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Search

Home Trends Tech 4 You Advisor Learning Curve Viewpoint Know IT User Case Bizleader Q&A Oj



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More

- Half the E-Threats in June have been Trojans
- Mobile Messaging Service Trends in Asia Pacific
- Internet Domain Names Cross 180 Million in Q1 2009

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- India's Average Bandwidth is Still Below 1 Mbps** In the latest report on the state of the Internet, India is a little behind high broadband usage but this is changing

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In continuation to Part 2 of this series "How to Take Your Biz Online and Beyond",

**Abhishek M. Gupta**, VP (Technology) of Lime Spot Technology, in Part 3, discusses how to increase traffic by by "affiliate marketing". Read on...

Home > Know It > Services



## eScan Enhances Customer Support w

By [Enterpriser Staff](#) | Jul 17, 2009 1100 hrs IST

This Article:

In a bid to further fine-tune their support services for their worldwide customer base, eScan has int 'eScan Remote Support' (ERS). This enhanced customer support facility can effectively and securel' eScan to reduce turn-around time on efficient problem solving. When ERS is used by eScan's custo eScan support team will be able to establish a secure remote connection to the customer's compute this the support team will be able to address the customers' queries and problems. In addition the team can even demonstrate the product to the customers from a remote location.

ERS provides remote access by default, thereby eliminating the need to download utilities that enal remote machines. ERS is already available with the latest hotfix (1.0.0.463) and will shortly be ava newer eScan/MailScan builds. To check the availability of ERS on their machines, customers need t mouse on the eScan Red-Shield Icon in the system tray and look for the version displayed. If the l digits are greater than or equal to 463, then ERS is already installed in the machine and it can be a right-clicking on the eScan Red-Shield icon and selecting "eScan Remote Support".

The hotfix featuring eScan Remote Support is available at [www.mwti.net/hotfix](http://www.mwti.net/hotfix)

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Post your comment on "Have you used any eScan product?"

Comment :

Name :

Company :

City :

E-mail :

Word verification : Type the characters you see in the picture below.

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