



ConfigSafe[®] Implementation Guide

A Comprehensive Guide to Successfully
Incorporating ConfigSafe Into Your
Product & Support Organization

Presented by:



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INTRODUCTION

About this Guide

The ConfigSafe Implementation Guide was developed to provide all the information you need to implement ConfigSafe in one easy to use document. It goes hand in hand with the ConfigSafe Technology Overview, which provides more in-depth information about using ConfigSafe. Product evaluators should review the Technology Overview, while the Implementation Guide is very useful for understanding how ConfigSafe can meet your business needs.

We hope that you find the guide useful in your evaluation, and we welcome any suggestions that you have for additional information that should be included in the guide.

About imagine LAN

Founded in 1992, imagine LAN, Inc. provides support tools for today's complex multi-vendor configurations. imagine LAN products are designed for both business and personal computing, and currently more than 15 million copies of imagine LAN products are installed worldwide. imagine LAN's customers include original equipment manufacturers (OEMs), Fortune 1000 corporations, government and educational institutions, small/home offices and individual end users.

A privately held company, imagine LAN is committed to developing products that meet the continually changing challenges of providing quality systems support at a reduced cost while dramatically increasing end-user productivity.

Contact Information

For more information about ConfigSafe, please contact us at the following:

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What is ConfigSafe?

ConfigSafe is a configuration tracking and recovery tool for Windows® PCs. It tracks changes to configuration files and system information, and enables one-step restoration to working configurations. Some key functions include:

Track Configuration Changes

ConfigSafe tracks changes to a system configuration, tracking all critical information such as file, system, drive, Registry, and system asset information.

Report Configuration Changes

System changes between any two periods of time can be displayed using ConfigSafe. Changes are identified with the use of easy to read symbols and colored text. The reporting capabilities simplify the task of finding out exactly what has changed on a system. In fact, ConfigSafe can show the changed lines only, making troubleshooting problem PCs a breeze.

Restore to Previous Configuration

ConfigSafe allows you to restore a system to a previously working configuration. The Restore capabilities provided by ConfigSafe are particularly useful for systems that "worked yesterday, but don't work today."

ConfigSafe Product Family

The ConfigSafe family of products consists of ConfigSafe Desktop Edition, ConfigSafe Preload Edition and ConfigSafe Network Edition.

ConfigSafe Desktop Edition

ConfigSafe Desktop Edition is designed for use on any system. It provides ConfigSafe capabilities in a standalone fashion, and does not provide the ability to take advantage of network resources. It is ideal for non-networked PCs, such as small or home offices, mobile or field users, and for use in support organizations.

ConfigSafe Preload Edition

ConfigSafe Preload Edition is a special version designed for OEMs and integrators. The Preload Edition provides the same extensive level of configuration tracking as the standard ConfigSafe Desktop Edition, but enables the OEM or integrator to define which items are tracked prior to preload, and disables the ability for the end user to alter these settings. The Preload Edition has some enhancements and limitations from ConfigSafe Desktop Edition. The differences are as follows:

- **EZ Interface.** The EZ interface is a simplified interface provided to OEMs. It provides easy access to the most common ConfigSafe functions. In addition, the advanced (or standard) interface that is the default interface for ConfigSafe Desktop Edition can be accessed from the EZ interface main window.
- **Profile Limitations.** The Preload Edition has several limitations, as follows:
 - a) **No Profile Editing.** Users will be unable to customize Profiles to track additional files, directories, Registry keys or system assets that are not currently tracked in a Snapshot. Instead, the OEM or integrator defines this information prior to preload.
 - b) **No Multiple Profile Capability.** Users will not be able to create multiple Profiles for tracking different types of information in different Snapshots. (For example, if a user wanted to have an additional profile that tracked changes to their Internet browser or other software programs).
- **System Asset Limitations.** ConfigSafe Preload Edition currently tracks changes to the Windows desktop only. It does not support the tracking/comparison of additional system assets through the use of directory or wildcard specification (this feature is available in ConfigSafe Desktop Edition).

ConfigSafe Network Edition

ConfigSafe Network Edition is a valuable product for servers and other networking products. ConfigSafe Network Edition is designed to take advantage of network resources, and provides central manageability and administration, which is ideal for products targeted to larger corporations.

