



## ISSUENET 5.2 RELEASE ON THE WAY

After a busy 2008 in which Elsinore has already put out 4 IssueNet releases, including the major 5.0 release, we decided to take a long holiday and rest on our laurels until 2009... Come on, we wouldn't let our developers off that easy! Just in time for the holidays (December 21) we have one more release to cap off 2008.

Our point of emphasis for the 5.2 release is very much on polish - with a focus on isolated bugs and customer specific issues. The release includes more reliable behavior around transitions, triggers, and

object classes, as well as bug fixes for a number of obscure settings in the Architect.

Watch [elsitech.com](http://elsitech.com) for full release notes and download links on December 21.

# 5.2

## SCREENCONNECT TECH PREVIEW RELEASE AVAILABLE

Elsinore Technologies' upcoming Remote Assistance Product, ScreenConnect, is now available as a freely available Technical Preview release. This release is fully functional and is in use by our own internal team on a daily basis during 1 on 1 technical support sessions. Contact [sean.white@elsitech.com](mailto:sean.white@elsitech.com) by December 9 to get your copy of the software.

We are also pleased to officially announce that ScreenConnect will be provided absolutely free to existing IssueNet customers on active support and maintenance! Of-

ficial commercial release is slated for Q1 of 2009, and we are happy to be able to provide this valuable tool to our existing customers.

For more information on the technical preview and ScreenConnect in general, please visit our Elsinore blog entry.

### ScreenConnect Applications

1. Remote Technical Assistance
2. Help Desk 1 to 1 Support
3. Screen-sharing Presentations
4. Product Technical Support

## TECH TIP: RUNNING SCHEDULED MONITOR JOBS

This month's Tech Tip focuses on the use of IssueNet Monitor jobs to run scheduled jobs such as sending email notifications based on a set of criteria. The Tech Tip explains how to configure a monitor job using an XML file and how to schedule the job using Windows Scheduler. Monitor jobs are one of the many useful features designed to help you manage projects more proactively and help you manage your issues instead of the issues managing you.

The Tech Tip section of the web-

site is filled with in depth discussions of common practices, as well as step by step guides on more advanced functionality. Most Tech Tips are initiated by user request, so please let us know if there is a topic you would like to see discussed.