PENGAD-Bayonne, N.J.
GOVERNMENT EXHIBIT
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From: Julie Herendeen[SMTP:julieh@netscape.com]
Sent: Friday, September 01, 1995 1:04 PM
To: mikeh
Subject: IExplorer/Navigator testing results

Below is a summary of the results our testing today with Internet Explorer/Win 95 and Netscape Navigator. We are still doing more testing but these are the issues to date. We will send around a complete outline of the testing once it has been completed.

Based on the results below, Jessica and I have developed a draft of a support FAQ that we will post on the home site by Monday. I will be sending a draft of that FAQ around for feedback.

Today Stream Int'l claims they only had one direct inquiry about using Internet Explorer with Navigator. However, they had a greater number of inquiries about using PE 1.1 with Windows 95. We are going to carefully track the Win 95 specific questions that come into Stream over the next weeks. We are also working on crafting specific responses for the PE 1.1 users that are upgrading to Win 95.

Summary of Issues from Testing

1. Once the user installs Internet Explorer and chooses MSN for Internet access, the user's network connection automatically defaults to MSN as the connection provider. Also, autodial is configured as a default setting. This means that when the user opens a network application like Netscape Navigator, the MSN client appears and tries to dial MSN. This is really annoying because any network application--Eudora, Navigator, etc--will bring up the MSN client until you reset the default setting.

In order to disable this autodial feature, the user needs to go to the Internet control panel and switch off the autodial feature. If the user want to use a different default dial-up connection, instead of MSN

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, they can
choose the connection from the Internet control panel.

2. When the user installs MSN for full Internet access, MSN asks t
he user if
it can clear their DNS address. MSN does this because it needs to
assign
dynamic DNS and in order to do this, it needs to clear any DNS add
ress that
is set in the properties of your TCP/IP connection (in your Networ
k control
panel).

If the user allows MSN to clear their DNS settings, then they lose
their
ability to log on to their LAN. In other words, they only have th
eir
dial-up connection through MSN or any other dial-up connections th
ey have
configured. Thus, if a customer was planning to use Navigator thr
ough their
LAN connection, they would need to go into their Network control p
anel and
reset their TCP/IP DNS properties. Microsoft acknowledges this pr
oblem.

3. If the user installs Internet Explorer after they install Netsc
ape
Navigator then all of the Internet Shortcuts that the user created
with
either browser will launch Internet Explorer as a default. The sa
me holds
for Navigator. If Navigator is installed after Internet Explorer,
then
Navigator will be launched by all the Internet Shortcuts. The las
t browser
installed owns the Internet Shortcuts.

Users need to reinstall Netscape Navigator if their Internet Short
cuts are
defaulting to Internet Explorer. In Cheddar we can try to give cu
stomers
the option to have their Internet Shortcuts default to Netscape Na
vigator if
they are not already.

4. Users cannot run Personal Edition 1.1 and LAN Networking softwa
re through
Windows 95 at the same time. If a user want to run PE 1.1 with Wi
n 95, they
need to remove any LAN networking that they have configured. The

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user can
add back any LAN networking connection they need at a later time b
ut they
cannot run PE 1.1 and LAN software at the same time.

PE 1.2 (16-bit) fixes this problem. The user can run PE simultane
ously with
a LAN connection in Windows 95.
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