

To: IT Data Center, Computer Room or Facilities Managers

From: AVTECH Software, Inc. (AVTECH)



PageR Enterprise

Network-Wide Monitoring Made Easy!



PageR Enterprise™

Introduction, Overview & Justification

This document is provided to assist IT professionals in understanding and recommending AVTECH Software's **PageR Enterprise** software for complete *"Network-Wide Server, Device & Event Monitoring, Alerting & Automatic Corrective Action!"* PageR Enterprise is a network-wide, multi-OS monitoring application that includes the deep monitoring, advanced wireless alert notification, and automatic corrective action capabilities desired in most of today's professional managers. Computer room environment monitoring is also available from AVTECH by incorporating our **Room Alert** and/or **TemPageR** technology. Together, these products offer a complete network-wide monitoring solution.

What Is PageR Enterprise?

PageR Enterprise (PageR) is one of today's most popular software solutions for network-wide server, device and event monitoring of Windows centric or multi-OS data center environments. PageR provides a central event console that can collect, filter and display status or event information for all systems, servers and TCP/IP devices on your local or worldwide network. Events, whether normal status updates or critical warnings, can be monitored to automatically and immediately trigger alert notifications to remote personnel by mobile phone, pager, PDA, email, SNPP, broadcast message, Instant Messenger, web page, fax, audio alert, logfile update and more. You can even have PageR start executables, issue commands, launch applications or run complex Java or Visual Basic (VB) scripts when events occur (i.e. via auto response).

PageR is unique in the range of events and servers that it monitors, from the basic *"Are you there?"* network pings to the computer room environment, server crash detections, large platform server monitoring, SNMP traps/queries, and web page/link monitoring. On Windows NT/2K/XP/2K3 servers, any event written to an Event Log (e.g. System, Security, Application) can be used as a trigger for immediate, remote notification and corrective action. Mixed platform networks are fully supported by direct login on UNIX (any), OpenVMS, HP3000, Novell NetWare, AS/400, IBM mainframe, Linux and others. These systems are polled at regular intervals and pass system and event data to PageR for distribution of alert notifications and automatic corrective action. **No 'Agents' are used or required!** This saves significant budget dollars and eliminates problems and expenses that agents can cause on remote systems.

PageR allows notification to individuals, groups, hierarchies and more. You can also notify different people at different times, different people for different issues by different methods, and on different days. Users can set up redundant methods of notification, scheduled checking, dependencies, blackout periods and more. If users need to view PageR remotely, like while visiting a remote facility or from home, they can use PageR's web browser interface to check condition status and make changes from anywhere, via the internet.

PageR Enterprise Objectives

The primary objective of PageR is to monitor 'enterprise-wide' critical applications, servers, network resources, hardware devices, websites and important events across an organization's network. Items to monitor include services, performance counters, critical applications, remote servers, routers and network connections, web pages/links, environmental and power supply problems, air conditioning, bandwidth, files, disk space and more. PageR monitors all types of OS servers, software applications, and general network problems across the entire 'enterprise network' to effectively assure that there are no 'loopholes' or 'gaps' in monitoring, thereby reducing vulnerabilities. PageR can monitor an unlimited amount of server and network issues for immediate detection as problems develop and before a catastrophe occurs.

PageR monitors all server types that exist today and can handle those you may add in the future, including UNIX (any version), Solaris, OpenVMS, AS/400, Novell, HP, Linux, IBM, mainframe and others. These are monitored for availability and general system or resource issues like low disk space, batch jobs, errors, logicals, application problems and resource issues, as well as even more complex issues. Because it is impossible to predict the future direction of your IT focus, PageR was designed to be extremely flexible and adaptable to meet your changing needs.

When critical events occur, PageR can send alphanumeric alert notifications to mobile phones, pagers or PDA devices, by email or popup broadcast message to PCs, and by any other method. All major paging service providers are supported by PageR to provide compatibility with both current and future messaging devices. Paging services supported include T-Mobile, Cingular, SkyTel, Verizon, PageNet, AT&T, MobileComm, Nextel, PageMart, MCI, Sprint, British Telecom, Ericsson, Cellnet, Vodafone, Vodapage, Orange, PageOne, One-2-One, and all other major paging service providers. AVTECH has the world's largest TAP dial-up, email to SMS and Simple Network Paging Protocol (SNPP) databases available online for FREE at www.AVTECH.com.

