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December 11, 1997

**TO: Soft Tech Solutions
3525 Elizabeth Lake Rd
Waterford, MI 48328**

FROM: Harry Beasor

Dear Jerry,

We received our copy of On Line Detective from you in June, 1996 and have found it to be one of the more useful tools employed in the resolution of the many problems encountered in the repair of the Sun Microsystems Workstations and Servers.

The information is clear, concise, and readily retrievable with the click of a mouse button.

We are particularly impressed with the illustrations and the parts information and had the opportunity to put the parts information to use during our successful Mars Pathfinder Mission. A disk drive on a Sun Sparc 10 Workstation failed and an exact replacement drive from our inventory was not available, however, the On Line Detective listed a substitute that we had in stock enabling us to restore the system to operation in minimal time.

Thanks for a great product.

Sincerely,

A handwritten signature in cursive script that reads "Harry E. Beasor".

Harry Beasor
Manager, Consolidated Computer Maintenance
OAO Corporation
Jet Propulsion Laboratory

HB/pp