June 7, 1999

Kenneth W. Gaul
Department of Justice
Antitrust Division
Computers and Finance Section
600 E. Street, N.W.
Suite 9500
Washington, D.C. 20530

Re: Incompatibilities between Novell's GroupWise and Microsoft's Windows 2000

This letter should be regarded as Highly Confidential to Novell, Inc. and subject to appropriate protections from disclosure.

Dear Ken:

Novell has recently encountered a serious problem with Microsoft that warrants bringing to your attention. As you know from prior correspondence, Novell's GroupWise, like many other software applications, operates on Microsoft's operating systems via MAPI. MAPI is an api set contained in Microsoft's Windows Messaging System ("WMS"). Microsoft promoted it for years as an industry standard.

When GroupWise was installed on earlier versions of the OS, it would locate the MAPI files in the OS, hook to them, and thereafter run properly on the OS. In Windows NT4, Microsoft no longer automatically loaded MAPI on the machine when it loaded the rest of the OS, but continued to include it on the shipping CD. We worked around that by having the GroupWise installation procedure search the NT4 CD, locate MAPI and install it as part of the GroupWise install. In both NT4 and the earlier versions, Microsoft told us where MAPI was located so we could instruct GroupWise to find it and hook to it.

We have recently learned that in Windows 2000 Microsoft has moved MAPI to a different location on the CD. Thus, our currently shipping version of GroupWise will look to the old location, not find it, and installation will fail. We received a letter from Microsoft (copy attached) that includes the error message MS plans to present to the end user when GroupWise installation fails. It reads,
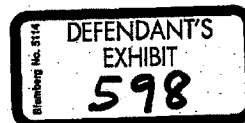
"This program may not run as expected on this version of Windows. Click 'Details' for more specific information about the known problems or 'Cancel' to terminate the program."

When the user clicks on "Details", a further explanation is given as shown in the letter. It concludes saying, "Contact the program vendor regarding updates that are compatible with Windows 2000", suggesting that the incompatibility is the fault of the program vendor, or Novell. While the end user ultimately can find a solution, it is difficult and time consuming.

Novell is diligently seeking to mitigate or eliminate this problem. We have proposed a number of solutions to Microsoft all of which would be very simple to perform. So far, Microsoft has been unwilling to perform any of them. They include,

1. Microsoft could give Novell redistribution rights to MAPI so we can distribute it with GroupWise. The end user would then not be required to manually search the CD for the MAPI files. Microsoft has refused to give us the redistribution rights.

2. Before displaying the error message, Windows 2000 could do a simple check to see if MAPI is already installed and, if it is, not display the error message.

3. If MAPI is not already installed, Microsoft could easily add an "install MAPI now" button allowing the end user to do the installation quickly and easily.

4. Microsoft could move the MAPI files back to the original location on the CD allowing shipping GroupWise to install the files.

This is an example of the type of technological sabotage Microsoft has so vehemently denied doing. It will cost Novell dearly in support costs, customer complaints, and will give the impression that Novell products will not run on Microsoft products. That is particularly egregious when the Microsoft product in question, its operating system, has a monopoly in the market.

I should note that Outlook, Microsoft's e-mail client, ships with MAPI and loads it automatically. Thus, their currently shipping version will not suffer the same error as GroupWise. The result is the likelihood that Microsoft will be able to come closer to transferring its monopoly on the OS to the messaging market.

I would be very grateful for your careful consideration of this matter. If you need further information, please don't hesitate to contact me. My phone number is 801 222-4433 and my fax number is 801 228-7077.

Sincerely,

Ryan L. Richards
Associate General Counsel

cc: David R. Bradford
        John Gailey

Attachment

NOV-25-026753

MS01 5007912

MS-CCPMDL 000000411896