

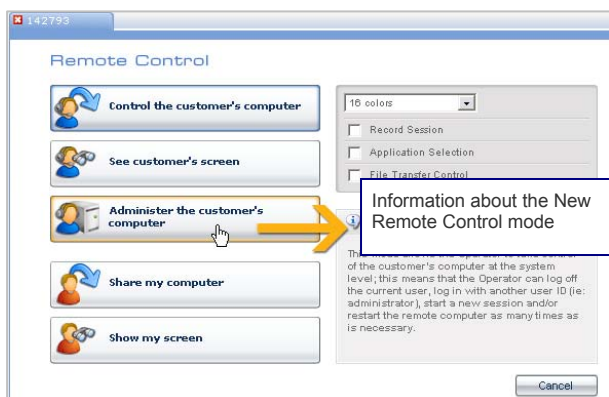
NTRsupport Release Notes – June 2007

NTRsupport Feature of the Month:

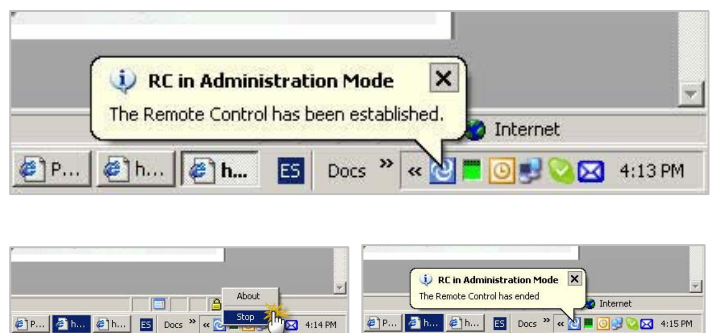
NEW Administrator Mode

The new Administrator Mode allows you to execute a seamless remote support session with limited end user involvement. For example, once the end user has requested support and has given the Operator permission to take remote control, the Operator maintains complete control of the computer until the session is terminated either by the Operator or the end user. Without any interruption of the remote session, end users can log out of the Windows session and the Operator can remotely reboot the computer or even initiate a Windows session as another user on the same computer. Because the session is established at the service level, end users can limit their involvement in the support process to session initiation, allowing Operators to resolve problems independently of end users.

Operator Screen



User Screens



Need More Information?

If you have any questions, feel free to send us an e-mail to support@ntrglobal.com or use the NTRsupport Live Chat button at www.ntrsupport.com. We will be pleased to assist you.