

## **Elsinore Technologies Announces the Launch of ScreenConnect Version 1.6**

[NewsWireToday](#) - /newswire/ - **Raleigh, NC, United States, 03/22/2010 - Elsinore Technologies, developer of IssueNet enterprise issue management software, welcomes ScreenConnect to its Product Suite.**

Elsinore Technologies, developer of the IssueNet suite, announces the release of ScreenConnect version 1.6, marking its first year in the remote support market.

ScreenConnect is a self-hosted remote support solution compatible with clients using Mac, PC, and Linux systems. The software owner installs ScreenConnect on his or her PC or server, thus allowing full control over the configuration, security settings, and end user experience. "It's a different perspective on a market that has been traditionally dominated by SaaS suppliers like LogMeIn or Webex," says Jeff Bishop, Business Development Manager for Elsinore. "ScreenConnect can save companies hundreds, thousands, or tens of thousands of dollars a year in monthly remote support license charges, and in this economy, organizations of all sizes can benefit from that."

Version 1.6 marks the one year anniversary in the remote support industry for ScreenConnect. Originally the IssueNet support team developed ScreenConnect to handle the diverse client PC configurations they encountered. "We wanted a solution that we could integrate and tweak as needed to improve our customer support, but there just wasn't anything on the market that fit our needs," Bishop adds.

From IT consultants to accountants, many organizations are finding value in a self-hosted remote support solution. What are the primary reasons for the product success? Jakes Morgan, CTO, chimes in, "It just works; that is sort of our product mantra and the driving factor behind our development. We want our customers to be confident that when they start a session with a client, they will be able to connect regardless of the end users' configuration. Our customers don't need to explain where to download some software, how to open a port, or walk their customers through changing security settings. They just start a session and it works."

ScreenConnect's extensive list of features includes session recording, chat, file transfer, multiple monitor support, remote reboot, and UAC support.

### **About Elsinore Technologies**

Elsinore Technologies ([elsitech.com](http://elsitech.com)) a software development company located in Raleigh, NC with more than 15 years of experience developing and supporting on-premise software products. Each of these on-premise applications provides unique functionality and features not generally offered in their respective markets.

IssueNet is an issue management and tracking solution that provides the extensibility to create and manage custom workflows, issue types, notifications, and much more. Pre-built custom solutions are available for the IT service management, helpdesk, and software development arenas with others being developed every day. The extensibility of IssueNet allows the product to be used by manufacturers, municipalities, universities, and organizations of all sizes and disciplines easily with no programming required.

ScreenConnect ([screenconnect.com](http://screenconnect.com)) is a self-hosted remote support application that requires no monthly payments and provides owners total control over the end user experience. ScreenConnect offers an extensive toolset including remote reboot/reconnect, customizable themes, logging, dual monitor support, chat, and session recording. ScreenConnect can support clients using Mac, Linux, and PC, Windows UAC, Java Web Start, and accommodates most firewall and NAT implementations.