



Camtasia Relay[®]

Documentation Library

Release 4.3.0

April 2013

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Camtasia Relay®

Release Notes

Version 4.3.0

April 2013

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Table of Contents

What's New in 4.3.0	v
What's New in 4.2.1	vi
System	vi
What's New in 4.2.0	vii
System	vii
Server Website	vii
Recorder	vii
What's New in 4.1.2	viii
System	viii
Server Website	viii
Recorder	viii
What's New in 4.1.1	ix
System	ix
Server Website	ix
Recorder	ix
What's New in 4.1.0	1
System	1
Server Website	1
Recorder	1
What's New in 4.0.3	2
System	2
Server Website	2
Recorder	2
What's New in 4.0.2	3
System	3
Server Website	3
Recorder	3
What's New in 4.0.1	4
System	4
Server Website	4

Recorder	4
What's New in 4.0.0	5
System	5
Server Website	5
Recorder	5
Help and Support Resources	6

What's New in 4.3.0

The following is a summary of the new features and updates in Camtasia Relay 4.3.0.

You may want to review the current known issues for Camtasia Relay 4.3.0. You can find the list of known issues in the [TechSmith Support Center](#).

Release Overview

Camtasia Relay 4.3 provides an updated dashboard for the system administrator. The new dashboard is designed to provide information about server usage which can help the system administrator better plan for their future needs. Additional updates were made to allow for sorting and searching of videos on the history page as well as providing additional information about an individual presenter's usage.

New Server Features

- ▶ An encoding usage graph that shows the server encoding capacity and usage percentages for a particular date or date range. This allows a system administrator the ability to easily see peak use times and to see if there are times when presentations are queued up for encoding.
- ▶ A graph showing the average size of a recording by file type. This shows a system administrator actual data which can be used to plan for storage needs.
- ▶ A graph showing the average encoding time for a particular profile and by a simple click of the mouse each encoding type within that profile.
- ▶ Added the ability to search for presentations on the Presentation History page by date range.
- ▶ Added the ability to search for presentations on the Job Status page and the Presentation List page
- ▶ Added usage information for individual users including client machines used, presenter accounts and total presentations.

Fixes and Updates

- ▶ Corrected an issue that caused a failed publish to YouTube when the title was too long.
- ▶ Fixed an issue with publishing to Kaltura where mobile formats were not published their mobile playback formats.
- ▶ Updated the Smart Player output to properly scale a video when the video is larger than the browser window.
- ▶ Corrected an issue within the file system output authentication test that could cause errors if variables were used.

What's New in 4.2.1

The following is a summary of the new features and updates in Camtasia Relay 4.2.1.

You may want to review the current known issues for Camtasia Relay 4.2.1. You can find the list of known issues in the [TechSmith Support Center](#).

System

Camtasia Relay 4.2.1 is a maintenance release that fixes several publishing related issues. The following specific issues have been fixed:

- ▶ Publishing to an FTP site resulted in an incorrect link to the published video.
- ▶ Certain WebDAV publishing destinations resulted in unsuccessful publishing of presentations.
- ▶ The FTP URL scheme was not selectable when Drupal was installed.
- ▶ Resubmitting a Flash presentation which had previously failed continually failed.
- ▶ Forward slash characters were not supported in FTP append paths.

What's New in 4.2.0

The following is a summary of the new features and updates in Camtasia Relay 4.2.0.

You may want to review the current known issues for Camtasia Relay 4.2.0. You can find the list of known issues in the TechSmith Support Center:

4.2.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3600

System

The general updates to Camtasia Relay include:

- ▶ Videos recorded using Snagit can be sent to a Camtasia Relay server for encoding and publishing using a newly available Snagit output for Camtasia Relay. The Snagit output is available on the TechSmith website. This process requires Snagit on Windows 11 or later, Snagit on Mac 2.0 or later, and Camtasia Relay 4.0.2 or later.
- ▶ The TechSmith Smart Player, an upgraded Flash video player, is now available in Camtasia Relay. This is the recommended encoding type (listed as Flash encoding on the Camtasia Relay website). Any previous profiles using the Flash encoding type will automatically use the Smart Player.

The Smart Player plays video on any device that supports H.264 MP4 videos including current web browsers, iPhone, iPad, Windows Phones and most Android devices.

- ▶ Added support for new iTunesU variables.
- ▶ RTMP and MMS protocols are now supported in our publishing destinations.
- ▶ Version 7.7.3 of QuickTime is now required for Camtasia Relay 4.2.0. This change is to correct an issue processing TechSmith Fuse for Camtasia Relay videos.
- ▶ Fixed an issue where speech to text transcription fails if no audio is detected.
- ▶ Improved messaging when issues arise during activation.

Server Website

- ▶ The Copy Profile process has been improved and simplified.

Recorder

Updates to the recorder include:

- ▶ The Windows recorder has been updated to support Windows 8.
- ▶ If the audio input is lost during a presentation Camtasia Relay provides the presenter with a notification and potential solutions. This feature can also be disabled by the system administrator.

What's New in 4.1.2

The following is a summary of the new features and updates in Camtasia Relay 4.1.2.

You may want to review the current known issues for Camtasia Relay 4.1.2. You can find the list of known issues in the TechSmith Support Center:

4.1.2: http://techsmith.custhelp.com/app/answers/detail/a_id/3562

4.1.1: There are no known issues specific to version 4.1.1 at the time of publication.

4.1.0: There are no known issues specific to version 4.1.0 at the time of publication.

4.0.2: http://techsmith.custhelp.com/app/answers/detail/a_id/3433

4.0.1: http://techsmith.custhelp.com/app/answers/detail/a_id/3368

4.0.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3317

System

The general updates to Camtasia Relay include:

- ▶ Various updates to the encoder process.

Server Website

There are no updates to the server website with this release.

Recorder

Updates to the recorder include:

- ▶ The Mac recorder now works with OS X 10.8.

What's New in 4.1.1

The following is a summary of the new features and updates in Camtasia Relay 4.1.1.

You may want to review the current known issues for Camtasia Relay 4.1.1. You can find the list of known issues in the TechSmith Support Center:

4.1.1: There are no known issues specific to version 4.1.1 at the time of publication.

4.1.0: There are no known issues specific to version 4.1.0 at the time of publication.

4.0.2: http://techsmith.custhelp.com/app/answers/detail/a_id/3433

4.0.1: http://techsmith.custhelp.com/app/answers/detail/a_id/3368

4.0.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3317

System

The general updates to Camtasia Relay include:

- ▶ Fixed an issue where upgrades failed if Camtasia Relay was installed to a custom location.
- ▶ Added support for Microsoft SQL Server 2012.

Server Website

There are no updates to the server website with this release.

Recorder

Updates to the recorder include:

- ▶ The Mac recorder can now record system audio (the sound from an user's speakers). This option is enabled by default.

What's New in 4.1.0

The following is a summary of the new features and updates in Camtasia Relay 4.1.0.

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4.1.0: There are no known issues specific to version 4.1.0 at the time of publication.

4.0.2: http://techsmith.custhelp.com/app/answers/detail/a_id/3433

4.0.1: http://techsmith.custhelp.com/app/answers/detail/a_id/3368

4.0.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3317

System

The general updates to Camtasia Relay include:

- ▶ ID3 tags have been added to MP3 encoding output
- ▶ Updated the Autonomy library for speech to text captioning

Server Website

Updates to the server and website include:

- ▶ Added a new encoding type for Camtasia Studio 8 and later CAMREC files
- ▶ Added the ability to adjust the number of profiles shown on the profile list page

Recorder

Updates to the recorder include:

- ▶ The recorder now uses SHA512 for security
- ▶ The PC recorder can now record system audio (the sound from an user's speakers). This option is enabled by default.
- ▶ Both Mac and PC recorders display a notification to users when a new version of the client is available from the Camtasia Relay website

What's New in 4.0.3

The following is a summary of the new features and updates in Camtasia Relay 4.0.3.

You may want to review the current known issues for Camtasia Relay 4.0.3. You can find the list of known issues in the TechSmith Support Center:

4.0.2: http://techsmith.custhelp.com/app/answers/detail/a_id/3433

4.0.1: http://techsmith.custhelp.com/app/answers/detail/a_id/3368

4.0.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3317

System

The general updates to Camtasia Relay include:

- ▶ Critical fix for a potential server crash introduced in 4.0.2

Server Website

Updates to the server and website include:

- ▶ Direct link to download the Android version of TechSmith Fuse for Camtasia Relay on the website download page
- ▶ Replaced the MP3 Radio and MP3 Phone encodings with a single, higher quality MP3 encoding
- ▶ Added ID3 tags to MP4 encodings - sets tags like Name, Artist, Year, Grouping, and Genre
- ▶ Fix for Camtasia for Mac recording encoding type that resulted in CMPROJ files being larger than they should be. (This bug was introduced in version 4.0.1)

Recorder

Updates to the recorder include:

- ▶ The Mac recorder has changes that allow it to be able to check for upgrades in future releases. The server changes to control those updates and the PC recorder updates will come in a future release.

What's New in 4.0.2

The following is a summary of the new features and updates in Camtasia Relay 4.0.2.

You may want to review the current known issues for Camtasia Relay 4.0.2. You can find the list of known issues in the TechSmith Support Center:

4.0.2: http://techsmith.custhelp.com/app/answers/detail/a_id/3433

4.0.1: http://techsmith.custhelp.com/app/answers/detail/a_id/3368

4.0.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3317

System

The general updates to Camtasia Relay include:

- ▶ System updates to accommodate a future release of TechSmith Fuse for Camtasia Relay for the Android platform

Server Website

Updates to the server and website include:

- ▶ Publishing notification for Moodle 2.x
- ▶ Webcam picture-in-picture has been added to WMV, MP4, iPad and iPod encoding formats
- ▶ Corrected an issue with installing the PowerPoint add-in for Camtasia Relay

Recorder

Updates to the recorder include:

- ▶ Addressed issues associated with removing an audio device with the recorder open
- ▶ Addressed issues associated with adding a webcam while on the Select a Camera preview showing
- ▶ Dropped support for OS X 10.5

What's New in 4.0.1

The following is a summary of the new features and updates in Camtasia Relay 4.0.1.

You may want to review the current known issues for Camtasia Relay 4.0.1. You can find the list of known issues in the TechSmith Support Center:

4.0.1: http://techsmith.custhelp.com/app/answers/detail/a_id/3368

4.0.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3317

System

The general updates to Camtasia Relay include:

- ▶ When recording a webcam and using the CAMREC (Camtasia Studio recording file format) encoding, the CAMREC now includes two video streams: one for the recorded display and one for the webcam

Server Website

Updates to the server and website include:

- ▶ Direct publishing output to Amazon S3
- ▶ YouTube encoding for the YouTube publish destination now includes webcam picture-in-picture
- ▶ YouTube encoding for the YouTube publish destination now includes captions
- ▶ Ability to produce an original size MP4 recording
- ▶ Corrected an issue with the use of semi-colon (;) in the presentation title causing a broken URL
- ▶ Corrected an issue that changed the webcam dimensions on long recordings

Recorder

Updates to the recorder include:

- ▶ When recording a PowerPoint presentation, the presentation title is auto-populated in Camtasia Relay recorder

What's New in 4.0.0

The following is a summary of the new features and updates in Camtasia Relay 4.0.0.

You may want to review the current known issues for Camtasia Relay 4.0.0. You can find the list of known issues in the TechSmith Support Center:

4.0.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3317

System

The general updates to Camtasia Relay include:

- ▶ Ability to record webcam video as part of your presentation
 - Webcam is embedded as a picture in picture in presentations produced in Adobe Flash or Microsoft Silverlight encodings

Server Website

Updates to the server and website include:

- ▶ Direct publishing to YouTube from Camtasia Relay
- ▶ Global caption editor role added to Camtasia Relay server
 - A user can be set up as a dedicated caption editor able to edit any presentation that has been captioned on the server
- ▶ Server recognizes when a new version is available and notifies the system administrator
- ▶ Direct link to download TechSmith Fuse from the Apple App Store from the Camtasia Relay website download page
- ▶ Addressed a Silverlight encoding error after upgrading to Relay 3.1
- ▶ Addressed an issue that allowed system administrators to delete a profile when a presentation was in process
- ▶ Updated the date system variable to always display day and month with 2 digits, even if it is a single digit date
- ▶ Corrected an error where system generated e-mail notifications were pulling information from the wrong location
- ▶ Updated the LDAP integration capabilities to allow for the import of a user with no email address

Recorder

Updates to the recorder include:

- ▶ The ability to include webcam video in a presentation
- ▶ Refined user interface
- ▶ Support for Microsoft Office 2010 on Microsoft Windows
- ▶ Support for Microsoft Office 2011 on Apple OS X
- ▶ Addressed an issue where profile selection and presentation name were not saved after performing a test presentation

Help and Support Resources

There are several different ways to get help for using Camtasia Relay.

▶ **Camtasia Relay Website and Recorder Help**

- For day-to-day administration of Camtasia Relay, please see the Camtasia Relay Website Help. This help is available after logging into the Camtasia Relay website as an administrator. Just click a Help link, available on each web page, to open the Camtasia Relay Administrator Help.
- For help with the Camtasia Relay recorder, please install and open the Camtasia Relay recorder or open the portable recorder to access presenter help.

▶ **Camtasia Relay Learning Center**

In the Camtasia Relay section of the TechSmith.com Learning Center, you can find the most up to date tutorials and product documentation.

The following PDF documents are available for download in the Camtasia Relay Learning Center:

■ **Camtasia Relay Installation Guide**

Learn how to install the Camtasia Relay server.

■ **Camtasia Relay Upgrade Guide**

Learn how to upgrade Camtasia Relay.

■ **Camtasia Relay Administrator Website Help**

Walk through configuration and administration information to help you keep Camtasia Relay running smoothly.

■ **Camtasia Relay Presenter Website Help**

Help presenters understand how to interact with the website and server

■ **Camtasia Relay Technical Reference Guide**

Access an in-depth examination of Camtasia Relay, including the overall architecture, planning information, sizing and performance considerations, security principles, tips on integrating Camtasia Relay with other products, and general best practices.

■ **Camtasia Relay Server Security Administrator Guide**

Learn about ways to help secure your Camtasia Relay server.

■ **Camtasia Relay Recorder Help (Windows and Mac)**

PDF versions of the recorder help for presenters.

▶ **TechSmith Support Center**

The Camtasia Relay Tech Support team is ready and waiting for your questions. Should you have problems that you cannot solve using the resources provided, please contact us we will be happy to assist.

- Search the Knowledge Base on the Support Center page: <http://support.techsmith.com>. It is possible that the issue is a known issue and there is already an answer available.
- Submit a question to Technical Support. Click Ask a Question on the Support Center page: <http://support.techsmith.com>
- Call Technical Support

Phone: +1.517.381.2300 (ext. 784)

Toll Free in the U.S. & Canada: 800.517.3001 (ext. 784)

Tech Support Website: <http://support.techsmith.com>

▶ **Feedback**

If you would like to offer feedback on or suggestions of topics to cover in this or any other Camtasia Relay documentation, please send an email to relayhelp@techsmith.com.



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Installation Guide

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Table of Contents

Installation Introduction	1
Topics Included in This Document	1
Setup Options	1
Getting the Server Ready for Installation	2
Server Planning	2
Server Hardware	2
Minimum Server Specifications	2
Recommended Server Specifications	3
Important Server Considerations	3
Server Operating System	4
Administrator Website Access	4
Supported Versions for Plug-Ins	4
Prerequisites for Installation	5
Resources for Prerequisites	5
Security Considerations for Installation	7
Required Ports	7
Conditional Ports	7
Local SQL Server	7
Remote SQL Server Ports	8
Use Dynamic Ports / List SQL Server as an Exception	8
Firewall Rules Resources	8
Passwords	9
Camtasia Relay Administrator Account Password	9
General Password Complexity Guidelines	9
General Server Security Resources	9
Installation	11
Install the Camtasia Relay Server	11
Add a Server to the Team	12
The Team Exported Settings File	12
Server Configuration	15

Email Server Configuration	15
Skip Email Server Configuration	15
Configuration Steps	15
Presenter Computer Planning	16
Windows-Based Computers	16
Deploy Camtasia Relay Recorder	17
Critical Properties	17
Optional Properties	17
Example	17
Macintosh-Based Computers	17
Presenter Website Access	18
Related Documentation and Support	19
Feedback	19
Camtasia Relay Website and Recorder Help	20
Related Documentation	21
TechSmith Learning Center	22
Contact TechSmith Tech Support	23
Submit a Question	23
Call Tech Support	23
3rd Party Legal Notices	24

Installation Introduction

This document will help you to install the Camtasia Relay server software. When you run the installation application, the installer walks you through the installation steps on your server. This document is meant to provide supporting information to help you get through the installer and provide support with any installation tasks that are not covered in the installer.

While you are prompted to install most of the prerequisites during installation, depending on your actual server, the process to install these items may vary. This document contains links to resources that will assist you with various server configurations.

Topics Included in This Document

- ▶ [Getting the Server Ready for Installation](#)
- ▶ [Server Planning](#)
- ▶ [Prerequisites for Installation](#)
- ▶ [Security Considerations for Installation](#)
- ▶ [Installation](#)
- ▶ [Server Configuration](#)
- ▶ [Presenter Computer Planning](#)
- ▶ [Related Documentation](#)

Setup Options

The installer program will install the Camtasia Relay server software, which includes the website interface and the Camtasia Relay database. Camtasia Relay offers the following installation options:

- ▶ **Express setup**

Use this option to set up the Camtasia Relay server, website, and database on this server. Express setup creates and uses a local SQL Server instance named "Relay."

- ▶ **Advanced setup**

Use this option to:

- Connect to a remote SQL Server instance to install the Camtasia Relay database.

If Camtasia Relay is installed on a different server than SQL Server, the security policies on both servers must match. If the security policy differs between the two servers, you may encounter problems with installation.

- Add an additional server to an existing Camtasia Relay server team.
- Have more control over the setup process.

Getting the Server Ready for Installation

This section will help you plan for your Camtasia Relay installation. Read and consider the following prior to running the Camtasia Relay installer:

- ▶ **Server Planning**
 - **Server Hardware**
 - **Important Server Considerations**
 - **Server Operating System**
 - **Administrator Website Access**
- ▶ **Prerequisites for Installation**
- ▶ **Security Considerations for Installation**
 - **Required Ports**
 - **Conditional Ports**
 - **Local SQL Server**
 - **Remote SQL Server Ports**
 - **Firewall Rules Resources**
 - **Passwords**
 - **General Server Security Resources**

Server Planning

To install and run the Camtasia Relay server software, you will need a computer that meets the following requirements.

Camtasia Relay may be run in a virtualized environment with the understanding that the CPU-intensive nature of transcodings makes it a good fit for a dedicated server. If given the necessary resources in a properly configured VM instance, it will work well. Running the Camtasia Relay server on an underpowered or multi-purpose VM is not recommended and will result in poor performance.

Server Hardware

The server specifications are based on the number of simultaneous encodings the server is licensed to process. See the Camtasia Relay Pricing page (<http://www.techsmith.com/camtasia-relay-pricing.html>) for more information.

Minimum Server Specifications

	1 Encoding	3 Encodings	7 Encodings
Core:	2 CPUs	4 CPUs	8 CPUs
CPU:	2.0 GHz Pentium or	2.0 GHz Pentium or	2.0 GHz Pentium or

	1 Encoding	3 Encodings	7 Encodings
	equivalent	equivalent	equivalent
RAM:	2 GB	4 GB	8 GB
HD Space Free:	150 GB	250 GB	500 GB

Camtasia Relay reserves one core for overhead processes which yields faster encodings and publishing overall. For example, if you use a quad-core server, Camtasia Relay can encode three simultaneous recordings. This achieves the fastest performance and is faster than if all four cores were dedicated to encoding recordings.

Recommended Server Specifications

	3 Encodings	7 Encodings
OS:	Windows Server 2008 64-bit with SP2	Windows Server 2008 64-bit with SP1
CPU:	2.4 GHz Pentium or equivalent	2.4 GHz Pentium or equivalent
RAM:	8 GB	16 GB
HD Space Free:	500 GB	1 TB
HD Config:	RAID-1 (mirrored)	RAID-1 (mirrored)

Important Server Considerations

The following items are important when you are planning your server hardware:

- ▶ You should begin with a fresh install of Windows Server, install all related Windows patches from <http://update.microsoft.com> and then install the Camtasia Relay server.
- ▶ Camtasia Relay is designed to run on a stand-alone server and not as an application on a multi-purpose server.

Other SQL Server installations or instances, additional websites, or other non-standard software or web applications installed on the server may cause problems with the communications between the Camtasia Relay recorder and server.

- ▶ You must have 150 GB + of hard disk space.

As a rough guideline, a one hour recording requires between 1-2 GB of space.

Unprocessed recordings consume disk space until they are published. After the final presentation is published, the original recording is deleted.

Presentations waiting for user interaction, such as presentations in the Held for Captioning or Needs Attention states, continue to consume space on the server until the presenter or an administrator releases the presentation and it is published.

- ▶ More processing cores mean more simultaneous encoding potential, and therefore, faster encoding and publishing; this potential is also dependent on the number of simultaneous encodings your server is licensed to process.

Server Operating System

The following server operating systems are supported:

Camtasia Relay requires an English version of the server operating system.

- ▶ **Recommended**

Dedicated server running Windows Server 2008 64-bit (SP1 recommended)

- ▶ **Supported**

- Windows Server 2003 (32-bit, Service Pack 2 or later)

Camtasia Relay Server is not compatible with the 64-bit version of Windows Server 2003.

- Windows Server 2008 (32-bit or 64-bit, Service Pack 1 or later)
- Windows Server 2008 R2 (Full install, WOW64 required)
- Windows Server 2012

Administrator Website Access

To access the Camtasia Relay website and interact with the Camtasia Relay server, administrators need one of the following web browsers:

- ▶ Internet Explorer 7 or higher
- ▶ Firefox 3.x or higher
- ▶ Safari 3.x or higher
- ▶ The current version of Chrome

Supported Versions for Plug-Ins

Camtasia Relay uses plug-ins to integrate with various publish destinations and notification servers. The following versions are currently supported:

- ▶ Notification servers:
 - Blackboard Learn™ 9.1
 - Moodle 1.9
 - Moodle 2.0

- ▶ Publish destinations:
 - Mediasite 5.5
 - Drupal 6.1
 - Microsoft® Windows® SharePoint™ 2010

Prerequisites for Installation

To save time during installation, install the following prerequisites prior to running the Camtasia Relay installer. Server prerequisites include the following:

- ▶ **IIS**
- ▶ **SSL Certificate**
- ▶ **QuickTime**
- ▶ **Desktop Experience Feature on Windows Server 2008/2008 R2**

If you do not set up these items before starting the Camtasia Relay installer, you are notified that they are not installed.

Resources for Prerequisites

Use the following links if you need assistance on installing a prerequisite:

IIS

- ▶ For Server 2003 (IIS 6.0): <http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/750d3137-462c-491d-b6c7-5f370d7f26cd.mspx?mfr=true>
- ▶ For Server 2008 or Server 2008 R2 (IIS 7.0 or 7.5): <http://learn.iis.net/page.aspx/29/installing-iis-7-on-windows-server-2008-or-windows-server-2008-r2/>
- ▶ The Official Microsoft IIS Site: <http://www.iis.net/>

SSL Certificate

The Camtasia Relay installer attempts to communicate with IIS over HTTPS to verify the certificate is properly installed. HTTPS bindings need to be set for the website you select in the installer. If HTTPS bindings are not set to use your SSL certificate, the installer does not allow you to install Camtasia Relay to that website.

- ▶ <http://support.microsoft.com/kb/299875>
- ▶ <http://learn.iis.net/page.aspx/144/how-to-setup-ssl-on-iis-7>

QuickTime

You need to install QuickTime 7.7.3 (the latest at the time of this publication) or greater to process presentations recorded on Macintosh-based computers. Camtasia Relay does not provide the QuickTime codec.

If QuickTime version 7.7.3 (or later) is not detected, the installer prompts you to download and install QuickTime. We recommend that you do not allow automatic updating of QuickTime on the Camtasia Relay server.

You can download QuickTime at <http://www.apple.com/quicktime/download/>.

Desktop Experience Feature on Windows Server 2008/2008 R2

For information from Microsoft on the Desktop experience feature, which gives Windows Server 2008 many of the applications and features that are available in the Windows 7 operating system, see <http://technet.microsoft.com/en-us/library/cc772567.aspx>.

Security Considerations for Installation

When installing Camtasia Relay, if security considerations are configured incorrectly, they could cause issues during installation.

It is very important to consider the security of the environment hosting Camtasia Relay. You want to make sure that the Camtasia Relay server is as secure as possible against attacks. The following information is provided only to help avoid issues during installation.

More in-depth information on securing your Camtasia Relay server is available in the **Camtasia Relay Server Security Administrator Guide**. For information on where to locate this document, see [Related Documentation and Support](#).

Required Ports

The following ports are always required for Camtasia Relay to work properly.

Component	Protocol	Ports	Direction
Camtasia Relay Web Application and Service	TCP	80, 443	Incoming
DNS	TCP/UDP	53	Outgoing
NTP	UDP	123	Outgoing

Additional ports may also be required by the operating system or other software (for example, port 1663 for Windows KMS activation.)

Conditional Ports

Depending upon the configuration of Camtasia Relay and the features enabled, you may need to open the following ports.

Feature	Protocol	Ports	Direction
Email Notification / SMTP	TCP	25 (default SMTP port) or Specified SMTP port	Outgoing
LDAP Authentication	TCP	389 (default LDAP port) or 636 (default LDAP SSL) or Specified LDAP port	Outgoing

- ▶ If email notification is enabled, the SMTP port specified in the SMTP configuration must be open (outgoing) between all Camtasia Relay servers and the designated SMTP server.
- ▶ If LDAP authentication is enabled, the LDAP port specified in LDAP configuration must be open (outgoing) between all Camtasia Relay servers and the designated LDAP server.

Local SQL Server

You do not need to open ports if Camtasia Relay uses an instance installed on the same machine. However, by default, Camtasia Relay attempts to connect using TCP/IP. If the appropriate firewall ports are not open

(see Remote SQL Server Ports then this connection fails.

To enable Camtasia Relay with restrictive firewall rules, change the Camtasia Relay server's configuration files:

- ▶ `data.config` (located in the Manager directory of Camtasia Relay's installation directory, typically `C:\Program Files\TechSmith\Relay Server\Manager\`)
- ▶ `web.config` (located in the Web directory of Camtasia Relay's installation directory, typically `C:\Program Files\TechSmith\Relay Server\Web\`)

For each of these files, do the following:

1. Open CONFIG in a text editor.
2. Find the connection string for the relay instance. For example:

```
<add name="RelayConnectionString" connectionString="Data
Source=<servername>\RELAY; Initial Catalog=Relay; User
Id=relay; Password=<password>; Pooling=True;" />
```

3. Change the server name to "(local)" and save the file.

Remote SQL Server Ports

If you are installing Camtasia Relay in a teaming configuration or need to use a remote SQL server, the security policies on the database server and Camtasia Relay server must match or there will be issues with installing and running Camtasia Relay.

