

ScreenConnect Newsletter

Dear Customer,

Welcome to the December 2011 edition of the ScreenConnect Newsletter.

We have re-released a new version of 2.3, 2.4 is around the corner, and we have a lot of changes coming in 2012. We can't wait to hear back from everyone trying out 2.4! Please let us know what you think about the new features and functionality.

ScreenConnect 2.3 Re-Released

In our never-ending quest to make ScreenConnect as easy and compatible for as many users as possible, we often encounter immense challenges. These include anti-virus issues, operating system security enhancements, and browser security enhancements. Luckily our diligent development team is always tackling these issues as they arise. Early in the development of 2.4, we implemented a new hybrid "launcher" that goes a step further to avoid the need to download and run an EXE for Windows users. We decided this feature was important enough to backport into a 2.3 re-release.

The new launcher initiates via Java Web Start, which in some ways is more efficient than .NET ClickOnce. The launcher then attempts to launch the .NET client before falling back to the Java client. The launch hasn't been flagged by any anti-virus programs. And all of the old launch options are there if this fails, and they're just as transparent as before.

ScreenConnect 2.4

You may have seen where we [posted in the forum](#) our new 2.4 (very-pre-release) build. The actual pre-release should hit our download page sometime next week, but until then here is a breakdown of some of the new additions.

Multiple Technicians on Session – We will now have the ability for multiple techs to join the same attended or unattended session.

New ScreenConnect Relay Service – Although the impact of this is a bit more behind the scenes; the improvements this new Relay will allow sets the groundwork for most of the additions we will be making in 2.5, 2.6, and 2.7.

Removing, Upgrading, Modifying Unattended Clients – If you were one of the many people who asked for the ability to remove, update, or change the name of unattended clients then get ready to smile!

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[2.4 if you dare...](#)

ScreenConnect Dollars & Cents

As we approach the new year we are examining all aspects of our offering including our price point and purchase options. The management team has elected to transition our licensing cost at the first of the year, the following outlines the changes:

Concurrent Session License - Currently \$275, will increase to \$300.

Unlimited Session License - Currently \$2750, will increase to \$3000.

Meet our latest feature: Multiple Technicians on a Single Session

If you would like to see how the new multiple technician feature works, here are a few videos on our YouTube page that should help:

<http://www.youtube.com/screenconnect#p/a/u/1/eM-N0tASTjU>

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Sincerely,

Jeff Bishop
ScreenConnect Team

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