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imagine LAN Announces RecoverySafe™
*WBEM-based eRecovery solution offers centrally managed system
protection and recovery for SMB market*

(NASHUA, NH, May 29, 2001) -- imagine LAN, Inc. today announced RecoverySafe™, an eRecovery solution for small- to medium-sized (SMB) organizations that offers comprehensive, managed system recovery. RecoverySafe provides administrators and IT professionals with a centrally managed console to safeguard and restore the Registry and system configuration files on Windows® servers, networked Windows clients and occasionally-connected mobile clients.

System configuration problems continue to account for a substantial number of calls to the help desk, consistently ranking in the top ten of total IT help desk calls, according to Gartner Group and Meta Group reports. The ability to quickly restore malfunctioning or even inoperable systems from configuration or Registry problems significantly reduces TCO/support costs by enabling faster problem resolution, decreasing number of IT desk-side visits and reducing system downtime.

RecoverySafe is especially targeted and priced to provide protection, recovery and easy administration for SMB's that have anywhere from 25 systems to thousands. "RecoverySafe addresses the needs of organizations that do not have the budget or resources to implement higher priced eSupport solutions, but still need to manage and support client systems from a central location," said Jan Olsen, VP Marketing & Sales for imagine LAN. "Even smaller organizations with limited IT resources can effectively employ RecoverySafe to support their LAN-based servers and clients, as well as their TCP/IP connected mobile clients."

RecoverySafe offers multiple levels of system protection and restoration. It protects systems by taking periodic Snapshots of the Registry and critical configuration files. In comparison to other solutions that backup the entire file system—a lengthy, time-consuming process—the RecoverySafe Snapshot process is efficient and non-intrusive, backing up only the components required to enable system operation. Consequently, if a system malfunctions due to Registry/configuration problems, the restoration process can be completed within a few minutes, without loss or damage to user data. Restores can be performed from within Windows and Safe mode, and even on non-booting PCs. For inoperable or non-booting systems, the RecoverySafe's SOS feature enables full restoration to a saved Snapshot from Command Prompt modes or from a recovery disk or CD. There are several SOS utilities provided for disconnected or local recovery, based upon the boot drive file format. Command Prompt restoration is enabled on FAT, FAT32, and NTFS-formatted boot drives, and simple scripted recovery is provided from Recovery Console on Windows 2000 systems. RecoverySafe also provides an easy method for creating a recovery disk or CD that transfers centrally stored client Snapshots to CD or disk, should they be needed for local client SOS restorations.

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RecoverySafe is comprised of a Client program and a Manager Console. The Client component resides on each individual PC or server to be protected, and support is provided for Windows 95/98/Me/NT/2000 platforms. Support for Windows XP will be available upon release of the operating system from Microsoft®. If enabled by the administrator, it allows users to have supplemental local control over protection and recovery features, such as the ability to take system Snapshots, perform Windows-based restore actions, recover non-booting PCs, and to set local management features such as Snapshot scheduling. The RecoverySafe Manager Console is a WBEM-based component that enables administrators to centrally control Snapshot, recovery, configuration, management and alerting aspects for all client PCs and servers. The Manager Console can be run on any Windows 95/98/Me/NT/2000 system. Configuration options include the ability to determine Snapshot storage location, set Snapshot management (i.e. maximum number of Snapshots to save, disk space allocation, etc.), and manage client licenses. Configuration options can be set per individual system, group or for all systems.

Management options enable administrators to add/update client system information, define groups, define and assign Snapshot profiles. Snapshot, Restore and Report actions can be performed manually or scheduled on an individual, group or all basis. Powerful Alert features allow administrators to view/receive alerts for various events such as the completion of Snapshots and Restores, or to receive warnings about low disk space availability for Snapshot storage. Additionally, alerts can be defined for task failures such as incomplete Snapshots, restore failures and unsuccessful scheduled restores. For more in-depth or off-line troubleshooting, comparison reports can be generated between two Snapshots or between a Snapshot and a client's current configuration. Reports can be created and saved in text, XML or database formats.

Pricing and Availability

RecoverySafe is expected to ship in September 2001. Beta software will be available for testing in July. RecoverySafe will be available for purchase directly from imagine LAN and from authorized resellers. Pricing starts at \$1,250 dollars (U.S.) for a 25-system package, which includes 25 client licenses and one RecoverySafe Manager. A 500-system package costs \$8,000 and a 5,000-system package sells for \$40,500, with a variety of package configurations available. Each package includes one year of support and updates, and annual maintenance/support agreements for subsequent years can be purchased for 20% of the original purchase price. Existing imagine LAN customers with 25 or more ConfigSafe licenses may be eligible for discounted pricing.

imagine LAN will demonstrate RecoverySafe at **PC EXPO New York**, June 26 - 28, 2001, at the Jacob K. Javits Convention Center. The company is exhibiting in booth **#3912** in the Microsoft Partner Pavilion.

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, the RecoverySafe managed eRecovery solution, and the RegSafe suite of advanced Registry management tools. The company's ConfigSafe product is a market leader in its category, skillfully demonstrating its ability to enhance the technical support operations for many of the leading corporations and systems vendors. imagine LAN products have been pre-loaded or included with PCs and server products from vendors such as IBM, Compaq, and others. RecoverySafe, ConfigSafe and RegSafe products are available through authorized resellers and directly from imagine LAN, Inc.

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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 more detailed information about RecoverySafe and other imagine LAN solutions, visit the imagine LAN Web site at <http://www.imaginelan.com>.

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