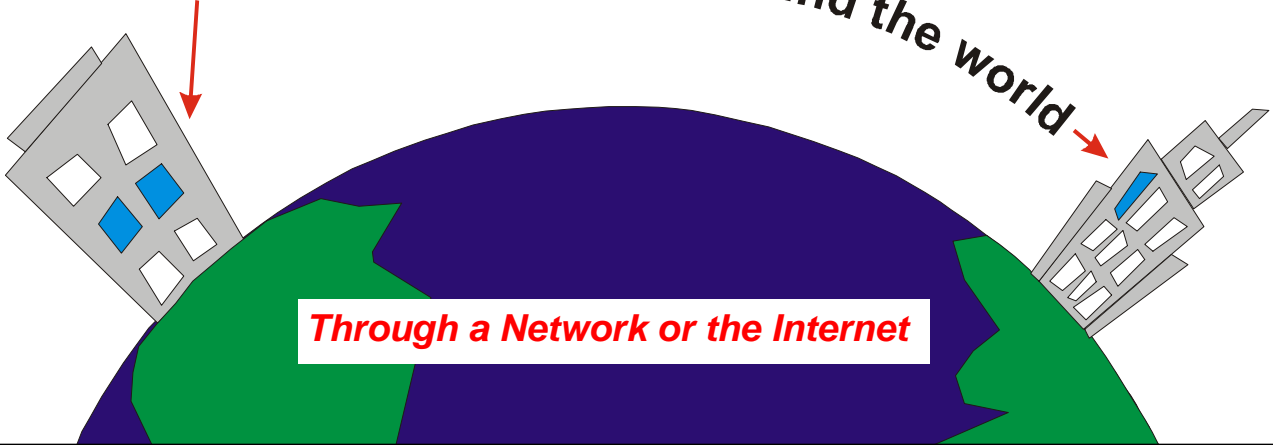


# Crashes Solved in Seconds...Automatically

in the next cubicle or around the world



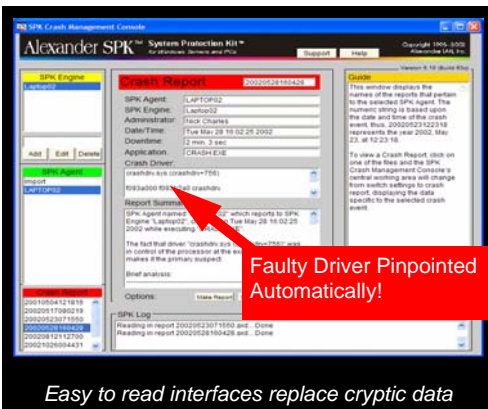
Through a Network or the Internet

**Alexander SPK™**  
Crash Management for Windows® & NetWare®



## Microsoft Windows 2000/XP/S2003

From your own desk, manage and resolve Windows System Crashes (Blue Screen of Death/BSOD). The Alexander SPK Enterprise Edition ensures that the servers and PCs you oversee will recover automatically, it will diagnose the cause of the failure, and it will report to your desktop or laptop *automatically*. In minutes you'll be able to take action, instead of struggling with cryptic data and recurring crashes for weeks or even months. Whether you take care of a few systems or thousands; manage them in-house or remotely; for the office where you work or for clients outside, the Enterprise Edition makes it simple.



Upon installation, the SPK can even locate historical data that can be processed, telling you what caused crashes up to that point. From then on all crashes will be fully managed for you by the SPK, taking what often means weeks or months of frustration, and solving

the cause in seconds. Automatically.

The SPK uses TCP/IP sockets to communicate between its modules. You can tell it to have SPK Agents report in from servers and PCs using machine names or IP addresses.

The SPK console enables you to set configuration switches for any server or PC, as well as for entire groups of systems. In less than a minute, the configuration change takes place. This dramatically simplifies the effort of managing and diagnosing problematic systems wherever they are.

Note that all of this is done in the background so that your users see

## NETWORK WORLD

"Determining the cause of a crash is not a task for the faint of heart - unless you have Alexander SPK Windows."

nothing; only you and your IT staff know what happened.

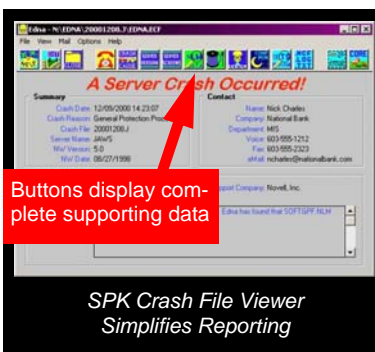
With the cause known, resolution is made simple. By solving the cause after the *first occurrence* prevents typically another dozen crashes, resulting in huge savings of time and money.

## Novell NetWare 6.x-3.x

When misbehaved software threatens to crash any of your NetWare servers the Alexander SPK automatically steps in and prevents it. This keeps your servers from crashing by turning a *Hard Crash* into a *Soft Crash*. In fact, your servers can experience sequential crashes and the new SPK will manage it all for you while keeping users on your network active the whole time.

In cases where a crash cannot be prevented it protects your servers by turning the crash into an orderly shutdown then recovering it automatically. A comprehensive crash file, viewable under Windows, reports the cause.

Especially important is the fact that, in most cases, your users will not know that anything occurred. They will continue to work while in the background the SPK buffers them from costly interruptions. In short; the SPK will manage all aspects of a crash threat or a full crash without any human intervention.



All details can be viewed from a simple Windows-based viewer which can also be emailed for remote support. The crash file will identify the

software that caused the threat as well as display a complete record of the state that the server was in the microsecond the event took place. A remote support engineer who receives your email crash file does not need to have the SPK since your crash file is automatically bundled with a viewer.

## PC MAGAZINE

"Unparalleled — every NetWare administrator should have it."

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A 30 day unconditional guaranty is included with all Alexander LAN sales.

Please call if you have any questions!

**FOR WINDOWS:** For Windows systems, the BASE KIT for the Alexander SPK Enterprise Edition gets you started. It includes the Console, Engine, and Agents for 1 server and 5 PCs. From there you can customize the SPK by deploying licenses for as many server and PC Agents as you like. You can begin with only the Base Kit, then expand later, or you can license as large an enterprise as you like from the start. Deployment is easy.

**FOR NETWARE:** Each SPK Server Agent for NetWare is a standalone product (it does not interface with the Windows Base Kit).

*Product Name* *Part #* *Price* *Qty.* *Extension*

<i>Product Name</i>	<i>Part #</i>	<i>Price</i>	<i>Qty.</i>	<i>Extension</i>
<b>■ Alexander SPK Windows System Crash Management for Windows</b>				
<b>SPK Windows Base Kit:</b> 1 SPK Management Console, Unlimited SPK Engines, 1 SPK Server Agent, 5 SPK Workstation Agents	SPKWN001	499.00		
<b>SPK Server Agents</b> (per server)	SPKWN002	149.00		
<b>SPK PC Agents</b> (per PC)	SPKWN003	20.00		
<b>Additional SPK Management Console</b>	SPKWN004	349.00		
<b>■ STAND ALONE VERSION: SPK Single PC Edition</b> for 1 Windows XP/2K PC	SPKWN006	39.00		
<b>■ Alexander SPK NetWare System Crash Management for NetWare</b>				
<b>SPK Server Agents</b> for NetWare 6 - 3 (per server)	SPKNW001	149.00		
<b>SPK Server Upgrade</b> for NetWare 6 - 3 (per server)	SPKNW002	99.00		
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