Chevron has an alpha version of our 32-bit client and offered the following comments on NIOS and the client as a whole.

1. **Novell should offer a client architecture that makes it easy to leverage development efforts, but not at the expense of ease of use and manageability.** "NIOS is nice from a developer perspective but it doesn't offer the customer anything. It's great that Novell has made it easy for themselves to write client software but this is a waste in terms of meeting our needs." What we really need is Novell to focus on ease of installation, use and maintenance (we have been telling Novell this for a couple years now). Why does Novell try to reinvent the wheel every time (why aren't you writing a VXD?) rather than address our outstanding needs.

2. **Novell needs to support Microsoft's desktop standards.** We don't want Novell out inventing new standards (NIOS). Microsoft has done a good job of unifying the industry around many of their standards. Why does't Novell just accept this and start to support MS standards rather than making it more difficult for everyone trying to integrate Microsoft and Novell products. We like what Microsoft has done with NDIS, VXDs and WINSOCK. We want to see Novell integrate with these standards not offer alternatives. ODI may be superior technology but its harder to use and integrate with non-Novell products so we will use NDIS. If NetWare Clients don't support NDIS and WINSOCK we will use Microsoft's clients.

2. **Microsoft is much more attuned to the user needs. Why can't Novell take this orientation on Client software?** Microsoft client is well integrated with Windows 95 install and configuration. It autodetects everything including LAN driver and frame type and it doesn't require us to maintain complicated NET.CFG files. We don't want any NET.CFG files in our Windows 95 Client, we want all configuration in INI files.

3. **We really like the built-in NCP server in Microsoft's client.** It is Personal NetWare without the headache of user administration. All administration can be handled at the server and users don't have to worry about it. Because security is integrated with NetWare there is no security worry either.

4. Novell has got to provide an easier way to update Novell clients if we are going to continue to use them. There needs to be an intelligent update utility and we need client version checking and updating at the server.

5. Novell has got to do a better job on its clients if Chevron is going to continue to use NetWare. Right now the decision to investigate NetWare 4.1 was made as a tactical move. **Our strategic decision to stay with NetWare or move to NTAS will be based on how good the Novell Windows 95 Client looks!**

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Page 2

NOV-25-004441

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Dawn,

This is a very good point. In fact customers could care less about NIOS. They just
want it to work. With your sales job, you should be downplaying NIOS and up-playing
the features of our 32-bit client.

In fact, I would suggest that in all out side marketing of our client, we should not mention
NIOS. If asked about our architecture, I would limit it to saying that it is a modular VxD
design that gives us added flexibility. We can run in DOS, Windows, and Win95. In
addition, we can share much of the code and functionality to other platforms such as
OS/2 and NT.

The NIOS discussions and architecture should be reserved only for the developer
community.

We're learning.

Thanks,
Richard Jones

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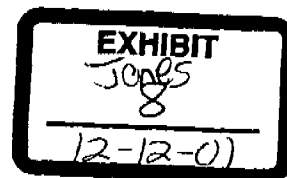
>>> Dawn Drake - 12/13/94 6:23 PM >>>
I just finished up a Client 32 briefing with Chevron and thought you would be interested
in the feedback I got from them. **Chevron makes a strong case for very focused
effort on and high prioritization of the Windows 95 Client.**

Their key issues were ease of use and manageability.

They had well thought out opinions of Novell Client support. They want to use NetWare
and Novell Clients because they see NetWare as offering better services, but they feel
Novell's lack of attention to client side needs may force them to go to NTAS for ease of
use and manageability.

Chevron is an international company running 350 NetWare servers on v3.12. They
have over 40,000 Windows clients they will upgrade to Windows 95 by the end of 1995.
They are also interested in upgrading to NetWare 4.1 but are very concerned about the
client support Novell will offer. According to Chevron managers **"Novell's weakest
link has always been its client support and with 4.1 it (client support) will make or
break our decision to implement (NetWare 4.1) company wide."** Novell needs to
devote more attention to client support to continue to sell NetWare.

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