PageR allows for '*Multiple Alert, Multiple Contact Paging*' and '*Escalation Of Alert Notifications*'. This allows different individuals or groups to be contacted at different times of the day or week, by different methods, for different issues, with varying levels of urgency. And, if the personnel contacted first do not respond to an alert, PageR will work through a hierarchical list to notify backup personnel, as well as take automatic corrective action when instructed to do so.

PageR allows full customization by managers who can decide what issues to monitor, schedule different checking cycles for each monitored object, determine who should be notified for what and when, specify what corrective actions to take, and much, much more. PageR gives users, like you or your staff, full control.

PageR offers a user interface accessible through a web browser that will allow alerts to be silenced once support staff have been notified and allow interactive checking of alert conditions from anywhere, via the internet. PageR is fully compatible with Microsoft Internet Explorer, Firefox, Safari and other popular web browsers.

PageR includes the ability to function as an 'Email To SMS Gateway' allowing users to send email to PageR that is then translated into an alphanumeric page sent to a user's mobile device or can start a corrective action. PageR also provides a manual paging interface, allowing you to send text to individuals or groups while protecting confidential contact data. The manual paging interface can be placed on a web page or accessed across the network allowing immediate contact by customers, co-workers or other groups.



PageR Enterprise Benefits

PageR helps the IT professionals in your organization monitor computer systems enterprise-wide and eliminates the need to operate blindly or sit behind a system console or help desk terminal all day trying to see what's happening. It will automatically monitor problem or event situations, then immediately notify system or network staff no matter where they are and, if desired, automatically take corrective action. PageR keeps people informed and enables the quickest technical support response possible, enhancing system and resource availability while eliminating unnecessary labor, expenses and delays.

PageR will provide many benefits, including these:

BENEFIT: Early Warning Of Potential Server, Device, Event And Network Problems

PageR can detect 'early warnings' or 'indicators' of potential problems. By flushing out issues early, support personnel have a time advantage that allows them to prevent issues from actually becoming catastrophes. For example, it can alert staff if available network bandwidth gets below 20% even though it may not actually cause a problem until capacity falls below 15%. By becoming aware early that such a threshold has been passed, managers know things are happening and can investigate to resolve unnecessary issues and often avoid conflicts that negatively effect users. This way, 'uptime', 'availability' and 'access' of important systems and applications is maintained at the highest possible levels on a regular basis.

BENEFIT: Shorter IT Response Time To Resolve Problems And Support Users

'IT' is the core activity or critical engine behind virtually all businesses, yet it is often not perceived as such by top-level management or end users because so much of the IT activity is kept 'behind the scenes'. PageR allows an organization's support team to be made aware of issues and problems before users or management, thereby allowing support staff to inform users who report problems that these issues are already being or have been addressed and resolved. This type of immediate response will maintain high productivity levels and maintain high credibility for the IT staff within the organization.

BENEFIT: Less Downtime For Important Applications, Servers, Websites & More

If the time in which it takes support staff to become aware of problems is reduced as a result of using PageR, then total application and server down time will be reduced as well. This system availability is critical to maintaining the productivity of expensive system users. When they can't do their jobs, the organization can lose costly potential opportunities, sales and revenue. PageR is able to contact support staff by mobile phone, pager, email, etc. When an alert is received, support staff can react to resolve issues immediately from anywhere to keep systems and applications fully accessible to reliant users.

BENEFIT: Increased Productivity From Your Valuable IT Support Staff

Using PageR means problems are resolved quicker, allowing staff to concentrate on more important tasks elsewhere. The cost of using PageR in conjunction with staff being 'on call' is significantly less than paying 'overtime' rates. Staff can avoid periodically checking up on issues because PageR will automate monitoring, alert for developing problems, and actually correct issues on its own. Further, IT staff can be more productive at work and free to enjoy their personal time as they please. This in turn allows them to be more productive when they later return to work fully refreshed.

BENEFIT: Better IT Service Levels And Enhanced End-User Support

The objective of the IT department is to maintain computer systems and the supported users who depend on them. PageR will help maintain high service levels and fast response times, thereby improving the real and perceived quality of IT services by users and management. This maximizes productivity throughout the organization and lowers the cost of maintaining the IT computer room, data center or overall facility.

