



September 2006 Newsletter

What our customers are saying...

"The Elsinore support team is awesome. They do a very thorough job of ensuring that we have all of the information necessary to proceed with a request or "how to" question. The initial training provided by the Elsinore staff was thorough. They provided just in time information on the sections of training we needed. The training allowed us to be trained, take a day or two to complete the tasks and continue to move to other parts of training."

Noel Nicholas
Technical Support Manager
<http://www.geolearning.com>

Intercept 4.1 Released

Elsinore Technologies, Inc. is pleased to announce that Intercept 4.1 has been officially released. 4.1 is a service release based on updates to the Elsinore IssueNet Platform. This release includes new product deployment features as well as fixes and other minor enhancements. If you would like to learn more about the Intercept 4.1 release [click here](#).

If you have any questions about the release, please contact Elsinore technical support services at: support@elsitech.com.

Register for a New Product Preview – IssueNet Workspace

Elsinore Technologies is preparing a new product which will be released as a part of the IssueNet Platform. IssueNet Workspace is designed to provide tight integration between IssueNet solutions, such as Intercept, and a user's primary working environment. IssueNet Workspace will initially feature integrations into Microsoft Outlook and Microsoft Visual Studio, with each integration designed specifically for the features and functions of the host application.

As the basic features are completed, Elsinore would like to generate early feedback by hosting a product preview web seminar. The preview will last approximately 45 minutes and will allow attendees to see the new product in use and ask questions and make comments. If you are interested in the product preview, please contact Morgan Hefner at morgan.hefner@elsitech.com for reservations and schedules.

Deployment Webinar

Elsinore Technologies is pleased to offer a new webinar covering the deployment requirements for IssueNet. The intended audience would be the person and/or team responsible for the initial installation and deployment of the product.

This webinar will be held the second Monday of each month, beginning in October. If you are interested in attending this webinar, please contact Morgan Hefner at morgan.hefner@elsitech.com.

Sign Up Now for September's Best Practices Brown Bag Webinar

September's Brown Bag Webinar will be held Wednesday September 22nd, Noon to 1PM Eastern. This session will cover the design of notification rules. The use of workflow and trigger based notification rules will be discussed as well as the use of conditions to trigger notifications based on specific state changes.

To register for the webinar, please contact Reid Bodford at reid.bodford@elsitech.com, or call 1-866-866-0034, ext. 416. Our best practices webinars are customer driven. If you have a topic suggestion for upcoming webinars, please contact Sean White, at sean.white@elsitech.com.

Tech Tip: IssueNet Deployment Guide

As a collaborative application, IssueNet provides several services that need to be configured correctly before the entire enterprise can use the complete product features. The IssueNet platform is very flexible in how it can be configured but it follows a basic set of steps that can be followed to simplify the successful deployment within your environment.

This month's tech tip will cover a typical deployment of IssueNet.

[More Information](#)