

Alexander SPK™

System Crash Management for MS Windows® 2000/XP/.Net

**Avoid the High Cost
Of Downtime**

**Pinpoint System Crash
Cause Automatically**

**Centrally Manage
All Crash Events and Data**

**Resolve in Minutes
What Often Takes Months**

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. It will immediately recover downed systems 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, costs are minimized, and revenues are protected.

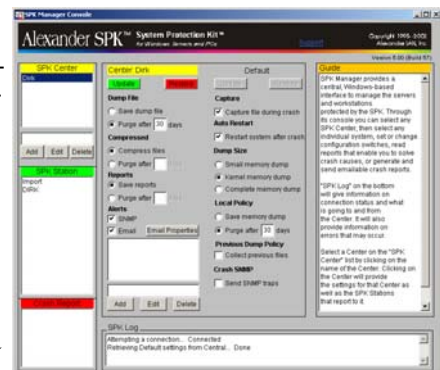
The Alexander SPK accomplishes this by telling you what caused your Windows Servers or Workstations to crash — *automatically*. Created by Alexander LAN, Inc., the world leaders in System Crash Management technology, the Alexander SPK is the most advanced utility of its kind. Already in use worldwide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

The Alexander SPK for Windows is comprised of several components: SPK Crash Management Console, SPK Crash Analysis Engine, and SPK Crash Capture Agent. When your Windows Server or Workstation has a system crash, the Agent ensures that a memory dump is saved to disk and that the system is restarted. Once the system is operating again, it reports the event to Engine where it sends the crash data for processing.

The Engine distills the memory dump to a file of about 150k. During the distillation process it goes to microsoft.com where it imports critical system data, producing an SPK Crash 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 Engine reports the completed report to Console 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.



Alexander SPK 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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Alexander SPK Windows

Components

SPK Crash Capture Agent

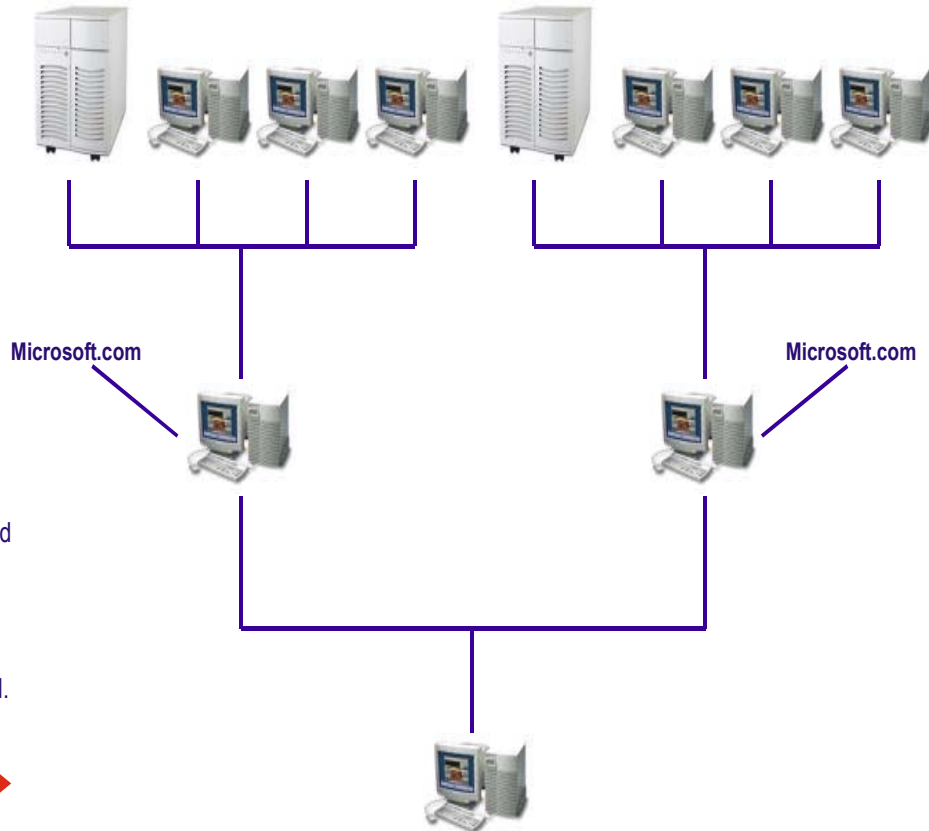
Non-intrusive agent on each server and/or PC. SPK operates completely in background so that the end user sees nothing.

SPK Crash Analysis Engine

Engine runs on any server or PC (it does not need a dedicated machine). Allow plenty of hard drive space. Requires live Internet connection. Debugger is automatically installed and used invisibly in the background.

SPK Crash Management Console

Console can be used on any PC. Each console can manage any SPK Engine, therefore, any server or PC.



Price Schedule

Call for Reseller and Distributor Pricing

Component:	Price:
Alexander SPK Base Kit Including: 1 SPK Console Unlimited SPK Engines 1 SPK Server Agent 5 SPK Workstation Agents	\$499
Each additional SPK Server Agent	\$149
Each additional SPK Workstation Agent	\$20
Each additional SPK Console	\$349
Site & Enterprise Licenses available	call

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