



From: David Miller
To: WPCORP1.CORP.HARRISON COLTER, WPCORP1.CORP.DUFF, DON...
Date: 3/9/95 5:03pm
Subject: Win95 beta problems with Microsoft

Attached is a letter from Paul Stanton my counterpart at Microsoft who has been assigned to handle the Novell relationship. Paul works for Bob Kruger. This letter is further proof of how difficult it is to work with Microsoft in a fair and even manner.

The accusations they make are examples of the way they do business. Their tactics are to intimidate and accuse in an effort to put their competitors on the defensive. Bill Gates often times equates his business philosophy and doctrine towards his opponents as a chess game. Attack your opponent before they attack you.

The main message of the letter identifies one outstanding issue. Novell is not getting equal opportunity and access to the Win95 beta as the rest of the industry. Microsoft is censoring what and when Novell gets releases. I have been pushing them to give Novell direct access to their engineering groups for support and demanding that Novell get releases of Win95 on equal terms to their applications groups. After all, Novell is Microsoft's number one developer. Microsoft has made available over 25 releases on the FTP server since September while Novell has only received 5 "official" releases via CD-ROM.

I feel the best way to respond to this letter is to not respond to the accusations. Instead of defending ourselves and making accusations to them I will simply keep making demands that we get equivalent access and treatment as their applications divisions. This will mean frequent releases of Win95 and direct support to their engineering groups. In fact, Novell would be satisfied in just getting equivalent access to releases as the rest of their 40,000 beta sites. Interestingly, Kruger sanctioned this letter as he maintains a tight control over any interaction with Novell. I will draft a letter to Microsoft restating what I have requested before. As always I will obtain legal's input.

The letter contains some strong language and accusations so to make sure everyone is comfortable with Novell's business practices I want to set the record straight.

Ben Hendrick has been an enormous help in providing information to Novell regarding Microsoft through his association with the TSA. Through the support of his manager Dave Cutler, I have tasked Ben to be the focal point for distributing and supporting copies of Win95 throughout the company. We have established a procedure, in accordance with our contract, that allows engineers to obtain copies of Win95. He was doing what I told him to do and has always been completely honest in any dealings with me and Microsoft. He did use an alias name to gain access because that is what was assigned to him by Microsoft. All his correspondence with the beta support person running the FTP server used his real name and he always made it clear that he was from Novell. Microsoft is simply not organized as well as



RR

NL2 0000275

NOV-25-000274

they thought they were. We have heard from internal sources that the beta support person in charge of the FTP server has been severely reprimanded for allowing Novell access. The FTP server is the same server 40,000 other beta sites get new releases.

With regards to the beta release of NetWare 4.1 they are only partially correct. As of December 5th, they still had not signed the beta contract. At that time I had told them that we were going to ship NetWare 4.1 the day we announced it. (That was to be Jan. 15th at the big NetWare, UnixWare and PerfectOffice announcement. Unknown to myself, and a number of other people in the company, the announcement was cancelled and thus Microsoft did not get timely information.) We shipped NetWare 4.1 on December 12th. Hardly as big a deal as they are making it. We have further documented proof of our ethical business dealings if anyone needs to see it. This letter and memo is to continue to provide information. If you have any questions or comments please forward them on to me.

- Dave -

CC: PROVO.PRIV-MAIL2.BEN HENDRICK,PROVO.PRIV-MAIL4.JEFF ...

NL2 0000276

NOV 25 0000275

March 1, 1995

Mr. Dave Miller
Novell Corporation
2180 Fortune Drive
San Jose, CA 95131

Dear Dave:

Microsoft is extremely displeased by the unprofessional and unethical conduct that surfaced today regarding Ben Hendricks use of another persons email address to access the Microsoft Windows 95 ftp server. It is unacceptable for Microsoft to interact with Novell employees who knowingly represent Novell in such a deceiving way. This behavior casts serious doubt on the integrity of our dealings with Novell.

I have repeatedly emphasized that in order for Microsoft to provide Novell with the highest level of support, that we focus our communications on the "novsup" alias, and that Microsoft update Novell with regular updates of the Beta via CD ROM. This was discussed and mutually agreed to in our joint meeting in October of 1994, and was readdressed in January of this year when I sent you an explicit response to your request (email dated 1/24). Your assertion today that the ftp access was the sactioned Microsoft support is simply fallacious and a gross misrepresentation of the understanding that we've had on this subject. The repeated attempts (at least six are on record), and ultimate success, by Ben in gaining access to our ftp server is a flagrant example of Novell working to gain access to Microsoft information in an unethical and surreptitious manner. I understand that Richard Jones is receiving regular updates on our Windows 95 Beta. If there are any issues with the timeliness of these updates please let me know.

It is critically important that we operate in a professional and ethical manner. I am personally disappointed to note that in our exchanges, that you have misled me on such basic items as the NetWare 4.1 Beta. On December 6, 1994, you told me that the 4.1 Beta wouldn't be shipped until the end of the calendar year, and yet only a week later on December 14 Novell announced the formal release of the product. This sort of blatant misrepresentation is a waste of time and is counter to the professionalism that is required for us to be productive. I can deal with a simple refusal to a request, but I respectfully ask that I not be lied to.

Sincerely,

Paul Stanton
Strategic Relations
Microsoft Corporation

cc: Bob Kruger
John Ludwig

RR

NL2 0050277

NOV-25-000276