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**FOR IMMEDIATE RELEASE:**

**ECHOAGENT SYSTEMS UNVEILS OPEN SOURCE  
REMOTE SUPPORT SYSTEM FOR USER SUPPORT PROFESSIONALS**

*Echogent's EchoWare Remote Support System Gains Momentum  
Among Users as an Easy-to-use, Secure Solution*

PALO ALTO, Calif. - November 14, 2005 – Echogent Systems, a leading provider of downloadable web services and SOHO peer-to-peer networking platforms for open source systems, today announced general availability of the EchoWare Remote Support System, a remote-desktop platform based on open-source components that provides user support professionals with full control over their customers' networks without imposing monthly service fees and vulnerability risks posed by third-party servers. The EchoWare Remote Support System is available for download at [www.echogent.com](http://www.echogent.com).

“The problem with most web-based remote-desktop services is that they require service providers to go through a third party's server, which adds one more barrier between the provider and their customer,” said Scott Best, founder of Echogent Systems. “The EchoWare Remote Support System was designed with our customer's customer in mind. It doesn't require any changes to the end-user's firewall or web-proxies, as all connections are made outbound through their network security system. We are eager to let the public know that finally a secure, firewall-friendly remote support software package based on open source software exists.”

The EchoWare Remote Support System provides a firewall-friendly, remote desktop capability for the Windows OS. Designed for both advanced Internet users and user-support professionals, the EchoWare system includes free, open source end-user software, as well as EchoServer relay-server software, a fully-functional try-before-buy shareware application available for both the Windows and Linux operating systems. Shareware registration is based on the number of maximum clients; up to 100 clients can be supported for a one-time cost of \$200. Once registered, the remote support system is fully owned and run directly by the user support professional. Unlike alternative solutions, the EchoWare Remote Support System carries no additional or hidden monthly fees, and most of the components are fully open source.

“I looked at other services that require connections to unknown third-party mediation servers and carry monthly subscription charges,” said Robert Gimbel, founder of CybarWorks, a Scottsdale-based IT services company that provides business solution consulting. “With the EchoWare Remote Support System, I can own the whole solution, minimizing my total cost of ownership and risk. I especially like that even if Echogent's servers go down, my customers' capabilities will not be affected.”

The EchoWare Remote Support System is being widely used by user support professionals looking for a solution that promises:

- < A lower total cost of ownership (TCO)
- < Ease of management
- < The highest levels of security for end users
- < Proven stability and security with Virtual Network Computer (VNC) and OpenSSL software and components.

The EchoWare communication platform, upon which the EchoWare Remote Support System is based, is extensible to any future user-to-user connections, such as video chat, soft phone and work group collaboration. The EchoWare platform enables simple, secure and reliable peer-to-peer networking connections based on open source technology.

### **About Echogent Systems**

Privately held and headquartered in Palo Alto, California, Echogent Systems, Inc. is a leading provider of downloadable web services and SOHO peer-to-peer networking platforms for open source systems. Echogent Systems provides user support professionals, SOHO and individual users with a cost-effective software and services platform that enables secure peer-to-peer network connections without the need for costly and difficult adjustments to the end user's networking equipment and network-management software. For more information visit <http://www.echogent.com> or email [info@echogent.com](mailto:info@echogent.com).

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