BENEFIT: Reduced IT Costs Over Both The Short And Long Term

Time is money and computer downtime can cost BIG money. By maximizing staff time effectiveness and reducing downtime, PageR will benefit the organization in reduced expenses and real savings both now and for many years to come. Because PageR is platform independent in the sense that it will monitor any OS system available today or that might be installed on the network for years to come, PageR will grow with your organization as the IT responsibilities continue to expand or change. With this in mind, the expected life of PageR in most organizations is a minimum of 10 years.

Room Alert & TemPageR Add Valuable Environment Monitoring

AVTECH also manufactures **Room Alert** and **TemPageR** for environment monitoring of computer rooms, data centers and other facility. This hardware detects problems with air conditioning, power and other critical issues that are major threats to IT equipment or data center environments. **Environment sensors built into or attached to this hardware will dynamically monitor Digital Temperature, Digital Humidity, Digital & Main Power, Flood, Smoke / Fire, Motion, Air Flow, Room Entry, Panic Buttons** and more. Full alert notification and automatic corrective action are available through PageR to shut down servers, move files, re-route processing, start fans or backup air conditioners, and initiate other appropriate responses.



Room Alert 7E, Room Alert 11E and Room Alert 26W models offer power in a size for any organization.

The computer room or data center '**Environment**' means the physical conditions that may cause problems if they exceed certain thresholds. The primary environment conditions monitored typically include:

- **Temperature** (e.g. air conditioning fan or ventilation problems)
- **Humidity** (e.g. air conditioning, water or ventilation problems)
- **Power** (e.g. main or UPS power loss or start, inline power consumption)
- **Flood** (e.g. air conditioning, plumbing or roof leak)
- **Smoke / Fire** (e.g. electronics burning, short circuit or room fire)
- **Motion** (e.g. movement or unauthorized entry within specific area)
- **Air Flow** (e.g. are air conditioners or cabinet fans moving air)
- **Room Entry** (e.g. unauthorized door, window or cabinet entry)
- **Panic Button** (e.g. user or security staff press panic button)
- **Dry Contacts** (e.g. connect to non-voltage contacts on air conditioner, generator, security panel, etc.)



AVTECH manufactures a variety of sensors for all of the primary IT & facilities environment monitored conditions. Shown above are sensors for Digital Temperature, Digital Humidity, Power, Flood w/8' Cable, Flood (Spot), Smoke, Motion, Air Flow, Room Entry and Panic Button.

All AVTECH sensors are available through your favorite reseller, AVTECH or online at EnvironmentMonitoring.com.

The reason environment monitoring in the computer room is critically important is because computer and network equipment is only designed to operate within a specific range of environmental conditions. If these conditions exceed reasonable limits, unpredictable and potentially catastrophic results will occur, such as damaged equipment, disk failures, CPU errors, system crashes, data loss, fire or worse. Most equipment manufacturers, as well as maintenance and support vendors, will *NOT* accept responsibility for problems caused by equipment which has been damaged by extreme temperature, humidity, flood, loss of power, etc.

Preventing just one environmental event will typically cost justify Room Alert or TemPageR the first time a catastrophe is avoided. Think about the cost of your data center being down for an hour, let alone a day or even a week. How much would it cost your organization? Could it have been prevented? Who gets the blame? Will it

NOTE: The most common causes of environmental problems in computer rooms are caused by failures in air conditioning and power supply. Because of this, Room Alert & TemPageR are the world's most popular products for IT temperature monitoring.

The Implementation Strategy

For ease of set up, use and maintenance, it is proposed that server, device, event and network monitoring functions be centralized with a single PageR license that runs on a Windows NT/2K/XP/2K3 workstation or server. By using a Windows NT/2K/XP/2K3 host system, the organization is assured that system costs are minimized, compatibility with networking and other OS platforms is as high as possible, and, if a hardware failure occurs, a replacement system can be obtained immediately and inexpensively.

From this single network enabled host system, PageR will easily and reliably monitor your complete enterprise network. Any Windows or Novell NetWare servers on the network can be monitored using a wide array of special monitored objects available within PageR. For UNIX (AIX, HP9000, RS6000, Sun, Solaris, SCO, Digital, etc.), OpenVMS, AS/400, HP3000, IBM mainframe, Linux and other larger platform servers that exist on the network or may be added in the future, additional host login monitored objects and scripts are provided for direct login to those systems. Once PageR has logged in it will use native command language and scripts to detect critical processes not running, low disk space, and other important platform specific issues. These commands and scripts for host login are all included with PageR and can be easily modified or changed through edit windows inside PageR. When specific events occur or problems develop (regardless of OS platform), PageR takes immediate steps to begin alert notifications and/or any automatic corrective action specified.