ConfigSafe Network Edition provides all of the capabilities of ConfigSafe Desktop Edition, plus:

- ▶ Shared program, Snapshot and Profile folders
- ▶ Asset tracking and recovery features are expanded to include local and network folder tracking and archiving. This is accomplished by specifying filters or wildcard searches. This feature can also be used to schedule automatic backups of critical files.
- ▶ Tracks licenses and users/systems
- ▶ Automatically adds/deletes users upon client installation/deletion of ConfigSafe.
- ▶ Compare any two snapshots from different systems over a network. This eliminates the need to import/export snapshots from different systems.
- ▶ Provides central management functions, such as:
 - ▶ Delete clients
 - ▶ Manage Profiles, Snapshots and scheduling from central administrator
- ▶ Command line parameter functions enable further customization
- ▶ One-step software updates for all ConfigSafe clients

ConfigSafe Benefits

ConfigSafe provides immense benefits to systems vendors, in terms of improving market perception and significantly reducing support costs. In addition, customers will find ConfigSafe to be a lifesaver.

ConfigSafe Benefits for the Systems Vendor:

Provides Market Differentiation

- ◆ **Provides competitive edge** over other vendors' products
- ◆ **Better reviews & service ratings.** Enhanced support services are a key differentiating factor for reviewers when evaluating systems vendors and their products.
- ◆ **Provides excellent support tool for VARs** and integrators to use for aftermarket support services.

Reduces Support Costs

- ◆ **Decreases number of calls to technical support** by enabling users to resolve problems themselves.
- ◆ **Increases first call resolution.** Many problems can now be resolved during the first phone call, eliminating costly callbacks.
- ◆ **Decreases talk time associated with support calls.** ConfigSafe can reduce the length of technical support calls by up to 50%.
- ◆ **Decreases number of RMAs issued.** Many more problems are resolved using ConfigSafe, saving hundreds of dollars for *each* system that would previously require an RMA.
- ◆ **Reduces need for on-site support.**
- ◆ **Identifies warranty responsibility,** which is helpful for determining those problems covered under warranty, and those that require fee-based support.
- ◆ **Leverages current investment in other support tools,** such as remote control diagnostics.

Increases Support Center Productivity

- ◆ **Minimal set up and training is required** for technicians to start using ConfigSafe.
- ◆ **Allows rapid identification of the exact area of system failures,** enabling technicians to quickly pinpoint and resolve problems, and then move onto the next support call.
- ◆ **Provides powerful troubleshooting capabilities.** Problems can be replicated in the lab on other machines, and more quickly resolved. In addition, complex problems can be easily replicated for level 2 support teams.

ConfigSafe Benefits for the Customer:

- ◆ **Provides a quick fix.** Home users now have a self-diagnostic tool that helps them quickly get back up and running on their own. End-users can solve many more problems without requiring technical support, which decreases downtime, user frustration and support expenses.
- ◆ **Decreases user frustration.** Users don't need to spend a lot of time describing the symptoms of their problem, which often leads to miscommunication.
- ◆ **Users receive better, faster support.** Technicians can easily walk users through a ConfigSafe task to obtain required information and quickly resolve system problems.
- ◆ **Decreases downtime.** ConfigSafe can restore to a previous configuration in a matter of seconds.
- ◆ **Increases customer satisfaction.** With so much less time spent dealing with system problems when they arise, customers will be extremely satisfied with their product.

Why You Should Consider ConfigSafe

Approximately 80% of all system problems are configuration-related problems. ConfigSafe is the only diagnostic tool available that will both identify configuration problems *and* resolve them with one-step simplicity. Some of the major advantages are as follows:

Simple to Implement, Yet Powerful

ConfigSafe is extremely easy to use, yet provides very powerful diagnostic capabilities. Even novice users can understand and begin to use ConfigSafe in a matter of minutes. And the powerful diagnostic capabilities can save countless hours of frustration and expensive technical support resources when trying to find the source of system problems.

