

Itheon offers WinER free to users of Microsoft Windows Systems

Submitted by: Itheon Networks Ltd

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'FREE Emergency Access & Repair Tool'

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Welwyn Garden City, Herts Wednesday 17th March, 2004 —Itheon, automated high availability specialists for IT Infrastructures, announced today that its Windows Emergency Access and Repair product WinER is now available as a free download. This complementary tool is a limited functionality version of Itheon's RoboER, which enables systems administrators to carry out remote emergency access and repair of all Window Servers and workstations.

David Cartwright, Reviewer, TechWorld, Dec 2003. "I really like WinER. In fact I've used it in real life on a remotely located installation of nine NT 4 servers, where it saved literally thousands of pounds in person and travel time when things went a bit awry. In my opinion, anyone who runs Windows servers should also run WinER - particularly if you spend any time managing the servers from afar over low-bandwidth links".

Itheon has worked with Microsoft delivering solutions to customers for more than 10 years and this award winning product is now being offered free to all Microsoft customers and users through Itheon's web site www.iteon.com

David Hamilton, Director of the Enterprise Management Division at Microsoft Corp. "We value partners who offer solutions that contribute to the management of Microsoft systems. It is the development of complimentary applications from our partners such as iteon that helps to make Windows the platform of choice for the enterprise."

Originally developed in 1999, Itheon's Emergency Access and Repair tool (formerly known as RoboER) won the prestigious Windows Magazine Best of Show Product Award at TechEd in 2000 for this essential functionality.

"When we developed this solution it was based on a demand within IT to manage Windows systems remotely and unattended, without using the windows GUI" said Frank Puranik Development Director for Itheon. "WinER enables access to systems in trouble - whether in the next room or around the world - allowing the fixing of problems without serious disruption to critical business processes."

Today Itheon's enterprise customers have been using the full version of Itheon RoboER (known as iAM:Servers Emergency Repair for Windows) and have realised the benefits of:

1. Event Consolidation (showing the state of multiple the remote systems at a central location)
2. Enhanced Security
3. Centralised management of remote systems
4. Emergency access and repair of Windows systems even when the GUI is frozen.
5. Integration into Itheon Availability Management family architecture
6. Full maintenance and support services

"Even though Windows systems are generally robust, control of systems is synonymous with using a GUI (Graphical User Interface) and this you can't always guarantee. We are supplying a solution that allows access even when the GUI is frozen. explained Frank, "Instead of just re-booting with the potential loss of important data, we are offering the chance of diagnosing, and even fixing problems thus restoring the system to full health. For example WinER allows a user to suspend or kill a process on a 'hung' system that could be causing problems and preventing user access. We believe that WinER is an essential tool in the successful management of Windows servers, whether local or remote."

About Itheon

Itheon specialises in high availability, performance management and Automated Service Level Management (ASLM) for applications, systems, networks, and storage management, offering their customers a proven fast time to value. With over 16 years experience in automating the monitoring and management of IT infrastructures, Itheon understands the importance of relating IT to the business, and today many of Itheon's world-class customers such as Vodafone, Reuters, Yell, Cap Gemini, Anite and many more are using Itheon products to deliver robust business solutions. Itheon is a registered Microsoft Gold Certified Partner and works closely with HP and IBM offering their customers a 'best-of-breed' integrated solution.

Itheon has its Headquarters in Welwyn Garden City, Herts UK and offices in Woerden, Netherlands, together with a distributed network of resellers worldwide. For more information, please visit www.itheon.com