EXHIBIT 118
Subject: Re: 50 issues...

From: Rodney Hook <rod@direct-revenue.com>
Date: Fri, 05 Mar 2004 10:12:01 -0500
To: Alan Murray <alan@direct-revenue.com>, "dan"
<dan@direct-revenue.com>, dennis@direct-revenue.com, rachel@direct-revenue.com

overview of yesterday: We had several significant unexpected problems that we were able to baby sit and we lost very little revenue as a result of those issues. We are very lucky to put the good numbers on the books that we did. It was by the skin of our teeth.

9AM Thininstaller servers became overloaded as machines running the installer checked in and caused a 3X sudden spike at 9AM of daily Thininstal reports were running. Manual intervention was required in order to get our outbound distribution un-stuck. This is a result of trying to provide users that have broken absilents but still have working iPADs (item 1 which has no active issue as of yesterday). As of this morning we have stopped this effect until more equipment is configured at presci which is item 7, and has a lot of active focus and is waiting on a 12pt PPA that we ordered but never left off the vendor's checklist.

4PM an unexpected memory limitation in quickamba was hit as we added way more creatives than we have had before and all the users were unable to load memory from the database. Luckily we had then programmed in with the 1224 hours data whenever this happened and we were able to keep serving traffic. It took 24hrs of intense jersey focus to get this corrected and we are very lucky that we did not lose an entire hour of impressions $800.

5PM A request from new york came down to openworld asking Chad to go single out all of our Server and find perfl numbers on them. We unplugged the primary NPS server and everything hung for several minutes and people had to call in to get a list of stuff going again. I am unsure what this request came from, but it said it was "emergency". Tom sent a flight crew there a couple weeks ago and sent back with all the serial numbers. Maybe they were just noticing then crosschecked. Charts were out of whack until 7PM and several people had their hands full.

7PM Syncronizer became overloaded and died at 7X and manual intervention was required by Aakash in order to make it keep making decisions on ads could keep flowing. 7PM crazy insane spike in thininstaller traffic came out of nowhere and saturated the server again, required constant supervision by jeady for a couple hours to make sure distribution kept going out. We think it was standard internet but the db is too choked to tell us.

Alan Murray wrote:

not.

Attached is the spreadsheet updated with run triage meeting yesterday with chris.

Here is a paraphrase of our "state of the union"

We have to issues identified that have greater than 1% chance to cause a 3X BLP of more in daily revenue. We have closed these issues of eight week eligibility issues.

To work these issues down to about 1% by the next 2 weeks will require.

Incredible focus on the part of chris, jeremy, terry, rudy, dan, and kate.

Drives

Confidential

9:23:2004 2:11PM
Re: 50 issues...

ANYTHING that diverts attention from these 24 will place the revenue line at undue risk.

Alan

PS. Rod/Chris please pass along any amendment to this as you might think appropriate.

PSS. Rod - I will get back to my portion of the list just as soon as you and Jerry work out the firewall details for Insight Venture.

Kidding... Kidding... stop the madness.

-----Original Message-----
From: Daniel Kaufman [mailto:dan@dpkc.net] Sent: Wednesday, March 03, 2004 5:17 PM
To: Rodney Hook; Alan; Joshua Abram; dan
Subject: RE: 50 issues....

This list was extremely helpful Rod.
If we weren't already on the same page in terms of "project coast" I'm sure we are now. Unfortunately, "coast" was a completely inaccurate term. Alan, please check with me before adding any items to rod's list from the investors. I don't mind telling them that they simply have to wait before doing any diligence that requires tech resources.

-----Original Message-----
From: Rodney Hook [mailto:rocco@direct-revenue.com] Sent: Wednesday, March 03, 2004 4:29 PM
To: Alan, Joshua Abram, dan
Subject: 50 issues....

I took a few hours this afternoon to copy dump all my notes into one list of around 50 items. Some items are small, most are not. I think there are a lot of really important non-obvious issues that you guys need to be aware of. They are all at the top.

I'm doing my best to say no to people but unfortunately I'm too good at saying yes. But when we say yes to one thing it closes down all these other things. I'm trying to start whackety at this list and deciding what is not going to happen in the short term and which things have got to happen to continue our new expanded rate of growth.

Note that there are no investor related items in here yet, so you guys are doing a good job of far on that and I really appreciate it.