For a 'complete' data center monitoring strategy, it is recommended that IT professionals consider installing Room Alert or TemPageR to monitor the environmental conditions in the computer room, data center or other facility. This will expand protection to include unpredictable threats of nature and the 'offline' physical environment.

PageR is configured and priced by the 'maximum' number of Monitored Objects (i.e. individual issues or devices) that it is licensed to monitor. Room Alert and TemPageR come in fixed price hardware packages that can include a variety of sensors. Additional sensors are available from AVTECH or you can easily attach your own. Room Alert and TemPageR boxes connect directly to the network via Ethernet and can be installed at different locations across the network, all monitored by a single installation of PageR.

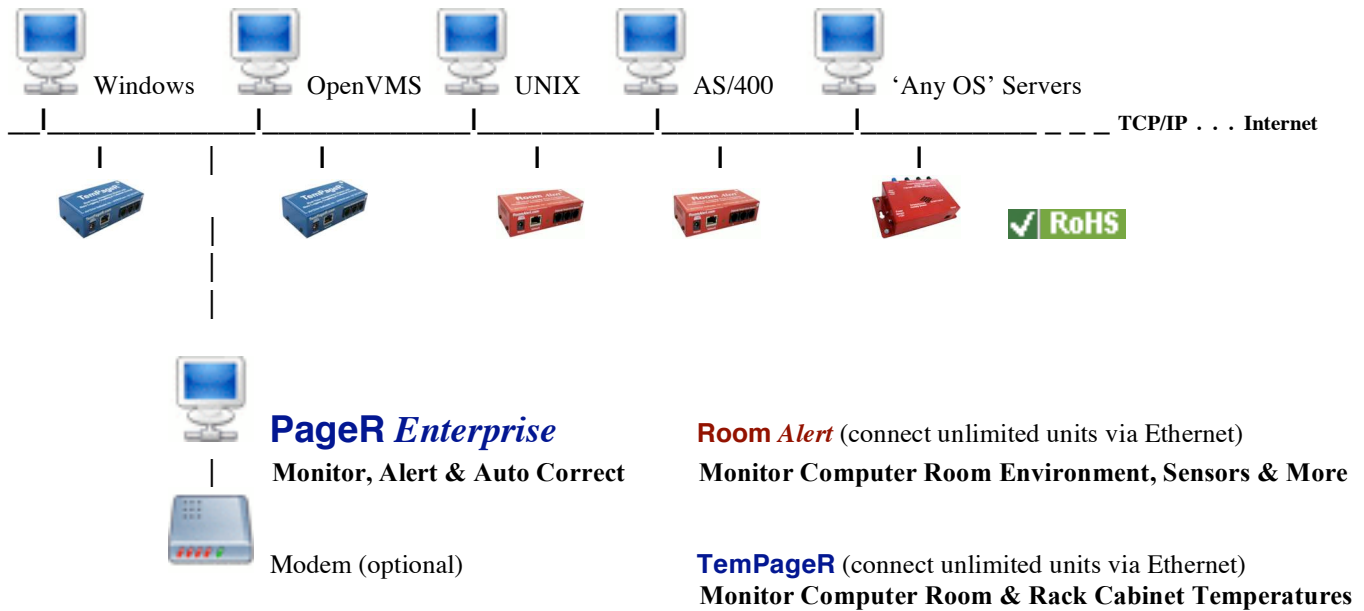
Additional Resilience Assured

Reliability and resilience are the primary requirements of any server, device, event and network-wide monitoring program that an organization can implement. AVTECH recommends dedicating a small Windows NT/2K/XP/2K3 system as the host for PageR. By using a dedicated host system, you increase the reliability of that system and PageR (which typically will become the core of your monitoring program). Because Windows NT/2K/XP/2K3 based systems are often challenged at hosting multiple applications, a dedicated system is an extra level of reliability/protection.

When you share the PageR host system with other applications, you effectively reduce the reliability of the host system to the level of the least reliable application on that system. With multiple applications installed, more frequent updates to those applications, as well as to the Windows NT/2K/XP/2K3 host system itself, will be required. Any upgrade can cause problems on the host system. This could cause the host system to be regularly 'out of service' for maintenance and/or upgrades, causing PageR to be 'out of service' as well. That's a huge risk to any organization!