To add a new Camtasia Relay server to a team or need to install Camtasia Relay to use a remote SQL server you must choose to either:

- ▶ **Use Dynamic Ports / List SQL Server as an Exception** (Recommended)
- ▶ Configure the database engine to use specific TCP/IP ports and open these ports on servers hosting Camtasia Relay and SQL server.

Use Dynamic Ports / List SQL Server as an Exception

By default, Camtasia Relay uses dynamic ports to access the named 'relay' instance. To continue to use dynamic ports you can list the SQL Server executable (`sqlservr.exe`) and SQL Browser as exceptions to the blocked programs on the server hosting the database. Note that only one instance of SQL Server can be accessed in this way.

For information on how to add a Windows Firewall Exception and allow access to the SQL Server and SQL browser through the Windows firewall, see the following Microsoft support articles:

- ▶ Remote server ports: [http://msdn.microsoft.com/en-us/library/ms175043\(v=SQL.105\).aspx](http://msdn.microsoft.com/en-us/library/ms175043(v=SQL.105).aspx)
- ▶ Define specific ports: [http://msdn.microsoft.com/en-us/library/ms177440\(v=SQL.105\).aspx](http://msdn.microsoft.com/en-us/library/ms177440(v=SQL.105).aspx)

Firewall Rules Resources

- ▶ Service overview and network port requirements for the Windows Server system

<http://support.microsoft.com/kb/832017>

- ▶ Windows 2003 - Windows Firewall Technical Reference

<http://technet.microsoft.com/en-us/library/cc779199.aspx>

- ▶ Windows Firewall Center

<http://technet.microsoft.com/en-us/network/bb545423.aspx>

Passwords

Many of the components involved in hosting Camtasia Relay (including Windows Server accounts, SQL Server users, and Camtasia Relay accounts) rely on passwords for distinguishing authorized users from everyone else.

Camtasia Relay Administrator Account Password

This password is used for the “relayadmin” account (master user in the database) as well as the Relay instance in the SQL database.

Remember this password! If you forget it and do not have other user accounts with administrator access to Camtasia Relay, you may have to uninstall and then reinstall Camtasia Relay. Delete the database when prompted by the server installer. You will lose all information including user accounts and profiles. If you are in this situation, please contact <http://support.techsmith.com>.

General Password Complexity Guidelines

All passwords, including those used in the installer, need to meet your organizations password complexity rules. Attackers commonly attempt to guess passwords to gain access to these systems as an authorized user. Furthermore these attacks are typically executed using automated scripts that try thousands of passwords, including common passwords, dictionary words, and random combinations of characters. One of the best defenses against password guessing attacks is the use of strong, or hard-to-guess, passwords. Strong passwords should:

- ▶ Be eight characters in length or more.
- ▶ Combine letters, numbers, and symbols.
- ▶ Not include words from the dictionary.
- ▶ Be different than your username or account name.
- ▶ Be different than passwords used for other systems.

For more suggestions and information on strong passwords, please see the article "Strong Passwords and Password Security" at <http://www.microsoft.com/protect/yourself/password/create.mspx>.

General Server Security Resources

- ▶ Windows Server 2003

<http://technet.microsoft.com/en-us/library/cc706993.aspx>

- ▶ Windows Server 2008

<http://technet.microsoft.com/en-us/library/dd349801.aspx>

- ▶ Windows Server 2003 Security Guide
<http://www.microsoft.com/downloads/details.aspx?FamilyID=8a2643c1-0685-4d89-b655-521ea6c7b4db&DisplayLang=en>
- ▶ Windows Server 2008 Security Guide
 - <http://technet.microsoft.com/en-us/library/cc264463.aspx>
 - <http://www.microsoft.com/downloads/details.aspx?familyid=FB8B981F-227C-4AF6-A44B-B115696A80AC&displaylang=en>
- ▶ Windows Server 2003 Security Compliance Management Toolkit
<http://technet.microsoft.com/en-us/library/cc163140.aspx>
- ▶ Windows Server 2008 Security Compliance Management Toolkit
<http://technet.microsoft.com/en-us/library/cc514539.aspx>

Installation

Once all the prerequisite software is installed and set up on the server, you can install Camtasia Relay.

After you complete installation, you may want to review the current known issues for Camtasia Relay 4.1. You can find the list of known issues in the TechSmith Support Center. At the time of publication, there are no known issues for Camtasia Relay 4.1.

See Also:

- ▶ [Install the Camtasia Relay Server](#)
- ▶ [Add a Server to the Team](#)
- ▶ [Server Configuration](#)
- ▶ [Presenter Computer Planning](#)

Install the Camtasia Relay Server

To install the server (or the first server in a team), use the following process. To add an additional server to a team, see [Add a Server to the Team](#).

1. Download the correct installer for your server:
 - For 32-bit servers, use the Camtasia Relay 32-bit installer (`CamtasiaRelayServer.exe`)
 - For 64-bit server, use the Camtasia Relay 64-bit installer (`CamtasiaRelayServer_x64.exe`)
2. Copy the Camtasia Relay installer file to your server.
3. Run the Camtasia Relay server installer.
4. Follow the instructions in the installation wizard.

The installer scans for prerequisite components and indicates which components you need to install. See [Prerequisites for Installation](#) for links to information about each item.

- For more information about adding the server to an existing team of Camtasia Relay servers, see [Add a Server to the Team](#).
5. When installation is complete, the Camtasia Relay website opens in a web browser. Log in as an administrator and complete [Server Configuration](#).
 6. If you are going to install and team additional servers to the one you just installed, create [The Team Exported Settings File](#).

If you have any issues during installation, you can [Contact TechSmith Tech Support](#) for assistance.

Add a Server to the Team

When adding a server to the team, security policies on all teamed servers (and the server running SQL Server, if applicable) must match. If the security policy differs between the servers, you may encounter problems with installation.

In Camtasia Relay, you can team servers together to add power and flexibility to Camtasia Relay. Teaming servers means that they all accept presentations based on load and other variables. Once teamed, you work with the teamed servers as if they are one server. They all run from a single database, so all information is available on each of the teamed servers.

On any of the servers, go to **System > Servers** to view all teamed servers' status and job counts.

After you install the first Camtasia Relay server and database, to add another server to the team use the following process:

1. If you are using a network firewall and have not yet done so, open TCP port 1433 and UDP port 1434 to connect to the database. If using a host-based firewall such as Windows firewall then add exceptions for the SQL Server and SQL Browser executables. For more information, see [Remote SQL Server Ports](#).
2. Double-click the Camtasia Relay server installer.
3. When you get to the Select Setup Type page of the wizard, select **Advanced setup** and click **Next**.
4. On the Select Advanced Installation Type page, select **Add this server to an existing Camtasia Relay team** and click **Next**.
5. Install prerequisites and click **Next**.
6. On the SQL Server Connection page, enter or browse to the SQL instance name in use for Camtasia Relay. Enter the "Relay" user password and click **Next**.
7. On the Camtasia Relay Team Exported Setting File page, browse to the Camtasia Relay Team Exported Settings file and click **Next**. See [The Team Exported Settings File](#) for information on how to create this file.
8. Complete the wizard and click **Install**.
9. When installation is complete, the website opens in a web browser. Log in as an administrator and complete [Server Configuration](#).

The Team Exported Settings File

When adding a new Camtasia Relay server to a team, the installer prompts for a Camtasia Relay Team Exported Settings file.

The Camtasia Relay Team Exported Settings file is an XML file containing the private encryption key used by the existing team members. This XML file can be created using the Camtasia Relay Configuration Protection Tool.

To create and use the Camtasia Relay Team Exported Settings file:

1. Access an existing team member that has the correct encryption key installed.

The configuration protection tool (`ConfigurationProtectionTool.exe`) is located in the Manager directory of the Camtasia Relay installation directory (`C:\Program Files\TechSmith\Relay Server\Manager` by default.)

2. Launch the configuration protection tool by double-clicking `ConfigurationProtectionTool.exe`.

The configuration protection tool (CPT) attempts to find Camtasia Relay's CONFIG files in the specified installation directory (initially based on where the tool was launched from.)

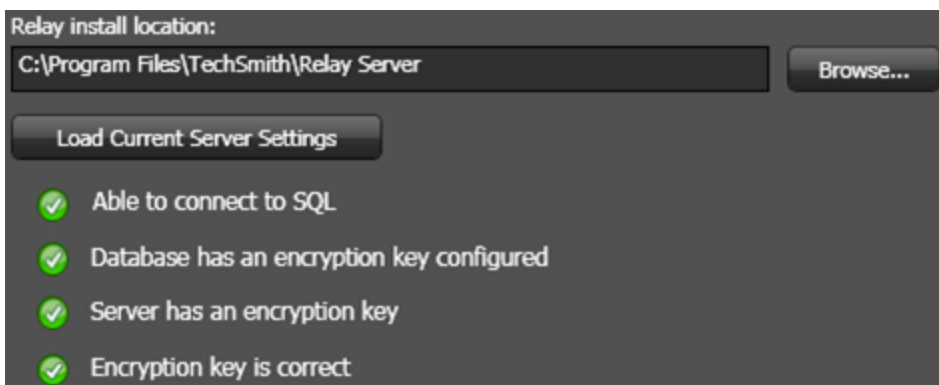
The status window shows an error message if CPT is unable to find the .CONFIG files. If this happens, the installation directory must be corrected before any other action can be taken.

3. If needed, type in or browse to the correct install location.

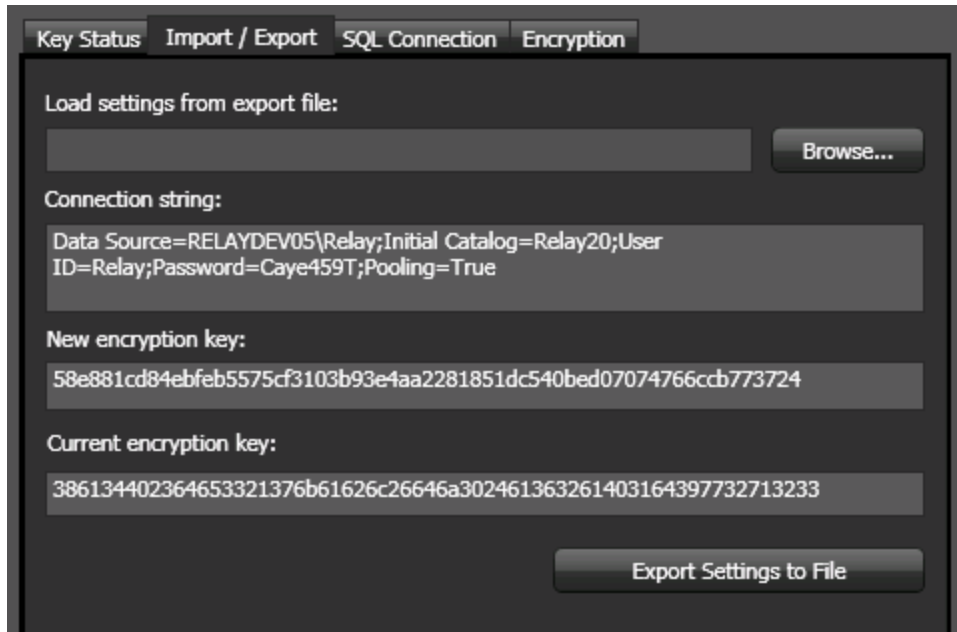


4. Click **Load Current Server Settings**.

The CPT checks the registry and several database values to determine whether or not the server has the correct encryption key. The status icons are updated and should all change to green.



5. Click the **Import / Export** tab and click **Export Settings to File**. Choose a location and filename for the file.



6. Copy the file onto the new server you want to add to the team.
7. Browse to the XML file when prompted during the install process on the Camtasia Relay Team Exported Settings File page of the installer.

You can find additional information about the Team Exported Settings File in the **Camtasia Relay Server Security Administrator Guide**. For information on where to locate this document, see [Related Documentation and Support](#).

Server Configuration

When the install completes, log in to the Camtasia Relay website with the “relayadmin” account. You now need to configure the server.

Email Server Configuration

When you first log in, you are directed to a page to configure the email server. Camtasia Relay can send two types of email notifications:

- ▶ Notifications for published presentations

These notifications are sent to presenters, administrators, and/or viewers when presentations are published. These need to be set up and then included in the profile used to process the presentation.

- ▶ Notifications from the Camtasia Relay system

These administrative messages are sent from the system and notify Camtasia Relay presenters of server and presentation problems, such as: presentations needing attention, password changes, etc.

The email server configuration includes:

- ▶ The SMTP email server address.
- ▶ The SMTP email server port.
- ▶ The email address that appears in the Reply To field of email notifications.
- ▶ The email address of the Camtasia Relay administrator. This email address receives notifications from the server when action is needed from an administrator.

Skip Email Server Configuration

If you do not know the email server address during initial configuration, uncheck the Enable Email Notifications option to skip this step.

To enter the email server information later, go to: Profiles > Notification Server Configuration > Email Server tab. This allows notifications for published presentations to be sent.

To turn on system notifications, go to System > System Options > Email Notifications, check the Enable email notifications option, and click Save.

Configuration Steps

Next, you see the Important Configuration Steps:

1. Define publish destinations
2. Set up notifications
3. Create profiles

You can find more information about all of these steps in the help on the Camtasia Relay website and click the Configuration of Camtasia Relay link on the System page.

Presenter Computer Planning

To interact with Camtasia Relay as a presenter, a computer that meets the following requirements is required.

Windows-Based Computers

To run the Camtasia Relay recorder, Windows-based computers need to have the following:

- ▶ One of the following supported operating system versions:
 - Windows XP (32-bit, Service Pack 2 or Service Pack 3)
 - Windows Vista (32-bit)
 - Windows 7 (32-bit and 64-bit)
- ▶ Microsoft Office 2003 or later is required to use the Camtasia Relay Add-In for Microsoft Office PowerPoint
- ▶ A microphone (both internal and external microphones are supported)
- ▶ Most recent versions of audio and video drivers.
- ▶ To avoid possible compatibility issues, make sure the computer has the most up-to-date audio and video drivers.
- ▶ A fast processor is important if recording a great deal of screen activity, but not as critical for recording things like PowerPoint presentations
- ▶ Physical computer requirements

	Minimum	Recommended
CPU:	1.0 GHz Pentium or equivalent	2.0 GHz Pentium or equivalent
RAM:	1 GB	2 GB
HD Space Free:	2 GB/hr	2 GB/hr
Install Space:	25 MB	25 MB

Deploy Camtasia Relay Recorder

In a locked-down or controlled environment, the administrator can choose to deploy the Camtasia Relay recorder for Windows operating systems, instead of having the users download it from the Relay website.

The Windows Installer client can be found on the server at:

```
[INSTALLDIR]_installhelper\CamtasiaRelayRecorder.msi
```

This MSI can be distributed via the usual methods; creating a Windows Installer Transform file or using the command line switches. The "Properties" that need to be assigned values are as follows.

Critical Properties

- ▶ PRIMARYENDPOINT: Camtasia Relay server URL.
- ▶ TEAMID: Teaming GUID. This property should be only used when teaming multiple servers together.

Optional Properties

- ▶ INSTALLDIR: Main destination folder.
- ▶ TSC_PP_ADDIN: Set to 0 to disable the Camtasia Relay recorder Add-in for Microsoft PowerPoint.
- ▶ TSC_START_NOW: Set to 0 to keep Camtasia Relay recorder from launching after installation.
- ▶ TSC_DESKTOP_LINK: Set to 0 to not create a shortcut to Camtasia Relay recorder on the Desktop.

Example

```
msiexec.exe /i "\\Apps_server\CamtasiaRelayRecorder.msi"  
PRIMARYENDPOINT="https://relaydev01.techsmith.com/relay/rest.ashx"  
TEAMID="FE47DE98-9E88-414b-A99F-C24F26951D7F" TSC_DESKTOP_LINK=0  
/qb-
```

Macintosh-Based Computers

- ▶ To run the Camtasia Relay recorder, Macintosh-based computers need OS X 10.6.4 and later
- ▶ A microphone

Macintosh laptops usually do not have powered audio-in ports; a powered microphone (such as a USB microphone) is required if you do not want to use the computer's built-in microphone
- ▶ A fast processor is important if recording a great deal of screen activity, but not as critical for recording things like PowerPoint or Keynote presentations
- ▶ Physical computer requirements

	Minimum	Recommended
CPU:	Intel-based processor	Intel-based processor
RAM:	1 GB	2GB
HD Space Free:	2 GB/hour	2 GB/hour
Install Space:	25 MB	25 MB

Presenter Website Access

To access the Camtasia Relay website and interact with the Camtasia Relay server, presenters need one of the following web browsers:

- ▶ Internet Explorer 7 or higher
- ▶ Firefox 3.x or higher
- ▶ Safari 3.x or higher
- ▶ The most current version of Chrome

To edit captions, presenters need the Microsoft Silverlight plug-in for their selected web browser.

Related Documentation and Support

We hope you have found this Installation Guide helpful, but it is only one of many resources available to you as a user of Camtasia Relay. The following are some additional resources for Camtasia Relay.

Feedback

If you would like to offer feedback on or suggestions of topics to cover in this or any other Camtasia Relay documentation, please send an email to relayhelp@techsmith.com.

Camtasia Relay Website and Recorder Help

For day-to-day administration of Camtasia Relay, please see the Camtasia Relay Website Help. This help is available after logging into the Camtasia Relay website as an administrator. Just click a Help link, available on each web page, to open the Camtasia Relay Administrator Help.

For help with the Camtasia Relay recorder, please install and open the Camtasia Relay recorder or open the portable recorder to access help for the recorder.

Related Documentation

The following PDF documents are available for download from the [Camtasia Relay documentation page](#) on the TechSmith.com website:

- ▶ **Camtasia Relay Upgrade Guide**

Learn how to upgrade Camtasia Relay.

- ▶ **Camtasia Relay Administrator Website Help**

Walk through the configuration of Camtasia Relay and find administration information to help you keep Camtasia Relay running smoothly

- ▶ **Camtasia Relay Server Security Administrator Guide**

Learn about ways to help secure your Camtasia Relay server.

- ▶ **Camtasia Relay Release Notes**

See a summary of the new features and updates. Learn about how those features affect current users.

- ▶ **Camtasia Relay Technical Reference Guide**

An in-depth examination of Camtasia Relay, including the overall architecture, planning information, sizing and performance considerations, security principles, tips on integrating Camtasia Relay with other products, and general best practices.

TechSmith Learning Center

The TechSmith Learning Center contains a wealth of free resources for each one of TechSmith's products, including Camtasia Relay. We encourage you to visit the site, choose the section that most interests you and then watch a video or read an article.

The Camtasia Relay Learning Center is available at:

<http://www.techsmith.com/tutorial-camtasia-relay.html>

Contact TechSmith Tech Support

In the event you have an installation issue that cannot be answered with the Camtasia Relay Help and documentation, please follow the steps below to receive assistance from TechSmith Tech Support.

Submit a Question

Problems with installation? Send a question to Tech Support.

1. On the Support Center page (<http://support.techsmith.com>), click **Ask a Question**.
2. Log in or register.
3. Fill in the requested information, making sure to include as much information regarding the nature of the problem as possible.
4. Select **Other** under Problem Type.
5. In the Attach Documents field, click **Browse** and locate the %TEMP%\Relay_Setup.
6. Attach all .log files located in the folder to your question.

Call Tech Support

The Camtasia Relay Tech Support team is ready and waiting for your questions. Should you have problems that you cannot solve using the resources provided, please give us a call and we will be happy to assist.

The following information is available on the TechSmith website by clicking Company > Contact Us. Always refer to that location for latest, most accurate information.

Phone: +1.517.381.2300 (ext. 784)

Toll Free in the U.S. & Canada: 800.517.3001 (ext. 784)

Tech Support Website: <http://support.techsmith.com>

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Camtasia Relay®

Upgrade Guide

Version 4.3.0

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Table of Contents

Upgrade to a New Release	1
Installers	1
Camtasia Relay Recorders	1
Upgrade from 1.x to the Current Version	2
Upgrade from 1.0 to the Current Version	2
Upgrade from 2.0 and Later to the Current Version	4
Upgrade Recorders	5
Server Certificate Errors	5
Migrate Camtasia Relay to a New Server	6
Important Information	6
Migrate the Camtasia Relay Application and Database to a New Server	7
Migrate Only the Camtasia Relay Database to a New Server	10
Migrate Only the Camtasia Relay Application to a New Server	12
Back Up the Database	14
Restore the Camtasia Relay Database	15

Upgrade to a New Release

This document covers two specific upgrade cases:

- ▶ **Upgrade from 1.x to the Current Version**
- ▶ **Upgrade from 2.0 and Later to the Current Version**

The installer detects your current setup and will present you with different screens depending on what release you are upgrading from.

It is strongly recommend that you backup your current database before starting any upgrade.

Installers

There are two Camtasia Relay installers available:

- ▶ `CamtasiaRelayServer.exe`

Use this installer for upgrading Camtasia Relay on a 32-bit server operating system.

- ▶ `CamtasiaRelayServer_x64.exe`

Use this installer for upgrading Camtasia Relay on a 64-bit server operating system.

If you need additional assistance, you can contact TechSmith Technical Support at <http://support.techsmith.com/>. Additional contact information is provided at <http://www.techsmith.com/contact.asp>.

After you complete an upgrade, you may want to review the current known issues for Camtasia Relay 4.0. You can find the list of known issues in the TechSmith Support Center:

4.0.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3317

Camtasia Relay Recorders

For information about upgrading Camtasia Relay recorders, please see [Upgrade Recorders](#).

Upgrade from 1.x to the Current Version

If you are currently running Camtasia Relay version 1.0 and want to upgrade to the most current version of Camtasia Relay, it is important to know that this is a two step upgrade. There is NOT a direct upgrade option from Camtasia Relay version 1 to the current version of Camtasia Relay.

Before you start, you will need one of the available Camtasia Relay installers:

- ▶ `Relay_Server_Setup_2.0.exe`

Use this installer for upgrading Camtasia Relay on a 32-bit server operating system.

- ▶ `Relay_Server_Setup_2.0_x64.exe`

Use this installer for upgrading Camtasia Relay on a 64-bit server operating system.

If you need assistance locating these installers, see the TechSmith Support Center:
http://techsmith.custhelp.com/app/answers/detail/a_id/2845/kw/camtasia%20relay.

Upgrade from 1.0 to the Current Version

1. Upgrade the Camtasia Relay server to version 2.0 by running the 2.0 installer. Follow the instructions in the installer to complete the upgrade.
2. If it is not already installed, you are prompted to install .NET Framework 3.5 with Service Pack 1. This is likely to be the longest part of the installation.

The installation of .NET Framework 3.5 with Service Pack 1 requires a server reboot, so to minimize downtime for the Camtasia Relay server, you may wish to schedule the upgrade during off-peak hours.

After the .NET Framework has been installed, the Camtasia Relay server upgrade continues.

3. The installer prompts for the password for the “RelayAdmin” user which is used as the default admin account for the Camtasia Relay website. If using the Express setup installation path, this password is also used as the password for the “Relay” SQL user for the database.
4. Continue with [Upgrade from 2.0 and Later to the Current Version](#).

Considerations

- ▶ All server settings are preserved during the upgrade.
- ▶ All user information is preserved.
- ▶ All profiles and publish settings are preserved, but some concepts changed with version 2.0. Please log into the Camtasia Relay website as an administrator and review the online help.
- ▶ Job information (i.e. presentations) ARE NOT preserved.

- ▶ 1.0.x recorders do not work with a current server.
 - Presenters running on the Windows operating system are able to record and submit presentations, but they cannot upload to the server. The recorder appears offline and run as not connected to the server. Once presenters install the new version, any submitted presentations will then upload to the server.
 - Presenters running on Mac operating systems receive a message to download a new recorder, but there is a known bug that crashes the recorder when you click the button to download the upgrade. These presenters need to download and install the most recent recorder to do any further recording.
- ▶ When the user installs a current recorder and has jobs from version 1.0 pending on their computer, the 1.0 jobs are converted to current version jobs and submitted automatically. The titles and descriptions are preserved, but the user and profile ARE NOT preserved. The presentation is uploaded to the server using the Upload and Decide Later profile with a guest user that has the original presenter's email address. This allows the administrator to push through or delete the jobs, and it also allows the presenters to log in and see their old jobs.

A result of this is that jobs in a pending state (Needs Attention or Error) before upgrade are uploaded again. Depending on the server settings, the presenter and administrator may get an email saying a guest has uploaded a presentation on the presenter's behalf.

- ▶ All installations of Camtasia Relay 1.0, 1.1, and 1.2 used the same encryption key. If you installed Camtasia Relay 2.0 as an upgrade to Camtasia Relay version 1.0, 1.1, or 1.2 then your server/team uses this same key.

For security reasons, you may wish to change your server/team to use a random encryption key. You can accomplish this using the Camtasia Relay Configuration Protection Tool. You can find the instructions for using this tool in the **Camtasia Relay Server Security Administrator Guide**, found in the Camtasia Relay Learning Center on TechSmith website: www.techsmith.com/learn/relay.

Upgrade from 2.0 and Later to the Current Version

All server settings, users, profiles, publish settings, and presentations are preserved during an upgrade.

We recommend that you backup your current database before starting any upgrade.

1. Log in to the Camtasia Relay website as an administrator.
2. Go to System > Servers.
3. Select each server and click **Take Server Offline**. This lets the servers continue to process all existing presentations but not accept any additional presentations.
4. When all encoding and publishing jobs have moved to Completed, click **Shutdown**.

Any presentations that are not completed are canceled. After Camtasia Relay is upgraded and the server brought back online, all canceled jobs are automatically retried.

5. Run the installer and follow the instructions in the installer to complete the upgrade.
6. When the upgrade is complete, repeat the upgrade on all teamed servers. The upgrade process automatically restarts the Camtasia Relay servers.

You must upgrade all teamed servers to the same version.

While upgrading a server team, if you fail to upgrade a server in the team, it is possible to bring the server still running the older version online. If this happens, this server connects to the old version database and appears to be working correctly but it cannot interact with the upgraded current servers.

Upgrade Recorders

Following the upgrade of the server, you can notify the presenters that a new version of the Camtasia Relay recorder is available. Presenters are also notified through the recorder that there is a new version available for download and installation.

The recorder is available from the homepage after a presenter logs into the Camtasia Relay server.

To deploy the recorder in a Windows enterprise environment, the MSI file can be used. Log in to your Camtasia Relay website as an administrator and open the help for more information.

Presenters should close the Camtasia Relay recorder if it is open and then run the new recorder installer. The previous recorder is uninstalled and the new version is installed. They do not lose any saved recordings and any submitted recordings will upload after the upgrade.

