

Elsinore IssueTimes

Dear Customer,

Welcome to the June edition of the IssueTimes newsletter delivered by Elsinore Technologies, the makers of IssueNet and ScreenConnect. 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 - ScreenConnect 1.2

ScreenConnect 1.2 is the latest release of our remote support application and is now available for download from our website. A complete breakdown of all the new enhancements, changes, and bug fixes are available at our [release history page](#).

The most significant change was the addition of file transfer capability added for Java Clients.

Tech Tip - Release Module

As most of you are aware, when a new version of IssueNet is released, it is available via the Downloads section of our Relay Support Site. This was accomplished by creating a custom solution described in our developer labs.

With this solution, a new class, Releases is created which allows documents such as exe's and ReadMes to be attached. A typical use case of this is to control the distribution of released code, beta software, and hotfixes

Note: When installing a solution, it is highly recommended that you do so in a controlled test environment so it can be tested without affecting a production system. [Learn More](#)



Topic	Description
Elsinore ScreenConnect v1.1	ScreenConnect 1.1 Release
IssueNet 5.1 or 5.3 Release	IssueNet 5.1 or 5.3 Release
IssueNet 5.2 Release	IssueNet Suite V2.2
IssueNet Suite 5.1	IssueNet 5.1 Release
IssueNet Suite 5.3	The release include a patch for .NET Framework 3.5 SP1
byrefusion registry fix	

Featured Customers

We have a lot of new customers joining our Elsinore family.

Stratus (www.stratus.com)

Provides a complete set of IT solutions characterized by superior reliability and value. Often recognized by their five nines 99.999% advertising campaign of worldwide uptime support.

Steel Warehouse (www.steelwarehouse.com)

A family owned network of industrial supply houses that provides heavy gauge, high strength, sheet and plate steel cut to length.

Lawrence Livermore National Laboratory (www.llnl.gov)

A premier national security laboratory who brings teams of all disciplines together to focus on existing and emerging issues that affect national and global security.

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White Papers

Has your company implemented IssueNet or ScreenConnect in a new or interesting way? Could your background or experience in issue management benefit others? We are working with several companies to release joint white papers or testimonials. It only takes about 1 hour of your time and is a great marketing tool for all companies involved.

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IssueBlog

IssueBlog is a new way for us to quickly communicate any industry news, technical reviews, thoughts, and ideas. We would like to encourage participation and debates as both are a great way for everyone to learn.

Recent posts:

[Swim lanes](#)

[Outlook Addons](#)

[Issue Management Steps](#)

[Issue Management?](#)

Suggestions?

We love to hear from our customers, if you have suggestions for improvements such as feature requests, new products, blog ideas, or anything else please send them to:

bizdev@elsitech.com