

## FOR IMMEDIATE RELEASE

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## imagine LAN announces CPR System Health Suite at COMDEX Fall *First Truly Portable System Repair and Support Solution*

**(NASHUA, NH, November 8, 2002)** — imagine LAN, Inc. today announced **CPR System Health Suite**, portable system support software for Windows® XP/2000/ME/98 PCs. Using a removable USB, FireWire or PC Card storage device—such as a tiny memory key or compact pocket drive—mobile PC users and support providers for the first time have a portable system health solution that can be carried on a key chain or in their pocket.

CPR System Health Suite enables portable system support through its architecture and compatibility with "bootable" removable storage devices. When supported by a PC's firmware, such as the PhoenixBIOS™ 4.0 release 6.1, a removable storage device can be used to boot the system. CPR takes advantage of this capability by enabling users to boot a distressed, non-booting system into the CPR pre-Windows environment where the troubled system can be restored to working order. Additionally, files and folders can be off-loaded to the removable storage device when a severely compromised system cannot be successfully repaired. "Mobile professionals can now travel more confidently with their laptop by bringing along the CPR System Health Suite. If a problem occurs, they can quickly identify and repair complex system conflicts—without knowing anything about their system or what might have caused the problem," states Jan Olsen, vice president of Marketing & Sales at imagine LAN. "Likewise, support providers—particularly on-site support technicians—have an ideal service tool that can be carried from site to site and utilized when necessary for troubleshooting and repair."

Furthermore, CPR System Health Suite provides a comprehensive set of system protection, repair and diagnostics services that enable end users and support providers to perform the following actions:

- ♦ Safeguard a wide range of system components including the Registry, configuration files, boot level components and DLLs
- ♦ Automatically protect against and reverse faulty software installations
- ♦ Quickly recover inoperable systems when they can no longer boot into Windows
- ♦ Perform Windows or Safe Mode restorations to resolve system conflicts
- ♦ Off-load data files and folders to a portable storage device, CD-R or floppy disk
- ♦ Execute one-click profile-based data backup procedures

An added benefit for support providers is the inclusion of diagnostic and comparison features that enable faster identification of the root causes of complex system problems. CPR System Health Suite enables IT professionals, help desk analysts, support providers and even end users to generate change analysis reports on all changes that have been made to a system. Analysis can be performed for a wide range of system components such as the Registry, configuration files, boot level components, DLLs, directories, network connections, system information, and system assets. Troubleshooting time is dramatically reduced when support providers can more easily pinpoint potential conflicts, resulting in faster problem resolution, reduced support costs and minimized downtime.

### **Availability and Pricing**

CPR System Health Suite costs \$45 per license. It can be purchased online at [www.imaginelan.com](http://www.imaginelan.com) or by calling imagine LAN. Special OEM and volume licensing programs are available for portable storage device vendors, systems builders and resellers wishing to include CPR as a value-added component to their products or support services. CPR System Health Suite and other solutions for portable storage devices will be demonstrated within the imagine LAN booth #140 - 141 (Microsoft Partner Pavilion) at COMDEX Fall 2002, Las Vegas, Nevada, November 18 through 22 in the Las Vegas Convention Center. Contact Kathy Kraus at [kkraus@imaginelan.com](mailto:kkraus@imaginelan.com) or (973) 762-4509 to arrange for a Comdex briefing or evaluation software. Press kits can be obtained online at [www.virtualpressoffice.com](http://www.virtualpressoffice.com).

### **About imagine LAN**

Founded in 1992, imagine LAN, Inc. provides system support and productivity tools for Windows PCs. The company's products are designed for both business and personal computing, with an emphasis on system health and mobility tools for the SMB market. Currently, there are more than **30 million** users of imagine LAN products worldwide. Customers include original equipment manufacturers (OEMs), Fortune 1000 corporations, government and educational institutions, resellers, small/home offices and individual end users.

For more information about CPR System Health Suite Suite, visit imagine LAN's Web site at <http://www.imaginelan.com>. imagine LAN is located at 74 Northeastern Blvd., Suite 12, Nashua, NH, 03062. The company can be contacted by phone at (800) 372-9776 or (603) 889-3883 or via email at [sales@imaginelan.com](mailto:sales@imaginelan.com).

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