For recorder clients downloaded from a 4.1.0 or later server, an upgrade notification is displayed in the toolbar of the recorder when a new version of the Camtasia Relay recorder is available.

Server Certificate Errors

By default, Camtasia Relay recorders fail to connect to a Camtasia Relay Server with an invalid server certificate.

If your organization is using a self-signed server certificate on the Camtasia Relay server, then you have the following options to allow recorders to connect to the server:

- ▶ Add the self-signed server certificate to clients' trusted certificate stores
- ▶ If self-signed server certificate is added to a client's trusted certificate store, users on that client machine should be able to use a web browser to connect to the Camtasia Relay server website without having to click through a server certificate warning.
- ▶ Modify the recorder's configuration to ignore all server certificate errors
 - By default, the configuration option to Ignore Server Certificate Errors is not enabled.
 - If you need to allow Camtasia Relay recorders to connect to a Camtasia Relay server with an invalid server certificate, you must enable this option. When enabled, recorders ignore all server (SSL) certificate errors when connecting to the Camtasia Relay server.
 - When you change this option, Camtasia Relay's Manager Service must be restarted on all teamed servers for it to take effect. Any recorders installed before changing this option must be updated or they will fail to connect to the Camtasia Relay server.

Migrate Camtasia Relay to a New Server

The following procedures cover the three different scenarios for migration of Camtasia Relay components to a new server:

- ▶ **Migrate the Camtasia Relay Application and Database to a New Server**
- ▶ **Migrate Only the Camtasia Relay Database to a New Server**
- ▶ **Migrate Only the Camtasia Relay Application to a New Server**

Important Information

- ▶ These procedures are necessary only if you wish to maintain your Camtasia Relay database information moving forward. The database includes information such as users, profiles, publishing destinations, and historical presentation information.

If you do not wish to maintain this data and would rather start with a fresh installation on the new server, first deactivate your current server and then follow the process in the Camtasia Relay Installation Guide, which is available in the Camtasia Relay Learning Center:

<http://www.techsmith.com/tutorials-camtasia-relay-documentation.html>

- ▶ These procedures require taking your Camtasia Relay server offline and then into a shutdown mode. It is recommended that you read through the whole procedure prior to actual migration. You should familiarize yourself with the procedures and understand how the procedure may impact presentation processing for Camtasia Relay presenters.
- ▶ Prior to using the procedures in this document, the following prerequisites must be met:
 - Camtasia Relay 2.0 or above installed on the current server.

If the version of Camtasia Relay is lower than 2.0, see **Upgrade from 1.x to the Current Version** for more information.

- SQL Server Management Studio installed on a machine that can access the databases of both the current SQL server and the new server.
- SQL Server installed with an instance called Relay installed on both servers.

It is recommended that you install SQL Server 2008 R2 Express Edition of SQL Server. To download the installer, go to <http://www.microsoft.com/sqlserver/2008/en/us/express.aspx>.

- ▶ If you have upgraded Camtasia Relay on your current server, you may have multiple databases, with different names, in your Relay SQL instance. Make sure you choose the most recent Camtasia Relay database. The names for the Camtasia Relay databases are:

Camtasia Relay Version	Database Name
2.0	Relay20
3.0.0	Relay300

Camtasia Relay Version	Database Name
3.0.1	Relay301
3.0.2	Relay302
3.0.3	Relay303
3.1.0	Relay310
4.0.0	Relay400
4.0.1	Relay401
4.0.2	Relay402
4.0.3	Relay403
4.1.0	Relay410
4.1.1	Relay411
4.1.2	Relay412
4.2.0	Relay420
4.2.1	Relay421
4.3.0	Relay430

Migrate the Camtasia Relay Application and Database to a New Server

1. Log in to the Camtasia Relay website as an administrator on the source (current) server.
2. Go to System > Servers. Click **Take Server Offline**.

The server continues to process all existing presentations but does not accept any additional presentations.

3. When all encoding and publishing jobs have moved to Completed, click **Shutdown**.

Any presentations that are not completed are canceled. (After the database is moved and the Camtasia Relay server is brought back online, all canceled jobs are automatically restarted.)

4. Go to System > Activation.
5. Click **Deactivate**.
6. Please back up the Camtasia Relay database using instructions found in [Back Up the Database](#).

7. Copy the database backup file to the target server.
8. Using the same path and name of the media directory on the source server, create a media directory on the target server.

The media directory location was set during the initial installation of Camtasia Relay.

The location of the media directory on the target server must be exactly the same as the source server. To find this information, open a web browser and go to `https://(RelayWebsiteName)/Relay/relayconfig.aspx`. The path is located in the `MediaDirectory` row.

9. Copy the contents of the media directory from the source server to the target server.
10. On the source server, navigate to `[install directory]/Utilities` and open the Configuration Protection Tool (`ConfigurationProtectionTool.exe`).
11. Click **Load Current Server Settings**.

Later in this procedure, you will need the SQL username and password for Camtasia Relay. If you do not already have this information, click the SQL Connection tab. The username and password are listed.

12. Go to the Import/Export tab.
13. Click **Export Settings to File** to export the server encryption settings.
14. Move the resulting XML file to the target server.
15. If you want currently installed Camtasia Relay recorders to be able to connect to the target server, the server must keep the same endpoint (often the Fully Qualified Domain Name) as the source server. If the endpoint is not kept the same, presenters must download and install new recorders from the target server in order to connect.

To keep the same endpoint on the target server, perform one of the following procedures:

- If the Camtasia Relay recorders address the server by host name only (e.g. `https://relay`):
 - Rename your source server to free the computer name. For information on how to do this, see <http://support.microsoft.com/kb/295017>.
 - Reboot the source server.
 - Change the target server to the original name of the source server.
 - Reboot the target server.
- If the Camtasia Relay recorders address the server by the fully-qualified domain name (e.g. `https://relay.university.edu`) and the server name is different than the DNS host name:
 - Name the target server as desired.
 - Modify the DNS record for the Camtasia Relay endpoint to point to the IP address of the target server.
- If the Camtasia Relay recorders address the server by the fully-qualified domain name (e.g. `https://relay.university.edu`) and the server name matches the DNS host name:
 - Confirm that the Camtasia Relay endpoint DNS name is the result of dynamic DNS registration. Your Active Directory or DNS administrator should be able to provide this

- information.
- Rename your source server to free the computer name. For information on how to do this, see <http://support.microsoft.com/kb/295017>.
 - Reboot the source server.
 - Change the target server to the original name of the source server.
 - Reboot the target server.
 - Verify that the DNS record for the Relay endpoint reflects the IP address of the target server.
16. Restore the database on the target server using the instructions found in [Restore the Camtasia Relay Database](#).
 17. In the Object Explorer pane of SQL Server Management Studio, go to Relay Database Instance > Security > Logins.
 18. Right-click Logins and select **New Login**.

The following assumes that `Relay` is used as the database user. If you chose to use a different database user during initial installation of Camtasia Relay, substitute that user name for the user named `Relay` in the following process.

19. Enter `Relay` (or your selected database user) for the Login name.
20. Enable the SQL Server authentication option and enter the same password used on the source server. (See tip in step 11.)
21. Disable the User must change password at next login option.
22. Right-click Logins and select **New Login**.
23. Enter `RelayCache` (use `RelayCache` even if you selected a different name for the database user) for the Login name.
24. Enable the SQL Server authentication option and enter the same password used on the source server.
25. Disable the User must change password at next login option.
26. Replacing `RelayDbName` with your Camtasia Relay database name, run the following query against the Relay instance on the target SQL server:

The following SQL statement assumes that `Relay` is used as the database user. If you chose to use a different database user during initial installation of Camtasia Relay, substitute that user name for the user named `Relay` in the following process.

```
USE RelayDbName

ALTER USER Relay WITH LOGIN = Relay

ALTER USER RelayCache WITH LOGIN = RelayCache

USE master

ALTER DATABASE RelayDbName SET SINGLE_USER WITH ROLLBACK
IMMEDIATE

ALTER DATABASE RelayDbName SET ENABLE_BROKER
```

```
ALTER DATABASE RelayDbName SET MULTI_USER
```

27. Run the Camtasia Relay installer on the target server, making sure to:
 - Select **Keep your existing database**.
 - Set the media directory the same as what it was on the source server.
 - Use the same Relay SQL user password as on the source server's database.
 - The Camtasia Relay website and manager service will not be able to access the database unless the Relay SQL password on the target server is the same password that was used on the source server's database.
28. Go to [install directory]/Utilities and open the Configuration Protection Tool (ConfigurationProtectionTool.exe).
29. Go to the Import/Export tab.
30. Click **Browse**, locate the XML file that you created on the source server, and then click **Open**.
31. Click the SQL Connection tab. Change the Data Source to the instance name (e.g. your-servername\Relay) on the target server.
32. Go to the Encryption tab.
33. Click **Install New Key**.
34. Log in to the server website as an administrator.
35. Go to System > Activation and enter your license key.
36. You can now uninstall Camtasia Relay from the source server.
37. If the target server was not updated to have the same endpoint as the source server (step 15), there is still an entry for the source server's endpoint in the database. Contact TechSmith Technical Support (<http://support.techsmith.com>) for assistance removing the source endpoint.

Migrate Only the Camtasia Relay Database to a New Server

1. Log in to the Camtasia Relay website as an administrator on the source (current) server.
2. Go to System > Servers. Click **Take Server Offline**.

The server continues to process all existing presentations but will not accept any additional presentations.

3. When all encoding and publishing jobs have moved to Completed, click **Shutdown**.

Any presentations that are not completed are canceled. (After the database is moved and the Camtasia Relay server is brought back online, all canceled jobs are automatically restarted.)

4. Please back up the Camtasia Relay database using instructions found in [Back Up the Database](#).
5. Copy the database backup file to the target (new) server.
6. Restore the database on the target server using the instructions found in [Restore the Camtasia Relay Database](#).
7. In the Object Explorer pane of SQL Server Management Studio, go to Relay Database Instance > Security > Logins.
8. Right-click Logins and select **New Login**.

The following assumes that `Relay` is used as the database user. If you chose to use a different database user during initial installation of Camtasia Relay, substitute that user name for the user named `Relay` in the following process.

9. Enter `Relay` (or your selected database user) for the Login name.
10. Enable the SQL Server authentication option and enter the same password used on the source server.
11. Disable the User must change password at next login option.
12. Right-click Logins and select **New Login**.
13. Enter `RelayCache` (use `RelayCache` even if you selected a different name for the database user) for the Login name.
14. Enable the SQL Server authentication option and enter the same password used on the source server.
15. Disable the User must change password at next login option.
16. Replacing `RelayDbName` with your Camtasia Relay database name, run the following query against the Relay instance on the target SQL server:

The following SQL statement assumes that `Relay` is used as the database user. If you chose to use a different database user during initial installation of Camtasia Relay, substitute that user name for the user named `Relay` in the following process.

```
USE RelayDbName

ALTER USER Relay WITH LOGIN = Relay

ALTER USER RelayCache WITH LOGIN = RelayCache

USE master

ALTER DATABASE RelayDbName SET SINGLE_USER WITH ROLLBACK
IMMEDIATE

ALTER DATABASE RelayDbName SET ENABLE_BROKER

ALTER DATABASE RelayDbName SET MULTI_USER
```

17. Uninstall the Camtasia Relay server software on the server. This allows a reinstall while pointing to a different database server.
18. Run the Camtasia Relay installer on the server, making sure to:
 - Select the Advanced installation option.
 - When prompted for a SQL Server Connection, specify the target database server name (`TargetServerName\Relay`) as the SQL Server name.
 - Select **Keep your existing database**.
 - Set the media directory to the same directory that it was before the uninstall.
 - Use the same Relay SQL user password as on the source server's database.
 - The Camtasia Relay website and manager service will not be able to access the database unless the Relay SQL password on the target server is the same password that was used on the source server's database.

19. Log in to the server website as an administrator.

Migrate Only the Camtasia Relay Application to a New Server

It is recommended that you let all existing presentations finish processing before performing the migration. To do this you must first take the server offline, which prevents it from further accepting presentation uploads, and then lets it process those presentations. Instructions for performing those functions are listed below.

1. Log in to the Camtasia Relay website as an administrator on the source (current) server.
2. Go to System > Servers. Click **Take Server Offline**.

The server continues to process all existing presentations but will not accept any additional presentations.

3. When all encoding and publishing jobs have moved to Completed, click **Shutdown**.

Any presentations that are not completed are canceled. (After the database is moved and the Camtasia Relay server is brought back online, all canceled jobs are automatically restarted.)

4. Go to System > Activation.
5. Click **Deactivate**.
6. Using the same path and name of the media directory on the source server, create a media directory on the target server.

The media directory location was set during the initial installation of Camtasia Relay.

The location of the media directory on the target server must be exactly the same as the source server. To find this information, go to `yourservername/Relay/relayconfig.aspx`. The path is located in the `MediaDirectory` row.

7. Copy the contents of the media directory from the source server to the target server.
8. On the source server, navigate to `[install directory]/Utilities` and open the Configuration Protection Tool (`ConfigurationProtectionTool.exe`).
9. Click **Load Current Server Setting**.
10. Go to the Import/Export tab.
11. Click **Export Settings to File** to export the server encryption settings.
12. Move the resulting XML file to the target server.
13. If you want currently installed Camtasia Relay recorders to be able to connect to the target server, the server must keep the same endpoint (often the Fully Qualified Domain Name) as the source server. If the endpoint is not kept the same, presenters must download and install new recorders from the target server in order to connect.

To keep the same endpoint on the target server, perform one of the following procedures:

- If the Camtasia Relay recorders address the server by host name only (e.g. `https://relay`):
 - Rename your source server to free the computer name. For information on how to do this, see <http://support.microsoft.com/kb/295017>.

- Reboot the source server.
 - Change the target server to the original name of the source server.
 - Reboot the target server.
 - If the Camtasia Relay recorders address the server by the fully-qualified domain name (e.g. `https://relay.university.edu`) and the server name is different than the DNS host name:
 - Name the target server as desired.
 - Modify the DNS record for the Camtasia Relay endpoint to point to the IP address of the target server.
 - If the Camtasia Relay recorders address the server by the fully-qualified domain name (e.g. `https://relay.university.edu`) and the server name matches the DNS host name:
 - Confirm that the Camtasia Relay endpoint DNS name is the result of dynamic DNS registration. Your Active Directory or DNS administrator should be able to provide this information.
 - Rename your source server to free the computer name. For information on how to do this, see <http://support.microsoft.com/kb/295017>.
 - Reboot the source server.
 - Change the target server to the original name of the source server.
 - Reboot the target server.
 - Verify that the DNS record for the Relay endpoint reflects the IP address of the target server.
14. Run the Camtasia Relay installer on the target server, making sure to:
- Change the SQL Server name listed to the database server of your installation when prompted for a SQL Server Connection.
 - Select **Keep your existing database**.
 - Set the media directory the same as what it was on the source server.
 - Use the same Relay SQL user password as on the source server's database.
- The Camtasia Relay website and manager service will not be able to access the database unless the Relay SQL password on the target server is the same password that was used on the source server's database.
15. Go to `[install directory]/Utilities` and launch the Configuration Protection Tool.
16. Go to the Import/Export tab.
17. Click **Browse**, locate the XML file that you created on the source server, and click **Open**.
18. Go to the SQL Connection tab. Change the Data Source to the instance name (e.g. `your-servername\Relay`) on the target server.
19. Go to the Encryption tab.
20. Click **Install New Key**.
21. Log in to the server website as an administrator.
22. Go to System > Activation and enter your license key.
23. You can now uninstall Camtasia Relay from the source server.

24. If the target server was not updated to have the same endpoint as the source server (step 15), there is still an entry for the source server's endpoint in the database. Contact TechSmith Technical Support (<http://support.techsmith.com>) for assistance removing the source endpoint.

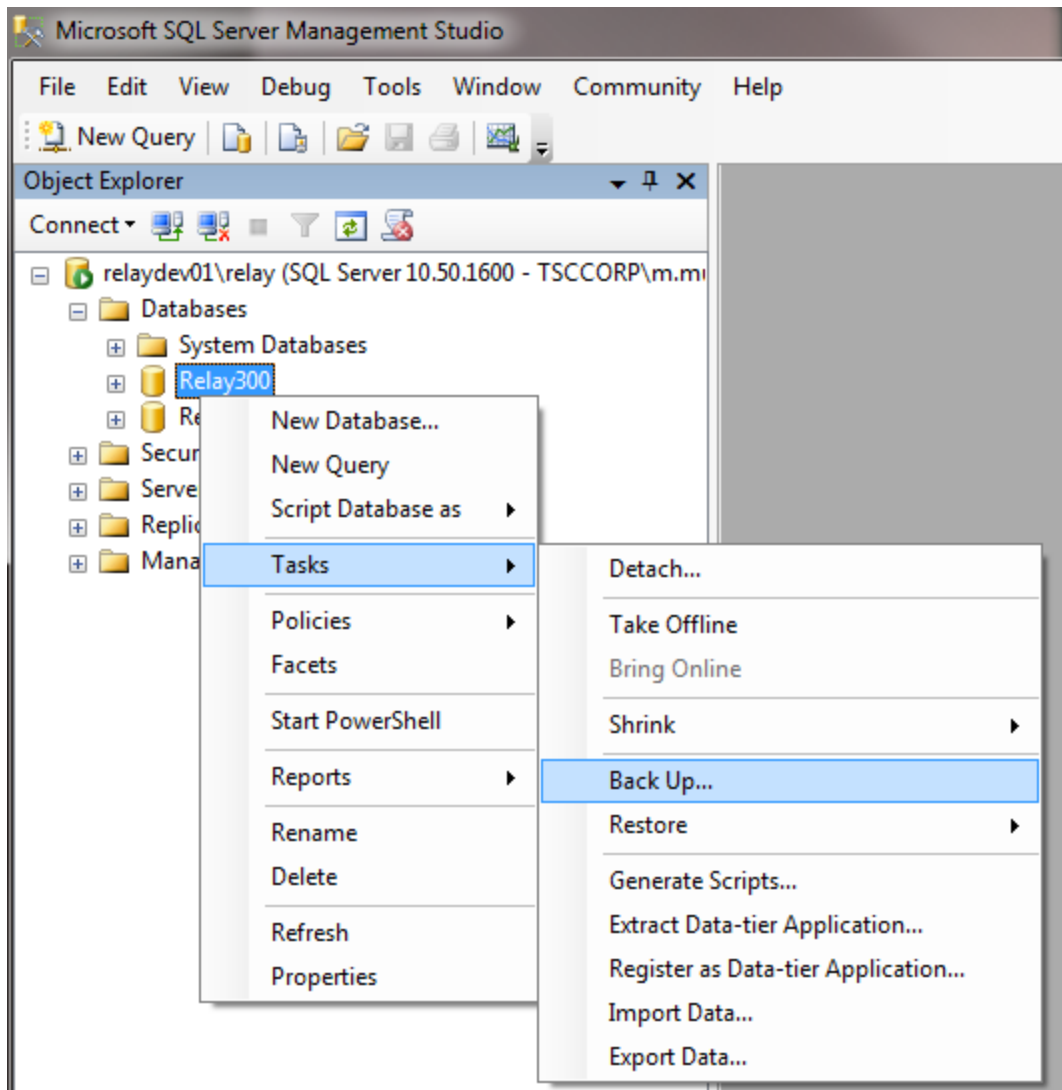
Back Up the Database

The following procedure covers how to back up the Camtasia Relay database using SQL Server Management Studio. For additional information and other ways to perform a backup, see the following:

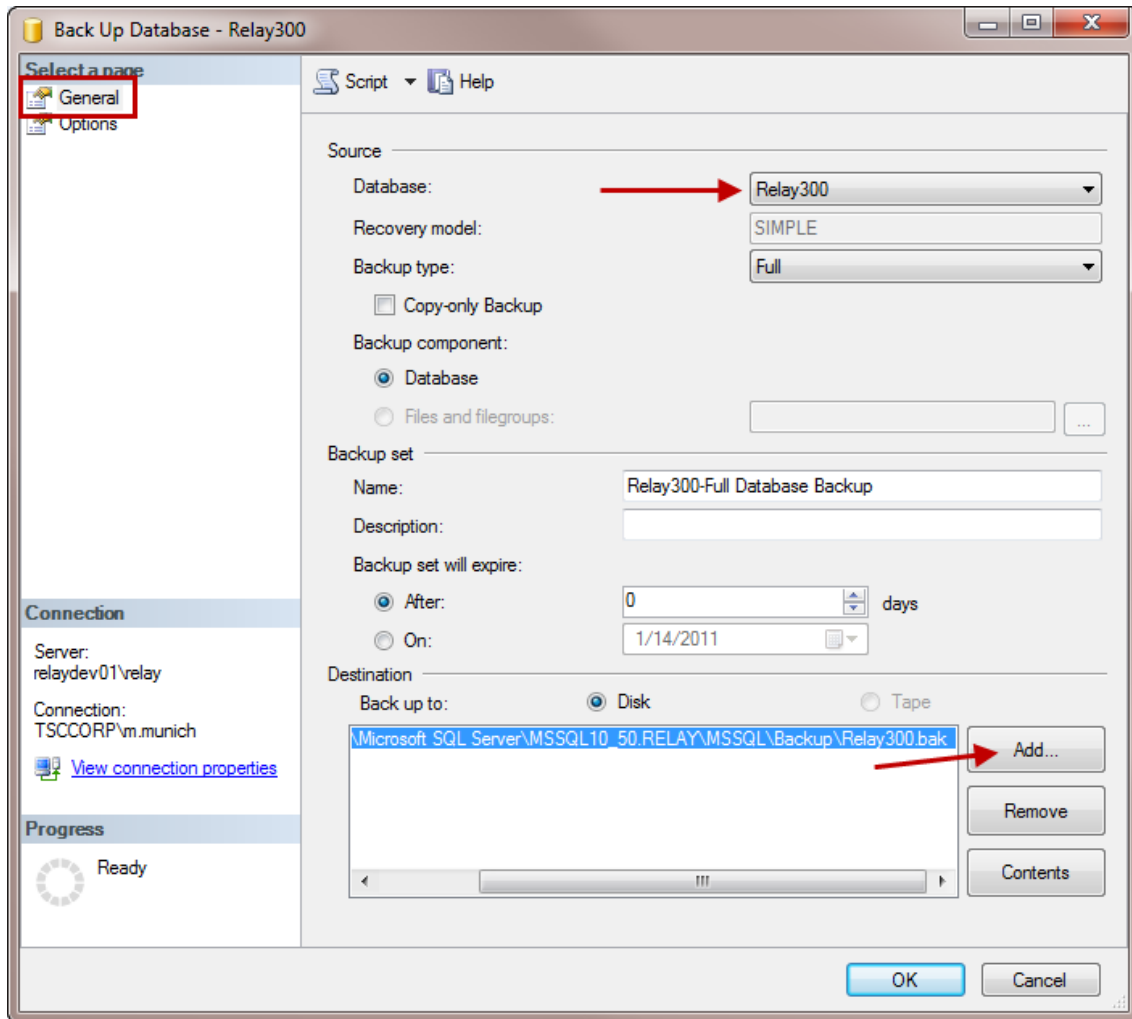
- ▶ Camtasia Relay Technical Reference Guide (available in the Camtasia Relay Learning Center: <http://www.techsmith.com/learn/relay/3/documentation/>)
- ▶ How to: Back Up a Database (SQL Server Management Studio): [http://msdn.microsoft.com/en-us/library/ms187510\(v=SQL.105\).aspx](http://msdn.microsoft.com/en-us/library/ms187510(v=SQL.105).aspx)

This procedure can be performed locally on the database server or from a remote management workstation with SQL Server Management Studio installed if remote access to the database server has been allowed. However, disk locations denoted in the backup procedure will always be local to the database server.

1. Right-click the database to back up and select Tasks > Back Up.

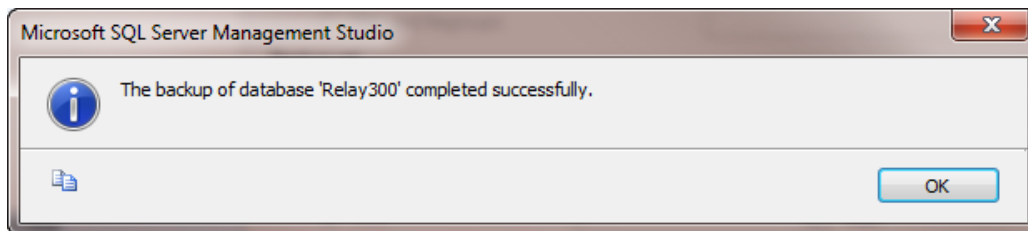


- On the General tab, select backup type Full and set a location on disk for the backup file.



- Choose to back up to an existing backup set or to append to a new backup set. Selecting Verify backup when completed is recommended. Then, click **OK**.

The backup is complete.



