

915, and we did. Best thing to do is continue helping IHV and ISV's to make solid drivers and apps. That work is happening, as Steven notes below steadily. We have a ton more drivers available with Vista than we did for XP. Biggest thing I'm worried about is UAC (user access control.) It looks like more and more people are turning off (based on advice from websites) for easier friction free use. This was the recent note you fwd'd that went to Steveh.

From: Scott Di Valerio
Sent: Sunday, February 25, 2007 8:36 PM
To: Jim Totton; John Kalkman
Subject: FW: Vista

Do you guys want to craft a response?

From: Mike Nash
Sent: Sunday, February 25, 2007 8:30 PM
To: Bill Veghte; Mike Sievert; Brad Brooks; Scott Di Valerio; Jawad Khaki
Subject: RE: Vista

Agreed.

I personally got burned by the Intel 915 chipset issue on a laptop that I PERSONALLY (eg with my own \$\$\$). Are we seeing this from a lot of customers? I know that I chose my laptop (a Sony TX770P) because it had the vista logo and was pretty disappointed that it not only wouldn't run Glass, but more importantly wouldn't run Movie Maker (I guess that is being addressed). I now have a \$2100 email machine.

Is there a spreadsheet that shows feedback on h/w compat issues by IHV and OEM based on customer calls etc?

Thanks,

Mike

From: Bill Veghte
Sent: Sunday, February 25, 2007 9:07 AM
To: Mike Sievert; Mike Nash; Brad Brooks; Scott Di Valerio; Jawad Khaki
Subject: FW: Vista

Fyi... I think Steven's mail is spot on and highlights how much we need to keep pushing super, super hard if we are going to accelerate our deployments and quality of customer experience.

From: Steve Ballmer
Sent: Sunday, February 18, 2007 12:10 PM
To: Steven Sinofsky
Cc: Bill Veghte; Jon DeVaan
Subject: RE: Vista

Righto thanks

From: Steven Sinofsky

10/4/2007

Sent: Sunday, February 18, 2007 12:08 PM
To: Steve Ballmer
Cc: Bill Veghte; Jon DeVaan
Subject: RE: Vista

I think folks are working on this now and we just need time.

Basically I think three things worked against us:

- No one really believed we would ever ship so they didn't start the work until very late in 2006. This led to the lack of availability. For example my home multi-function printer did not have drivers until 2/2 and even pulled their 1/30 drivers and re-released them (Brother).
- Massive change in the underpinnings for video and audio really led to a poor experience at RTM, especially with respect to Windows Media Center. This change led to incompatibilities. For example, you don't get Aero with an XP driver, but your card might not (ever) have a Vista driver.
- A lot of change led to many Windows XP drivers not really working at all – this is across the board for printers, scanners, wan, accessories (fingerprint readers, smartcards, tv tuners), and so on. This category is due to the fact that many of the associated applets don't run within the constraints of the security model or the new video/audio driver models. For example, OrlandoA is not on Vista because there are no drivers for his Verizon card yet. Microsoft's own hardware was missing a lot of support (fingerprint reader, MCE extender, etc.)

People who rely on using all the features of their hardware (like Jon's Nikon scanner) will not see availability for some time, if ever, depending on the mfg. The built-in drivers never have all the features but do work. For example, I could print with my Brother printer and use it as a stand-alone fax. But network setup, scanning, print to fax must come from Brother.

The Vista Ready logo program required drivers available on 1/30. I think we had reasonable coverage, but quality was uneven as I experienced.

Intel has the biggest challenge. Their "945" chipset which is the baseline Vista set "barely" works right now and is very broadly used. The "915" chipset which is not Aero capable is in a huge number of laptops and was tagged as "Vista Capable" but not Vista Premium. I don't know if this was a good call. But these function but will never be great. Even the 945 set has new builds of drivers coming out constantly but hopes are on the next chipset rather than this one.

The point Jim had of declaring a Release Candidate was because he sensed people were not really working under a deadline in the ecosystem. This helped even though we knew we had more work to do on our side.

So far I am surprised at the low call volume in PSS. I think we have a lot of new PCs which helps and the hobbyist people who bought FPP/UPG just know what to do and aren't calling, but I know they are struggling.

All of this is why we need much more clarity and focus at events like WinHEC. We need to be clearer with industry and we need to decide what we will do and do that well and 100% and not just do a little of everything which leaves the IHV in a confused state.

From: Steve Ballmer
Sent: Sunday, February 18, 2007 11:48 AM
To: Steven Sinofsky
Cc: Bill Veghte
Subject: RE: Vista

Should we do something different do you agree scanners are particularly bad thanks

10/4/2007

From: Steven Sinofsky
Sent: Sunday, February 18, 2007 11:47 AM
To: Steve Ballmer
Cc: Bill Veghte
Subject: RE: Vista

This is the same across the whole ecosystem.

From: Steve Ballmer
Sent: Sunday, February 18, 2007 11:45 AM
To: Jon Shirley (MS Board of Directors)
Cc: Bill Veghte
Subject: RE: Vista

Thanks much will get after Nikon

From: Jon Shirley [mailto:JonS@orchard.ms]
Sent: Sunday, February 18, 2007 11:44 AM
To: Steve Ballmer
Subject: RE: Vista

Epson just added to its web site the drivers I need from them. Nikon is still showing that they are studying the issue. In general we do not provide scanner drivers and when we do they are very simple and not comprehensive enough. Our printer drivers are OK but often the manufacturer includes a lot more.

I should have added that I like Vista very much on the machine it is running on.

From: Steve Ballmer [mailto:Steve.Ballmer@microsoft.com]
Sent: Sunday, February 18, 2007 11:40 AM
To: Jon Shirley
Subject: RE: Vista

You are right that people did not trust us have you checked windows update I assume you found no drivers there either?? Thanks

From: Jon Shirley [mailto:JonS@orchard.ms]
Sent: Friday, February 16, 2007 5:51 PM
To: Steve Ballmer
Subject: Vista

I upgraded one of the two machines I use a lot to Vista. The most persistent and so far hardest to fix issues are both with MSN products, Portfolio In MSN Money and Music (downloads that I had bought in the past).

The other machine I will not upgrade as there are no drivers yet for my Epson printer (top of the line and in production today but no driver yet), Epson scanner (older but also top of the line and they say they will not do a driver for) and a Nikon film scanner that will get a driver one day but no date set yet. If I had purchased a new machine I would be in the same situation since the Nikon driver is used by current production as is the Epson printer. I cannot understand with a product this long in creation why there is such a shortage of drivers. I suppose the vendors did not trust us to us enough to use the beta for driver testing?

10/4/2007