Recovers Troubled Systems in Seconds

While many diagnostic utilities available are designed to provide information about a system, few of them can actually fix the problem. ConfigSafe's comprehensive recovery features enable the restoration of a problem system in seconds, even for systems that can't boot into Windows¹.

Complements Existing Systems Management Tools

For systems marketed to larger businesses, ConfigSafe is designed to complement the capabilities already provided in systems management tools. It fills a gap in the feature set of systems management software, providing capabilities that are not currently available in most programs, making ConfigSafe an ideal companion application for IS professionals. In fact, ConfigSafe is easily integrated into a managed PC product suite.

Utilizes Network Resources

For server and networking product lines, ConfigSafe Network Edition takes advantage of network resources to provide centralized management and administration, providing additional value to the corporate customer.

¹ This feature is supported on Windows 95/98 and Windows NT FAT systems. For Windows NTFS systems, it can work with a system that has a secondary partition.

BACKGROUND INFORMATION

Market Leadership

ConfigSafe has skillfully demonstrated its ability to enhance the technical support operations for many of the leading corporations and systems vendors. ConfigSafe products are pre-loaded on PCs and server products from vendors such as:



ConfigSafe has proven its effectiveness in helping support organizations quickly diagnose and resolve user problems. With more than **15 million** installations of ConfigSafe and millions more shipping every year, ConfigSafe maintains a dominant position in the diagnostic utilities market.

Market Overview

Increasing Consumer Expectations

Ubiquity of the PC

As PCs now reside in over 60 million American households, they have become a fixture more common than the television set. And like a TV, computers are viewed as simply another household appliance, expected to work as reliably as the television or dishwasher and to be as easy to operate. But computers are far more complex and constantly changing than any appliance, and they perform much more complex tasks. Despite this complexity, when PCs don't work properly, home users are quickly frustrated at their inability to fix them. In fact, over 28 million technical support calls were received by home-computer vendors last year².

In the corporate world, PC spending is expected to hit a high of \$55.4 billion in 1999³. Much of this spending will be tied to the replacement of outdated desktop hardware. And when new systems are implemented technical difficulties are almost certain to arise, both user- and system-related.

² Source: Dataquest

³ Source: Forrester Research

Mission-Critical Nature of PCs

In addition, more and more employees rely on their computer as the central conduit to perform their most important tasks. Without reliable, unfailing access to their computer, productivity drops dramatically, which directly impacts a company's bottom line. As a result, companies are much more selective about which vendors' products they purchase. Because of this mission-critical nature of PC usage, companies demand the utmost reliability and manageability. In fact, manageability is one of the key criteria defined when choosing vendors.

The proliferation of PCs into our everyday lives has provided amazing productivity benefits for both home and corporate users. But when systems don't perform as expected, it creates high levels of frustration for users and those supporting them. These frustrations are then passed on to the systems vendors, creating significant challenges.

Systems Vendor Challenges

PC Price Wars

Consumer demand for lower prices have spurred raging price wars in which high performance systems can be obtained for under \$1,000 dollars. With such low prices vendor profits are slim, and they are looking for innovative ways to provide more value to the consumer at today's market prices.

Demand for Simplicity from Increasingly Complex Technology

In addition, as users continue to have greater expectations that their systems will perform without problems and that they will obtain maximum productivity without any learning curve, the systems vendor encounters a very difficult challenge—to deliver a simple to use tool that will perform increasingly advanced functions. However, when users *do* encounter problems, the task of supporting them while still making profits is harder than ever.

And, because computers are often used in combination with other hardware and software from multiple vendors, there are thousands of possible configuration combinations, most often put together after purchase. As a result of this increasing complexity, a PC's ability to function reliably can be seriously impacted if mistakes are made when configuring a system. These factors make a vendor's ability to pinpoint problems that arise extremely difficult and very time-consuming, all of which add to the cost of providing end-user support.

Rising Support Costs

Technical support personnel presently comprise 15% of a vendor's entire staff⁴, and this number is growing each year. An estimated 40 to 60 percent of the total time spent on a technical support call is spent gathering just basic information⁵. Most vendors agree that a simple reduction in the time required to get this information would dramatically reduce their support costs. As a result, many vendors are turning to value added services to help them reduce support costs and generate

⁴ Source: Dataquest

⁵ Source: Software Support Professionals Association

service revenues. In fact, revenues for support-related services will continue to grow, and eventually exceed the revenues generated from new product sales. This means that the quality of support services a vendor provides today will directly effect their future profitability. Thus, vendors are continually evaluating all aspects of their support services to develop more efficient, cost effective means of providing support.

