

# Alexander SPK™

System Crash Management for MS Windows® XP/2000

**Avoid the High Cost  
Of Downtime**

**Pinpoint System Crash  
Cause Automatically**

**Centrally Manage  
All Crash Events and Data**

Protect your enterprise from the high cost of down time through system crash management provided by the Alexander SPK (System Protection Kit). When systems fail, IT and general labor costs skyrocket; production drops, and transactions are lost; customers become angry; and revenues plummet. This can be prevented by using the SPK. When your systems fail, it will immediately recover them and report the cause. Fully automated operation maximizes IT time, gets your general staff back on line immediately, interruption to business is minimized, customers get the service levels that they demand and revenues are protected.

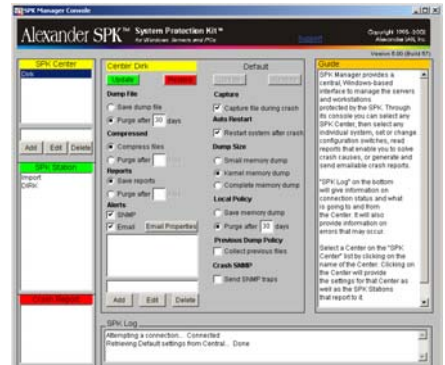
The Alexander SPK accomplishes this by telling you what caused your Windows Servers or Workstations to crash — *automatically*. Created by Alexander LAN, Inc., the world leaders in System Crash Management technology, the Alexander SPK is the most advanced utility of its kind. Already in use worldwide for NetWare servers, this new addition expands support to all Windows XP/2000 Servers and Workstations.

The Alexander SPK for Windows is comprised of several modules: SPK Manager, SPK Center, SPK Capture, and SPK Viewer. When your Windows Server or Workstation has a system crash, the SPK ensures that a memory dump is saved to disk and that the system is restarted. Once the system is operating again, the SPK reports the event to SPK Center where it sends the crash data for processing.

The SPK Center distills memory dump to SPK Crash Report of 100k or so. During the distillation process the SPK goes to microsoft.com where it imports critical system data, producing a report that pinpoints the cause of your crash. The entire process replicates having a senior MS systems engineer using a debugger to analyze your crash.

The original memory dump file is saved or purged per your policies (to save disk space). The SPK Center reports the completed report to SPK Manager and it generates SNMP traps and/or email alerts to IT staff.

With the cause known, resolution is made simple. By solving the cause after the *first occurrence* prevents typically another dozen crashes, resulting in huge savings of time and money.



**Resolve in Minutes  
What Often Takes Months**

## Alexander SPK for Windows Benefits

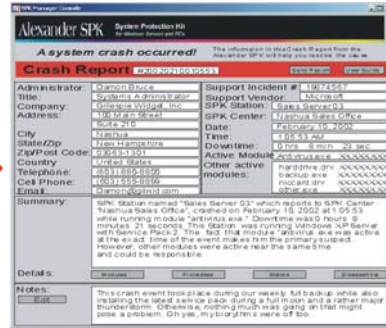
- Automatically pinpoint crash cause
- Proactively reduce system downtime
- Restores ailing systems automatically
- Prevents costly downtime
- Eliminates costly diagnostic time
- Simple to set up and administer
- Reduce TCO/support costs

## For additional information

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## Simple Windows Interface replaces Cryptic Screens

## Alexander SPK Components

### SPK Capture

The SPK Capture module sits on each server and workstation in your network. When a crash event occurs, SPK Capture will manage the machine, ensuring that a memory dump is saved to disk, restart the machine, report the SPK Center, and pass the data to it for processing. In minutes, the server or workstation is back on line without any human intervention.

### SPK Center

The SPK Center sits on one server or workstation where it receives information from the various SPK Capture machines that report to it. SPK Center is both a repository for your crash data as well as a processing center that prepares your crash reports. It receives the memory dumps from the Capture modules and distills it down to the crucial data needed to resolve the cause. It retrieves the precise symbol tables from Microsoft.com matched to your operating system version and patch level and merges it in to create the only complete system Crash Report for

Windows; generates both SNMP traps and email alerts, and reports to the SPK Manager. You can use one or any number of SPK Centers (there are no license limitations). You can set up one Center for each: systems administrator, department, or site. Each individual server and workstation will report in to its respective SPK Center.

### SPK Manager

The SPK Manager sits on the network administrator's workstation. It provides a central, Windows-based interface to manage the servers and workstations protected by the SPK. Through its console you can select any SPK Center, then select any individual system, set or change configuration switches, read reports that enable you to solve crash causes, or generate and send emailable crash reports.

### SPK Viewer

The SPK Viewer enables remote support vendors receive and view crash reports. It is automatically integrated with each SPK Crash Report so that the recipient of an email crash report from you needs only to run it as he would run any .EXE file. This means that he does not need to

<b>Price Schedule</b>	
<i>Call for Reseller and Distributor Pricing</i>	
<b>Number of Systems* Managed</b> <i>*Servers and PCs</i>	<b>List Price</b>
Alexander SPK Base Kit <i>Including: 1 SPK Manager, 1 Server License, 5 Workstation Licenses</i>	\$499
Each additional server	\$149
Each additional workstation	\$20
Each additional SPK Manager	\$349
Site & Unlimited Licenses available	<i>call</i>

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