

TO: All Employees
FROM: Luther Nussbaum 
RE: Ashton-Tate's Proactive Response to Manufacturing Error
DATE: 6/17/88

Ashton-Tate has announced a proactive program to correct a manufacturing error we have discovered in a limited number of MultiMate Advantage II and dBASE III PLUS packages. The error prevents the user of an affected package from installing the software program on his or her computer.

The program outlined in the attached release will enable us to solve the problem as smoothly as possible and keep customer inconvenience at a minimum.

Please refer all press calls regarding this issue to Linda Duttenhaver (X7011) or Brad Stevens (X7348) in Corporate Communications.

ASHTON-TATE NEWS

ASHTON-TATE CORRECTS MANUFACTURING ERROR IN SPECIFIC SERIAL NUMBERED PACKAGES OF MULTIMATE ADVANTAGE II AND dBASE III PLUS

TORRANCE, Calif., June 16, 1988 -- Ashton-Tate announced today that it has implemented an exchange program to replace specific serial numbered packages of MultiMate Advantage II and dBASE III PLUS.

The exchange corrects an inaccurate error message some MultiMate Advantage II and dBASE III PLUS customers experience when attempting to install these programs. The "insufficient memory" error message results from incorrect serial number assignment during the manufacturing process. It has been corrected in all packages currently shipping.

While a range of potentially affected serial numbers has been identified for MultiMate Advantage II and dBASE III PLUS packages, the error only occurs randomly within those ranges. Nonetheless, the company has elected to replace the problem diskette in all packages within the identified

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ranges. This ensures minimal inconvenience to Ashton-Tate resellers, distributors and customers.

Customers can receive a replacement diskette free of charge by calling Ashton-Tate Customer Service at (213) 329-9989 on the West Coast, (203) 289-6300 on the East Coast, or Ashton-Tate's Technical Support at (213) 329-0086. Ashton-Tate Customer Service Representatives are available to answer any questions concerning the replacement process and installation procedures.

In addition, Ashton-Tate has already begun correcting the affected product held by its distributors and resellers, and has supplied replacement diskettes to all corporate accounts currently under the Ashton-Tate Corporate Support Plan so that they may take corrective action if necessary.

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