IMPLEMENTATION

How to Implement ConfigSafe Into Your Support Organization

Proper implementation of ConfigSafe into your support organization is crucial for obtaining the most effective results. There are several implementation stages that will facilitate setup and use of the product.

Pre-load/Pre-Delivery

Create a custom profile to track configuration information pertinent to the system. Pre-load all systems with ConfigSafe and take a factory configuration snapshot that includes all baseline data.

This snapshot provides the customer with proof of a properly configured PC that has a tested baseline configuration.

Support Call Prevention

Proper messaging about the benefits of ConfigSafe and how to use it empowers users to resolve many problems on their own. Preinstalled ConfigSafe can restore problem systems to the factory configuration or a previously working configuration. In many instances, the customer can resolve the problem without initiating a call to technical support (For real-life customer success stories, visit [imagine LAN's web site](#)).

Support Call Facilitation

Technicians can walk customers through ConfigSafe report generation, and can either discuss changes via phone, or have the customer send a report via fax or email. The technician quickly identifies configuration problems and can direct the user to a previous configuration.

Batch Support/Troubleshooting

As in Support Call Facilitation, the user provides a report via email or fax. Support technicians can review ConfigSafe reports in batch mode, rather than spending time on line with customers. Problems can be resolved for multiple systems at one time, and corrected Snapshots imported into problem systems to be restored in seconds. Or corrected Snapshots can be posted on the Support Center web site for customers to download and restore.

Identification of Warranty Responsibility and Reduction of RMAs

When systems include ConfigSafe and a factory configuration snapshot, many warranty issues can be identified, leading to a reduction in RMAs. Often customers will experiment with their system, inadvertently change the configuration, and then want to return the PC because "it doesn't work." In this scenario, technicians can suggest a restoration to the original factory configuration, which returns the user to a working configuration, and shows them that the system was indeed configured

properly. In addition, ConfigSafe can identify which problems are covered by warranty, and those that require fee-based support.

Enhanced Use with Remote Control Diagnostics and Systems Management Tools

When systems include remote control diagnostic capabilities, technicians can use remote control diagnostics in conjunction with ConfigSafe to quickly pinpoint and correct system problems. Technicians can more cost-effectively dial into a user's system via remote control, run ConfigSafe to generate a report of system changes, and then restore the system to a working configuration.

When To Use ConfigSafe

The uses for ConfigSafe are limitless, and the benefits immense. The most basic piece of advice to message to customers is to take a ConfigSafe Snapshot before installing any new hardware or software on a system. That way, if the installation program causes a conflict that results in an improperly functioning system, you can always get back to the previous working configuration.

In order to accomplish this goal without relying on the customer to remember to take Snapshots, ConfigSafe provides an automated protection scheme for new hardware or software installations with the innovative Install Guard™ feature. Install Guard automatically detects new hardware or software installations and will prompt the user to take a Snapshot before proceeding with the installation. It can even be setup to take a Snapshot without prompting the user.

Also, it's a good idea to set up scheduled Snapshots in the preload. Often, system changes occur behind the scenes, and users don't actually know what's being changed or when it was done. By scheduling a weekly Snapshot, for example, you always have the ability to revert a system to a period in time in which it worked properly.

