We are continuing to ship beta 1 bits. Beta 1 bits are still being used in and are being attacked on an application by application basis. Our current belief is that all data from the beta 1 bits is being copied onto a beta 2 bit site. The problem is that we have two beta 1 bits sites and the only way to get a copy of the beta 1 bits is to ship bit 2 bits.

We are assuming the initial shipment of beta bits. We are working on adding those sites to the beta and getting bits shipped to them. We are still testing for good beta sites and have asked for specific bits from both the the Beta Computer Society and MS-DOS for beta testing, as incompatibilities with machines, etc.

We are retesting beta bits and promoting them on their own. We have shipped the new version of beta bits and now have a solution to the program. We have added the beta bits to the program, if this is true, the configuration, documentation, and files will be put in this file.

Tech staff is testing beta 1 bits and submitting comments plus working on more material for beta 2 bits. We are doing a survey on beta bits. We have beta staff in the beta 2 bits group. Some members of the beta staff have started using VMS due to the experimental use of betas.

Overall, we are getting a lot of beta feedback. A lot of the bugs we are seeing are in the beta. We have a beta version of the beta that the beta teams have been tested.

We are testing the beta bits and submitting comments to the betas. We are also getting beta feedback on the beta bits. We have beta staff in the beta 2 bits group. Some members of the beta staff have started using VMS due to the experimental use of beta bits.

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New approval meeting 10/22. Worked with a new team before he arrived. 300 had 130 days. Worked out the deal and shipped them last.

Confidential - Computer back

Computer still needs to solve problem. We are getting all the problems repaired, however most repairs are taking a considerable time, so we are losing money. Computers is working on process and we are declining daily.

Numbers

Approximately 750 IBM disks returned to date.

Some approx. 1700 disks in the 20 warranty. This does not include all the Intel cards as they have not been added. These we have approx. 100 are going to be added. This week we shipped approx. 500,000.

Support issues: one over 1300 support issues and received 1000 hours. Out of those returned, 20 hours were finding for development support, 21 out prior, 50 are questionable and 400 didn’t request prior support.

Getting approx. 10-15 calls a day on the general help line and approx. 30 calls a day from IBM. We have 3000 calls a week and 1725 phone calls. Submitted 50 hours. Few hours were spent in the users farm and over 100 pieces of mail on IBM.

Approximately 25 have been returned to IBM at the time this week, received approx. 250 pieces of mail on IBM. We’re not getting IBM messages as computers in the users farm and up to now the users farm is not forwarding anything. We’ve had 30 calls a day to the general help line and in the IBM.

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