Room Alert and TemPageR boxes install directly to the network via Ethernet to monitor computer room environments, telecom rooms, rack cabinets, air vents, sub floor environments, factories, coolers and many other locations for temperature, humidity, power, flood, motion, air flow, panic button status and other conditions. This means users can monitor different locations within a data center, different rack cabinets or rooms within a building, and/or various facilities that may be located in different parts of the country or around the world.

Sample Network-Wide Setup With PageR & Room Alert



NOTE: PageR can be installed on a single workstation or server, if dial out paging is desired for alert notifications, you'll need a modem installed or attached.

NOTE: All current Room Alert and TemPageR models connect directly to the network via Ethernet.

Minimum System Requirements To Run PageR

Required

- 200 Mhz PC or faster (workstation or server)
- 14" Color VGA monitor or larger, keyboard and mouse
- Microsoft Windows NT v4.0 SP 6, 2K, XP, 2K3 or later *
- Microsoft Internet Explorer 5.0 or later *
- 64 MB RAM on NT/2K, 128 MB RAM on XP/2K3
- 45 MB hard disk space or more
- 10 MB Ethernet card or better
- Network access
- TCP/IP and FTP publishing services installed (part of Windows)

Optional

- CD-ROM drive for installation via CD distribution
- Hayes-compatible (if using modem for dial-out paging)
- COM port access (if using modem for dial-out paging)
- Phone line access (if using modem for dial-out paging)
- Remote messaging devices like a mobile phone, pager, PDA, etc.
- Windows Script Host (WSH) for use of Java & Visual Basic (VB) task objects
- Room Alert or TemPageR hardware for environment monitoring of the computer room
- For access via a web browser, one of the following:
 - Microsoft Internet Explorer 5.5 or later *
 - Mozilla Firefox 2.0 or later *
 - Apple Safari 2.0 or later *
- For viewing PDF literature, forms and documentation:
 - Adobe Acrobat Reader 3.01 or later *
- For exporting of configuration to a file via XML:
 - MS XML Parser v3 installed (in Windows 2K/XP/2K3, Internet Explorer 5.5)
- Sound card and speakers for audible alerts
- UPS power backup for the host workstation or server
- Onsite service contract for the host workstation or server

* We recommend using current versions of these products for greater performance, stability and a wider feature set. If you require technical support or assistance in any way for these products, please contact their manufacturer directly.

Real World Usage, Proven Reliability

AVTECH has designed, tested and proven PageR to be extremely powerful and reliable, according to standard testing methods for Windows NT/2K/XP/2K3 applications and in actual, real world data centers at some of the biggest and most critical facilities in the world. **AVTECH products are employed by the Fortune 1000, United Nations, U.S. Government, U.S. Military, White House, Pentagon, NORAD, NASA, organizations of all types & sizes.** AVTECH has minimal support requests and resolves 94% within the initial phone call.

AVTECH will continue to monitor the issues and concerns our customers face in today's complex, multi-OS computing environments and work to keep our products on the leading edge. AVTECH will work hard to earn your business and continue working even harder to keep it once we've earned it.

Maintenance Support & Update Service

During the Maintenance Support & Update Service period, AVTECH will make available to the licensed customer without charge, copies of any appropriate software upgrades or enhancements that may be released. Such upgrades shall include release notes or revised software documentation when and if it is appropriate. Typically, new software updates are released online 4-6 times a year and distributed on CD 1-2 times a year.

If during the maintenance and support period, the *Room Alert* or *TemPageR* ID Box should fail for any reason (other than misuse), AVTECH will provide a replacement unit without charge.

In addition, AVTECH will provide unlimited technical assistance and support to the primary site contact or designated representatives as may be required, advance notice of new products and services, application notes, and various special offers which may provide additional benefits.

This valuable service insures that current versions of the software and documentation, as well as technical support, are available to licensed customers during the support period. This is a prepaid, annual service, renewed in advance. Keeping this valuable service current (i.e. paid) is an important part of managing your organizations' use of PageR Enterprise.

Sample Quotations For PageR Enterprise And/Or Room Alert

SAMPLE #1: A **Small, Windows Centric Department** will benefit significantly from a PageR '20 Object Enterprise' license as quoted here:

Qty	Product Number	Product Description	Unit Price	Line Total
1	PEN-020E-LCS	PageR 20-Object Enterprise Software License	\$495	\$495
1	PEN-020E-MCF	PageR 20-Object Enterprise Maint, Support & Update Service	195	FREE
			Subtotal	\$495
			Shipping	18
			TOTAL	\$513

Sample Pricing as of July 15, 2007.