ConfigSafe can easily resolve some of these common scenarios that cause system problems:

- ▶ If a user or installation program alters sensitive configuration files
- ▶ If a user or installation program makes dangerous changes to the Registry
- ▶ If the user adds a new disk drive or CD-ROM to their system
- ▶ If the user's network connections change
- ▶ If the user adds memory to their system
- ▶ If the user or installation program updates the DOS or Windows software

Sample Support Procedure Using ConfigSafe

- Step 1:** Can the problem PC boot into Windows? If yes, go to Step 2. If no, follow instructions for **“Using SOS to Restore Systems that Won't Boot into Windows”** discussed in the Technology Overview.
- Step 2:** Run ConfigSafe and take a Snapshot of the current system configuration before any modifications are attempted.
- Step 3:** From the ConfigSafe Snapshot list, identify the Snapshot that represents the last known working configuration. This is best accomplished by selecting a Snapshot with a date/time stamp that corresponds to the last time the system functioned properly.
- Step 4:** From the ConfigSafe Restore screen, select the Snapshot that represents the last known working configuration and Restore.
- Step 5:** Did the Restore process correct the problem? If yes, go to Step 6. If no, perform the Undo process and repeat Steps 3 and 4 using an alternate Snapshot from the Snapshot list. If a restoration does not resolve the problem, go to Step 6.
- Step 6:** To identify the probable cause of the system's malfunction, perform a comparison between the Snapshot taken at the beginning of the support session and a Snapshot that represents the last known working configuration. Review each category of comparison data to identify changes that may have contributed to the original problem.

Note: If ConfigSafe SOS was used to Restore the system, it is sometimes useful to follow-up with a comparison of the most recent Snapshot and the Snapshot that represents the last known working configuration. In some cases, this may help to identify the cause of the original problem.

Feature Checklist

Consider the following ConfigSafe feature set for comparison purposes.

Technical Merits/Features

Configuration Tracking List:	ConfigSafe	Other
Standard tracking list: config.sys, autoexec.bat, win.ini, system.ini, System Registry	✓	
Network Drive connection	✓	
Local/Network Drive Directory/Folder Structure	✓	
Any local/network files	✓	
Any local/network directories/folders	✓	
Configuration Snapshots Taken:		
On Demand - at any time	✓	
Scheduled regularly between Windows reboots	✓	
Scheduled within the same Windows session	✓	
Automatically taken before new hardware or software installation	✓	
API Driven	✓	
Configuration Snapshots Examined:		
Right after being taken without exiting the program and/or windows	✓	
Within the context of a full Registry, not just Registry changes	✓	
Configuration Snapshots Compared:		
Between any two instances of time in the past	✓	
Between one instance from the past and one from the present	✓	
Between two Snapshots taken from another computer	✓	
Between one Snapshot from a local computer and one from a remote computer	✓	
Configuration Snapshots Imported/Exported (for analysis or backup) Using:		
Diskettes or removable media	✓	
LAN	✓	
Dial-in	✓	
System Restoration/Recovery/Backup:		
Restoration to a previous configuration in full or in part	✓	
Restoration including replaced/deleted DLLs	✓	
Restoration including directory/folder structure	✓	
Restoration including user Profiles	✓	
Restoration in Windows NT NTFS environment including Access Control List	✓	
Restoration from Windows 95/98 MS-DOS mode	✓	

System Restoration/Recovery/Backup: (continued)		
UNDO feature to reverse the restoration	✓	
API Driven Restoration	✓	

Deployment

Training:	ConfigSafe	Other
Minimal time required in learning to use the support tool correctly	✓	
Minimal time required to learn the collateral functions of the support tool not directly linked to the task	✓	
Support Operation:		
One support tool for all Windows platforms (i.e. Win 95/98/NT)	✓	
Minimal time spent to "support" the support tool	✓	
Minimal time needed to validate results reported by tool are accurate/usable	✓	
Minimal maintenance effort required to update the support tool without disrupting usage or producing erroneous results	✓	
Minimal or no impact on the support tool when upgrading Windows Operating System or Service Packs	✓	
Software Installation Process:		
Installed from local hard disk or from network server	✓	
Installed to local hard disk or to network server	✓	
PUSH and PULL installation available	✓	
Centrally managed and controlled user Profiles/tracking lists	✓	

Configuration Management Accessibility/Management

Remote Control:	ConfigSafe	Other
Support tool works with remote control for dial-in diagnostics	✓	
Configuration Snapshot Retrieval/Delivery:		
Problem PC configuration can be retrieved electronically to the support center for analysis (instead of the problem PC itself)	✓	
Configuration fix can be delivered electronically to problem PC for restoration and confirmation	✓	
Standard PC configuration for a particular model can be stored at support center for reference comparison with the problem PC configuration, or for the customer to download when needed	✓	
Configuration Snapshot Management:		
Standard factory and customer PC configuration Snapshots can be operated/backed up/ stored in a LAN environment	✓	

