

ScreenConnect Newsletter

Dear Customer,

Welcome to the October 2011 edition of the ScreenConnect Newsletter.

Our 2.3 build is officially releasing today (Thursday). There are tons of new features to discuss and exciting changes on the horizon. So sit back and relax for the next few minutes as we peruse the wonderful world of ScreenConnect (input favorite theme song here).

ScreenConnect 2.3 Released

Our 4th release this year, 2.3 was an important project to help tie together the features and architectural changes we implemented over the past 12 months. The new role-based security is just the tip of the iceberg of this exciting new release.

Overview of Features:

- Granular role-based security
- New rich client email option
- Mac OS X unattended installer
- Ability to delete session notes
- Host name added to session log
- About a dozen other features and fixes

For a full breakdown of the 2.3 release, please visit our [release history](#).

ScreenConnect 2.3 Roles Discussed

We outlined in our last newsletter all the new changes our role-based security would be introducing such as the ability to limit access to particular unattended session groups, the ability to create sessions, and ability to edit notes. We have done our best to integrate these new features, along with some recommendations from our team in our knowledge articles. If you are installing 2.3 for the first time you might want to check out the following:

- [INFO-0021: Role Based Security](#)
- [INFO-0019: Managing Session Groups](#)
- [HOWTO-0007: Unattended Remote Sessions](#)
- [INFO-0011: The Administration Page](#)

For more information you can contact sales@screenconnect.com or [download](#) 2.3 and tell us what you think.

Quick Links

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Forum Posts

- [Security Details](#)
- [Unattended Quick Update Script](#)
- [LDAP Authentication](#)
- [Can you hide...?](#)

ScreenConnect & YouTube

For the past two years, we have posted training videos on YouTube under our different personal accounts. We recently created the YouTube ScreenConnect corporate page to consolidate our videos and to inspire us to create more. Stay tuned for more!

<http://www.youtube.com/screenconnect>

ScreenConnect 2.4 and Beyond

Our 2.4 build is already underway; it will provide a big change to the product architecture exposing a world of new features and capability going forward. Our goal is to make the relay piece of architecture more intelligent. This feature will allow ScreenConnect administrators to implement more centralized tools and functionality. Currently we are outlining features we plan to release in 2.4 and 2.5, so stay tuned to our forum and website for more information.

For anyone wondering if we are going to sacrifice ease of use and speed for a me-to approach of feature development, don't worry! We are not changing our focus of having an easy to use solution that "just works".

What would help you?

Thanks to everyone who provided their list of integration ideas for ScreenConnect. We are in open discussions with some of the companies to see what is possible through existing APIs. If you didn't get a chance to list your favorite RMM, MSP, data backup, helpdesk, or other tool in the forum it's not too late.

http://forum.screenconnect.com/yaf_postst467_Where-would-you-like-to-see-ScreenConnect-integrated.aspx

We listen very closely to your ideas of how to make ScreenConnect better. If you have additional suggestions on integrations, features, or just a crazy idea that would make your life easier please let us know (sales@screenconnect.com).

* Please no questions/requests involving spouses, teenage children, or in-laws. We are a bunch of engineers, computer geeks, and software developers; we are less than ideal to offer suggestions on those subjects!

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Elsinore Technologies, Inc. | 1.866.866.0034 | 4700 Six Forks Road Suite 320, Raleigh NC 27609