EXHIBIT 13
Subject: Re: access to the uninstall site, MyNut 404
From: "Chris Dowhan" <chris@dual-revenue.com>
Date: Thu, 15 Jul 2004 01:35:58 -0400 (EDT)
To: "Daniel Doman" <dan@dual-revenue.com>

Torpedos, in the strictest sense of how we structure them now, are not a
good option for uninstall because they are optimized around removing an
app any time they see one as opposed to when there is specific opt-in for
removing that app. But if you are generally saying that we can get
anything off the machine as needed, I agree with you.

we can make a torpedo for anything...

On Jul 14, 2004, at 3:11 PM, Hans Khan wrote:

MyNut currently has no real uninstall process and definitely does not
create
any add/remove program entry. But we don't want anyone to uninstall
anything if we can help it

Walnut has a link thru shopnav.com where anyone can go to
uninstall
their apps. What would be the best way to direct anyone to an
uninstall
site from our end?

----- Original Message -----
From: "Chris Dowhan" <chris@dual-revenue.com>
To: "Hans Khan" <hans@dual-revenue.com>
Cc: schrie@dual-revenue.com; "Mettler stamped
<mettler@dual-revenue.com>"; "Honey Mood" <confident@dual-revenue.com>
Subject: Re: FW: access to the uninstall site, MyNut 404

We don't use an add/remove programs entry for our stuff except for a
few
specific 'policies' installs we do from the www.betterinternet.com site
for
investors, etc. Does the 'MyNut' install process create it's own
add/remove
program entry currently? If so, what does it do? If not, how will users
find out about the mynutuninstall.com uninstall site? Would you want to
give
everyone with MyNut an upgrade to add this?

I think what walnut is looking for is for a site that users can go to
to
just uninstall MyNut. We should only uninstall this app without any
other
apps being uninstalled in this case. I think MyNut was already
handed


Technically I think it is a pretty easy - but from [a database perspective] what we need to do is make sure that we don't want back again this kind of unintended unexpected uninstall of the wrong reason.

I.e., Is this mostly for S/M purposes to hold up an uninstall process for that do we need a separate uninstall step when we change on every machine?

If so should it be to it's own part within hypervisor so that it is really uninstalls this app so that our other uninstaller uninstall process (doesn't uninstall me)? Can we cut off remotely on these machines through our upgrade process? I might have to create a registry entry on uninstall that we do not want to prevent me from doing a recovery of the behavior.

Let me know.

- C.

Crew.

Christian wants to know how we will uninstall process. We've never tried to sort the uninstall process but I guess time. Can we build something

[Sent either myturnup.com or myservicesestation.com] I know Chris and I briefly spoke about this in the past. Let me know what we can do or should convey to Christian from within.

Thanks,

Nex
Hi [Name],

I'm writing to you because [reason for write].

[Body of the message]

Best regards,

[Your name]