

Elsinore ScreenConnect Data Sheet



ScreenConnect is a remote desktop support application that provides remote PC support capability through web based services. ScreenConnect is part of the next generation of remote desktop support solutions providing users with a low cost, self hosted solution with all the functionality of the higher priced hosted solutions.

ScreenConnect provides a host of benefits to users but the most prominent is the self hosted feature, which allows users 100% control over the implementation into their support model. This means no more monthly fees, complicated processes trying to bypass firewalls, or directing customers to a third party site to start support sessions.

Applications

- Remote desktop viewing and control
- Software implementation support

Key Benefits

- AES 256 bit encryption
- Web based architecture allowing connections to clients without all the headaches of reconfiguring PC's or bypassing firewalls
- Exceptional return on investment (ROI)
- Reduced travel cost and time diagnosing problems over the phone
- No software downloads required for clients
- Support for MAC, Windows, Linux, and Solaris
- Easily customized and embedded into websites
- Support different client configurations remotely with one solution



Security

Whether hosting a session or connecting in to one all ScreenConnect users can rest assured that their data is secure. First the entire remote support process is permission based meaning no one can access a client PC without their permission. Second ScreenConnect utilizes the Advanced Encryption Standard (AES) 256 bit encryption adopted as a standard for the U.S. government and used today by organizations such as the National Security Agency (NSA).

Customization

Providing a consistent look and feel across all customer facing applications is important that's why ScreenConnect provides complete access to all required resources for total architectural and content appearance customization. As the host of your own remote support application you can:

- Embed ScreenConnect into your company website
- Select from one of our predefined visual themes
- Create your own theme to match your site aesthetics
- Full access to all HTML, CSS, and ASP.NET source code
- Every message, label, and text string is available through accessible resources providing the capability to modify verbiage or add additional language translations

Server Requirements

Supported Platforms

- Windows 2000, XP, Vista, Windows 7
- Windows Server 2003, 2008
- IIS 5.0 or greater is required to run host web services and applications

Min. Server Specifications

- Windows 2000 OS
- 800Mhz Pentium 3 processor
- 512 MB RAM
- .NET Framework 2.0+

Recommended Specifications

- Windows Server 2003
- 1.5Ghz Pentium 4 processor
- 1 GB RAM
- 1 GB disk space
- SQL Server 2005, 2008
- .NET Framework 3.5+

Client Requirements

Supported Platforms

- Windows 2000, XP, Vista, Windows 7
- Windows Server 2003, 2008
- OS X
- Solaris
- Linux
- .NET 2.0 or JRE 1.6+ required
- Note JRE (Java Runtime Environment)

License Model

ScreenConnect has two license models available, concurrent and unlimited session licenses. A concurrent session license allows a single active support session per licensed user for each license purchased and an unlimited session license which allows unlimited concurrent sessions for all users on a single server.

Concurrent licenses can be utilized by any support technician and therefore the number of licenses required should correlate to the number of hosted sessions that would be active at any one time.

Product Features

- Screen, keyboard, and mouse control
- Access to client PC's in seconds
- Three different client connection options
- File transfer
- Chat
- Remote reboot with automatic reconnect
- Clipboard transfer
- Scalable viewing window
- Multiple monitor support
- Automatic reconnect in case of lost connection
- Screen capture
- Integrated AVI recording
- Toolbox
- Reverse Screen Sharing
- Full customization of software themes
- White labeling/branding



Technology

The ScreenConnect server runs as a set of services on any modern versions of Microsoft Windows, the server setup does require the .NET Framework 3.5. The HTTP web service is provided as an ASP.NET application operating on TCP port 8040, while the relay for session data using a proprietary protocol operates on TCP port 8041. A SOAP web service running on Windows Communication Foundation tracks active sessions and operates on TCP port 8042, however this is not communicated externally.

ScreenConnect has two clients available each targeted to a specific operating system (OS):

1. The .NET client which is targeted to the Microsoft Windows OS and is activated using ClickOnce technology.
2. The Java client which is targeted to OS X and Linux computers. This client is activated with Java Web Start.

Support

ScreenConnect is a simple to install and intuitive remote support application. That said we want to ensure your success which is why we provide 1 year phone support and software updates with each purchase. Our support team will work with you to assist with implementation, feature explanation, and other related support requirements to ensure your success.

Try it Free!

Receive a free 30-day trial of IssueNet, go to www.ScreenConnect.com and click the "Download" option.

ScreenConnect Online

Product Information

www.ScreenConnect.com

Sales Inquiries

sales@screenconnect.com
866.866.0034 ext.402
919.532.0022 ext 402

Media Inquiries

sales@screenconnect.com
866.866.0034 ext.415
919.532.0022 ext 415

Support

support@screenconnect.com
866.866.0034 ext. 418
919.532.0022

Company Address

Elsinore Technologies
4700 Six Forks Road Suite 320
Raleigh, NC 27609
www.elsitech.com
www.ScreenConnect.com