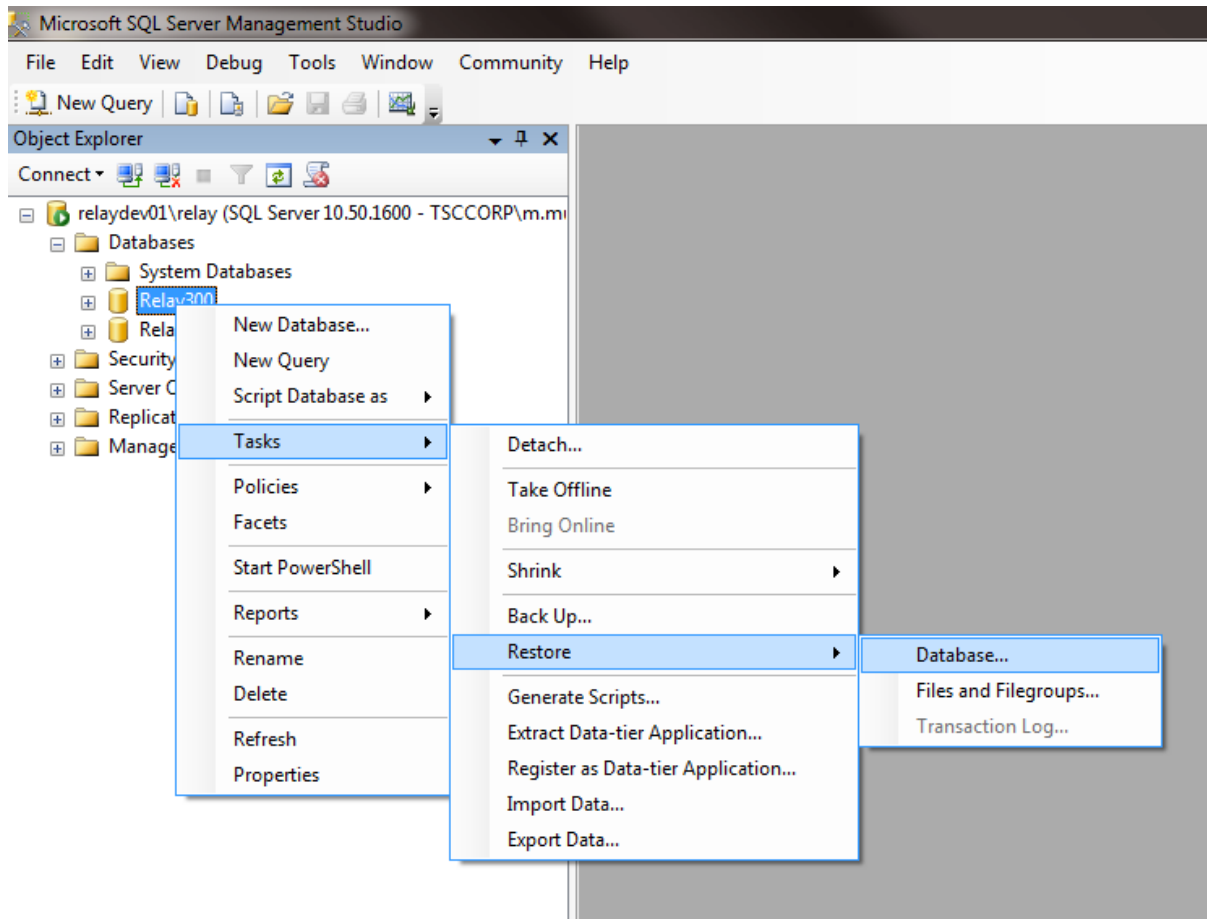
Restore the Camtasia Relay Database

The following procedure covers how to restore the Camtasia Relay database using SQL Server Management Studio. For additional information and other ways to perform a backup, see the following:

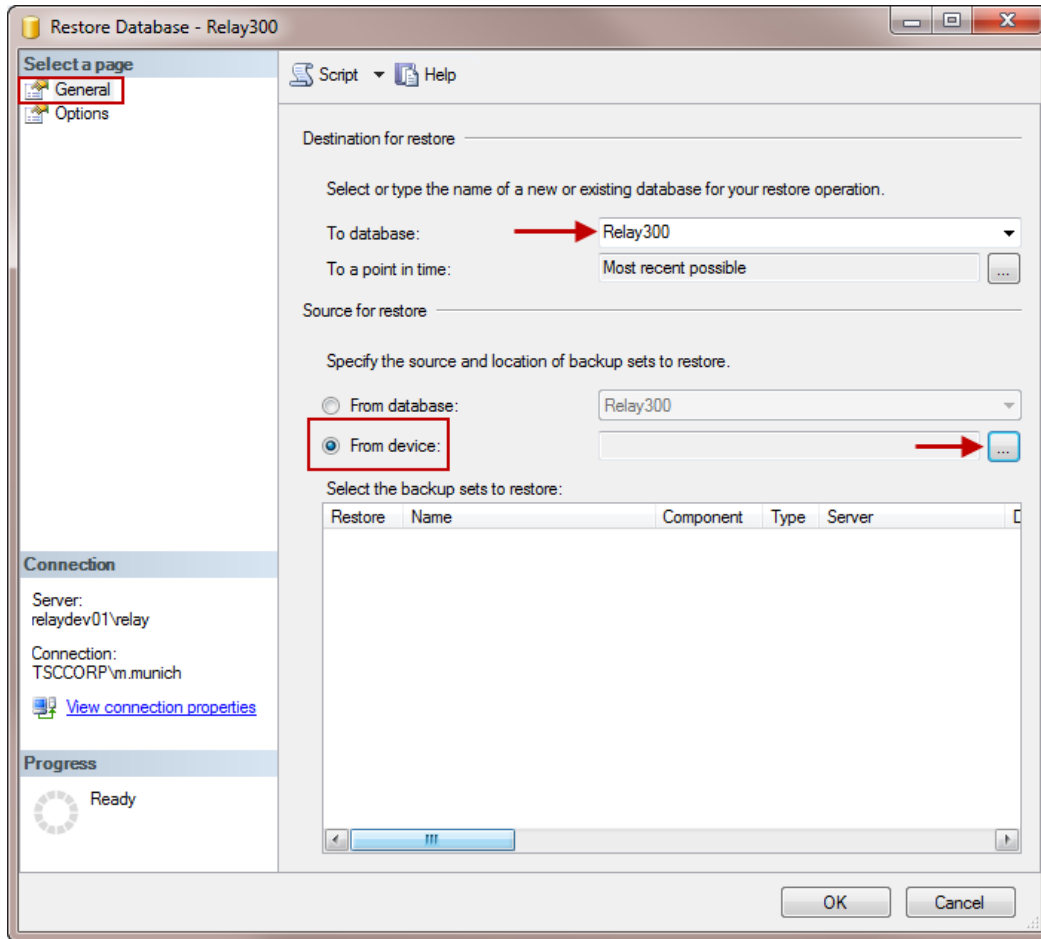
- ▶ Camtasia Relay Technical Reference Guide (available in the Camtasia Relay Learning Center: <http://www.techsmith.com/tutorials-camtasia-relay-documentation.html>)
- ▶ How to: Restore a Database Backup (SQL Server Management Studio): <http://msdn.microsoft.com/en-us/library/ms177429.aspx>

To restore a database backup file using SQL Server Management Studio:

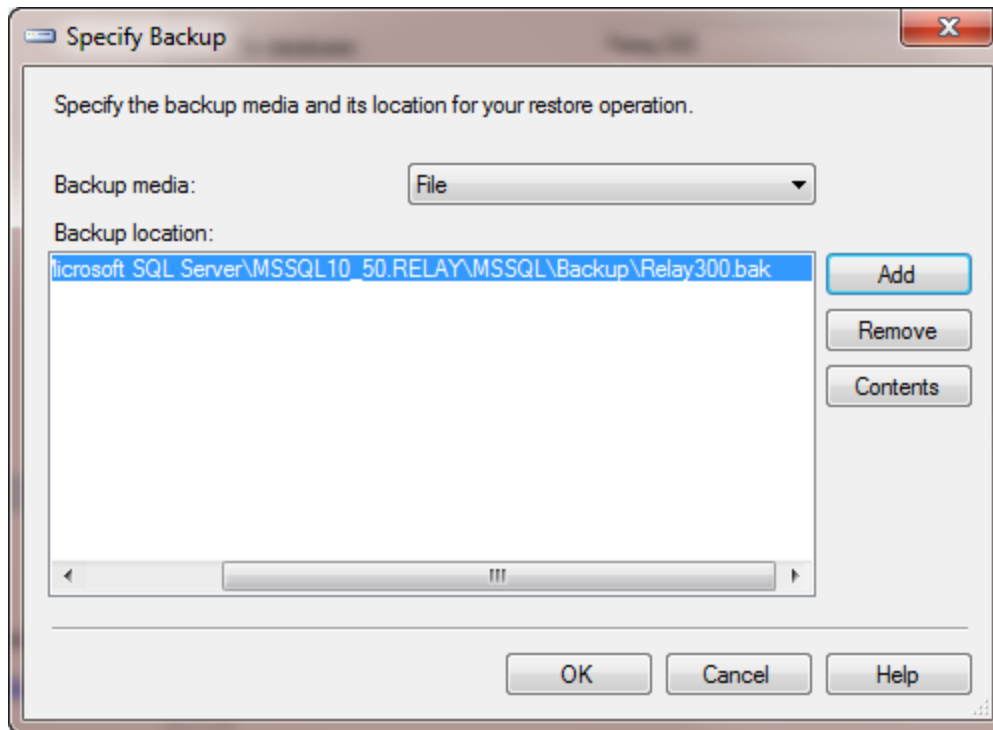
1. Place the backup file in a folder on the database server that can be locally accessed by SQL Server.
2. Open SQL Server Management Studio.
3. Right-click the existing database or Databases (if restoring to a new database) and select Tasks > Restore > Database.



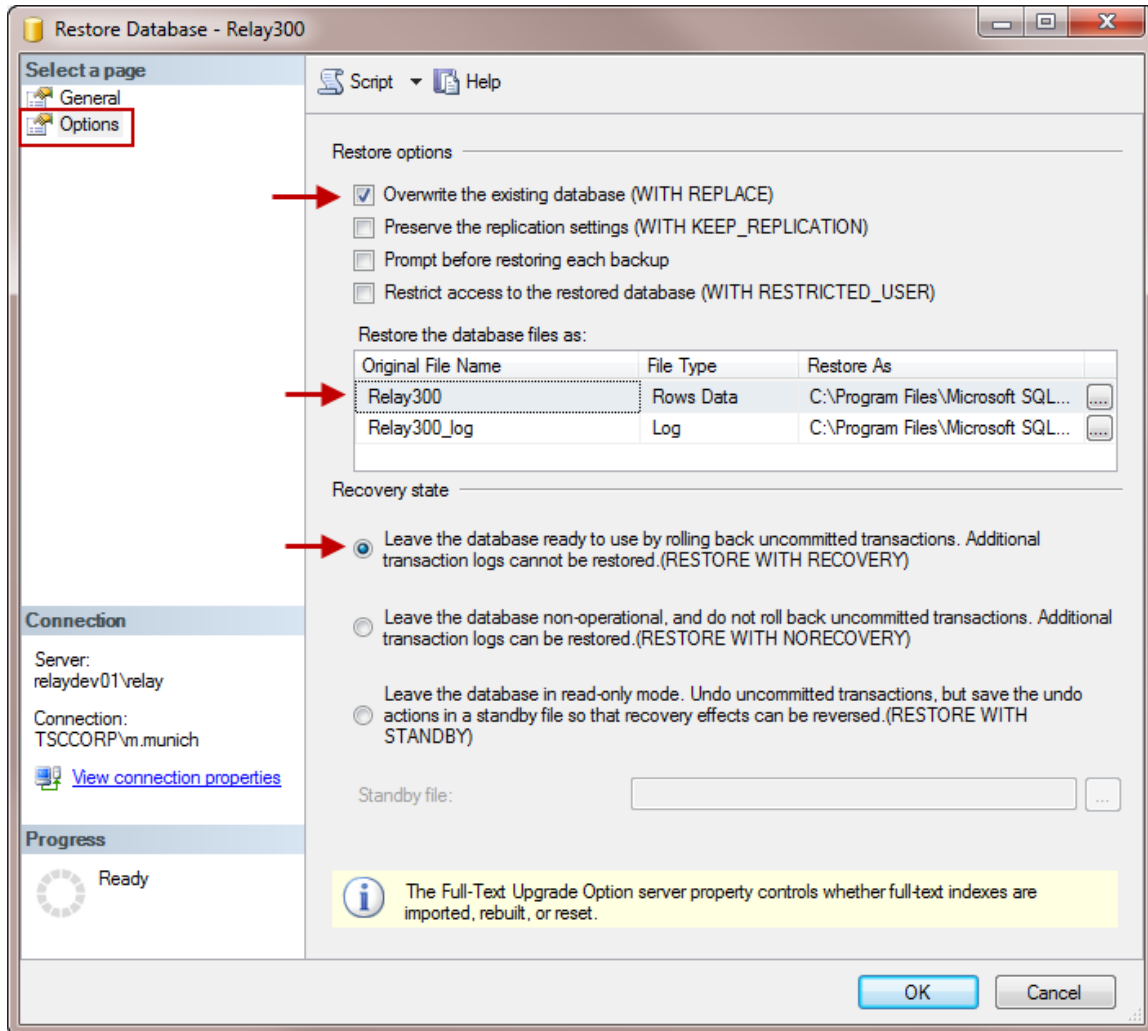
4. Set the database name to restore. Select From Device and click ... to select the backup file.



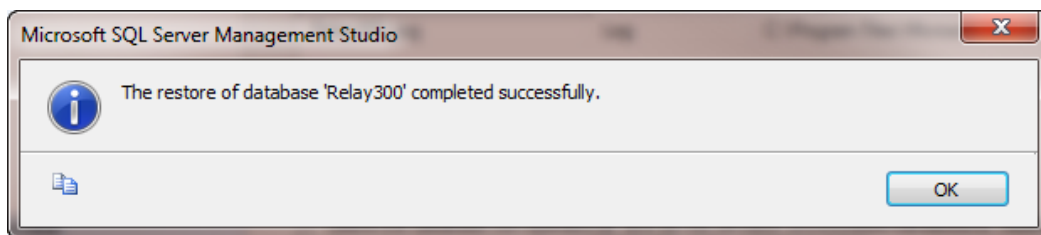
5. Click Add to select the location of your database backup file. Click OK.



6. Set Restore options to overwrite the database (if applicable), restore files to correct path, and Leave the database ready to use. Click OK.



The database is now restored.





Camtasia Relay®

Presenter Website Help

Version 4.3.0

April 2013

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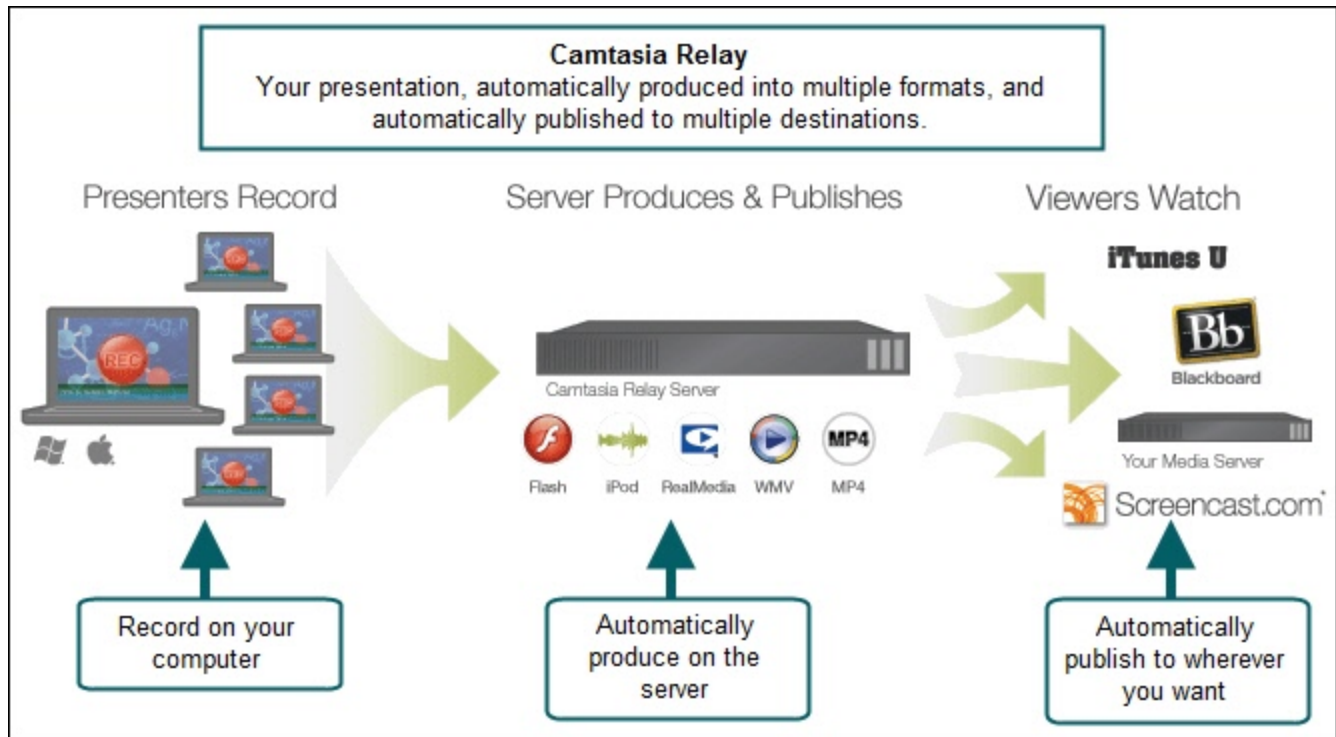
Table of Contents

Introduction	1
Important Camtasia Relay Concepts	2
The Camtasia Relay Recorder	2
Profiles	2
Accounts	2
Home	4
Account Settings	6
Help and Resources	7
Presentations	8
Caption Editor	10
Access the Caption Editor	10
Edit Presentation Captions	12
Caption Editing Tips	14
Profiles	16
Can I Change My Profiles?	16
Profile Setup	18
Publish Accounts	18
Profile Overview	18
Publish Account Setup	20
To Create a Publish Account	20
Things to Consider About Publish Accounts	20
Download Recorders	22
Camtasia Relay Portable Recorder	23
Download the Portable Recorder	23
Run the Portable Recorder	24
Log In to the Portable Recorder	24
Record with the Portable Recorder	25
Upload Presentations from the Portable Recorder	25

Introduction

With Camtasia Relay, capture and publish your lecture or presentation anytime, anywhere--in the classroom, in the conference room, at your desk, or at home. Camtasia Relay supports a wide variety of video formats allowing any lecture or presentation to be viewed by your audience on multiple playback devices including portable media devices such as the Apple iPod and via iTunes U.

There are two parts to Camtasia Relay--the recorder which runs on your computer and the server which processes and publishes all presentations. Watch a short [overview video](#) on the TechSmith website.



Topics included in this help file include:

- ▶ **Important Camtasia Relay Concepts**
- ▶ **Home**
- ▶ **Account Settings**
- ▶ **Help and Resources**
- ▶ **Presentations**
- ▶ **Caption Editor**
- ▶ **Profiles**
- ▶ **Profile Setup**
- ▶ **Publish Account Setup**
- ▶ **Download Recorders**
- ▶ **Camtasia Relay Portable Recorder**

Important Camtasia Relay Concepts

Before you start using Camtasia Relay, there are several concepts you should be familiar with. Please review the following topics.

The Camtasia Relay Recorder

To record a presentation, you first need to download and install the Camtasia Relay recorder on your computer. Click **Download Recorders** and then click the recorder download link for your operating system to start the download.

The portable recorder can be installed on a mobile storage device, such as a USB flash drive. This recorder provides you with an option for recording when you:

- ▶ Do not have permission to install applications.
- ▶ Have limited or no network access.
- ▶ Have several presentations and want to upload them collectively at a later time.

Depending on your organization, the portable recorder may or may not be available. Contact your administrator for more information.

For more information on the recorder, see [Download Recorders](#).

Profiles

Profiles are the backbone of Camtasia Relay. They allow presenters to record without having to make any decisions about how the presentations are processed or where they are placed for viewing.

Profiles are created by the administrator and include settings that define how the presentation is recorded, processed, and published. When selecting a profile in the Camtasia Relay recorder, only the profile title is available to help presenters choose which one to use; the profile description is only visible on the website.

The *Upload and Decide Later Profile* sends the recording to the Camtasia Relay server but does not process the recording in any way. The presentation stays in the *Needs Attention* state on the server until an administrator or the presenter selects a profile to use or deletes the presentation.

For more information, see [Profiles](#).

Accounts

After presentations are processed, they are sent to *publish destinations* for viewing. Publish destinations include locations like iTunes, a Screencast.com account, a file server, etc. In many cases, account credentials are required to access publish destinations.

There are two ways that Camtasia Relay can handle credentials. Credentials can be supplied by an administrator, or a presenter may be required to enter his or her own account credentials.

In the case where a presenter is required to enter credentials, he or she must log into the Camtasia Relay website and add a *publish account* for a given publish destination.

Presentations submitted using a profile that needs a presenter to add a publish account are held in the *Needs Attention* state until a valid publish account is added.

For more information on how to add a publish account, see [Publish Account Setup](#).

See also

- ▶ [Introduction](#)
- ▶ [Home](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)
- ▶ [Presentations](#)
- ▶ [Caption Editor](#)
- ▶ [Profiles](#)
- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)
- ▶ [Download Recorders](#)
- ▶ [Camtasia Relay Portable Recorder](#)

Home

The Home page gives presenters a quick peek into their Camtasia Relay account.

The screenshot shows the Camtasia Relay Home page for user Mary Smith. The page has a navigation bar with links for Home, Presentations, Profiles, and Download Recorders. The main content area is titled 'Dashboard' and contains four main sections:

- Actions Necessary (1):** A yellow box with a warning icon indicating presentations held for caption editing, with a link to '10-1-2010 Staff Meeting'.
- Recent Presentations (2):** A table listing recent presentations. The first entry is '10-1-2010 Staff Meeting' submitted by Mary Smith on 10/14/2010 at 7:06:56 PM.
- Camtasia Relay Recorders (3):** A button labeled 'Download Camtasia Relay Recorders'.
- Frequently Asked Questions (4):** A list of questions with expandable answers, including 'What is a profile?', 'What's Upload and Decide Later?', 'What is the portable recorder?', and 'Did my presentation upload?'.

At the bottom of the page, it says 'Camtasia Relay - 2.0.6.368 | © 2008-2010 TechSmith Corporation'.

1	Actions Necessary: Any time a presenter needs to take some action to finish processing and publishing a presentation, there is a message in this area. Actions needed may include caption editing , assigning a profile to an uploaded presentation, and adding or updating publish account information.
2	Recent Presentations: This area displays all recent presentations from the presenter. Click a presentation name to see detailed information about a presentation's status.
3	Camtasia Relay Recorders: This link takes a presenter directly to the Download Recorders page to locate and download the Camtasia Relay recorder.
4	Frequently Asked Questions: These questions and answers help a presenter find some basic Camtasia Relay information. Click a question to reveal the answer. Click View All to go to the Help and Resources page to find additional FAQs and links to training videos.

See also

- ▶ [Introduction](#)
- ▶ [Important Camtasia Relay Concepts](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)
- ▶ [Presentations](#)
- ▶ [Caption Editor](#)
- ▶ [Profiles](#)
- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)

- ▶ **Download Recorders**
- ▶ **Camtasia Relay Portable Recorder**

Account Settings

Depending on how your Camtasia Relay administrator sets up Camtasia Relay, you may need or want to modify your Camtasia Relay account.

Presenters may not have the ability to modify their Camtasia Relay account information in some cases. For example, if presenter login information in Camtasia Relay is bound to network credentials presenters cannot edit username and password on the Camtasia Relay website.

On the Change Account Information tab, presenters can access the following fields:

- ▶ The Name field changes the name used in presentation notifications.
- ▶ The Email Address field changes the email address to which email notifications, such as completed presentations, are sent.

If the Change Password tab is available, presenters can change the password they use to log into the Camtasia Relay website and recorder.

See also

- ▶ [Introduction](#)
- ▶ [Important Camtasia Relay Concepts](#)
- ▶ [Home](#)
- ▶ [Help and Resources](#)
- ▶ [Presentations](#)
- ▶ [Caption Editor](#)
- ▶ [Profiles](#)
- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)
- ▶ [Download Recorders](#)
- ▶ [Camtasia Relay Portable Recorder](#)

Help and Resources

The Help and Resources page assists presenters in answering questions or finding help for the Camtasia Relay website.

Here presenters can view training videos, access frequently asked questions and answers, and link directly to the Download Recorders page.

Presentations

The Presentations page allows you to view presentations by state and take action to resolve issues.

Presentations in all states have the following information:

- ▶ User name and email of presenter that submitted the presentation
- ▶ Date and time the presentation was recorded
- ▶ Presentation description, if entered by the presenter
- ▶ Profile used, with link to view and edit profile
- ▶ Duration of presentation
- ▶ Resolution of presentation

You can view presentations on the server by the following states:

States	Description
Needs Attention	Use the information and options provided to resolve issues so the presentation can process. Includes a list of presenters and a list of profiles to select from. You can also delete presentations.
Processing	View the progress of a processing presentation. You can see the progress of each job associated with the presentation, including transcription, encoding, publishing, and notifications.
Uploading	View the upload progress and cancel upload, if needed.
Completed	View the status of presentations that have completed processing. For some publish destinations, links are included to view the published presentation.
Deleted	View information about any deleted presentations.
Failed	Use the information provided to figure out why a presentation failed. Includes status information to show you which part of processing failed.
Held for Captioning	View the presentations held for caption editing. When caption editing is complete or to skip caption editing, click Edit Captions to open the presentation in the caption editor or Release Hold to continue processing the presentation.

See also

- ▶ [Introduction](#)
- ▶ [Important Camtasia Relay Concepts](#)
- ▶ [Home](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)
- ▶ [Caption Editor](#)
- ▶ [Profiles](#)
- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)

- ▶ **Download Recorders**
- ▶ **Camtasia Relay Portable Recorder**

Caption Editor

The Caption Editor page allows presenters and global caption editors to review and edit captions that were created automatically by Camtasia Relay. When a presentation is held for caption editing, all processing and publishing is stopped until the presenter releases the presentation to complete processing and publishing.

Users can only access the Caption Editor page if they have a presentation that is being held for caption editing.

Microsoft Silverlight is required to edit captions. The website prompts you if installation of or an update to Silverlight is required.



See also

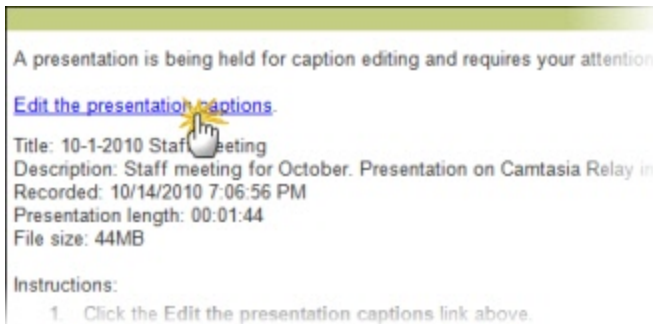
- ▶ [Access the Caption Editor](#)
- ▶ [Edit Presentation Captions](#)
- ▶ [Caption Editing Tips](#)

Access the Caption Editor

When a presenter has a presentation that is ready for caption editing, there are a few ways to get to the caption editor. Global caption editors can only have access to the third option, the Presentations page.

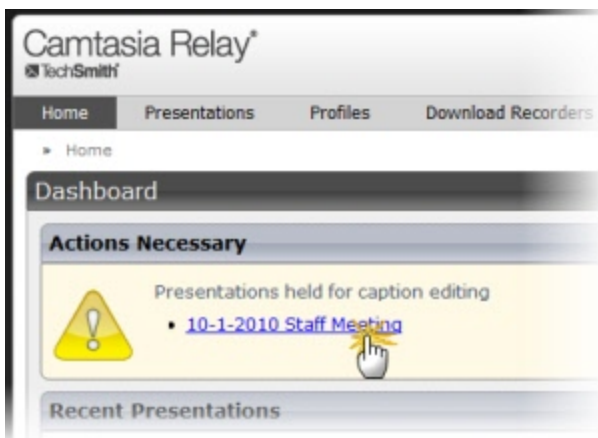
- ▶ From the notification email

Click the **Edit the presentation captions** link in the email you receive when a presentation is ready for caption editing.



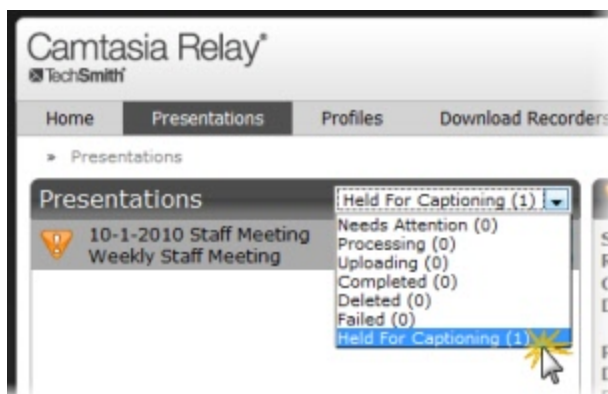
- ▶ From the Home page

Click the name of a presentation shown under Presentations held for caption editing.



