

EXHIBIT BB

To: GW-POSTMASTER.INFORMATION.SYSENG, PROVO.SLC.JOHN EPENETER,
From: Scott Nelson
CC: GLENM, TODDTR, DAVEL, WPCORP2.PUBD.GRAZ
Subject: Re: Your Response -Forwarded -Reply -Reply -Reply -Reply
Date: Friday, April 7, 1995 3:09 PM

Paul:

Thank you for your message expressing concerns about incompatibilities between PerfectOffice 3.0 and Win95. The purpose of my response is to help you understand our position.

First, PerfectOffice 3.0 released in December of 1994, when the only Win95 betas that were available were still very unstable and quite frankly, were still changing. Back then, we allocated no resources to test our Win95 compatibility nor from a development perspective did we try to add code which provided Win95 compatibility. I think its safe to say that other groups in the company have done likewise. To assume that PerfectOffice 3.0 would run without any hitches under the current or previous betas is wrong--especially since we have made no effort to do such or made claims that it would. Even MS apps don't run flawlessly under Win95.

Second, we are now at a point where Win95 development is our highest priority. Over the last several months development has been busy coding for Win95 and testing has been testing current products to ensure Win95 compatibility. We have discovered many problems--many of them are system problems. The good news is that the cooperation between Microsoft and Novell has been very good. The problems are being addressed and fixed. In fact, over the next couple of weeks our developers and testers will visit Redmond once again to make sure that we are making continued progress. The end result will be a 16-bit version of PerfectOffice 3.0 that runs very nicely under Win95.

Third, some of the ways that you described PerfectOffice's current behavior under Win95 were pretty harsh--in fact exaggerated. I know of others who are running PerfectOffice 3.0 with few problems under Win95. The point is, we understand the problem and there is a professional way to log problems and concerns through testing, bug databases, etc. There is no need to send out a message that condemns the products which, at this stage of the game, were never intended to run under Win95.

I hope this message helps. As you talk to customers and with other individuals inside the company you'll take a different approach. We are working very hard to insure success of our 16-bit apps under Win95.

Scott Nelson
Product Marketing Director, NBA