

# Elsinore IssueTimes

Dear Jeff,

Welcome to the April edition of the IssueTimes newsletter delivered by Elsinore Technologies, the makers of IssueNet. The focus of this newsletter is to bring you the most up to date information about the latest Elsinore product offerings, IssueNet development tips, industry news, and much more!

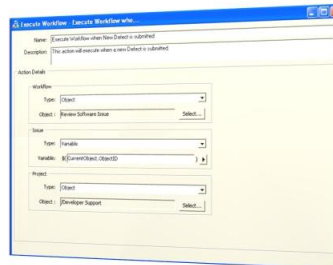
## Released - IssueNet 5.3

IssueNet 5.3 is the latest release of our issue management solution and is now available for download from our [support site](#). A complete breakdown of all the new enhancements, changes, and bug fixes are available at our [release history page](#).

Some of the exciting new features include our new Exchange Integration allowing the ability to submit emails to a common address and create a new issue, new workflow editing options such as increased canvas size and new right click editing features, and scripting enhancements to support C# and 64 bit operating systems.

## Tech Tip - Execute Workflow Action

When an issue is submitted into IssueNet database typically a workflow is manually executed to generate tasks. However this process can be automated by leveraging the Execute Workflow Action. This month's tech tip explains in detail how to create and implement a workflow to help automate the workflow process. [Full Article](#)



## ScreenConnect

In this economy every company ranging from the largest enterprise corporation to the smallest single owner business is looking for a way to reduce costs while still providing customers with superior service and support.

We at Elsinore want to help and that's why we have released our low cost remote desktop solution to our customers for no charge! ScreenConnect has all the capabilities of those expensive hosted solutions but at a much more appropriate price.

Not an IssueNet customer? But still interested in ScreenConnect don't worry we didn't forget about you and we made this tool available for you as well for a fraction of the cost of those large enterprise remote desktop solutions.

[www.ScreenConnect.com](http://www.ScreenConnect.com)

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### April Discount

Elsinore is currently running a spring promotion with discounted pricing on our entire issue management suite of products. If you were thinking about buying or upgrading now is a great time. [Click Here](#)

### Blogging?

We would like to provide a resource for our readers to communicate, share tips, and provide feedback. Stay tuned as we unveil our new IssueManagement Blog on May 15th.

### Suggestions?

We love to hear from our customers, if you have suggestions for improvements such as feature requests please send those to [bizdev@elsitech.com](mailto:bizdev@elsitech.com)

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