Non-Obvious Emergency Attention issues ----------------------------

We sync Log Processing is getting abnormally slow. adclient check is 7 hours behind and getting worse. Mysql hosting at least monthly sorts of the TRANSPONDER table in order to keep up the speed. We're hitting record days that have driven us past the magic threshold where we can't process fast enough. Continued growth will make this worse get the TRANSPONDER Table sorted ASAP (Aash in progress)

define all processing that goes on with wq.

convert this processing to oracle (probably 10k manhours focus)

We are growing faster than we have ever grown before and we are evidently losing synchronizer stability. We are having at least 2 synchronizer meltdowns per day at this point where manual intervention is required to straighten it out. This
will definitely cause lost revenue soon. Load on synchronizer servers and quicksand servers is increasing. Need to add capacity at CX need to use sync simple to analyse "useless" checking... ren domains, non-monotizable countries, etc.
spec and flow bladecenter hardware from Jonathan ASAS install Jerry's existing bladecenter at CX

XP Service Pack 2 comes out in a few weeks and we don't know what it looks like. Out in California, our partners in every meeting discussed this service pack for at least 5-10 minutes. Ignore all burned Helper Objects to the user, but we don't know default. Or what anything looks like.
Chris has engaged hands to tell us. REALLY NEED TO KNOW THIS
70%, of our clients only communicate on the abetterinternet.com domain name. Also 100% of outbound distribution relies on this domain being up and working.
If this domain is hijacked or disabled by the registrar like happened to click.org, we will be utterly screwed and revenue will drop by 70%.
the Telephone number listed does not work and I'm not sure who checks the email for it. Betterinternet web services PO Box 10728 Henderson, NV 89016 US Phone: 888-612-1230 Email: hldyve@thecompany.com
need to verify that people pay attention to complaining on this domain need to start transitioning those users to new clients (targeted maybe) need to deploy new stuff that talk on different domain name.
We are losing INSANE number of users to Add/remove programs every day. We need to get rid of Add/remove programs.
we have started sending out special uninstall info that hits a web page after debilitating us over last couple weeks and it's showing over 3500 uninstalls per day, just on the few hundred thousand users that have gone out with this.
I think we would be seeing over 40000-50000 uninstalls per day if we were tracking in or all users.
Add/remove programs need to go. Can we send out upgrades the remove it?
Get OK from partners to remove AV program entirely ASAP
UPC problems at openworld is causing spontaneous reboots of 8 machines. Twice in last 2 weeks. If it happens at wrong time, we will lose lots of money if we are slow to respond.
get them to buy replace UPF, or switch us to non-UPF power.
get moved upstairs only after OK advertising capacity is increased
There is no hot spare CD for Quicksand. If we die, we will lose all outbound advertising $75K per day. Until we replace another machine and build it to do what we does, maybe as short as a hour outage if our backups really work and things go smoothly.
Procure new mail server ASAP for openworld for not spare and reporting.
Research MySQL replication to keep it in sync.
We don't have a stub installer going out with any of the twain distribution. We are definitely losing users that we cannot re-install on right now.
We could use an existing one, but it would increase exposure to the abetterinternet.com domain Hijack Zeew it working on getting a new one just is setting up the new endpoint for it.
It needs to start getting jammed out ASAP as soon as it's ready.
Quicksand Issues:

QuickSand Delivery is losing 4% of all impressions every day according to keynote. We availability consistently. Not a show stopper, but definitely leaking revenue.
Jeremy is focused on fixing this up to at least 99%. document hourly and daily jobs
List all timings, bottlenecks, and impression blocking points.
QuickSand Unique U8 counts are 15% different than synchronizer Unique U8

DR187684 CONFIDENTIAL 9/23/2005 9:13 AM
counts. There could be a huge pile of money laying here that nobody is watching for. We know that 1/3 of syncronizer users don't get any more for various known reasons, but that still leaves 1/3 unaccounted for.

Jeremy is preparing spreadsheet comparing the differences over last 14 days.

Assembler log reporting takes 15 hours to process 24 hours of advertising. We want to do further analysis into the loss of opportunities and the processing is complete. Both checked by the number of rows. In order to visualize gap hitting better the answers all lie within this data. Need to visualize the imp/opp ratio by hour by hour in each bucket in order to see buckets that have stupid caps easier. Maybe Oracle can help with this. (freeze till april)

**NEW DEVELOPMENT** - Quickand Report query screen takes a long time to load, and on a dialup requires over a 2MB download in order to draw. (freeze till april)

**Thininstaller Server/Client Issues**

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Get Thininstallers going out on all stub checkins and re-installing the client when appropriate. Need to design a way to know that we have already re-installed once... how?

```
bel.t.exe has biggest growth potential  (at 65% of max till new blades are up at peak)
```

```
bel.t.exe has been enabled as of 03/03
```

```
not_rec.exe has been enabled as of 03/03 all others were already enabled, even since the Traffic Recovery efforts.
```

Load on thininstaller server varies drastically from 0.2 - 1.0. If this saturates we will likely lose 80% of all outbound distribution until its fixed. Could cause unexpected outages in new users coming in.

```
split it load front end db and backend db for nightly reports. Tom is installing and configuring equipment that arrived from focus
```

Thininstallers are installing clients over the top of other one. Need to stop tracking every thininstaller or "custom action" need to define some thininstaller templates so we can make some dynamic decisions

Need a thininstaller from Kenda that is sending in Machinids that we plan on keeping, so we can start logging machine checks. In Historical data will be available before this starts going out, so it needs to happen soon.

