

From: mjh48060
To: Microsoft ATR
Date: 1/9/02 3:04pm
Subject: Regarding the Microsoft settlement

After reading the details of the settlement I reached the opinion that a lot more must be done in order to insure that Microsoft doesn't abuse it's monopoly on the desktop operating system market. I've made an opinion regarding Windows XP Home Edition to friends and family and after discovering the e-mail address to the Department of Justice, I thought the comments I made to friends and family might be relevant here as well.

If you're looking for a recommendation from me about Windows XP Home Edition, you won't see one from me. After playing around with it for a while I found a lot of issues....

1. Internet Explorer is as unstable in XP as it is in Me / 98.
2. Older DOS games either don't run well or don't run at all.
3. Some Windows games don't run well or at all. (Including both 32 bit and those older Win3.1 16 bit stuff)
4. Printing is slower if you're doing anything else besides.
5. Intermittant connection problems with the modem.
6. Losing modem settings (Big Issue!)
7. Recovery tools are either rudimentary or nonexistent. (Worse than Windows Millenium Edition)
8. Still crashes from time to time - Microsoft says 'Bad Hardware' I say "Software Bugs"

_ * XP Home Edition still can't make it to a day. Linux has so far made it to 1 day, and 17 hours and is still going. Nothing wrong with the hardware I say. ;-)

9. It's claims of being the most secure operating system are a total lie! Network listening ports are open and unclosable - For example: Remote Procedure Call and Universal Plug and Play. Firewall is now mandatory for safety reasons I'm also noting the Universal Plug and Play security hole found just before Christmas. Interestingly it didn't show up on the Windows Update website until three weeks later.
10. XP complains about deleting files in use when they're clearly _not_ in use! (Time to reboot.)
11. That 8 second shift lock accessory feature that totally messes up the CAPS LOCK function. (Enabled by default.)
12. XP sometimes refuses to read the CD-ROM (Time to reboot.)
13. Microsoft compressed folders are a joke. Doesn't open on some zip files. Complains about file corruption that just isn't true.
14. The new Windows look is nothing really special nor really customizable. Unix based operating systems were doing it better first.
15. Opening a pictures folder shows a link under Folder tasks called: Order Prints Online. (Bad, bad form, Microsoft! Unlike some people, I

order *_ NOTHING_* online if it involves a credit card. Surely online credit card theft still happens.)

16. Product Activation. My issue with it is having to call Microsoft to ask for an activation code everytime I upgrade or have to reinstall XP. I feel that I simply don't need to ask permission to use something that I've paid for.

17. Desktop screen disappears spontaneously and randomly when opening folders. (\$80 billion dollars in their pocket and they still can't create a decent GUI shell since Windows 95? Whatever excuse it is I don't want to hear it! I want to drag and drop. Not cut, paste and pray! What's the problem with that?)

18. Plug and Play is still problematic.

19. That general stupid AOL feeling I get. However I like my face and name on top of the Start Menu. However the user interface is far too dumbed down for my taste. I can still use the classic interface and remove that AOL feeling but I lose my face, too.

20. XP Home Full version is overpriced. Upgrade version could be more reasonable, too.

21. Upgrading over 98 / Me causes lots and lots of problems with breaking programs already installed beforehand. Every program broken has to be reinstalled. Best idea for this problem is to repartition and install XP on a new partition and leave the old 98 / Me intact. (Dual booting gives a lot of flexibility with new and old stuff but it's also a hard drive hog not to mention a huge waste of time to set up!)

22. EZ CD Creator 4 screws up XP. Roxio's recommended upgrade is way overpriced! And you still have to download a patch! I was never even told about the issue nor was I able to find out about the issue with the Microsoft web site until after the damage was done. (Smells like a dirty marketing trick to me.)

23. Product support is given but on the condition that you have to sign up for a .NET Passport first. (Which is absolutely ridiculous! It NEVER said that on the packaging!)

24. The recovery console is useless in a real problem.

25. I cannot remove Internet Explorer, Outlook Express, Windows Messenger, Windows Media Player, and a lot of other Microsoft programs that are installed by default as well as the loss of hard disk space incurred from the use or lack of use of those programs.

26. I want to choose what kind of operating system I want on my computer when I buy a computer. So far the only way I can buy a computer and have a choice of operating system is to buy the components necessary to put together a computer from different sources so I don't have to purchase a Microsoft operating system. For example, I may want Linux or FreeBSD or BeOS or whatever may be available but if I buy components to assemble a computer from one source. I'm told that I need to purchase a Microsoft operating system. I simply do not have to accept that in my opinion.

Simply put, I feel that as a customer I was misled, lied to, and ultimately swindled out of money when I installed XP Home Edition. I also feel that Microsoft's business practices are completely horrible

and warrant punitive measures to keep the company in check up to and including splitting the company as necessary to bring real innovation to computer technology as a whole.

Sincerely yours,
Michael Hickey