

MEMO

To: Jan Newman
From: Bob Ross
Software Development
Date: 8/17/93

Jeff Hanline
A memo's like
Note to Editors
We initiated

check
Non-disclosure
Agreement

RE: The Novell/Microsoft Relationship with regards to the development of a NetWare Client for Windows NT

Recent History:

April 93 Beta - The April 93 Beta (build 438) of Windows NT came to us very late and there was no documentation. We were told not to worry because all we had to do was recompile with the new build and our components would work. When we received the build, we recompiled our code and found that it would not work. We found that some changes were made to the redirector interfaces and structures and that significant changes were made to the TDI interface. We had to discover each of the changes for ourselves and then call Microsoft and point out where it had changed in order to receive each of the pieces of information from them. The TDI interface changes were so significant that we were forced to rearchitect and recode our protocol stacks. This process took a great deal of time. We lost almost 2 months of development time on the FCS release from this. Customers started putting a lot of pressure on both Microsoft and Novell because of the delay it caused in the delivery of a NetWare Client for this build of Windows NT. At Windows World/Comdex, Atlanta, Microsoft promised that they would not allow the delay to happen again. They promised that all future builds would include documentation on what had changed in that build. At the same time, they said that build 475 (the June 93 Beta) was on the way and would arrive in Provo that week (week of May 24, 1993).

June 93 Beta - Build 475 did not arrive when promised, but rather came to us about 3 weeks late (and 1 week after the production disk went to developers from Microsoft). The promised document that would explain what had been changed in this build consisted of a list of E-Mail messages between Microsoft engineers. It did not document changes that affected our product and was of very little help. We also received a 97 page document on the TDI interface and a 66 page document on the Multiple Provider Router. We had to comb through each document and its previous version to find the changes in it and determine if they affected us. The impact of this on our FCS release was significant.

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Plaintiff's Exhibit

7689

Comes V. Microsoft

PC032300

As an example of how long it can take to get information, here is a list of the last few weeks of dialogue with Microsoft:

Monday July 26, 1993

Microsoft went to manufacturing with the golden version of Windows NT. (We started getting phone calls from magazine editors that had received official shrink wrap copies within 2 days.) Immediately, we began calling Microsoft to get the release. We were told that our copy should arrive no later than Thursday 7/29.

Friday July 30, 1993

Microsoft said that our developer copy had just gone out.

Tuesday August 3, 1993

We received our developer copy today, more than a week after it had been sent to customers. Microsoft told us that the delay was because the development code that we needed (File System Support CD) no longer fit on a single CD-ROM disk and it took them more time to work out compressing it.

Thursday August 5, 1993

We called Dave Beaver with 2 critical problems that we were having with the release. Until these were resolved, we would not be able to give a NetWare client for Windows NT to our customers.

Friday August 6, 1993

Dave Beaver had been in touch with us, but still no answers to our problems, so we left messages for help with Mike Nash.

Monday August 9, 1993

We still had not heard anything back from Microsoft, so we left messages with Alistair Banks, David Thompson and David Thatcher. We heard back from Mike Nash in the afternoon and he said that he would have someone get back to us.

Tuesday August 10, 1993

Still no answers back from Microsoft yet. We left a message for Mike Nash that we were still waiting and very anxious for information on the problems that we were having.

Wednesday August 11, 1993

We had a visit from Bob Kruger and we told him about the problems that we were having.

Thursday August 12, 1993

We started getting responses to our problems. We had to go back and forth with Microsoft several times over the next few days in order to work out what the real solution to each problem was. (ie: they would suggest something, we would try it and it would not work. They would suggest something else, etc.)

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Tuesday August 17, 1993

We received a call from David Thompson and told him about our remaining problem and he said he would have someone call us back about it right away. We received a call from Chuck Lenzmeier with some information about the debugger that we have needed. We will use this to try and discover the solution to one of our problems. We received a call from Dave Beaver saying that one of the solutions they have been going back and forth on has changed again and he gave us something new to try.

Note:

To this point we have discovered 3 problems that we are having with the golden release of Windows NT. Microsoft has gone back and forth on the solution to one of the problems - we think that the solution that we got today will be the final one. They have given us a work around for one other problem. We are still working with them on the solution to the last remaining problem. As of today we have been able to talk directly to a Microsoft engineer about the problem and we hope that this will accelerate its resolution.

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Summary:

The relationship with Microsoft has been fairly good. It is hard to get a clear picture of what is going on. On one hand Microsoft seems to genuinely feel that they need a NetWare Client for Windows NT in order for Windows NT to succeed and are motivated to give us all the help that we need. On the other hand, there are times when you would swear that Microsoft is trying to slow down or trip up our development. For example, we had a time a while back where for over 2 weeks we did not receive any answers to our questions. Microsoft returned our calls, but did not have any answers for us. There always seems to be a good reason for what happened, but the bottom line is that it significantly slowed our development of a NetWare client. Dave Beaver is our Technical Liason at Microsoft and always tries very hard to get the information that we need. Dave does seem very busy and his response times sometimes reflect it. If you take a response time of about 3 days and multiply it by the 15 or so problems that we have run into over the last several months, you can see that the time adds up and can't help but affect our ability to deliver.

We have had other strange things happen. For example, we sent a preliminary copy of the NetWare Client for Windows NT build 475 to Mike Nash recently so that he could work with it and he promised that he would not give it out to anyone else. Our main concern was that there were several bugs still in our code, the biggest of which would not let ODINSUP run (allows Microsoft redirector and Novell redirector to both run over ODI LAN drivers and a single LAN card). While working several weeks later with Novell's San Diego office in preparation for a demonstration, the Microsoft SE showed up there with a copy of a Novell client for Windows NT build 475 saying that everyone in Microsoft engineering had it. The San Diego office called us and told us where they received the Novell client from and asked why ODINSUP would not work correctly (exactly the same problem in the client that we had given Mike Nash). We were still working out the bugs in the client and had not given it to anyone other than Mike Nash. It sure seems to be awfully coincidental. We also wonder if this was the redirector that PC Week tested against the golden release of Windows NT. They called it a virus and really made us look bad. We don't know where they would have gotten a client that would have even loaded on the golden release of Windows NT. This is another strange coincidence.

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