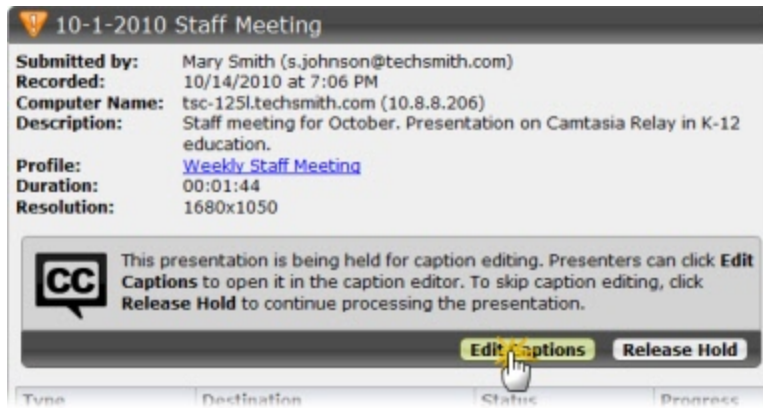
- ▶ From the Presentations page

- ▶ Select **Held For Captioning** from the Status dropdown list.



- ▶ Click a presentation to select it.

- ▶ On the right side of the page, click **Edit Captions**.



See also

- ▶ [Edit Presentation Captions](#)
- ▶ [Caption Editing Tips](#)

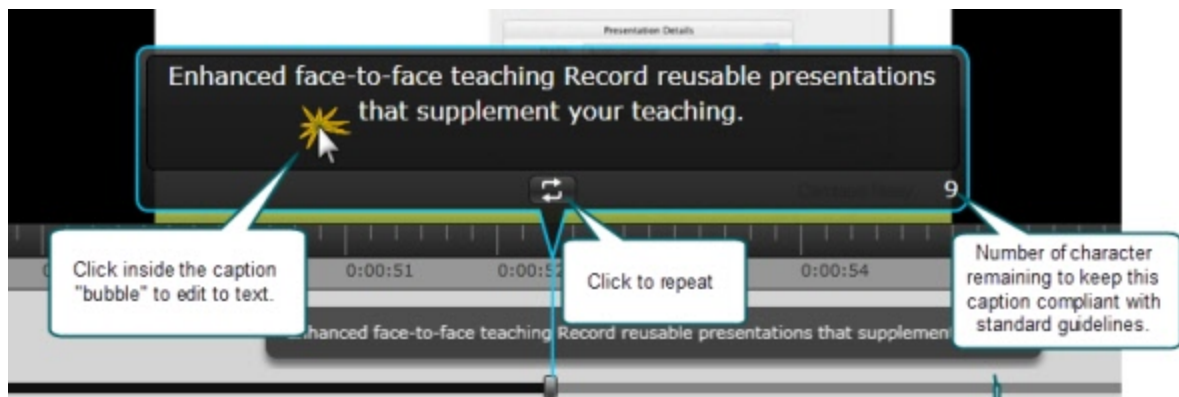
Edit Presentation Captions




Once a presentation is open in on the Caption Editor page, use the following process for editing captions and submitting the presentation for final processing and publishing:

1. On the Edit Captions tab, use the video controls review the automatic captions.



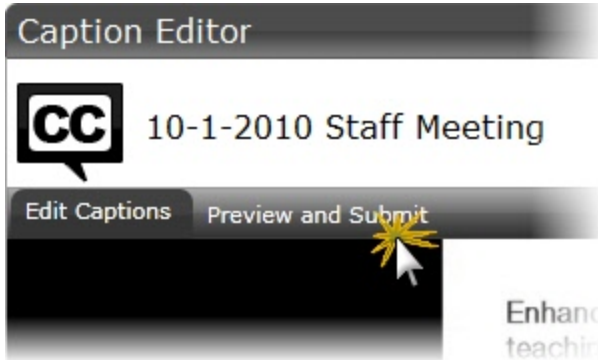
2. Edit existing captions by clicking inside a caption and editing the text.



3. Add , delete , and split  captions as needed.
4. To save your work, click **Save**.

Camtasia Relay automatically saves changes to the presentation captions every minute.

- When the captions are complete, click the Preview and Submit tab.



- Review the presentation and make any final adjustments to the text or timing of the captions.

Caption Text	Start Time	Duration
Relay Potential uses in K twelve education Jessica Knott and Sally Johnson TechSmith Corporation.	0:00:00.56	00:09.13
if you really came for.	0:00:14.35	00:01.71
he uses it only three EC.	0:00:18.23	00:02.62
Camtasia Relay works Presenters record and then PC.	0:00:23.09	00:03.88
the kid he Relay served the heel and publish it.	0:00:28.19	00:03.14
you viewers wa	0:00:32.08	00:02.08
come the more	0:00:34.87	00:00.56
for its many pe	0:00:36.99	00:04.29
in the years se	0:00:41.93	00:02.09
nominated pub	0:00:45.35	00:03.22
isn't Examples And potential uses in taking twelve education.	0:00:50.46	00:05.12
Enhanced face-to-face teaching Record reusable presentations that supplement your teaching.	0:00:56.17	00:04.67
These videos can be assigned as homework makeup assignments or discussion starters in the cluster.	0:01:02.37	00:05.11
I Online Teaching Live lectures can be easily recorded and processed for online distribution.	0:01:08.74	00:01.22
Christian you teaching.	0:01:10.94	00:02.04
Record student and teacher presentations and many publish teaching.		

- When you are satisfied with the captions, click **Publish**. The presentation continues processing and publishing.

The screenshot shows the Camtasia Relay web interface. The top navigation bar includes 'Home', 'Presentations', 'Profiles', and 'Download Recorders'. The user is identified as 'Mary Smith (m.smith)'. The main content area is divided into two sections: 'Presentations' and '10-1-2010 Staff Meeting'.

Presentations

Presentations	Processing (1)
10-1-2010 Staff Meeting	10/14/2010 @ 7:06 PM
Weekly Staff Meeting	Mary Smith

10-1-2010 Staff Meeting

Submitted by: Mary Smith (s.johnson@techsmith.com)
 Recorded: 10/14/2010 at 7:06 PM
 Computer Name: tsc-125l.techsmith.com (10.8.8.206)
 Description: Staff meeting for October. Presentation on Camtasia Relay in K-12 education.
 Profile: [Weekly Staff Meeting](#)
 Duration: 00:01:44
 Resolution: 1680x1050

Type	Destination	Status	Progress
Speech to Text Transcription		Processed	100%
Editor Video Format (WMV)		Processed	100%
Flash (Original Size)		Pending	0%
Flash (Original Size)	Camtasia Relay on Screencast.com	Pending	0%
Email Server	Presenter Email Message	Pending	0%

Page 1 of 1 | Showing 1 - 1 of 1


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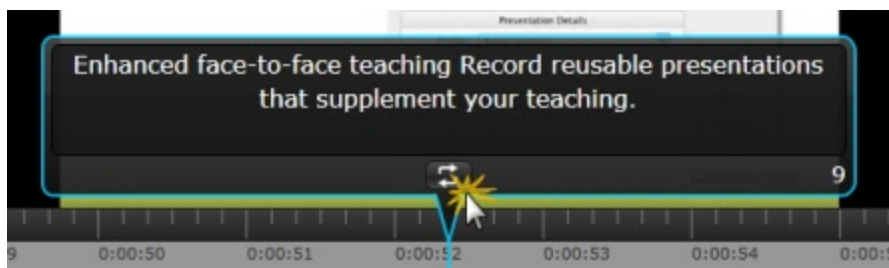
See also

- ▶ [Access the Caption Editor](#)
- ▶ [Caption Editing Tips](#)

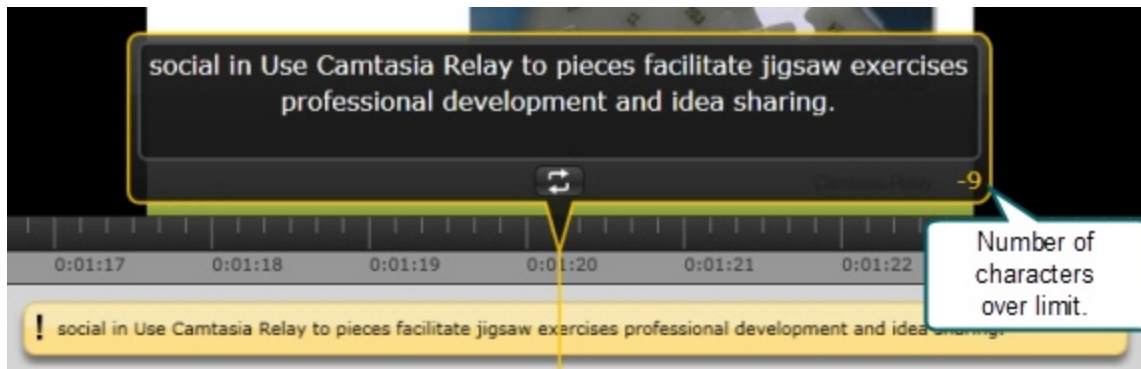
Caption Editing Tips

Here are some tips to help you when editing captions:

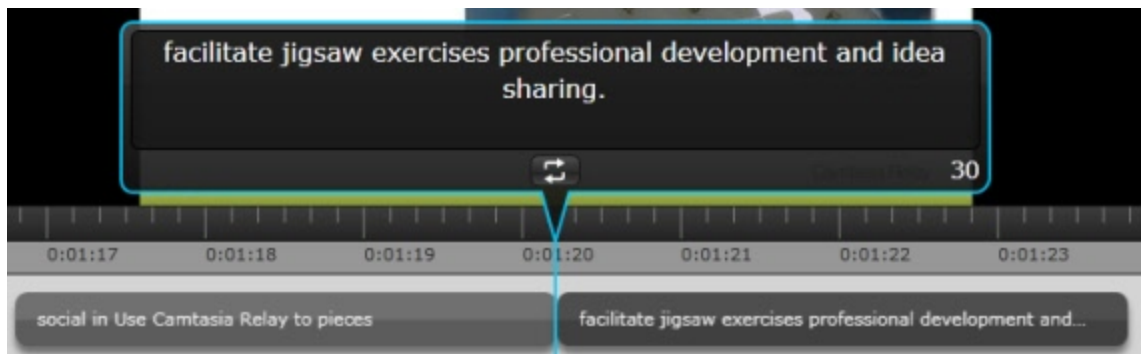
- ▶ To stop at the end of each caption, disable the Continuous Playback button .
- ▶ While working in a caption, click **Replay** to repeat the text of the selected caption once. Repeatedly click the **Replay** button until you are able to transcribe the entire caption.



- ▶ The number in the lower right of a caption shows the remaining characters available to keep the caption within compliancy guidelines. If a caption is too long, it turns yellow and shows a negative number of characters available.



- ▶ Click the **Split** button  to separate a caption into two smaller captions.



- ▶ Use the standard keyboard shortcuts for Undo (**<CTRL+Z>**, **<Command+Z>**) and Redo (**<CTRL+Y>**, **<Command+Y>**) to undo or redo your actions in the caption editor.

See also

- ▶ [Access the Caption Editor](#)
- ▶ [Edit Presentation Captions](#)

Profiles

A profile consists of settings that determine how a presentation is recorded, processed, and presented. Profiles are created by the Camtasia Relay administrator. If you do not have a profile that provides you with the options that you need, see [Can I Change My Profiles?](#)

To access information on profiles available to you:

1. Log in to the Camtasia Relay website.
2. Click **Profiles**
3. In the list of profiles, click a profile.
4. Click **Overview**. See [Profile Setup](#) for additional information.

Only Camtasia Relay administrators can create or modify profiles.

If you are not satisfied with existing profile options, you can select the Upload and Decide Later Profile. This sends the recording to the server where it remains until you contact your Camtasia Relay administrator to create or modify a profile.

Can I Change My Profiles?

Only Camtasia Relay administrators can create or modify profiles. If you are not satisfied with your existing profile options, contact your Camtasia Relay administrator. Consider the following questions before contacting your administrator.

- ▶ What kind of recording do you want to make:
 - Will there be a lot of movement, such as video, in your presentations?
 - Are you going to record PowerPoint presentations?
 - Anything else the administrator should know about what you are recording?
 - Are you planning on editing presentations in Camtasia Studio?
- ▶ What kind of files do you want to produce:
 - Do you need multiple file types for the same presentation?
 - Is there a certain kind of file you need?
 - Do you want an audio-only file?
 - Should the produced presentations be certain dimensions?
- ▶ Where do you want the produced files to end up:
 - Do you have a file folder location for the produced files?
 - Do you have an account on Screencast.com that you want to use?
 - Do you want to send your presentations to a website via an FTP server?
 - Do you want to send your presentations to iTunes U?

Some of the options mentioned above may not be available for your use.

See also

- ▶ **[Introduction](#)**
- ▶ **[Important Camtasia Relay Concepts](#)**
- ▶ **[Home](#)**
- ▶ **[Account Settings](#)**
- ▶ **[Help and Resources](#)**
- ▶ **[Presentations](#)**
- ▶ **[Caption Editor](#)**
- ▶ **[Profile Setup](#)**
- ▶ **[Publish Account Setup](#)**
- ▶ **[Download Recorders](#)**
- ▶ **[Camtasia Relay Portable Recorder](#)**

Profile Setup

On the Profile Setup page for a profile, presenters can select publish accounts to use for the profile and access an overview of a profile.

Publish Accounts

Publish Accounts include the specific information used to place processed presentations in a publish destination, such as user authentication information, folder selection, etc.

Select a publish account for each encode setting or select one publish account to use for all encodings within a publish destination.

Profile Overview



Settings included in a profile:

1	Description: What should you use this profile for? The description is entered by an administrator to help you to choose the correct profile for your needs.
2	Publish destinations: Where the produced files go. Presentations can be published to one or more destinations. Examples include an FTP server, a network drive, Screencast.com, or iTunes U.
3	Encode settings: What kinds of files are produced. The original recording is encoded into one or more formats. Examples include an audio only (MP3) encoding, an iPod-compatible encoding, or Windows Media format. Encoding can reduce the frame rate and audio quality, but can never improve the original recording.
4	Publish accounts: How to access the publish destinations. These accounts contain specific information used to place processed presentations in a publish destination, such as authentication information, folder selection, etc.
5	Notifications: How people are informed when presentations are published. Notifications are sent per profile and can include information about multiple encodings of the same presentation.

See also

- ▶ **[Introduction](#)**
- ▶ **[Important Camtasia Relay Concepts](#)**
- ▶ **[Home](#)**
- ▶ **[Account Settings](#)**
- ▶ **[Help and Resources](#)**
- ▶ **[Presentations](#)**
- ▶ **[Caption Editor](#)**
- ▶ **[Profiles](#)**
- ▶ **[Publish Account Setup](#)**
- ▶ **[Download Recorders](#)**
- ▶ **[Camtasia Relay Portable Recorder](#)**

Publish Account Setup

On the Publish Account Setup page for a profile, presenters can select publish accounts to use for the profile and access an overview of a profile.

For each available publish destination, you can define the accounts for Camtasia Relay to use to access it.

Publish Accounts include the specific information used to place processed presentations in a publish destination, such as user authentication information, folder selection, etc.

To Create a Publish Account

1. On the Publish Account page (**Profiles > Publish Accounts Setup**), click one of the publish destinations you have set up.
2. Enter information for the new account.
3. Select if you want to make the account the **default account**. See the tips below for information about default accounts.
4. If not a default account, select if you want to **Use account information from default account**. This allows you to use the credentials from the default account and modify other account information, such as paths, folders, and URLs.
5. Click **Save**.

Things to Consider About Publish Accounts

The following information might help you in making some decisions when creating your publish accounts.

- ▶ Each publish destination can have a **default account**.
This can be helpful in several ways:
 - You can set up a default account to hold the credentials used to access a publish destination, and then use the other accounts to place presentations into various folders.
 - When you select a publish destination and encode setting in a profile, the default account is selected automatically for the publish account.
- ▶ You can select different publish accounts for each publish destination/encode setting combination in a profile.

YouTube publish accounts require verification to upload videos longer than the YouTube maximum (15 minutes as of November 2011). For more information on verifying your YouTube account, visit YouTube.com.

See also

- ▶ [Introduction](#)
- ▶ [Important Camtasia Relay Concepts](#)
- ▶ [Home](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)

- ▶ **Presentations**
- ▶ **Caption Editor**
- ▶ **Profiles**
- ▶ **Profile Setup**
- ▶ **Download Recorders**
- ▶ **Camtasia Relay Portable Recorder**

Download Recorders

On the Download Recorders page, presenters can access and download the Camtasia Relay recorders.

As of version 4.1, when a new version of the Camtasia Relay server is installed, an update notification is sent to Camtasia Relay recorder clients informing users of the availability of an update. Recorders downloaded from versions of Camtasia Relay prior to 4.1 receive no update notifications.

When presenters download the recorder, any available plug-ins and add-ins are also installed on the presenters' computers.

▶ Windows Operating Systems

- Presenters are given the option in the Camtasia Relay recorder installer to install the **Camtasia Relay Add-In for Microsoft Office PowerPoint**. This add-in allows a presenter to easily record a PowerPoint slide show with Camtasia Relay from inside of PowerPoint. See the Camtasia Relay recorder help for more information.
- Presenters that are also running Camtasia Studio 5.1 and above are provided with a plug-in that allows for sending a Camtasia Studio project to the Camtasia Relay server for production and publishing. An option to produce with Camtasia Relay is added to the production process in Camtasia Studio automatically when both programs are installed on the same computer.

▶ Mac Operating Systems

Presenters that are also running Camtasia for Mac 1.2 and above are provided with a plug-in that allows for sending a Camtasia for Mac project to the Camtasia Relay server for production and publishing. An option to share with Camtasia Relay is added to Camtasia for Mac automatically when both programs are installed on the same computer.

▶ TechSmith Fuse® for Camtasia Relay

In addition to recording a computer screen, live video footage taken with a mobile device recorded with TechSmith Fuse for Camtasia Relay can be sent to a Camtasia Relay server. TechSmith Fuse for Camtasia Relay uses profiles to encode and publish your video just like the desktop application, but with all the portability of your mobile device.

Existing videos on your mobile device can also be uploaded via TechSmith Fuse.

TechSmith Fuse for Camtasia Relay is available for iOS and Android devices.

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Introduction](#)
- ▶ [Important Camtasia Relay Concepts](#)
- ▶ [Home](#)
- ▶ [Account Settings](#)
- ▶ [Help and Resources](#)
- ▶ [Presentations](#)
- ▶ [Caption Editor](#)
- ▶ [Profiles](#)

- ▶ [Profile Setup](#)
- ▶ [Publish Account Setup](#)

Camtasia Relay Portable Recorder

Download and use the Camtasia Relay portable recorder if there is any reason you cannot (or should not) record and upload directly from the presentation computer.

Examples of When to Use the Portable Recorder

- ▶ You need to record on a computer where you do not have permission to install applications.
- ▶ You need to record on a computer with limited or no network access.
- ▶ You want to record several presentations and upload them collectively at a later time.

Depending on your organization, the portable recorder may or may not be available. Contact your administrator for more information.

See also

- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

Download the Portable Recorder

If you need a portable version of Camtasia Relay, use the following process to install the portable recorder on a mobile storage device, such as a USB flash drive.

1. Plug in a mobile storage device and format the device as FAT32.
2. If available on the Download Recorders page, click **Download Portable Recorder** and save the ZIP file to your computer.

You may have to request the portable recorder. Click the button to send a request to your administrator.

3. Locate and open `PortableCamtasiaRelay.zip`.
4. Copy all files from the ZIP file onto the mobile storage device. All files from the ZIP folder need to be copied to the root of the device.

Depending on your organization, the portable recorder may or may not be available. Contact your administrator for more information.

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)

- ▶ [Record with the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

Run the Portable Recorder

Depending on the operating system and security settings of a computer, you can start the portable recorder in one of the following ways.

Windows Operating System with AutoPlay Enabled

Under certain conditions, when you connect a mobile storage device that contains the portable recorder with a computer, you are presented with the option to immediately start the application.

Click **Start Camtasia Relay** to run the portable recorder.

Windows Operating System with AutoPlay Disabled

If AutoPlay is disabled, to run recorder:

1. Open Windows Explorer (Right-click **Start** and select **Explore**.)
2. Navigate to the mobile storage device.
3. Double-click **PC Camtasia Relay.exe**.

Mac Operating System

1. Navigate to the mobile storage device.
2. Double-click **Mac Camtasia Relay**.

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

Log In to the Portable Recorder

There are some considerations to keep in mind when you attempt to log in to the Camtasia Relay portable recorder.

- ▶ To log in on the portable recorder, you must first run the portable recorder on a computer that can connect to the Camtasia Relay server.
To do this, connect the mobile storage device to a computer with the "regular" Camtasia Relay recorder installed on it. Open the portable recorder and log in. This saves your presenter information on the portable recorder and allows you to access your profiles when you are not connected to the server.
- ▶ If you run the portable recorder without previously logging in while connected to the server, you are not able to log in. Identify yourself as a guest to use the Upload and Decide Later profile.



See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

Record with the Portable Recorder

You may notice a few differences when running Camtasia Relay from a mobile storage device, but generally, the process of recording is the same.

Differences when Recording with Portable Recorder

- ▶ Click the **View Presentations** button  to see and upload the presentations saved to the mobile storage device.
- ▶ In most cases, you will not be connected to the server. When you see this icon , you are not connected to the server.
- ▶ After you finish recording, you must save your file to the mobile storage device running the Camtasia Relay portable recorder. You cannot submit it for upload from the computer you are using.
- ▶ You may not be able to log in. See [Log In to the Portable Recorder](#) for more information.
- ▶ When you finish your recording, click **Save** to save the presentation to the mobile storage device.
- ▶ If you are running the portable recorder on a computer with Camtasia Relay installed, you can choose to save your presentation or submit it for upload to the server.
- ▶ To upload saved presentations, connect the mobile storage device to a computer with Camtasia Relay installed on it. You can then [Upload Presentations from the Portable Recorder](#).

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

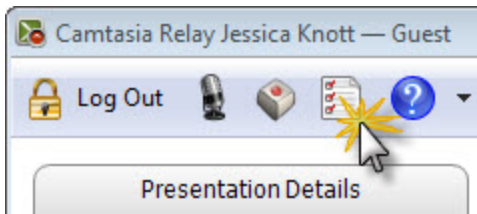
Upload Presentations from the Portable Recorder

To upload saved presentations from a mobile storage device, you must connect the mobile storage device to a computer with Camtasia Relay recorder installed on it.

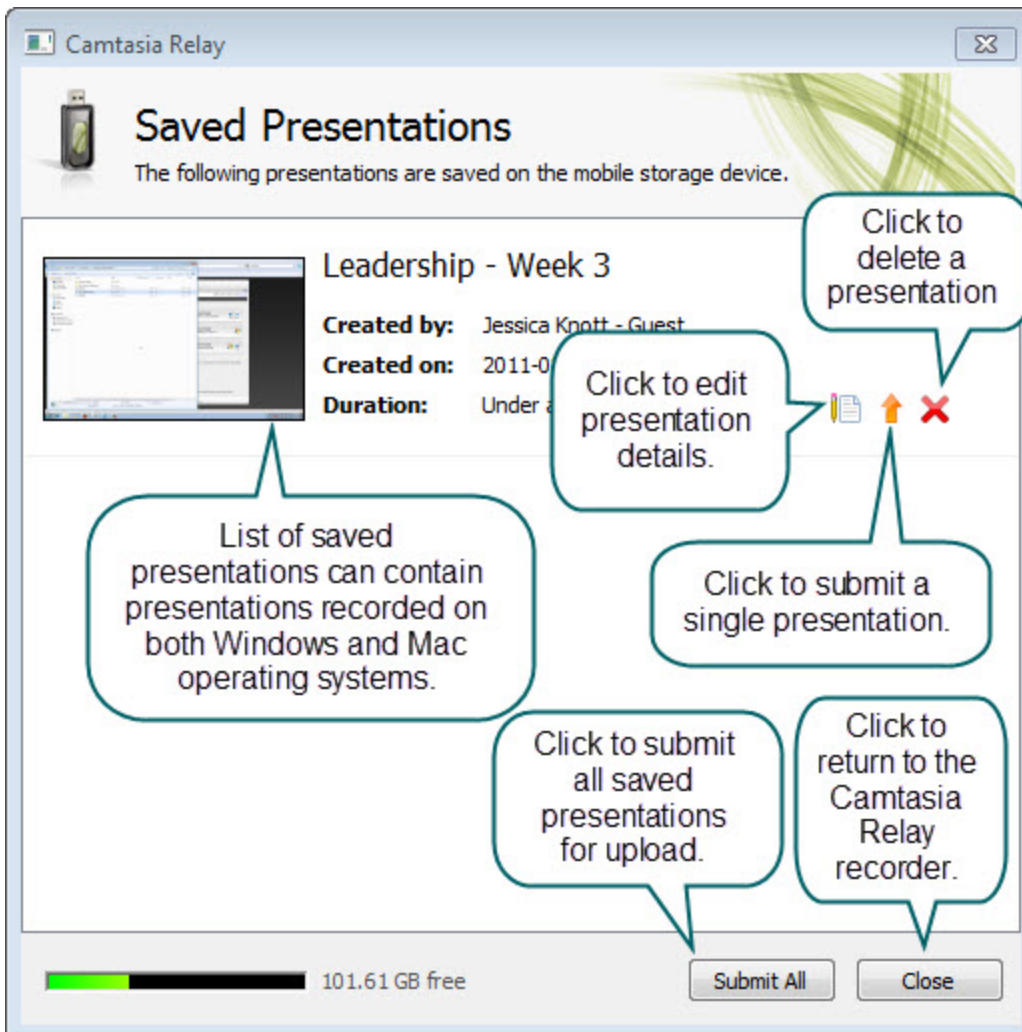
You can submit saved presentations at any time. If you are not connected to the internet, the presentations upload to the server when your computer is next connected.


To submit saved presentations for upload:

1. Click the **View Saved Presentations** button.



2. The Saved Presentations dialog opens.



3. Click **Submit All** to submit all of the presentations for upload or click  to submit individual presentations.
 - If you are online and connected to the server, your presentation starts to upload.
 - If you are offline, your presentation is stored on the computer and automatically upload to the server once you are online and connected.

