EXHIBIT C

Fixing the L.A. situation is Scott's top priority today. Below is my understanding of the problem underlying the symptoms you report:

From: norton
To: williams
Subject: Re: Please reply to this message ...
Date: Friday, March 08, 1996 12:00AM

> ... if you receive it.
>
> Chuck

We're receiving support@brightware.com mail as of last night on Q and we're now able to send smtp mail from Q.

The problem that broke support@brightware.com mail was an incorrect alias database associated with the move of the Internet mail name server to Lumen (Jose had to either build an entirely new alias database or somehow separate and clean up the previously combined Inference/Brightware alias database. He chose the former, which was almost certainly the quickest and most robust solution. Nonetheless, it opened the door to simple mistakes). After this was corrected, there was a remaining problem with the occurrence of offner on the support list. That problem was uncovered by my test message above and fixed by Scott right after. All should be working now.

We're now no longer in the MS Mail address book and aren't receiving mail there. Two days ago we had both (MS mail to MS mail & Q mail to Q). I've sent Scott yet another message.

You are in the MS Mail address book that I have on my machine right now. We are still having problems with the dual BWSF-BWLA post office set up. Microsoft has sworn, promised, and otherwise committed, that they would have fixes for us today. This is a Microsoft problem and they have accepted responsibility. If the fixes do not not arrive, the only back up is to eliminate the BWLA post office and reconfigure all L.A. MS Mail users to BWSF. This is undesirable for at least two reasons. First, it requires that we install a new package called WINS (Windows Internet Name Server), because without this the client PC's in L.A. will not be visible to the BWSF server (because NETBEUI is not routable across the frame relay). Second (and much less important), the single post office solution would add unnecessary traffic to frame relay and delays for the L.A. users. A third possibility would be to have the MS Mail users use Remote instead of Network, like the Novato users did previously. This would require modem lines in all of the L.A. offices. Let's hope Microsoft delivers their fix and that it works.

We don't have any Internet connectivity other than smtp - web, ftp, telnet

Inference turned off the old IP address that combined inference.com and brightware.com. They told us that they were not going to do this until the end of March, but they unilaterally did it anyway. Inference.com is now on a new machine in Novato. This has created many problems for us. For example, all Brightware remote users of the web are offline as their Trumpet's are configured with IP addresses that are no longer valid, we do not currently have dial-in access to the Novato Internet services, etc. I suspect this is essentially the problem you are experiencing as well. The fix is to reconfigure all of our services to use the new brightware.com in Novato. I have instructed Scott to address this AFTER the critical mail problems are fixed.

A related additional problem is that the new inference.com, although it is forwarding mail sent to <bw-user>@inference.com to <bw-user>@brightware.com, this forwarding action is corrupting the from address, changing the actual sender's host into inference.com, breaking our ability to identify the sender and Reply. We need Inference's help to fix this.

This whole thing has been a huge mess. The new system should have been set up, validated, and then users phased into it. Instead, the users were dumped into a non-working system that is now being made to work. One reason for this was that Inference was rapidly turning off parts of the old system that they owned, or at least threatening to. Given this initial error, I think the subsequent actions to get the new system working are basically right and progressing positively, although not perfectly by any means. Nonetheless, the situation is frustrating for all of us.

Chuck
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