Thininstaller 24k-30k checkin loss. Our current Banner distribution method seems to lose 28k-30k of the total install going from thininstaller download to Thininstaller checkin. We are spending $30,000 a day right now, so this loss is very important.

```
ready should finish this report
```

```
 xls/usr/local/blackstone/sql/bug+pay/thininstall_download_state.sh
```

```
need to have a Thininstaller Competitor report. Based on all the stub checkin thininstallers (+reco.exe) we need to do some daily competitor overlay report, using the APP_LIST table, the RHQ_LIST table, the RUN_LIST table.
```

```
THIN_ACTIONS needs to have some flags in it to enable more advanced logging for certain thin_names.
```

```
LOG_BHO_LIST,LOG_APP_LIST,LOG_RUN_LIST,LOG_RAN_XML
```

```
need to get somebody to set up more regression tests for Thininstaller server.
```

Why does ThininstallPre_LogsDay always have more records than ThininstallPre_RANSMY tables? 3% difference. Might be new users getting lost here.
Base Management Issues

push out the existing ny geek client to more users (easy to do but no progress)
scared to turn on many co they will complain
need to notify them now are coming

specify new top maxie cache communications (no progress)
go over with chris requirements for maichine2
implement "fair game for re-install" logic based on done they have sent.
how do they show daily checkin
how do they show us redirects so we can drive some revenue numbers

specify mygeek communications for walnut ventures client (no progress)
go over with chris requirements for maichine2
how do they show daily checkin
how do they show touch tracking pixels to drive some revenue numbers

specify requirements for the keyword density client (top maxie to build) (no progress)
meta tag targeting
keyword density
search engine searcher
title targeting
follow me?
how does it know the words to target?
where does it checkin?
how does it show daily checkin?
how do advertisers get put in? do we use the mygeek system with bidding?

we are being uninstalled by competitors and we do not have the pollers ready to roll out. (ignore till April)

Distribution Issues

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Integrate Meta2 cab building automation into the distrogui so balaji doesn't have to build cabs anymore. We were 80% done with xparas.dil that would have totally shot all this out of the water. What ever happened to this? is totally changes the entire game utterly.

Setup new Endpoints for freephone.cc get.freephone.cc for banner advertising
tns.freephone.cc for Thinstaller checkins
??? freephone.cc for syncronizer checkins

Setup new Endpoints for content4free.org (Adult Distribution)
www.content4free.org ?? WHERE IS THIS HOSTED nobody knows ??
get.content4free.org for banner advertising
tns.content4free.org for Thinstaller checkins
??? content4free.org for syncronizer checkins

Need to get somebody to set up more regression tests for Banner.java to ensure its working the same way every hour.

Flexible Country Daily Billing report for GlobalIP/Lec/id.com
Aash has partial progress, but is distracted by fires.

people want more distribution reports. Unacceptable group by speed on x5.
upgrade the distrib reporting db to oracle. define all processes diagram and show processing ideas
load sample data into oracle, and test group by speeds of slowest processes
prioritize and plan posting to oracle weekly invoicing and payments need attention badly
Tagg Richtux distribution test. very custom thinstaller logic, simple to implement, just takes focus and time. and forcus us to do new releases of
thinstall code that may or may not deinstall thinstall servers.
xpavem.dll standard internet affiliate program. we were 80% down, and i've seen nothing for 3 weeks. over 100 direct revenue mousehours on this net counting weekends mousehours.

syncronizer issues
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continue to get requests for 'directory targeting' on travel sites, portals, etc. major changes to syncronizer that will impact delivery speed, and syncronizer is already hitting the wall. (absolutely have to freeze till april)

needs another round of jprofiler tuning. (prioritize for laash)

need to overhaul upgrade management for easier reprioritization of what is going out to who. (freeze till april)

set up request of quicktest sections. currently done manually on demand (least lots around 500k at least) over last 30 days.

general maintenance
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quova will not run at peerl so we have disabled all country lookups in our distribution efforts. quova support is flustered even after logging in.
aash is calling vic everyday about it.
tom is configuring a fresh new box to let quova do whatever they want.
at the java development environment for all our java code is really old and overloaded. needs to be replaced by 2 machines in different facilities that are mirrored. it is backed up currently but any crash will absolutely kill us for up to a week.

one of the 2 live servers at peerl is having hardware problems and needs replacing and reloading and reconfiguring.
peerl has finally got a cabinet ready for us and we will be having a 100% outage of all distribution sometime in the next few days. as we shutdown our bladecenter and drag it across the room and bolt it in the cabinet. should be no more than a 1 hour outage.

direct revenue office needs a new posome system

direct revenue office needs a fileserver so we can actually write documents and share them and find them again later.