Start Small, Upgrade If & When You Need To

SAMPLE #2: A **Medium-Size, Windows Centric Organization** will meet its monitoring needs with a PageR 'Unlimited Enterprise' license and TemPageR for temperature monitoring as quoted here:

Qty	Product Number	Product Description	Unit Price	Line Total
1	PEN-UNLE-LCS	PageR Unlimited Enterprise Software License	\$1,995	\$1,995
1	PEN-UNLE-MCF	PageR Unlimited Enterprise Maint, Support & Update Service	395	FREE
1	TMPE-ES1-RCS	TemPageR Temperature Monitor Package (Rack Model)	295	295
1	TMPE-ES1-MCF	TemPageR Maint, Support & Update Service	* 30	FREE
			Subtotal	\$2,290
			Shipping	27
			TOTAL	\$2,317

*Sample Pricing as of July 15, 2007. * Adjusted Rate.*

Combo Orders Get Free Maintenance 1st Year

NOTE: PageR is available in two (2) different 'Editions' known as 'Enterprise' and 'Data Center'. A very brief description of what each edition will monitor is listed below. The best way to learn which PageR edition is right for you is to request an evaluation copy or download PageR from our web site and put it to work in your own facility for inhouse testing & full evaluation.

NOTE: There are a variety of PageR licenses available, including multiple 'size' options for each edition. This means that there is a license that is affordable and appropriate for every organization. To learn more or obtain a written quote, call us at 888.220.6700 and ask to speak with a Product Specialist, or email your request to Sales@AVTECH.com.

NOTE: Maintenance Support & Update Service allows current customers to receive technical support by live chat, phone, email and other methods, to automatically and without charge receive access to copies of software and documentation upgrades or enhancements. Customers with our Room Alert or TemPageR products under support will additionally receive full coverage of the sensor ID box so that if it ever fails or malfunctions, they can return it and we will replace it without cost.

SAMPLE #1: A **Large, Multi-Site, Multi-OS IT Team** will typically want the greatest assurance and protection available and wish to purchase a PageR ‘Unlimited Data Center’ license with one or more *Room Alert 24E* units for advanced environment monitoring as quoted here:

Qty	Product Number	Product Description	Unit Price	Line Total
1	PEN-UNLD-LCS	PageR Unlimited Data Center Software License	\$2,995	\$2,995
1	PEN-UNLD-MCF	PageR Unlimited Data Center Maint, Support & Update Service	495	FREE
1	RA24E-TH1-RCS	Room Alert 24E Advanced Environment Monitor Package	895	895
1	RA24E-TH1-MCF	Room Alert 24E Maint, Support & Update Service	* 60	FREE
			Subtotal	\$3,890
			Shipping	27
			TOTAL	\$3,917

*Sample Pricing as of July 15, 2007. * Adjusted Rate.*

The Top Of The Line, ‘Rolls Royce’ Solution

Differences Between Enterprise & Data Center Licenses

PageR has two distinct ‘Editions’ of software licenses that you can order. These two editions are known as ‘Enterprise’ and ‘Data Center’. As the names imply, the Data Center edition allows users to utilize a wider array of hardware monitoring and product functionality. Within each edition there are different license ‘sizes’ that determine how many ‘Monitored Objects’ your license will allow you to set up and use at any one time. Any license can be upgraded in the field from Enterprise to Data Center or from a smaller license to a larger license. A full credit for a customer’s existing license is applied to the purchase of a larger one allowing an organization to only pay the difference in price, therefore protecting your investment. There is no upgrade ‘penalty’ or ‘surprise cost’.

What The ‘Enterprise Edition’ Monitors

‘Enterprise Edition’ can monitor ALL of the Windows NT/2K/XP/2K3 servers, systems, event logs, files, disks, performance counters, services, devices and more on the network. It includes monitoring Novell NetWare systems, network IP ping and SNMP trap & query capability. Standard functions include unlimited Contact Objects, unlimited Alarm Objects, powerful web browser interface, unlimited manual paging, an email to SMS device gateway, and web page/link monitor. PageR offers a scalable architecture, environment monitoring add-on options, sophisticated alerting to individuals/groups/hierarchies, and superior support.