Competitive Information

ConfigSafe provides vendor support organizations and their customers with a safe, effective support tool, much more extensive than any diagnostic capabilities provided within the Windows operating system or similar software products. When considering the use of such a diagnostic tool, only ConfigSafe does all of the following:

- ▶ Supports all Windows environments
- ▶ ConfigSafe's portable architecture enables:
 - ▶ Snapshots to be sent/retrieved for analysis and restoration
 - ▶ Snapshot comparisons between two systems over a LAN
- ▶ Details changes between any time period
- ▶ Can capture configurations on demand and without exiting Windows, or on every Windows Startup
- ▶ Automatically takes Snapshot before proceeding with new hardware or software installations
- ▶ Restore to system's initial configuration
- ▶ Allows viewing of the full Registry
- ▶ Does not rely on a knowledge base, which requires time-consuming customization and frequent updates
- ▶ Does not recommend potentially dangerous and unnecessary changes to the system
- ▶ Requires minimal set up, training and support in order to implement and effectively use within a support organization
- ▶ Excellent companion/enhancement to existing diagnostic tools, such as remote control software or PC/network management software
- ▶ Network Edition takes advantage of network resources and central management functions
- ▶ Provides API for easy integration into third party applications or management software

LOGISTICS

Pricing & Availability

ConfigSafe Desktop Edition 3.0 and ConfigSafe Network Edition 3.0 standard pricing is listed below. Contact imagine LAN for OEM pricing.

<i>Description</i>	<i>MSRP</i>
ConfigSafe Desktop Edition for Windows 95/98/NT	\$40.00
100- 249 licenses	\$20/PC
250 - 499 licenses	\$18/PC
500 - 749 licenses	\$15/PC
750 - 999 licenses	\$13/PC
1000+ licenses	Call imagine LAN
ConfigSafe Network Edition*	
LAN Client 5-User License Pack	\$200.00
LAN Client 10-User License Pack	\$350.00
LAN Client 25-User License Pack	\$750.00
LAN Client 50-User License Pack	\$1,250.00
LAN Client 100-User License Pack	\$2,000.00
LAN Client 500-User License Pack	\$7,500.00

- * The ConfigSafe Network Edition is sold in LAN Client License Packs with the Standard Network Manager included.

Language Support

ConfigSafe products are available in English, Spanish, French, Italian, German, Portuguese, Japanese, Korean, Simplified Chinese and Traditional Chinese.

Licensing

ConfigSafe Desktop Edition 3.0 is licensed per system.

ConfigSafe Network Edition 3.0 is comprised of two software components: ConfigSafe Network Manager and ConfigSafe LAN Client software. The Network Manager component controls the administration and centralized functions of ConfigSafe Network Edition. The Network Manager is licensed per server. The LAN Client software can be used for individual control and operation of ConfigSafe functions, and is licensed per system.

System Requirements

ConfigSafe Desktop Edition Requirements

- Microsoft Windows 95/98 or Windows NT version 3.51 or higher
- VGA color monitor
- 4 MB of system memory
- 5 MB of disk space

ConfigSafe Network Edition Requirements

Requirements for Network Manager

- Windows 95/98 or Windows NT version 3.51 or higher
- VGA color monitor
- 4 MB system memory
- 5 MB of disk space

Requirements for LAN Clients

- Windows 95/98 or Windows NT version 3.51 or higher
- VGA color monitor
- 4 MB system memory
- 5 MB disk space (on the disk designated for Snapshot storage)

Installation and Operation on Windows NT Systems

When installing any version of the ConfigSafe software on Windows NT systems, the following privileges should be enabled:

- Back up files and directories privileges
- Managing and auditing security log
- Restore files and directories

Designed for Windows 2000

A Windows 2000 compatible version of ConfigSafe will be available coincident with the release of Windows 2000.

ADDITIONAL RESOURCES

TESTIMONIALS & PRESS

ConfigSafe Press

Here's what is being said in the press about ConfigSafe.

