

0000 Paul's Path
Austin, TX 78700

July 12, 1998

Technical Support
Red Hat Software, Inc.
4201 Research Commons, Suite 100
Research Triangle Park, NC 27709

Dear Technical Support Department:

I am writing this letter to ask you some technical questions about hardware support in version 5.1 of Red Hat Linux. I saw Red Hat Software's advertisement for version 5.1 of Linux in the August, 1998, issue of *Linux Journal*. I was quite impressed with the capabilities as listed in the advertisement, and I would like to learn some more about the product. Before I make the decision to purchase the software, I need to be certain that it will work properly on my computer.

I have three hardware support questions that I would like you to answer. I have reviewed the technical support information at Red Hat Software's home page (www.redhat.com), but I have not been able to find answers to my questions. The three hardware-related questions that I have are as follows:

1. Does the latest release of Red Hat Linux support the Diamond Viper 330 PCI video card? This card uses the Riva chipset released by NVIDIA Corporation.
2. If Red Hat Linux does not currently have a driver for this card, is there a timetable for when the card will be supported?
3. Is there an online site for the latest list of supported hardware? This would be a great aid to me in the future, as I often upgrade my machine.

I am aware that some of the early versions of Red Hat Linux were not able to support some of Diamond Multimedia's products, and I hope that new drivers have been created in this latest software release. If the latest release of Red Hat Linux can support my video hardware, I will definitely purchase the product. I feel that the price on the product is exceptional, and the range of features is outstanding.

For your convenience, you can respond to me by e-mail. My e-mail address is garyc@nnn.com. If you prefer to respond by telephone, you can reach me at (512) 000-0000. I appreciate any assistance that you are able to provide me.

Sincerely,

W. Gary NNNNN