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)



Camtasia Relay®

Administrator Website Help

Version 4.3.0

April 2013

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Table of Contents

Introduction	1
Camtasia Relay Overview	2
Important Camtasia Relay Concepts	3
Profiles	3
Variables	3
Administrators Cannot Record Presentations	4
Camtasia Relay Recorder	4
Configuration of Camtasia Relay	5
1. Define Publish Destinations	5
Publish Account Setup	6
2. Set Up Notifications	7
Notification Setup	7
3. Create Profiles	9
Define Profiles Settings	9
Select Publish Destinations	10
Select Encode Settings	10
Select Publish Accounts	11
Select Notifications	12
Assign Notifications	12
Define Profile Variables	13
Associate Users	14
Review the Profile	14
Test the Profile	15
4. Add Users to Camtasia Relay	16
Add LDAP Users to Camtasia Relay	16
Manually Add Users to Camtasia Relay	18
Set User Account Security Settings	19
Activate / Deactivate Camtasia Relay Server	19
Verify Setup	20
Roll-Out Camtasia Relay	21

What Presenters Need to Know Most	21
Sample Emails Administrators Can Modify and Send to Presenters	22
Deploy Camtasia Relay Recorder	24
Camtasia Relay Administration Reference	25
System Menu	25
System	25
Servers	28
System Options	29
Plug-Ins	32
Activation	34
Client Machines	34
Event Log	35
Download Recorders	35
Presentations Menu	37
Presentations	38
Job Status	38
History	39
Profiles Menu	41
Profiles	41
Publish Destination Setup	55
Publish Account Setup	65
Notification Server Setup	68
Install the Camtasia Relay Plug-In on the Moodle Server	70
Configure the Camtasia Relay Plug-In on the Moodle Server	71
Configure a Moodle 1.9.5 or 1.9.6 Server to Receive Notifications	72
Configure a Moodle 1.9.7, 1.9.8, or 1.9.9 Server to Receive Notifications	73
Notification Setup	77
Variables	80
Users Menu	84
Users	84
LDAP Import	86
LDAP Configuration	86

User Account Security Settings	88
Need More Help	91
Working with Technical Support	92
Step 1: Knowledge Base Search	92
Step 2: Submit a Question	92
Step 3: Call Tech Support	93
How to Export Event Viewer Logs	93

Introduction

This document introduces you to Camtasia Relay, walks you through configuring the system, and provides you with administration information to help you to keep Camtasia Relay running smoothly.

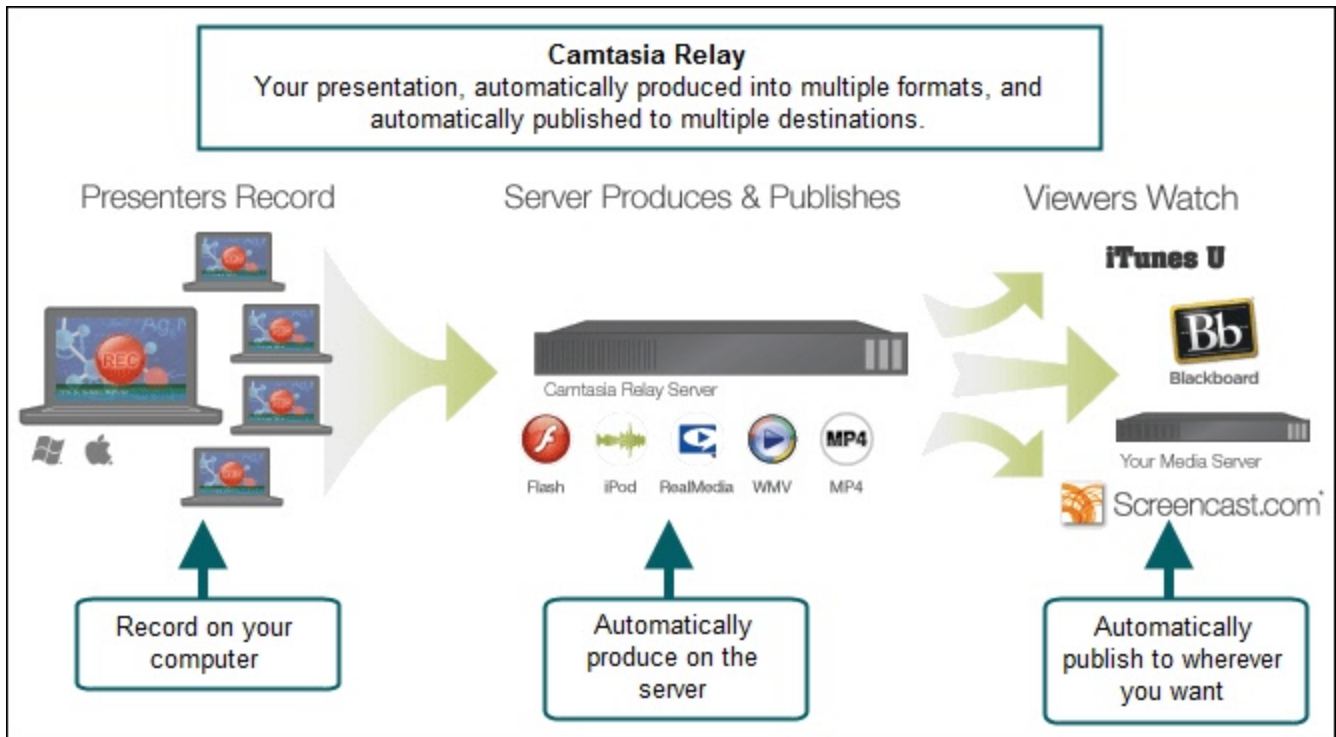
Camtasia Relay Administration Help Topics

- ▶ [Camtasia Relay Overview](#)
- ▶ [Important Camtasia Relay Concepts](#)
- ▶ [Configuration of Camtasia Relay](#)
- ▶ [Camtasia Relay Administration Reference](#)
- ▶ [Need More Help](#)
- ▶ [Working with Technical Support](#)

Camtasia Relay Overview

With Camtasia Relay, you can capture and publish your lecture or presentation anytime, anywhere – in the classroom, in the conference room, at your desk, or at home. Camtasia Relay supports a wide variety of video formats allowing any lecture or presentation to be viewed by your audience on multiple playback devices including portable media devices such as the Apple iPod and via iTunes U.

There are two parts to Camtasia Relay—the recorder, which runs on a presenter's computer, and the server which processes and publishes all presentations. Watch a short [overview video](#) on the TechSmith website.



Important Camtasia Relay Concepts

Before you configure Camtasia Relay, there are several concepts you should be familiar with. Please review the following topics. You can find additional information in the [Camtasia Relay Administration Reference](#) part of this help.

Profiles

Profiles are the backbone of Camtasia Relay. They allow presenters to record without having to make any decisions about how the presentations are processed or where they are placed for viewing.

Profiles are created by the administrator and include settings that define how the presentation is recorded, processed, and published. Careful consideration of how you want to set up your organization's profiles helps simplify maintenance of the profiles over time.

Things to consider:

- ▶ You may want to first create a test profile to make sure that you understand the parts of the profile and some of the options available to ease day to day maintenance, such as [variables](#).
- ▶ The profile title is the only thing presenters can see in the recorder. The profile description is only visible on the website. Consider carefully how you choose profile titles so that they convey their intended use to presenters.
 - **Good titles:** BIO-101, Sales Dept Meetings, Weekly Status Reports, Personal Recordings
 - **Not-so-good titles:** MP4 Output, John Presenter, 10142
- ▶ The **Upload and Decide Later Profile** sends the recording to the Camtasia Relay server but does not process the recording in any way. The presentation stays in the **Needs Attention** state on the server until an administrator or the presenter selects a profile to use or deletes the presentation.

For more information, see [Profiles](#)

Variables

Variables can help simplify the management of profiles, publish destinations, publish accounts, and notifications. These "placeholders" have a value applied to them at the time a presentation processes.

There are administrator-defined and system-defined variables available:

- ▶ **Administrator-defined variables**

Create a variable, use the variable in multiple places, and manage the value in central location.

For example, you can create a global variable for Semester, add it to a file system publish destination path and use the publish destination for multiple profiles. When the semester is over, you change the value once, and the publish destinations paths are automatically adjusted to reflect the change.

- ▶ **System-defined variables**

These variables are included in the Camtasia Relay system and change based on the information for the presentation that is being processed.

For example, you can use the system variable for the presenter's username in a publish destination file path such as `\\media.company.com\presentations\{s:PresenterUserName}`. When the presentation is published, the presenter's username is substituted in the file path and places the presentation in that presenter's network folder.

For more information, see [Variables](#).

Administrators Cannot Record Presentations

Administrators cannot make recordings or log in to the Camtasia Relay recorder.

To record, you must create a presenter account. The presenter account cannot have the same email address as the administrator account.

If you are using LDAP, instead of creating a new user in LDAP, create a new user on the Camtasia Relay website. See [Manually Add Users to Camtasia Relay](#) for more information about how to create a new user.

Camtasia Relay Recorder

There are a few ways to access the recorder:

- ▶ Administrators and presenters can download the Camtasia Relay recorder from the Camtasia Relay website.
- ▶ Administrators can also obtain the files at:

`{base URL}/Relay/Downloads/WinCamtasiaRelay.exe` (Windows)

`{base URL}/Relay/Downloads/MacCamtasiaRelay.zip` (Mac)

`{base URL}/Relay/Downloads/PortableCamtasiaRelay.zip` (Portable)

The server URL is hard coded into the recorder. If you have multiple instances of Camtasia Relay in your organization and are distributing the files to presenters make sure presenters are installing recorders from the correct server instances.

- ▶ In a locked-down or controlled environment, the administrator can choose to [deploy the Camtasia Relay recorder](#) for Window operating systems, instead of having the users download it from the Relay website.

Configuration of Camtasia Relay

Before starting configuration, please review [Important Camtasia Relay Concepts](#).

After installation, you need to configure Camtasia Relay before making it available to presenters. Use the following processes to configure your server properly.

1. **Define Publish Destinations**
2. **Set Up Notifications**
3. **Create Profiles**
4. **Add Users to Camtasia Relay**

Other things to do before you start using Camtasia Relay

- ▶ **Activate / Deactivate Camtasia Relay Server**
- ▶ **Roll-Out Camtasia Relay**
- ▶ **Deploy Camtasia Relay Recorder**

1. Define Publish Destinations

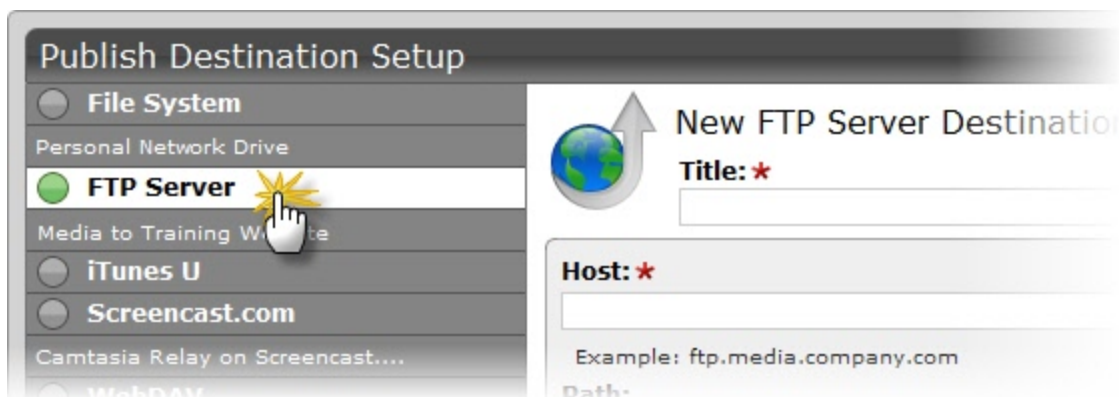
Publish Destinations are the locations that presentations are placed when processing is complete.

Camtasia Relay can publish presentations to many kinds of media servers. For more information on setting up a specific type of publish destination, see [Publish Destination Setup](#).

Completed presentations should not be published (hosted) on the Camtasia Relay server.

To Create a Publish Destination

1. Go to Profiles > Publish Destination Setup.
2. Click one of the publish destination types to create a new destination.



If the publish destination you would like to use is not available in the list of publish

destinations, you may have to install the appropriate plug-in before you can use it. See [Plug-Ins](#) for more information.

3. Enter all required information. In many cases, you can use **variables** to help create multi-purpose publish destination paths and URLs.
4. Click **Save**.
The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.
5. Click the link to continue with **Publish Account Setup**.

Publish Account Setup

After you **create a publish destination**, you define the account for Camtasia Relay to use to access it.

Publish Accounts include the specific information used to place processed presentations in a publish destination, such as user authentication information, folder selection, etc.

To Create a Publish Account

1. On the Publish Account page (**Profiles > Publish Accounts Setup**), click one of the publish destinations you have set up.
2. Enter information for the new account.
3. Select if you want to make the account the **default account**. See the tips below for information about default accounts.
4. If not a default account, select if you want to **Use account information from default account**. This allows you to use the credentials from the default account and modify other account information, such as paths, folders, and URLs.
5. Click **Save**.

Things to Consider About Publish Accounts

The following information might help you in making some decisions when creating your publish accounts.

- ▶ You can let presenters enter their own information.
If you would like to use this option, you do not have to set up a publish account. Instead, you will select to **Use presenter account** when configuring a profile.
- ▶ Each publish destination can have a **default account**.
This can be helpful in several ways:
 - You can set up a default account to hold the credentials used to access a publish destination, and then use the other accounts to place presentations into various folders.
 - When you select a publish destination and encode setting in a profile, the default account is selected automatically for the publish account.
 - If the default account for a publish destination may change from time to time, you can select **Use default account** when configuring a profile. You can then change which account is the default account without having to change anything in the affected profiles. The profiles use the currently selected default account for a given publish destination.

- ▶ You can select different publish accounts for each publish destination/encode setting combination in a profile.

2. Set Up Notifications

Notifications are the various ways that people are informed when presentations are published. They are sent per profile and can include information about multiple processed presentations.

To set up notifications, you first configure the notification server and then create custom notifications. If you want to use the email server you set up during installation, you can skip ahead to [Notification Setup](#).

You can configure three types of notification servers:

- ▶ **BlackBoard:** Posts notifications directly to BlackBoard
- ▶ **Email:** Sends notifications through the email server.

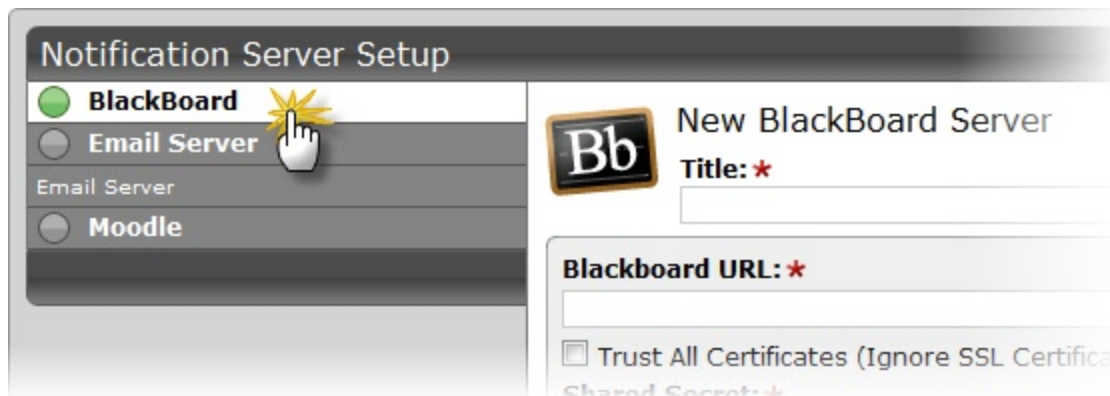
You can only configure one email server.

- ▶ **Moodle:** Posts notifications to Moodle.

For more information on setting up a specific type of notification server, see [Notification Server Setup](#).

Configure a Notification Server

1. Go to **Profiles > Notification Server Setup**.
2. Click one of the server types to create a new notification server.



If the notification server type you would like to use is not available in the list of notification servers, you may have to install the appropriate plug-in before you can use it. See [Plug-Ins](#) for more information.

3. Enter all required information.
4. Click **Save**.
5. The notification server information is saved and you are presented with a link to the **Notification Setup** for this server.
6. Click the link to continue with [Notification Setup](#).

Notification Setup

After you [configure a notification server](#), you create notifications to use with that server.

You can select who receives notification and what kind of information they receive about published presentations.

For more information on a specific notification type, see [Notification Setup](#).

Create a Notification

1. On the Notification Setup page (**Profiles > Notification Setup**), click one of the notification servers.
2. Enter information for the notification. Depending on which server type you select, you will enter different types of information.

You can use variables to allow one notification to be used in multiple cases. For more information, see [Variables](#).

3. Select a **Details Template** to use.

Click **Samples** to preview what information each template includes.

This template defines what information to include in the notification. A notification contains information for each encoding you select to include in this notification in the profile.

Choose **Message only** if you only want to specify a message and not include additional details.

4. Enter a message to include in the notification. This can be a personalized greeting, additional presentation information, or left blank. You can use [variables](#) in this field.
5. Click **Save**.

Things to Consider About Notifications

The following information might help you in making some decisions when creating notifications.

- ▶ When you set up a profile, you can choose which encodings you want to include in each notification. For example, you could create a profile that contains both a Web video and a CAMREC file. You can include the Web video information in a notification that goes straight to viewers and include information on the CAMREC file in a notification that goes only to the presenter.
- ▶ You can preview the information included in each of the details templates by clicking the Samples link. For more information on the details templates, see [Details Templates](#).
- ▶ You can use variables to allow for a single notification to be used for multiple uses. For example, use the system variable `{s:PresenterEmailAddress}` in the To field of an email notification. Any profile that uses that notification always sends an email to the email address of the presenter associated with the presentation.
- ▶ If you use variables in the message of a notification, some variables only receive information from the last processed encoding in a presentation. For example, if you use the system variable `{s:PublishFilePath}` in the message of a notification and have multiple encodings set up in the selected profile, only the file path of last published encoding is included in the message.
- ▶ Camtasia Relay does not send separate notifications for each encoding selected in a profile, but instead rolls information for each encoding into a single notification.

For example, if in a profile you select to include three encoding types in a notification, the recipient receives one notification including information about all three encodings rather than three separate notifications.

3. Create Profiles

After you have defined the publish destination and set up notifications, you are ready to create profiles.

To start creating a new profile:

1. Go to **Profiles**.
2. Click the **New Profile** button.



The Profile Setup page opens.

3. Work through, from top to bottom, the tabs at the left side of the page.

These tabs are:

- **Profile Settings**
- **Publish Destinations**
- **Encode Settings**
- **Publish Accounts**
- **Notification Selection**
- **Notification Assignment**
- **Variable Definition**
- **Associated Users**
- **Overview**
- **Profile Test**

Tab Status Icons

As you are working through the tabs, each tab shows its current status. The status icons are as follows:

	Everything on this tab is valid and in working order.
	Something on this tab is not quite right. You might want to verify that you are not missing anything. This does not make a profile invalid. Example: There are no notifications selected.
	There is an error on this tab. You will need to enter or correct information before this profile can be used. Example: There are publish destinations without encode settings selected.

Define Profiles Settings

In the Profile Settings tab, enter basic information about the profile.

1. Enter a title for the profile.

Remember that the profile title is the only thing presenters can see in the recorder. The profile description is only visible on the website. Consider carefully how you choose profile titles so that they convey their intended use to presenters.

2. Enter a description.
3. Select the **Transcription Settings**.
4. Click **Save**.
5. Click the **Publish Destination** tab to continue.

Select Publish Destinations

In the Publish Destinations tab, you select the publish destinations you want to use for presentations processed with the profile.

1. Select one or more publish destinations from those available.
To create additional publish destinations, go to **Profiles > Publish Destinations**.
2. Click **Save**.
3. Click the **Encode Settings** tab to continue.

Select Encode Settings

In the Encode Settings tab, you select what kinds of encodings you want going to each of the previously selected publish destinations.

1. Click to expand a publish destination, if needed.
2. Select the types of encodings you want to publish to that destination.

For information on the available encoding types, see **Available Encoding Settings**.



If an encoding type has an XML file available to include, an XML symbol shows up after you enable the encoding type.

3. Click **XML** to include an XML file with the processed presentation. For some publish destinations, XML is required and is enabled automatically.

Select Encode Settings [Which should I choose?](#)

Camtasia Relay on Screencast.com

<input type="checkbox"/> MP4 with Smart Player (Small)	<input type="checkbox"/> Real Media (Small)
<input checked="" type="checkbox"/> MP4 with Smart Player (Medium) XML	<input type="checkbox"/> Real Media (Medium)
<input type="checkbox"/> MP4 with Smart Player (Large)	<input type="checkbox"/> Real Media (Large)
<input type="checkbox"/> MP4 with Smart Player (Original Size)	<input type="checkbox"/> Silverlight (Small)
<input type="checkbox"/> AVI (Original Size)	<input type="checkbox"/> Silverlight (Medium)
<input type="checkbox"/> Camtasia for Mac Recording	<input type="checkbox"/> Silverlight (Large)

For more information about this XML file, see [Publish XML File with an Encoding](#).

- Repeat for each publish destination.
- Click **Save**.
- Click the [Publish Accounts](#) tab to continue.

Select Publish Accounts

In the Publish Accounts tab, you select the account to use for each publish destination/encoding combination.

- Click to expand a publish destination, if needed.
- Select an account to use for each of the encodings for the publish destination.

The account currently set as the default account for the publish destination is automatically selected.

You can:

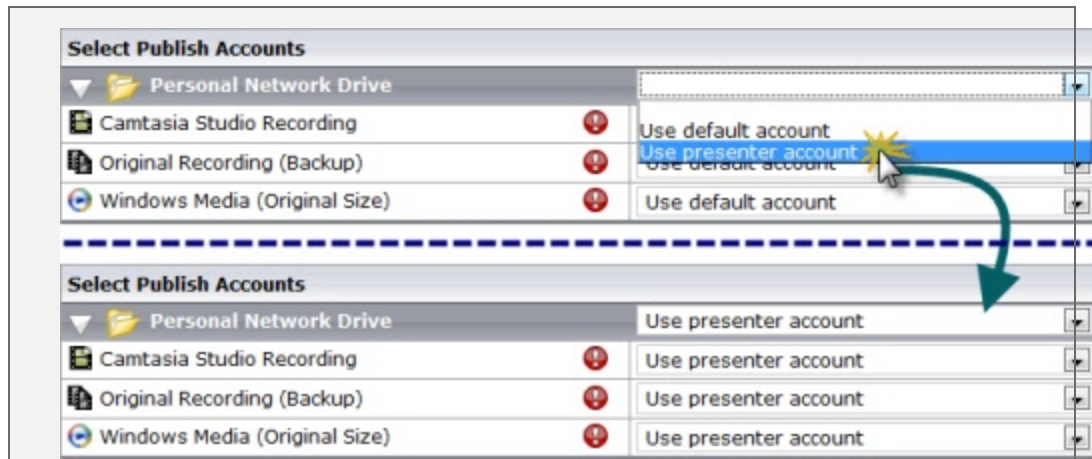
- Keep the selected account
- Select another account
- Select Use presenter account

This option allows presenters to enter their own credentials. Presenters will need to log in to the Camtasia Relay website and enter their credentials.

- Select Use default account

This option allows the profile to access the default account information at the time of profile processing. You may want to use this option if the default account information changes from time to time.

If you want to use the same account for all encodings under a publish destination, you can use the top level dropdown box to select the account.



3. Repeat for each publish destination.
4. Click **Save**.
5. Click the **Notification Selection** tab to continue.

Select Notifications

In the Notification Selection tab, you select which notifications you want to use in the profile.

1. Select one or more notifications to use with the profile.

All configured notifications are shown for you to choose from.

You do not have to select a notification for the profile to be valid. If you choose to not include notifications in the profile, the only way for a presenter or administrator to tell if a presentation has finished processing is to go to **Presentations** page, locate the presentation, and view the status.

2. Click **Save**.
3. Click the **Notification Assignment** tab to continue.

Assign Notifications

In the Notification Assignment tab, you select the encodings you want to associate with each previously selected notification. Each notification only includes information about the encodings associated with it.

1. Click to expand a notification, if needed.
2. Under each notification, all publish destination/encoding combinations for the profile are shown.
3. Select the encodings you want to assign to the notification.

Assign Encodings to Notifications	
<input type="checkbox"/> Presenter Email Message	
<input type="checkbox"/> Personal Network Drive	
<input checked="" type="checkbox"/> Camtasia Studio Recording	<input checked="" type="checkbox"/> Windows Media (Original Size)
<input checked="" type="checkbox"/> Original Recording (Backup)	
<input type="checkbox"/> Camtasia Relay on Screencast	
<input checked="" type="checkbox"/> Silverlight (Small)	<input checked="" type="checkbox"/> Web (Medium)
<input checked="" type="checkbox"/> MP3 (Radio Quality)	
<input type="checkbox"/> Viewer Email	
<input type="checkbox"/> Personal Network Drive	
<input type="checkbox"/> Camtasia Studio Recording	<input type="checkbox"/> Windows Media (Original Size)
<input type="checkbox"/> Original Recording (Backup)	
<input type="checkbox"/> Camtasia Relay on Screencast	
<input checked="" type="checkbox"/> Silverlight (Small)	<input checked="" type="checkbox"/> Web (Medium)
<input checked="" type="checkbox"/> MP3 (Radio Quality)	

The presenter will receive a notification containing information about all encodings, both the "backup" and the "viewing" files.

The viewers will only receive information about the "viewing" files.

4. Repeat for each notification.
5. Click **Save**.
6. Click the **Variable Definition** tab to continue.

Define Profile Variables

In the Variable Definition tab, you define the value for any **profile variables** that are used in the profile. You only need to fill in values if you have previously created and used a profile variable in another part of the profile, such as a file path or notification.

1. Enter a value for each profile variable used in this profile.

Define Profile Variable Values	
Name	Value
CourseName	HU101 <input type="text"/>

Enter the value for the variable.

Profile Variable Usages
<p>▼ Presenter Email Message</p> <p>Recipient Name: {s:PresenterName}</p> <p>Recipient Email: {s:PresenterEmailAddress}</p> <p>Subject: Presentation Published: {s:PresentationTitle}</p> <p>Template: 3</p> <p>Template Body: A presentation for Course {p:CourseName} that was recorded on {s:RecordDateTime} is now ready for sharing and viewing.</p>

You can preview where the variable will be used.

2. Click **Save**.
3. Click the **Associated Users** tab to continue.

Associate Users

In the Associated Users tab, you select users to associate with the profile. This gives the selected presenters access to the profile in the recorder.

1. In the Available Users list, click to select a presenter.

Presenters are shown in the list in the following format: Display Name (username). For example: Mary Smith (m.smith)

To select multiple presenters, hold down either **SHIFT** or **CTRL** as you click.


2. Click **Add** to associate presenters with the profile.
3. If you would like to have this profile automatically associated with all new presenters as they are added to Camtasia Relay, enable the **Automatically associate this profile with new users** option.