Windows NT Magazine, Editors' Faves, Summer 1999

"ConfigSafe is valuable because it increases the efficiency of system troubleshooting and support while reducing computer downtime. ...With ConfigSafe you can give users the ability to restore their system's settings; you don't need to spend excessive technical-support time trying to pinpoint the cause of the problems. ConfigSafe lets you watch your monthly support costs dwindle as users become comfortable with the program and its easy-to-use process."

PC Magazine, June 10, 1997

"Through and through, ConfigSafe is a class act. It displays changed values by showing the initial and final values next to each other, with an arrow between them pointing out the differences. It also lets you single out specific keys for quick comparison and restoration, although you do have to choose these keys in advance...ConfigSafe 95...is the fastest and most flexible of the three products we looked at."

Computer Shopper, October 1997

"Unlike systems that simply restore backups of your last known good configuration, ConfigSafe gives you a fighting chance by tracking down the source of the problem. It just goes to show that no matter how updated your Windows OS might be, if you make frequent changes to your configuration, you should have ConfigSafe to feel secure about your data."

Windows NT Magazine, January 1998

Lab Guys Favorite Administration Utility

"We were thrilled when we encountered ConfigSafe...(it) offers simple, painless protection."

Family PC Recommended, January 1998

"Every Windows system should be equipped with a utility like ConfigSafe. While it won't keep your system from crashing, it can save you from a lot of tedious reconstruction exercises when disaster strikes. It works with...Windows 95 and is a must-have in your arsenal of preventive tools."

Customer Testimonials

Jim McGann, worldwide marketing manager, Commercial Desktop Systems, IBM PC Company

"IBM believes the best computer for your business is the one that lets you concentrate on your business and not on managing your computer. We are always looking for ways to improve the efficiency of our systems as well as providing our customers applications that help them improve their productivity. With the support features of ConfigSafe, our customers' help desk support functions are greatly enhanced by being able to quickly get the user productive again."

Mark Yahiro, vice president of marketing and business development for Hitachi PC

"Hitachi PC is committed to produce the most reliable notebook solutions backed with 24 by 7, state-of-the-art customer support, and industry leading notebook warranties. ConfigSafe is a powerful tool that ensures our customers will always be up and running, anywhere in the world. Besides allowing Hitachi's support personnel to easily identify and correct problems, ConfigSafe permits customers to fix their own problems without having to call technical support."

Barry Chickini, ConfigSafe user

"I'm always messing around with my PCs. There have been several times that I have installed programs or changed settings, and then my PC wouldn't even boot into Windows. ConfigSafe has often rescued me from myself."

Frank O'Quinn, ConfigSafe user

"I will take a ConfigSafe Snapshot of my system, to protect my PC in case the new equipment or program causes my system to go berserk. That way, I will have evidence of the changes that were made from the installation, which will help pinpoint the source of problems and enable me to return to a working configuration."

B.V. Cooper, QVS International

"Any time we make changes to the configuration, we use ConfigSafe to take a Snapshot. It's already saved me four or five times on my desktop and a few times on my laptop. It's very rare that we find a product to be even better than promised by the advertising. ConfigSafe is one of those. The more we use it, the better we like it. I just wish we'd known about it sooner!"

Jill Powell, ConfigSafe user

"I think [ConfigSafe] is simply laid out and pretty self-explanatory. With a little reading, you can get around this program with ease...Now when I'm going to install a program, I just snap away and I'm ready!"

Gene Bumgardner, OFM Computer Systems

"ConfigSafe's recovery features offer us an easy return to a previous configuration while we're setting up servers. In addition, it protects our customers after the installation is complete, because often someone will make a setting change or install a random utility that really messes up the system. Instead of having to call us back for a lengthy support session, we tell them to use ConfigSafe to restore to the most recent working configuration."

Mike Milburn, ConfigSafe user

"ConfigSafe has prevented me from having to format my hard drive and reinstall all of my applications. The first time wouldn't have been so bad since the machine was new, but now it would kill a good day to reinstall everything, not to mention lost data...I wish ConfigSafe was around when I had my old PC, as it would have saved me a lot of time."