 and remains to be really
only a Technical Support issue.

9) This enhancement has been widely requested and has been
SPR'ed.

10) Will be SPR'ed.
11) Will be SPR'ed.

Problems reported by magazine editors/analysts

Joe Salemi, PC Magazine
(Sue Mageotte)

Joe Salemi was unable to install DR DOS 6.0 onto a Zeos laptop and a Northgate 386; the installation failed (hung) at the point where it asked if he wished to save the old operating system. The Zeos laptop previously used DR DOS 5.0, although he had used LOADER /U to remove it. The Northgate previously had OS/2 Dualboot from IBM OS/2 Version 1.3.

We attempted to duplicate the problem on several machines here with DR DOS, and in the UK QA lab. We were unable to duplicate the problem. Possibly related to the BIOS, hard drive, or version of OS/2 in use. Advised Joe Salemi that we would need to get a hex printout of his master boot record and master partition table to attempt to force a duplicate boot configuration to reproduce the problem. Joe was unable to provide these. Since he was subsequently able to install correctly on a variety of other machines at his disposal, and since our README file specifically said to remove "Dualboot and similar bootup utilities" before installing DR DOS, Joe was satisfied that the problem would not occur to the typical user and is happy with the compatibility and service. I have made a request of Symantec to send Joe a complimentary copy of Norton 6.0 with which he can capture the necessary boot information for us to pursue the problem.

Kevin Angus, LANtimes
(Mark Campbell)

Kevin had several problems related to running Novell NetWare with TaskMAX. Some of the problems were because he had not properly read the documentation, others were not documented and will be emphasized in the new "Configuration and Optimization Tips for DR DOS 6.0" guide.

After a verbal explanation of how to configure Novell and TaskMAX, Kevin was able to get them running together successfully and is satisfied with their performance.