If you do not see this option, you need to turn on this functionality. Go to **System > System Options > Auto Associate Profiles** and enable the **Automatically associate selected profiles with new users** option. When you return to the Associated Users tab of a profile, you will see the option.

4. Click **Save**.
5. Click the **Overview** tab to continue.

Review the Profile

In the Overview tab, you can see and review the setup of a profile.

You can click the **Information** icon  to access more information about one of the following:

- ▶ Publish destinations
- ▶ Publish accounts
- ▶ Encode settings
- ▶ Notifications

Presenters that are associated with this profile are able to see this same overview when they log in to the website.

When you have reviewed the profile setup, click the **Profile Test** tab to continue.

Test the Profile

In the Profile Test tab, you can process a sample presentation to verify that the profile behaves as you expect.

Camtasia Relay provides a pre-recorded presentation so you can test the behavior of the profile without having to install the recorder and record a presentation.

1. Select a presenter to test the profile. This presenter's information is used, if needed, for variables, accounts, etc.

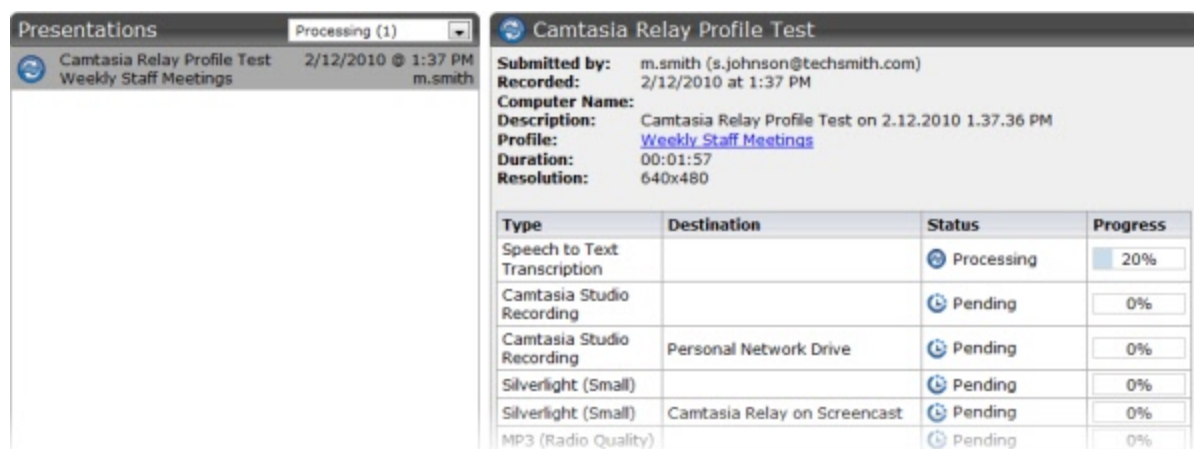
You may want to make sure the presenter knows that you are going to test the profile, or use your own presenter account.

The presenters available in the list are the users associated with this profile.

2. Select whether or not you want to test the notifications associated with the profile.
3. Select whether or not you want to include the **Hold for caption editing** process in the profile test.
4. Click **Test Profile**.

Camtasia Relay submits a sample presentation and processes it with the settings of the profile.

5. You are redirected to the **Presentations** page where you can follow the progress of the presentation's processing.



The screenshot shows two windows. The left window, titled 'Presentations', shows a list of presentations with columns for Name, Date, Time, and User. The right window, titled 'Camtasia Relay Profile Test', shows details for a specific test run.

Camtasia Relay Profile Test Details:

- Submitted by: m.smith (s.johnson@techsmith.com)
- Recorded: 2/12/2010 at 1:37 PM
- Computer Name: [Not specified]
- Description: Camtasia Relay Profile Test on 2.12.2010 1.37.36 PM
- Profile: [Weekly Staff Meetings](#)
- Duration: 00:01:57
- Resolution: 640x480

Type	Destination	Status	Progress
Speech to Text Transcription		Processing	20%
Camtasia Studio Recording		Pending	0%
Camtasia Studio Recording	Personal Network Drive	Pending	0%
Silverlight (Small)		Pending	0%
Silverlight (Small)	Camtasia Relay on Screencast	Pending	0%
MP3 (Radio Quality)		Pending	0%

4. Add Users to Camtasia Relay

There are different ways to add users to Camtasia Relay.

If your organization:

- ▶ Uses LDAP, see [Add LDAP Users to Camtasia Relay](#).
- ▶ Does not use LDAP, see [Manually Add Users to Camtasia Relay](#).

After adding presenters, global caption editors, and other administrators, you should [Set User Account Security Settings](#).

Use More than One Kind of User

Camtasia Relay allows you to use both LDAP users and Camtasia Relay created users.

Some examples of why you may want to use both LDAP and Camtasia Relay managed users:

- ▶ You use LDAP and need a temporary account for a visiting presenter.
- ▶ You use LDAP and need a presenter account for someone already in the system as an administrator.

Add LDAP Users to Camtasia Relay

If your organization uses LDAP, first you need to [Configure Relay to Use LDAP](#). After LDAP is configured, then you can either set up Camtasia Relay to [Automatically Import Users with LDAP](#) or you can [Manually Import Users with LDAP](#).

You can have both LDAP and Camtasia Relay created users.

RelayPresenter Service Account

Prior to configuring Camtasia Relay to work with LDAP, we recommend creating a “RelayPresenter” service account in your LDAP directory and associate this account when you bind credentials in LDAP. Use this account to perform the initial step in authenticating users.

When a user tries to authenticate over LDAP, Camtasia Relay uses this “RelayPresenter” user to search the LDAP directory and retrieve the user’s qualified domain name. The user’s qualified domain name is given to the LDAP directory along with their password for authentication.

Camtasia Relay never stores LDAP passwords with the exception of the password of this service account.

The service account should have a password that does not expire. Camtasia Relay will cease to function for all users if the password of the service account in LDAP is not the same as the password stored in the Camtasia Relay database.

Configure Relay to Use LDAP

1. Go to **Users > LDAP Configuration**.
2. Click **Configure LDAP**.

3. Enter server information:
 - *Server address*
 - *Port*
 - ◆ *Use secure authentication*: Select if you want to connect to the LDAP server over SSL.
 - ◆ *Trust all certificates*: Enable if you cannot connect over SSL due to an invalid certificate. If you have a valid self-signed certificate, import the signing certificate into the Trusted Root Certificate Authority on the Camtasia Relay Server for better security.
 - ◆ *Authentication method* (Basic or Negotiate)
 - *Username & password* to authenticate

4. Click **Next**.

5. Select the returned base distinguished name or enter another.

Camtasia Relay returns the root of the LDAP directory, and pre-fills the *Base distinguished name* field. Or, if you know exactly where your users reside in the LDAP directory, you can manually enter the Base distinguished name.

6. Click **Next**.

7. Select a representative user with the following attributes:

- Full name
- Username
- Email address

We suggest adding a “RelayPresenter” user to the LDAP directory prior to configuring Camtasia Relay to work with LDAP. See [RelayPresenter Service Account](#).

8. Click **Next**.

9. Map the attributes from the selected user to the fields Camtasia Relay requires.

You can choose from the dropdown list of attributes returned from LDAP or type in an attribute if it is not found in the dropdown list.

10. Click **Next**.

11. Review the configuration information.

12. Enter a valid username and password into the *Test Authentication* fields and click **Test**.

13. Click **Finish**.

You can now configure Camtasia Relay to [Automatically Import Users with LDAP](#) or [Manually Import Users with LDAP](#).

Automatically Import Users with LDAP

To ease administration of Camtasia Relay, you can enable a system option to import an LDAP user when they log into Camtasia Relay (website or recorder) with valid LDAP credentials.

Use this option in conjunction with [automatically assigning profiles](#) for the easiest way to get Camtasia Relay set up when you use LDAP authentication.

Automatically Add Users with LDAP

1. Go to **System > System Options > Auto Import Users**.
2. Enable the option to **Automatically import users with valid LDAP credentials**.
3. Click **Save**.

As presenters successfully log in to either the Camtasia Relay website or the Camtasia Relay recorder with LDAP usernames and passwords, they are automatically added to Camtasia Relay. If you enabled **Auto Associate Profiles**, presenters can access the selected profiles immediately. This is a great way to reduce the amount of administration work for getting new users started with Camtasia Relay.

Manually Import Users with LDAP

Camtasia Relay can reference an LDAP directory to populate the user database. There are two ways to import users into the Camtasia Relay database.

- ▶ At the end of the LDAP setup wizard, click **Manually import Users** to import users immediately.
- ▶ When LDAP is enabled you can also import users from the **Users > LDAP Import** page.

You can use search criteria, such as username, name, email, or LDAP attributes, to find users to add to Camtasia Relay.

Manually Add Users to Camtasia Relay

If you do not use LDAP for authentication, you can create users manually in Camtasia Relay.

You can have both LDAP and Camtasia Relay created users. See **More than One Kind of User**.

Create a New User

1. Go to the **Users** page.
2. Click the **New User** link.



3. Enter a **username**.

This is the username the presenter uses to log in to the Camtasia Relay website and recorder.

4. Enter the name (given name) of the user.
5. Select **Presenter** or **Global Caption Editor** from the Access Level dropdown list.

No Access restricts the user from logging into the website and Recorder. For example, you can use it to turn off a presenter's privileges at the end of a semester/term.

6. Enter the user's email address.
7. Enter and confirm a password.

- Click **Save**, or you can click **Save & Add** to immediately add another user.

New User

Username: *
m.smith

Name: *
Mary Smith

Access Level:
Presenter

Email: *
m.smith@company.com

New Password: *

Confirm Password: *

This information is managed by Relay. required

Save **Cancel** **Save & Add**

Click to save user and assign profiles to this user.

Click to save user and immediately add another user.

Set User Account Security Settings

To help secure Camtasia Relay, you can set the following:

- ▶ **Recorder Security Settings**
- ▶ **Forgot Password Settings**
- ▶ **Account Lockout Settings**
- ▶ **Password Complexity**

Activate / Deactivate Camtasia Relay Server

Activate Camtasia Relay server to remove the trial period and activate the correct number of encoding processors. It is important to deactivate Camtasia Relay server before you uninstall the server so you can install Camtasia Relay on another server.

To communicate with the activation server through a firewall, port 80 must be open.

Activate the Camtasia Relay Server

- Click **System > Activation**.
- Enter your license code and click **Activate**.

Obtaining More Activations

If you find that you need additional activations for your server, please contact a sales associate at 1-800-517-3001 (US) or 1-517-381-2300 x636 (international) and we will walk you through the process of updating your license.

Offline Activation/Deactivation

If Camtasia Relay is installed on a private network, offline activation/deactivation allows you to deactivate without connecting to the Internet.

Activate when offline

1. Log in to the Camtasia Relay website as an admin and go to **System > Activation**.
2. Click **Offline Activation**.
3. A window opens and contains an Installation ID number.
4. Contact a TechSmith sales associate at 1-800-517-3001 (US/Canada) or 1-517-381-2300 x636 (international).
5. Provide the Installation ID and License code to the sales associate. The sales associate gives you an Unlock Code.

Your license code was emailed in the Camtasia Relay purchase receipt.

6. Enter the code into the field provided. Camtasia Relay is now activated.

To deactivate when offline

1. Log in to the Camtasia Relay website as an admin and go to **System > Activation**.
2. Click **Offline Activation**.
3. A window opens. Click **Deactivate** to deactivate the server.
4. The window closes and you return to page. The server is now shown in an Expired state.
5. Contact a TechSmith sales associate at 1-800-517-3001 (US/Canada) or 1-517-381-2300 x636 (international).
6. Provide the Proof of Removal code and the Installation ID to the sales associate. This decrements the number of activations on your license code in the event that you want to activate a different server.

Problems with Activation/Deactivation

In the event of hardware failure or problems, please contact TechSmith.

US and Canada: +1-800-517-3001

International: +1-517-381-2300 x636

Please be ready with your **Installation ID**, **License code** or (or **Proof of removal** code in the case of deactivation). Your license code was emailed in the Camtasia Relay purchase receipt.

Verify Setup

The purpose of this step is to ensure everything is set up properly. It also helps you better understand the “big picture” of Camtasia Relay and should help you make better decisions when implementing Camtasia Relay on a large scale.

Verify the Installation

1. **Add yourself as a user** with presenter access. (Administrators cannot make recordings.)
2. **Associate your presenter account** to a profile.

3. Download a recorder from **System > Download Recorders** and install. (It is recommended to not install the Camtasia Relay recorder on the server as a means of verifying your setup.)
4. Log in to the Camtasia Relay recorder. Enter the presenter account username and password created on the Camtasia Relay website (e.g. don't use the RelayAdmin username).
5. Select a profile.
6. Record your desktop activity for a minute or two. Stop the recording and click **Submit**.
7. Sign in to the Camtasia Relay website using the same username and password you entered into the recorder. You can view the status of your recording and experience the website from a presenter point of view.
8. Verify that the presentation processes and publishes correctly.

Roll-Out Camtasia Relay

Here's a checklist of suggested steps when introducing Camtasia Relay to presenters.

- ▶ Verify all presenters have valid profiles associated with their accounts.
- ▶ You might wish to roll-out Camtasia Relay in stages. For example start with one department instead of the whole company or campus.
- ▶ What training do presenters require? You can direct presenters to the overview video launched from the help menu of the recorder and the videos located in the help section of the Camtasia Relay website. (Administrators see a different help page.)
- ▶ Decide if you will install the Camtasia Relay recorder on user computers, if you will direct users to obtain and install the recorder on their own, or if you will **Deploy Camtasia Relay Recorder**. The recorder has the Camtasia Relay server URL "baked-in" based on the server from which it was downloaded. If you put a copy of the Camtasia Relay recorder on a website or network drive make sure you got it from the server you want people to use.
- ▶ Establish a clear policy for how presenters should do things like request new profiles or profile changes or request a new password.
- ▶ Prepare an introduction email for presenters. We've created a few samples you can modify.

See also

- ▶ **What Presenters Need to Know Most**
- ▶ **Sample Emails Administrators Can Modify and Send to Presenters**

What Presenters Need to Know Most

You need to communicate the following to presenters. You can use this information in an email introducing Camtasia Relay to your presenters.

There are helpful videos

Get presenters to watch the overview accessible from the login screen of the recorder and in the Help section on the Camtasia Relay website. You may want to send presenters **directly to the video** so they can review Camtasia Relay before accessing the Recorder or having to sign in to the Camtasia Relay website.

Make a test recording

There's a blue **TEST** button in the Camtasia Relay recorder presenters can use to verify they are recording the correct screen and that audio is recording properly. Nothing is worse than recording an hour presentation with no audio.

How uploading works

As soon as the presenter clicks the **Submit** button in the recorder, the recording gets ready to upload in the background.

- ▶ There is no visual indication of progress.
- ▶ If the recorder is offline (or loses Internet access), the recording automatically uploads (or resumes uploading) as soon as the computer gains Internet access.
- ▶ Presenters receive an email when the presentation is published.
- ▶ Presenters can check the upload, encoding and publishing progress if they log in to the Camtasia Relay website.

Sample Emails Administrators Can Modify and Send to Presenters

Email examples for:

- ▶ **Presenters Integrated with Your LDAP System**
- ▶ **Presenters Not Integrated with Your LDAP System**
- ▶ **Presenters That Must Supply Publish Destination Account Information**

Presenters Integrated with Your LDAP System

Subject: Your Camtasia Relay Account and Getting Started Information

Body: Greetings! This email contains everything you need to know to start recording presentations with Camtasia Relay. Use Camtasia Relay on your computer to record whatever is on your screen—PowerPoint, Key-note, websites, etc. Once you submit the recording, our Camtasia Relay server will process the file and publish the presentation in a variety of formats in convenient locations.

Where to start?

- ▶ **Watch this video:** It's very short and you'll see the entire Camtasia Relay process.
- ▶ Camtasia Relay requires a username and password. Good news! You don't have to remember yet another password. Use the same username and password you use to access our *[work, school, university]* network.
- ▶ Install Camtasia Relay *[either direct users to the Camtasia Relay website or make the installer available in some other manner]*.

Questions? Problems?

Please direct all questions and feedback to the Camtasia Relay Administrator.

Name:

Email:

Phone:

Presenters Not Integrated with Your LDAP System

Subject: Your Camtasia Relay Account and Getting Started Information

Body: Greetings! This email contains everything you need to know to start recording presentations with Camtasia Relay. Use Camtasia Relay on your computer to record whatever is on your screen—PowerPoint, Key-note, websites, etc. Once you submit the recording, our Camtasia Relay server will process the file and publish the presentation in a variety of formats in convenient locations.

Where to start?

- ▶ **Watch this video:** It's very short and you'll see the entire Camtasia Relay process.
- ▶ Camtasia Relay requires a username and password.
 - Your username is:
 - Your password is:
 - You can change your password by signing into the Camtasia Relay website *[URL here]* and clicking the **Accounts** menu.
- ▶ Install Camtasia Relay *[either direct users to the Camtasia Relay website or make the installer available in some other manner]*.

Questions? Problems?

Please direct all questions and feedback to the Camtasia Relay Administrator.

Name:

Email:

Phone:

Presenters That Must Supply Publish Destination Account Information

For example, presenters need to enter usernames and passwords to a network drive, personal FTP site or Screencast.com account.

Subject: Please supply account information for Camtasia Relay

Body: Your Camtasia Relay account is all set up and almost ready to go. There's just one last step. In order to publish your presentations, you need to enter your username and password for *[publish destination]*.

To enter your account information:

Sign in to the Camtasia Relay website *[URL]*.

You will immediately see a yellow "Action Required" banner with a link to the account with missing information. Click the link and enter your information.

Questions? Problems?

Please direct all questions and feedback to the Camtasia Relay Administrator.

Name:

Email:

Phone:

Deploy Camtasia Relay Recorder

In a locked-down or controlled environment, the administrator can choose to deploy the Camtasia Relay recorder for Windows operating systems, instead of having the users download it from the Relay website.

The Windows Installer client can be found on the server at:

```
[INSTALLDIR]_installhelper\CamtasiaRelayRecorder.msi
```

This MSI can be distributed via the usual methods; creating a Windows Installer Transform file or using the command line switches. The "Properties" that need to be assigned values are as follows.

Critical Properties

- ▶ PRIMARYENDPOINT: Camtasia Relay server URL.
- ▶ TEAMID: Teaming GUID. This property should be only used when teaming multiple servers together.

Optional Properties

- ▶ INSTALLDIR: Main destination folder.
- ▶ TSC_PP_ADDIN: Set to 0 to disable the Camtasia Relay recorder Add-in for Microsoft PowerPoint.
- ▶ TSC_START_NOW: Set to 0 to keep Camtasia Relay recorder from launching after installation.
- ▶ TSC_DESKTOP_LINK: Set to 0 to not create a shortcut to Camtasia Relay recorder on the Desktop.

Example

```
msiexec.exe /i "\\Apps_server\CamtasiaRelayRecorder.msi" PRI-  
MARYENDPOINT="https://relaydev01.techsmith.com/relay/rest.ashx" TEA-  
MID="FE47DE98-9E88-414b-A99F-C24F26951D7F" TSC_DESKTOP_LINK=0 /qb-!
```

Camtasia Relay Administration Reference

The following topics provide reference information for Camtasia Relay administrators. Use these topics to find out information about specific Camtasia Relay pages.

- ▶ [System Menu](#)
- ▶ [Presentations Menu](#)
- ▶ [Profiles Menu](#)
- ▶ [Users Menu](#)

System Menu

The System menu allows you to manage the Camtasia Relay system and view related options. The following pages are available in this menu:

- ▶ [System](#)
- ▶ [Servers](#)
- ▶ [System Options](#)
- ▶ [Plug-Ins](#)
- ▶ [Activation](#)
- ▶ [Client Machines](#)
- ▶ [Event Log](#)
- ▶ [Download Recorders](#)

System

The System page contains information to help you configure Camtasia Relay and a Dashboard to provide a quick overview of the system status at a glance.

Important Configuration Steps

This component of the System page contains the three most important steps for configuring the Camtasia Relay system:

- ▶ [Define Publish Destinations](#)
- ▶ [Set Up Notifications](#)
- ▶ [Create Profiles](#)

For more information on configuration, see [Configuration of Camtasia Relay](#).

Dashboard

The Dashboard provides you with a quick look at what is going on with the Camtasia Relay system. On this page, you can find the following:



1 Presentation Actions Necessary / Recent Presentations

If there are any actions you need to take to allow presentations to process, they show here. For example, a presentation is uploaded using the Upload and Decide Later profile.

Click an item in the list to go to the page where you can take action for that item.

	<p>If there are no presentations that need action, this area shows a list of the ten most recent presentations.</p> <p>Click a link to view information about the completed presentation, including links to the published presentations, when available.</p>
2	<p>System Messages / Servers</p> <p>This area alerts you of any important issues that you need to address in the Camtasia Relay system.</p> <p>If there are no alerts, the current count of various system components is displayed.</p> <p>If you have invalid profiles indicated in the list, go to the Profiles page where the invalid profiles are shown with an error status in the profile list.</p>
3	<p>Encoder Usage</p> <p>The Encoder Usage graph displays the peak encoder usage and average encode capacity of a Camtasia Relay server. Peak encoder usage is the maximum number of queued and processing encode jobs during that time period, while average encode capacity is how often the encoder was busy during the time period.</p> <p>If the time period is less than a week, the data is displayed by the hour.</p> <p>If the time period is more than a week, the graph displays peak and average usage by day. The average displayed for a day is the highest hour of that day. The entire time it takes to process an encoding is tracked (including any time the encoding job is waiting in the queue), but time spent uploading and captioning the presentation is not.</p> <p>Use this chart to track peak usage times, see when the encoding server is at its busiest, or to find out if the encoding server is overloaded and unable to process all the presentations it receives in a timely manner.</p>
4	<p>Average File Size by Encoding</p> <p>The Average File Size chart shows the average file size (in megabytes) per minute of video for each encoding type used during the time period. The graph shows averages across each group of encoding types, grouped by encode format. Clicking an encoding group shows the average of each specific encode type.</p>
5	<p>Encode Speed / Recorded Minute</p> <p>The Encode Speed graph shows the average time a presentation processed with a specific profile takes to encode, in minutes of encode time per minute of presentation video. The main view is the time from when the first encoding type begins until the last encode type ends. Click a specific profile to see a breakdown of the encode speed for each encoding type included in that profile.</p> <p>Only the 10 most used profiles appear on the Encode Speed graph.</p>
6	<p>System Panel</p> <p>This area shows the current number of presentations, servers, profiles, invalid profiles, presenters, and administrators.</p>

Servers

The Servers page contains information about and lets you interact with servers running Camtasia Relay.




If you have multiple servers to handle processing presentations, you have a “teamed” server environment. On the Servers page of each teamed server, you can access the other servers in the team.

The screenshot shows the 'Camtasia Relay Servers' page. At the top, a table lists servers with columns for Server Name, Status, Version, Last Updated, and Presentations. Below this, a detailed view for 'relaydev02.techsmith.com' is shown, including its status (Online), last updated time, manager service pid, encoding license, and activation status. To the right of the details are four job count tables: Transcription Job Count, Encoding Job Count, Publish Job Count, and Notification Job Count. Each job count table lists states like Pending, Queued, Processing, Failed, and Completed with their respective counts. A 'Take Server Offline' button is visible at the bottom of the server details section.

Callouts in the image provide the following information:

- List of teamed servers and status. Click a server in the list to view details about that server.** (Points to the server list table)
- Details for the selected server.** (Points to the server details section)
- Click to take the selected server offline.** (Points to the 'Take Server Offline' button)
- Number and state of jobs encoding and publishing on the selected server.** (Points to the job count tables)

Server Status Icons

Icon	Status	Description
	Online	Currently accepting and processing presentations.
	Offline	Currently not accepting new presentations, but still processing existing presentations.
	Shutdown	Currently not accepting or processing presentations.

Change Server Status

▶ Take a server offline

When you take a server offline, the server stops accepting new presentations, but continues to process presentations it has already received.

▶ Shutdown a server

If you need to completely stop a Camtasia Relay server (to upgrade, for example) take the server offline and then wait until all jobs are Completed and click **Shutdown**.

Verify all presentations have completed prior to shutdown. Any presentations that are not completed will be canceled. When the server is brought back online, all canceled jobs are automatically retried.

▶ Bring a server back online

When you are ready to bring the server back into service, select it from the server list and click **Bring Server Online**.

System Options

System Options include:

- ▶ **Auto Associate Profiles**
- ▶ **Auto Import Users**
- ▶ **Portable Recorder Options**
- ▶ **Email Notifications**

Auto Associate Profiles

To ease administration of Camtasia Relay, you can choose specific profiles to automatically assign to new users. Use this option when you want all presenters to have a common profile or set of profiles.

Profiles are only assigned to users when they are first added to Camtasia Relay. Changes made to the automatically assigned profiles list are not reflected on existing Camtasia Relay users.

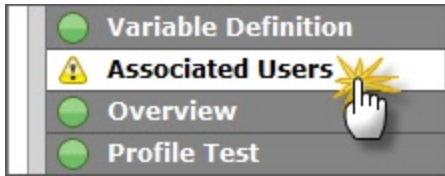
Automatically Associate Profiles

1. Go to **System > System Options > Auto Associate Profiles** tab.
2. If needed, enable the option to **Automatically associate selected profiles with new users**. (This option is enabled by default.)
3. Select a profile in the dropdown list and click **Add**. Repeat to add all required profiles to the list.
4. Click **Save**.

Manage Auto Associate Setting for Single Profile

1. Go to **Profiles**.
2. Click a profile.

3. Click the **Associated Users** tab.



4. At the bottom of the page, enable or disable the **Automatically associate this profile with new users option**.

If you do not see this option, you need to turn on this functionality. Go to **System > System Options > Auto Associate Profiles** and enable the **Automatically associate selected profiles with new users option**. When you return to the Associated Users tab of a profile, you will see the option.

Other System Options

- ▶ **Auto Import Users**
- ▶ **Portable Recorder Options**
- ▶ **Email Notifications**

Auto Import Users

To ease administration of Camtasia Relay, you can enable a system option to import an LDAP user when they log in to Camtasia Relay (website or recorder) with valid LDAP credentials.

Use this option with automatically assigning profiles for the easiest way to get Camtasia Relay set up using LDAP authentication.

Automatically Add Users with LDAP

1. Go to **System > System Options > Auto Import Users**.
2. Enable the option to **Automatically import users with valid LDAP credentials**.
3. Click **Save**.

As presenters successfully log in to either the Camtasia Relay website or the Camtasia Relay recorder with LDAP usernames and passwords, they are automatically added to Camtasia Relay. If you enabled **Automatically Assign Profiles**, the presenters can access the selected profiles immediately.