What The ‘Data Center Edition’ Monitors

‘Data Center Edition’ can monitor ALL of the Windows NT/2K/XP/2K3 servers, systems, event logs, files, disks, performance counters, services, devices and more on the network. It also includes monitoring Novell NetWare systems, network IP ping and SNMP trap & query capability. It additionally includes SYSLOG monitoring, built in FTP services, direct host login capabilities to allow monitoring of any large platform server and other special facilities. Data Center can monitor UNIX (HP-UX, AIX, Sun, Sequent, SCO, Digital and others), OpenVMS, MPE, AS/400, VME, IBM mainframe, Linux and more. Recent functional enhancements include WMI monitoring, a network-wide event console, data logging & reporting, and multi-level access/security in the web browser interface. Standard functions include unlimited Contact Objects, unlimited Alarm Objects, powerful web browser interface, unlimited manual paging, an email to SMS device gateway, and web page/link monitor. PageR offers a scalable architecture, environment monitoring add-on options, sophisticated alerting to individuals/groups/hierarchies, superior support.

Data Center monitors ‘Network-Wide, Any OS, Any Server’!

Quotes, Ordering, Payment & Delivery

Quotes

The easiest way to obtain a price quote for PageR, Room Alert or TemPageR, is to visit AVTECH on the web at www.AVTECH.com. You can click here and then select 'Quote Request' from almost any product page. Enter your basic contact information, product interest and then submit your request. A quote will be returned to you in PDF format via email for your consideration and easy ordering.

Ordering

Ordering is as easy as (1) Requesting a quote, (2) Signing the quote, and (3) Faxing it back to AVTECH at **401.847.6701**. Naturally, you can also call in your order on our sales line at **888.220.6700** or **401.847.6700**, email your signed quote or purchase order to Sales@AVTECH.com, or mail in your signed quote or purchase order as directed on the quote.

Payment Terms

AVTECH accepts Purchase Orders, American Express, MasterCard, VISA, Business Checks, Money Orders, Wire Transfers and Electronic Funds Transfer. Standard terms for invoice payment are 'Net 30 Days'. Hardware orders are typically 'prepaid' so prompt payment is recommended.

Delivery

PageR Media & Documentation and any associated hardware or sensors ordered are shipped via UPS Ground by default with signed receipt. Orders are processed the same or next business day. Shipments are normally sent by UPS Ground in the USA, UPS Standard Air in Canada and via USPS Air Mail throughout the rest of the world. Overnight delivery or special courier use is available upon request. Customers may use their own courier service if desired and avoid a shipping & handling fee.

Thank You

Thank You for the opportunity to share with you the above information about PageR, Room Alert, TemPageR and AVTECH. If you would like further information, please contact us directly or online at www.AVTECH.com. We are happy to assist you further and look forward to working with you.

At Your Service.

Respectfully,

The Entire Team At

AVTECH Software, Inc.

Contact Information

To receive further information or assistance regarding Room Alert, TemPageR, PageR Enterprise, Sensors or AVTECH Software, please contact:

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Web www.AVTECH.com www.AVTECHsoftware.com www.EnvironmentMonitor.com
www.RoomAlert.com www.TemPageR.com www.PagerEnterprise.com

About AVTECH Software

AVTECH Software, a privately held corporation founded in 1988, is a computer software and hardware manufacturer specializing in providing Windows NT/2K/XP/2K3 solutions to monitor multi-OS computer environments throughout an organization's enterprise network. Once problems or issues are recognized, AVTECH Software products use today's most advanced notification technologies to communicate critical and important status information to remote system and network managers. PageR Enterprise then takes corrective actions to resolve issues if it has been set up to do so. The Room Alert product line allows today's most advanced solutions for monitoring the environmental conditions within a computer room data center.

TRADEMARKS

AVTECH, AVTECH Software, the AVTECH Logo, the AVTECH System Manager Character, AVTECH.com, AVTECHsoftware.com, "Environment Monitoring Made Easy!", EnvironmentMonitor.com, "Network Monitoring Made Easy!", "Network-Wide Monitoring Made Easy!", Page Command, PageR, PageR Data Center, PageR Enterprise, PagerEnterprise.com, Room Alert, RoomAlert.com, "System Monitoring Made Easy!", TemPageR, TemPageR.com and "Temperature Monitoring Made Easy!" are trademarks or registered trademarks of AVTECH Software Inc.

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