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COMDEX Fall 2001 Booth #L2674

imagine LAN Announces Beta Availability for RecoverySafe™  
eRecovery provides accelerated, managed system recovery  
for networked Windows® clients and servers

(NASHUA, NH, October 30, 2001) -- imagine LAN, Inc. today announced beta availability for RecoverySafe™, an eRecovery solution for networked organizations. 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, occasionally-connected mobile clients and Internet-connected users.

System configuration problems—caused by hardware or software conflicts, Registry errors, faulty drivers, deleted or corrupted system files—continue to plague help desks, consistently ranking in the top ten source of IT help desk calls. When systems or servers malfunction or become inoperable due to configuration problems, the resulting downtime creates a highly reactionary situation and compels already overburdened administrators to abandon their current tasks so as to restore the troubled system to working order.

Yet, resolving configuration-related problems can be a very inefficient process for many administrators involving complex, manual troubleshooting procedures that frequently conclude with a costly and time-consuming system re-image. "For these types of problems, RecoverySafe is ideal," said Jan Olsen, VP of Marketing and Sales for imagine LAN. "It offers fast and managed system restorations—for individual clients, groups or even the entire base of networked systems—all from a central console. So for that busy administrator, with just a few clicks of the mouse and less than five minutes, the troubled system(s) can be made operational once again." With RecoverySafe, system integrity is also preserved since the recovery process restores only the components necessary for system operation. In comparison, a standard re-imaging process can take as much as 30 minutes or more, and can potentially result in the loss of critical data and applications.

RecoverySafe enables restorations from within Windows and Safe mode, and even on non-booting PCs. For inoperable or non-booting systems, the "SOS" feature provides local system recovery from Command Prompt modes or from a recovery disk or CD. Command Prompt restorations are supported for all boot drive formats—FAT, FAT32, and NTFS—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. This feature is especially useful for mobile or remote users, providing them with a self-service solution to restore a severely troubled system without losing recent data that may be critical for impending client meetings or other mission-critical tasks.

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A host of management features enable administrators to add/update client system information, define groups, and perform scheduled or on-demand Snapshots and restorations for client systems. Built-in Alert features dispatch alert notifications from client systems for successful/unsuccessful Snapshots or restores and if new installations are detected. And powerful reporting capabilities let administrators generate change reports between Snapshots, or even between a Snapshot and the current system configuration. Reports can be created and saved in text, XML or database formats, for easy export into other systems/network management or monitoring solutions.

Additionally, RecoverySafe utilizes a WBEM-based (Web-based Enterprise Management) architecture that takes advantage of the built-in security provided through WBEM standards using RPC and DCOM. Recovery Safe provides user ID and password encryption and firewall support, enabling administrators to define non-standard ports to be used for data exchange. Plus for Internet-connected users, RecoverySafe offers DHCP support for connections to clients with dynamic IP addresses.

### RecoverySafe Advantages

RecoverySafe is especially targeted and priced to provide comprehensive protection, recovery and easy administration for organizations that have anywhere from 25 systems to thousands. As cost, administration/maintenance resources and effectiveness are important considerations when deciding to implement a management solution, RecoverySafe offers some distinct advantages over other solutions, such as:

Measure	RecoverySafe	Other Solutions
<b>Cost</b>	Average per seat cost = \$10 - \$15 (i.e. 100 user license = \$1400)	Average per seat cost = \$70 - 100
<b>Speed</b>	Average restoration time = 2 minutes Most restorations completed in less than 5 minutes	Average restoration time = less than 30 minutes
<b>System Integrity</b>	No data or application loss	Loses data and applications installed or created after most recent full backup
<b>Inoperability</b>	Recovers non-booting systems quickly and easily, without data/application loss	If non-booting recovery is provided, typically results in data/application loss
<b>Comparisons</b>	View line by line difference report between two Snapshots or even different systems	If reporting provided, typically only shows what files have been changed rather than actual changes made
<b>Scope of Protection</b>	Detects all new installations, providing 100% protection against faulty install changes	May not detect any installation routines, but instead rely on scheduled snapshots/backups only

### Beta Availability & Product Pricing

The RecoverySafe beta software currently supports Windows 2000 and Windows NT. Support for other Windows platforms will be added at a later date. Expected release date for RecoverySafe is December 2001. To obtain information about beta program participation, please contact Kathy Kraiss via email at [kkraiss@imagineLAN.com](mailto:kkraiss@imagineLAN.com) or via phone at 973.762-4509.

RecoverySafe will be available for purchase directly from imagine LAN and from authorized resellers. Pricing starts at \$500 dollars (U.S.) for a 25-system package, which includes 25 client licenses and one RecoverySafe Manager. A 500-system package costs \$6,500 and a 5,000-system package sells for \$50,000, 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 also be purchased. Existing imagine LAN customers with 25 or more ConfigSafe licenses may be eligible for discounted pricing.

**imagine LAN will demonstrate RecoverySafe at COMDEX Fall, November 12 through 16, 2001, in Las Vegas, Nevada. The company is exhibiting in booth #L2674 in the Las Vegas Convention Center.**

**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, Windows 2000 and Windows XP; 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 leading corporations and systems vendors. Over 20 million licenses for 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.

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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