Plaintiff's Exhibit

9840

Comes v. Microsoft

From bradsi Sun Jan 12 16:04:17 1992

To: davidcol

Cc: andyhi bradc janineh richt

Subject: Re: FW: BIG problems with rom-DRDOS 6 0 and Win

Date: Sun, 12 Jan 92 16:02:11 PST

Mail-Flags: 0000

ok, post a nice SOL message. bottom line is that he needs msdos — something that is compatible with windows.

i have already passed on to sergiop. you may also want to pass on to richardf, jeffl, ronh and joachimk.

CONFIDENTIAL

X0594633

From davidcol Sun Jan 12 15:55:22 1992

To: bradsi

Subject: FW: BIG problems with rom-DRDOS 6,0 and Win

Cc: andyhi bradc janineh richt Date: Sun Jan 12 15:54:29 1992

Mail-Flags: 0000

Bradsi, We need to get an answer posted for this guys asap I'd like to just tell him that he is SOL, but in nicer terms of course. I'll just clone all the postings you've already done on this. You OK with that.

Brade, who in OEM should this guy talk with about putting MS-DOS in ROM. We should just get them connected now.

>From andyhi Sun Jan 12 14.12:44 1992

To: brade davideol Ce: janineh richt

Subject: FW: BIG problems with rom-DRDOS 6.0 and Win

Date: Sun Jan 12 14:09:53 PDT 1992

FYI: Two messages below about problems w/ DR.

| >From | a-stevef Sat Jan 11 14:24:04 1992

To: andyhi janineh

Subject: BIG problems with rom-DRDOS 6.0 and Win

Date: Sat Jan 11 14:22:17 PDT 1992

I know this may not be a surprise, but what do you want me to tell this

guy? He seems to have a major problem. Thanks!

Hi Steve,

I have a huge problem.

| My Company has spent a _BIG_ sum to be able to burn DR DOS into our | Notebook (touch screen) computers' bio'S. MicroSoft would not even | talk_ to us about doing that so we are stuck with our only option.

I have so many problems running Windows on 6.0 DR DOS that it does'nt

CONFIDENTIAL

X0594634

```
deserve a bug report, it won't get that far! We are counting on Windows
for Pen computing, (which run's flawlesly on DR 5.0)
 What can we (I) do?
 Windows does not recognise the EMM386 driver nor the IPX (novell)
driver, I get 2 or 3 error numbers when it boots ( without any cache or
| memory drivers working ) And you are all I have to help me.
I need some help.
Marty
Receipt of message acknowledged
|>From janineh Sun Jan 12 11:02:26 1992
        a-andyt andyhi
 Subject: Re: DR-DOS problem
Date: Sun, 12 Jan 92 11:03:51 PST
   Unfortunately there is little we can do to help this person at
   this time. DR DOS will need to rev to work w/ Windows 3 1
just
   like QEMM and 386max have to rev. This is due to its mapping of
   memory and the assumptions it makes about memory that Windows
   3.1 uses.
   I'll also pass his name on to SaraO and see if OEM wants to
   contact him.
   Janine
| >From a-andyt Sat Jan 11 17:41:01 1992
| To: andyhi janineh
| |Subject: DR-DOS problem
| Date: Sat Jan 11 17:38:05 PDT 1992
| #: 36347 $13/Compatibility
10-Jan-92 08:23:42
```

CONFIDENTIAL x0594635

```
| |Sb: #36102-DRDOS compatibility
| Fm: Marty Borgen 72561,2173
| To: Howard Weingarden 70771,2656
This is a realy big issue with us. DFM Systems (the company I
work for )
| Manufactures a Touch Screen Notebook computer and planned on using
Windows
|| for Pen computing.
We also "burn" DR DOS into a psudo drive in the BIOS. If Windows
won't
work with DR 6.0 it will be a big mess.
I can get windows to come up, but so far it has mucho problems.
| With EMM386 (it claims it (windows) can't load the driver,
I can load the network drivers, and login, however, vpipx claims
that the
| driver is not loaded, there are 2 or 3 error numbers that I have to
[] <C>ontinue thru, and I haven't yet gotten SuperPCK to run, nor
| needless to say, performance is not pretty.
I I upgraded the machine I use day to day with DR 6 and had to resort
to my
| | floppy boot disk to continue with my daily work.
We already have a sizeable investment in DR DOS, and MS won't let
| "burn" DOS into our bio's, so it _HAS_ to work.
| | Windows for Pen work's fine with DR 5.
|| So it go's
[] I would apreciate hearing from anyone who has suggestions,
comments about
] how to " make it work".
Marty
11
```

CONFIDENTIAL

X0594636