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COMPANY CONTACT:
Kathy Kraus, Director of Corporate Communications
imagine LAN, Inc.
Phone: 973.762.4509 Email: kkraus@imagineLAN.com

imagine LAN Ships ConfigSafe® Complete Recovery v4.0 for Windows NT/2000 *Precision Recovery and Enhanced System Protection*

(NASHUA, NH, March 26, 2001) -- imagine LAN, Inc. today announced the availability of ConfigSafe Complete Recovery version 4.0 for Windows NT/2000, the company's market-leading system recovery product. ConfigSafe Complete 4.0 for Windows NT/2000 provides **Precision Recovery™**-- breakthrough system recovery technology that repairs system problems with considerably higher degrees of accuracy and significantly improved success rates. Furthermore, ConfigSafe adds Command Prompt recovery on NTFS-formatted boot drives and from Windows 2000 Recovery Console.

Precision Recovery enables users to recover an ailing system by easily identifying and removing **only** those system components that have created the malfunction, leaving the operative components of the system intact. The outcome of a Precision Recovery is a system in which all working components are left intact, resulting in a more accurate, precise recovery.

In comparison, most system recovery products provide an "**all or nothing**" approach to recovery using "**Destructive Recovery**" techniques. For example, if a system is experiencing a problem the user must return the entire system to an earlier point in time, often removing perfectly functioning components in the process. Destructive Recovery is known to provide much lower success rates for recovery and less accurate results.

Enhanced System Protection

In addition to the new Precision Recovery feature, ConfigSafe Complete 4.0 offers enhanced system protection through two tracking mechanisms that extend the product's flexibility and increase its protection capabilities. Users can take scheduled (or manual) Snapshots of a system configuration—a standard Snapshot tracks all changes to configuration files, system information, drive information, Registry changes, and Assets (*user-defined directories or files specified by wildcards*). In addition, a new **System Monitor** feature offers supplemental and complementary tracking capabilities.

System Monitor tracks all changes to the Registry and file system when a "**capturing process**" is initiated. This process is automatically activated when any new hardware or software component is installed, and it can also be started and stopped by the user to monitor specific periods of time. System Monitor provides added protection and recovery functions as described below:

- ◆ **Detects all new hardware and software installations**
 - ◆ **Full application tracking (and removal)**
 - ◆ **Data file tracking**
 - ◆ **File and directory tracking filters**
 - ◆ **User-initiated tracking periods**
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System Restoration from Command Prompt mode

Previous versions of ConfigSafe provided the ability to restore Snapshots from within Windows and Safe mode. Also, the program's SOS feature enabled restoration capabilities from DOS mode under Windows 9x, Windows Millennium, and Windows NT FAT-formatted boot drives. ConfigSafe Complete 4.0 for Windows NT/2000 now adds two new restore capabilities for Windows NT/2000 systems.

On Windows 2000 systems that utilize any type of boot drive file format, ConfigSafe's RC-SOS utility provides additional restoration capabilities through Windows 2000 Recovery Console. Recovery Console does not have a user interface—it is completely command-line driven and it can be very difficult to use for diagnosing and troubleshooting problems, even for the most skilled support analyst. In addition, it only provides access to the SYSTEM directory, limiting a support analyst's ability to perform troubleshooting tasks. With ConfigSafe Complete's RC-SOS, a script can be run from the Recovery Console to restore the user's choice of saved Snapshots. And for Windows NT/2000 systems that utilize an NTFS-formatted boot drive, ConfigSafe's NTFS-SOS feature allows an administrator to restore either the oldest or most recently archived Snapshot from a bootable diskette. Currently, no method exists for restoring from Command Prompt mode on Windows NTFS or from Recovery Console in **any** other recovery solution.

Pricing and Availability

ConfigSafe Complete is available for purchase directly from imagine LAN and through authorized resellers. The product is licensed per system, and the suggested retail price for the Windows NT/2000 version is \$80 per license, and upgrades from ConfigSafe version 3.0 are \$40 per license. Additionally, ConfigSafe Complete 4.0 for Windows 98/ME is available for \$40 per license.

About imagine LAN, Inc.

imagine LAN, Inc. is dedicated to providing support tools for today's complex multi-vendor configurations. Founded in 1992, imagine LAN's product line includes the ConfigSafe family of products for Windows 95/98/ME, Windows NT and Windows 2000 and the RegSafe suite of advanced Registry management tools. A market leader in its product category, ConfigSafe has skillfully demonstrated its ability to enhance the technical support operations for many of the leading corporations and systems vendors. ConfigSafe products are currently pre-loaded or included with PCs and server products from vendors such as IBM, Compaq, and others. ConfigSafe and RegSafe products are available through authorized resellers and directly from imagine LAN, Inc.

imagine LAN is headquartered at 74 Northeastern Blvd. Unit 12, Nashua, NH 03062, and can be contacted at 1-800-372-9776 (U.S. & Canada), 603-889-3883, or sales@imaginelan.com. For a more detailed analysis of Precision Recovery and other system recovery tools, visit the imagine LAN Web site at <http://www.imaginelan.com/> or <http://www.configsafe.com>.

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