Other System Options

- ▶ **Auto Associate Profiles**
- ▶ **Portable Recorder Options**
- ▶ **Email Notifications**

Portable Recorder Options

Administrators can decide how they would like presenters to access the portable recorder. Choose from the following:

Option	Description
Available by download only	<p>The portable recorder is available on the website.</p> <p>Presenters can log in to the website and download the portable recorder and transfer it to a mobile storage device, such as a USB drive.</p> <p>Use this option if presenters are reasonably “technical” and understand downloading and unzipping files.</p>
Available by email request only	<p>There is a button available on the website to request a portable recorder.</p> <p>Presenters can log in to the website and click this link to send an email request to the administrator. The administrator receives an email with the request.</p> <p>Use this option if presenters are “not technical” and may not understand downloading and unzipping files. You can put the portable recorder on a mobile storage device and give it to the presenter.</p>
Not available	<p>There is no way for a presenter to download or request a portable recorder.</p> <p>Use this option if you will handle distributing all portable recorders or do not want to use the portable recorder in your organization.</p> <p>Even if they do not have access to the portable recorder, presenters are still able to find information about it in the help and other locations.</p>

For information about how to upload presentations from a portable recorder, see [Portable Recorder](#).

Other System Options

- ▶ [Auto Associate Profiles](#)
- ▶ [Auto Import Users](#)
- ▶ [Email Notifications](#)

Email Notifications

With installation and initial configuration of Camtasia Relay, you are asked to provide email server information. You can also choose to enable or disable email notifications from Camtasia Relay.

These notifications include messages directly from the system:

- ▶ Password changes
- ▶ Trial expiration
- ▶ Server disk space warnings
- ▶ Presentations needing attention
- ▶ Presentations held for captioning

This option does not affect any profile notifications.

To update your email notification setting:

1. Go to **System > System Options > Email Notification** tab.
2. Enable or disable the **Enable email notifications** option.
3. Click **Save**.

Other System Options

- ▶ **Auto Associate Profiles**
- ▶ **Auto Import Users**
- ▶ **Portable Recorder Options**

Send Usage Data

By default, the Send Usage Data option is enabled. This means that anonymous information about your hardware and the usage of Camtasia Relay is sent, securely, to TechSmith. No personal information about your organization or presenters is sent.

To disable this option, uncheck **Automatically sends usage data to TechSmith**.

To see the actual data being collected, use the Information Gathering Application. The Information Gathering Application is located here: `C:\Program Files\TechSmith\Relay Server\Manager\InfoGathering.exe`

For more on the type of information collected, see the help file included in the Information Gathering Application.

Plug-Ins

Plug-ins are modules that you can install to add additional publish destinations or notification options to Camtasia Relay. Camtasia Relay comes with various plug-ins available to install for both publish destinations and notification servers:

Name	Plug-In Type	Installed by Default?
Blackboard	Notification	No
Email	Notification	Yes
Moodle	Notification	No
Amazon S3	Publish Destination	No
Drupal	Publish Destination	No
File System	Publish Destination	Yes
FTP Server	Publish Destination	Yes
iTunes U	Publish Destination	No
Kaltura	Publish Destination	No
Mediasite	Publish Destination	No
Screencast.com	Publish Destination	Yes

Name	Plug-In Type	Installed by Default?
Microsoft Windows SharePoint	Publish Destination	No
WebDav	Publish Destination	No
YouTube	Publish Destination	No

The list of plug-ins that are installed by default is for a new installation. When upgrading from a previous version of Camtasia Relay, any plug-ins that were installed prior to the upgrade are still available.

Additional plug-ins may periodically become available. Instructions to add a new plug-in to your server will be provided with the plug-in.

See also

- ▶ [Install a Plug-In](#)
- ▶ [Remove a Plug-In](#)

Install a Plug-In

Before a plug-in is available to use, you must first verify and install the plug-in.

1. Once a plug-in is available on your server, go to **System > Plug-Ins**.
2. Locate the plug-in in the list and click **Verify**.

The Camtasia Relay server verifies that it can load the plug-in. Once the plug-in is verified, an **Install** button appears.

3. Click **Install**.

If the plug in installs correctly, the button disappears.

4. Complete setup for the newly added plug-in:
 - Go to **Profiles > Publish Destination Setup** to access publish destinations.
 - Go to **Profiles > Notification Server Setup** to access notification servers.

See also

- ▶ [Remove a Plug-In](#).

Remove a Plug-In

Before you can remove a plug-in, it cannot be in use.

1. Go to **System > Plug-Ins**.
2. Determine if the plug-in is in use.
 - If the plug-in is not in use, there is a **Remove** button available for the plug-in.
 - If the **Remove** button is not available, check the following pages to see where the plug-in is in use and delete any dependencies:

- ◆ **Profiles > Publish Destination Setup**
- ◆ **Profiles > Publish Account Setup**
- ◆ **Profiles > Notification Server Setup**
- ◆ **Profiles > Notification Setup**

3. Click **Remove**.

The plug-in is removed from use but is not removed from the server. All files related to the plug-in are still available on the server. The plug-in stays in the list and can be installed again.

See also

- ▶ **Install a Plug-In.**

Activation

Activate Camtasia Relay server to remove the trial period and activate the correct number of encoding processors.

When moving to a new server, it is important to deactivate Camtasia Relay server before you uninstall the server so you can install Camtasia Relay on another server.

Activate/Deactivate the Camtasia Relay Server

1. Go to System > Activation.
2. Enter your License code and click Activate (or Deactivate).

Offline Activation/Deactivation

If Camtasia Relay is installed on a private network, offline activation/deactivation allows you to do so without connecting to the Internet.

You can activate and deactivate Camtasia Relay server by contacting TechSmith by phone.

- ▶ US and Canada please call: +1-800-517-3001
- ▶ International please call: +1-517-381-2300 x636

Please be ready with your **Installation ID**, **License code** (or **Proof of removal** code in the case of deactivation). Your license code was emailed in the Camtasia Relay purchase receipt.

Assistance with Activation

In the event of hardware failure or problems, please contact TechSmith.

- ▶ US and Canada please call: +1-800-517-3001
- ▶ International please call: +1-517-381-2300 x636

Please be ready with your Installation ID, License code or (or Proof of removal code in the case of deactivation). Your license code was emailed in the Camtasia Relay purchase receipt.

Client Machines

On the Client Machines page, you can view information about the client machines for the server. Use this information to troubleshoot problems or verify that presenters download updated recorders, if needed.

You can view the following:

- ▶ Computer name
- ▶ IP address
- ▶ Client type (Windows or Mac)
- ▶ Version of the Camtasia Relay recorder
- ▶ Last connection
- ▶ Last user to connect (with link to more information)
- ▶ Last presentation information (with link to more information)
- ▶ Diagnostic information (with link to download a log file)

Event Log

On the Event Log page, you can sort events to troubleshoot problems. Available information includes the following:

- ▶ Type
- ▶ Date/Time
- ▶ Server
- ▶ Source
- ▶ Details

You can also filter the list based on:

- ▶ Errors
- ▶ Warnings
- ▶ Messages
- ▶ Sources

Download Recorders

Access and download all the Camtasia Relay recorders.

If you want to record a presentation, you must have a presenter account. You cannot log in to any of the Camtasia Relay recorders as an administrator.

When presenters download the recorder, any available plug-ins and add-ins are also installed on the presenters' computers:

- ▶ Windows
 - Presenters are given the option in the Camtasia Relay recorder installer to install the **Camtasia Relay Add-In for Microsoft Office PowerPoint**. This add-in allows a presenter to easily record a PowerPoint slide show with Camtasia Relay from inside of PowerPoint. See the Camtasia Relay recorder help for more information.
 - Presenters that are also running Camtasia Studio 5.1 and above are provided with a plug-in that allows for sending a Camtasia Studio project to the Camtasia Relay server for production and publishing. An option to produce with Camtasia Relay is added to the production process in Camtasia Studio automatically when both programs are installed on the same computer.
- ▶ Mac

Presenters that are also running Camtasia for Mac 1.2 and above are provided with a plug-in that allows for sending a Camtasia for Mac project to the Camtasia Relay server for production and publishing. An option to share with Camtasia Relay is added to Camtasia for Mac automatically when both programs are installed on the same computer.

For information on the portable recorder, see [Portable Recorder](#).

Portable Recorder

Provide the portable recorder to presenters if there is any reason that presenters cannot (or should not) record and upload directly from the presentation computer. For example:

- ▶ Presenters record on computers where they do not have permission to install applications.
- ▶ Presenters record on computers that have limited or no network access.
- ▶ You want to collect the presentations and upload them collectively at a later time.
- ▶ You want to have presenters contact an administrator to receive a portable recorder.
- ▶ You want to install the Camtasia Relay portable recorder on a mobile storage device and distribute to presenters.

You can select how you want presenters to [access the portable recorder](#) on the [System Options](#) page.

Create a Portable Recorder

Use the following process to install the portable recorder on a mobile storage device, such as a USB flash drive.

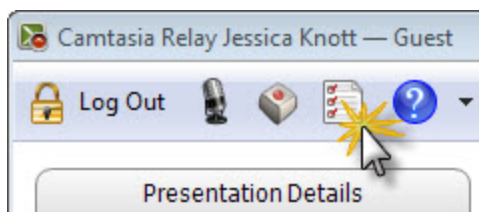
1. Plug in a mobile storage device and format the device as FAT32.
2. Click **Download Portable Recorder** and save the ZIP file to your computer.
3. Locate and open PortableCamtasiaRelayRecorder.zip.
4. Copy all files from the ZIP file onto the mobile storage device.

All files from the ZIP file need to be copied to the root of the device for the Camtasia Relay portable recorder to autorun on Microsoft Windows operating systems.

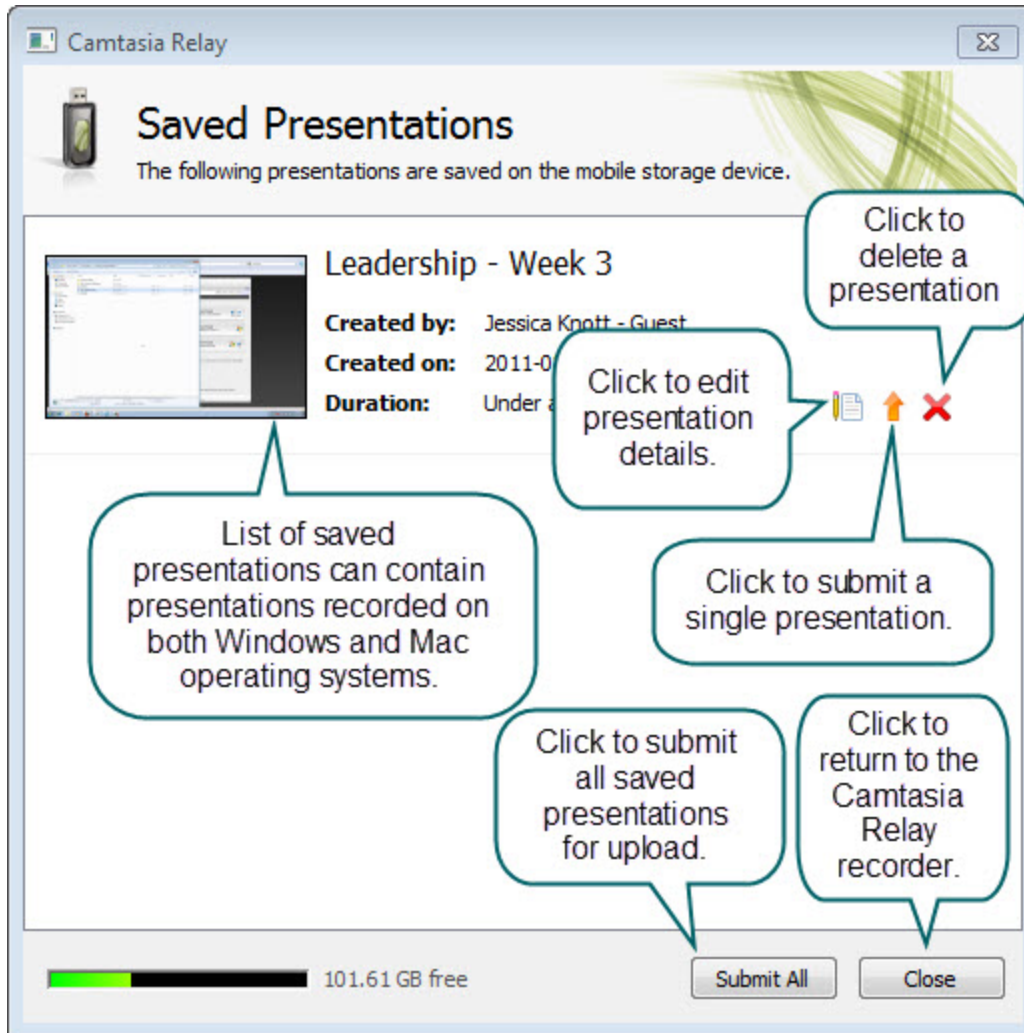
Upload Presentations from a Portable Recorder


To upload presentations from a portable recorder:

1. Connect the portable recorder to a computer with the desktop version of the Camtasia Relay recorder installed on it.
2. Make sure that the desktop Camtasia Relay recorder is not running and open the Camtasia Relay portable recorder.
3. Click the **View Saved Presentations** button.



4. The Saved Presentations dialog opens.



5. Click **Upload All** to submit all of the presentations for upload or click  to submit individual presentations.

You can submit saved presentations at any time.

- ▶ If you are online and connected to the server, your presentations start to upload.
- ▶ If you are offline, your presentations are stored on the computer and automatically upload to the server once you are online and connected.

After you upload saved presentations, you cannot access or view your presentation or the status of the upload in the Camtasia Relay recorder. You can check the status of the presentations on the [Presentations](#) page of the Camtasia Relay website.

Presentations Menu

The Presentations menu allows you to view and manage presentations. The following pages are available in this menu:

- ▶ **Presentations**
- ▶ **Job Status**
- ▶ **History**

Presentations

The Presentations page allows you to view presentations by state and take action to resolve issues.

Presentations in all states have the following information:

- ▶ User name and email of presenter that submitted the presentation
- ▶ Date and time the presentation was recorded
- ▶ Computer name, with link to diagnostic information on the **Client Machines** page
- ▶ Presentation description, if entered by the presenter
- ▶ Profile used, with link to view and edit profile
- ▶ Duration of presentation
- ▶ Resolution of presentation

You can view presentations on the server by the following states:

States	Description
Needs Attention	Use the information and options provided to resolve issues so the presentation can process. Includes a list of presenters and a list of profiles to select from. You can also delete presentations.
Processing	View the progress of a processing presentation. You can see the progress of each job associated with the presentation, including transcription, encoding, publishing, and notifications.
Uploading	View the upload progress and cancel upload, if needed.
Completed	View the status of presentations that have completed processing. For some publish destinations, links are included to view the published presentation.
Deleted	View information about any deleted presentations.
Failed	Use the information provided to figure out why a presentation failed. Includes status information to show you which part of processing failed.
Held for Captioning	View the presentations held for caption editing. When caption editing is complete or to skip caption editing, click Release Hold to continue processing the presentation. Only presenters can edit captions; administrators can only release a hold.

Job Status

The Job Status page allows you to view and sort jobs on the Camtasia Relay server or teamed servers. You can filter jobs by the following:

- ▶ Status
 - Queued
 - Processing







- Failed

For failed jobs, expand the presentation information to resubmit or delete the presentation.

- Canceled
- Pending
- ▶ Type
 - Encoder
 - Publisher
- ▶ Server
 - All servers
 - Specific server

History

The History page allows you to view the history of Camtasia Relay presentations. You can do the following with the items on this page:

Item	Description/Action
Presentation Title	Click to expand and view more information on the presentation. Includes profile, client machine, processing progress, and more.
Presenter	The username of presenter that recorded the presentation. Click the username to view more information about the presenter.
Server	The name of the server processing the presentation. Click to view the status of the server.
Recording Date/Time	Date and time that the presentation was recorded
Presentation Status	<p>Icons show the status of the presentation.</p> <ul style="list-style-type: none">  Uploading  Processing  Complete  Needs Attention  Failed  Deleted
Jobs Queued Jobs Proc-	Icons show the status of jobs for the presentation.

Item	Description/Action
Pending Jobs Canceled	

Uncover More Information

You can drill down to find more information on the presentations by expanding the presentation information and clicking available links.

For example, if you'd like to see information about the source recording files for a presentation, you could:

1. Click a presentation to expand the available information.
2. Click the down arrow to expand an encoding action from the list.
3. Click **View Encoding Files**.

Presentation History

Presentation Title	Presenter	Server	Recording Date/Time	Presentation Status	Jobs Queued	Jobs Processing	Jobs Cancelled
Weekly Staff Meeting	m.smith	relaydev05	2/20/2010 3:09:18 PM				

Description
 Presenter Mary Smith The staff meeting for the week of Feb 15, 2010.
 Profile: [Flash and Silverlight to File System With Transcription](#) Duration: 00:00:07
 Client: [tsc-125@techsmith.com \(10.8.8.2\)](#) Max Resolution: 1680x1050
 Upload Start: 2/20/2010 3:09:34 PM
 Upload End: 2/20/2010 3:09:50 PM
 Processing Start: 2/20/2010 3:10:45 PM
 Processing End:

Action	Creation Time	Status	Progress
Speech to Text Transcription	2/20/2010 3:10:45 PM		0%
Encode to: Silverlight (Original Size)	2/20/2010 3:10:45 PM		0%
Encode Setting: Silverlight (Original Size) Queue Time: 9 seconds Processing Time: 0 seconds Error Message: No errors	Source Format: avi Destination Format: xap		
Publish to: RelayTestFS AHK	2/20/2010 3:10:45 PM		0%

[View Encoding Files](#)

4. A new browser tab or page opens to show you information about the source files and the files produced during encoding. Use this information for testing or troubleshooting.

Camtasia Relay

Presentation Title: Weekly Staff Meeting
Submitted by: mary smith
Recorded: 2/20/2010 3:10:45 PM
Profile: Flash and Silverlight to File System With Transcription

Encode Setting: Silverlight (Original Size)
Presentation Id: 20
Job Id: 124

Source Files:

Id	Type	Sequence	Client File Path	Server File Path	Size	Duration
511	ScreenRecordingFile	0	C:\Users\SAJ194\AppData\Local\TechSmith\Camtasia Relay\Recordings\REC_69dd099.avi	D:\Media\20\SourceFiles\511.avi	542 KB	7 seconds

Output Files:

Id	Type	Sequence	File Path	Size
527	OutputMediaFile	0	D:\Media\20\EncodeFiles\124\Weekly_Staff_Meeting_-_20100220_03.10.45PM.wmv	269.05 KB
523	OutputMediaFile	1	D:\Media\20\EncodeFiles\124\Weekly_Staff_Meeting_-_20100220_03.10.45PM.xap	447.81 KB
524	OutputMediaFile	2	D:\Media\20\EncodeFiles\124\Weekly_Staff_Meeting_-_20100220_03.10.45PM.xap	3.2 KB

Information about the source recording files.

Profiles Menu

The Profiles menu allows you to create and maintain profiles and related items. The following pages are available in this menu:

- ▶ **Profiles**
- ▶ **Publish Destination Setup**
- ▶ **Publish Account Setup**
- ▶ **Notification Server Setup**
- ▶ **Notification Setup**
- ▶ **Variables**

Profiles

Profiles are the backbone of Camtasia Relay. They allow presenters to record without having to make any decisions about how the presentations are processed or where they are placed for viewing.

Profile setup involves settings and information found on the following tabs:

- ▶ **Profile Settings**
- ▶ **Publish Destinations**
- ▶ **Encode Settings**
- ▶ **Publish Accounts**
- ▶ **Notification Selection**
- ▶ **Notification Assignment**
- ▶ **Variable Definition**
- ▶ **Associated Users**
- ▶ **Overview**
- ▶ **Profile Test**

Information about Profiles

- ▶ **Upload and Decide Later Profile**

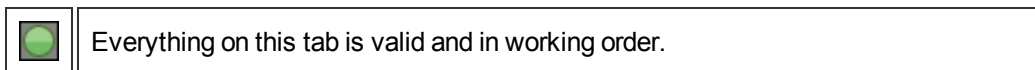
The Upload and Decide Later Profile uploads the recorded presentation to the Camtasia Relay server but the recording is not encoded or published. An authorized presenter or Camtasia Relay administrator must assign a different profile and submit the recording for publishing via the Camtasia Relay website.



Why use the Upload and Decide Later Profile?

- For guest presenters, it is the only profile available.
- You make a presentation in advance, but do not want it published until later.
- You are not satisfied with existing profile options and wish to hold the recording on the server until you can contact your Camtasia Relay administrator to create or modify a profile.

- ▶ **Tab Status Icons**

Each tab shows its current status. The status icons are as follows:



	<p>Something on this tab is not quite right. You might want to verify that you are not missing anything. This does not make a profile invalid.</p> <p>Example: There are no notifications selected.</p>
	<p>There is an error on this tab. You will need to enter or correct information before this profile can be used.</p> <p>Example: There are publish destinations without encode settings selected.</p>

Create a New Profile

To create a new profile:

1. Go to **Profiles**.
2. Click the **New Profile** button.



The Profile Setup page opens.

3. Work through, from top to bottom, the tabs at the left side of the page.

Profile Settings

In the Profile Settings tab, you enter some basic information about the profile.

1. Enter a title for the profile.
Remember that the profile title is the only thing presenters can see in the recorder. The profile description is only visible on the website. Consider carefully how you choose profile titles so that they convey their intended use to presenters.
2. Enter a description.
3. Select the **Transcription Settings**.
4. Click **Save**.

See also

- ▶ **Transcription Options**
- ▶ **Publish Destinations**
- ▶ **Encode Settings**
- ▶ **Publish Accounts**
- ▶ **Notification Selection**
- ▶ **Notification Assignment**
- ▶ **Variable Definition**
- ▶ **Associated Users**
- ▶ **Overview**
- ▶ **Profile Test**

Transcription Options

Camtasia Relay provides an optional transcription process that allows you to include a full audio search, captions, or both in presentations. The available options are:

▶ **No transcription**

Presentation audio is not transcribed.

▶ **Captions and full audio search**

Presentation audio is transcribed for captions and full audio search in Flash and Silverlight encodings. Choose one of the web or Silverlight **encoding options** to make this available for viewers.

When audio transcription is complete, the presentation is put into a Held for Captioning state on the Presentations page. There the presenter can review and edit the transcribed audio and release the hold to continue processing the presentation.

▶ **Full audio search only**

Presentation audio is transcribed to provide a full audio search in Flash and Silverlight encodings, but no captions are shown in the presentation.

If you want to publish a different encoding type, you can still gain some benefits from transcription. For example, enable the XML file (when available) to make the transcribed audio available as metadata in the file. You can use this metadata for other uses, such as searching within a media server.

■ **Can be captioned by Presenter only**

Presentation captions can only be edited by the presenter who uploaded the presentation.

■ **Can be captioned by Presenter and Global Caption Editors**

Presentation captions can be edited by the presenter who uploaded the presentations or any Global Caption Editor.

The transcription process adds time to presentation processing.

See also

- ▶ **Profile Settings**
- ▶ **Publish Destinations**
- ▶ **Encode Settings**
- ▶ **Publish Accounts**
- ▶ **Notification Selection**
- ▶ **Notification Assignment**
- ▶ **Variable Definition**
- ▶ **Associated Users**
- ▶ **Overview**
- ▶ **Profile Test**

Publish Destinations

On the Publish Destinations tab, you select the publish destinations you want to use for presentations processed with the profile.

1. Select one or more publish destinations from those available.
To create additional publish destinations, go to **Profiles > Publish Destinations**.
2. Click **Save**.

See also

- ▶ [Publish Destination Setup](#)
- ▶ [Publish Account Setup](#)
- ▶ [Profile Settings](#)
- ▶ [Encode Settings](#)
- ▶ [Publish Accounts](#)
- ▶ [Notification Selection](#)
- ▶ [Notification Assignment](#)
- ▶ [Variable Definition](#)
- ▶ [Associated Users](#)
- ▶ [Overview](#)
- ▶ [Profile Test](#)


Encode Settings












On the Encode Settings tab, you select what kinds of encodings you want going to each of the previously selected publish destinations.

1. Click to expand a publish destination, if needed.
2. Select the types of encodings you want to publish to that destination.

For information on the available encoding types, see [Available Encoding Formats](#).

Select Encode Settings [Which should I choose?](#)

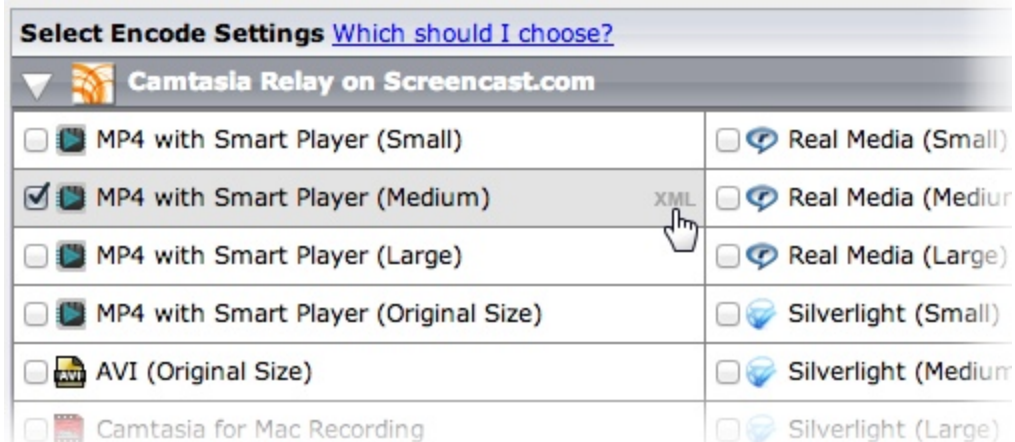
▼  **Camtasia Relay on Screencast.com**












<input type="checkbox"/>  MP4 with Smart Player (Small)	<input type="checkbox"/>  Real Media (Small)
<input checked="" type="checkbox"/>  MP4 with Smart Player (Medium) XML	<input type="checkbox"/>  Real Media (Medium)
<input type="checkbox"/>  MP4 with Smart Player (Large)	<input type="checkbox"/>  Real Media (Large)
<input type="checkbox"/>  MP4 with Smart Player (Original Size)	<input type="checkbox"/>  Silverlight (Small)
<input type="checkbox"/>  AVI (Original Size)	<input type="checkbox"/>  Silverlight (Medium)
<input type="checkbox"/>  Camtasia for Mac Recording	<input type="checkbox"/>  Silverlight (Large)

If an encoding type has an XML file available to include, an XML symbol shows up after you enable the encoding type.

3. Click **XML** to include an XML file with the processed presentation. For some publish destinations, XML

is required and is enabled automatically.



Select Encode Settings Which should I choose?	
▼  Camtasia Relay on Screencast.com	
<input type="checkbox"/>  MP4 with Smart Player (Small)	<input type="checkbox"/>  Real Media (Small)
<input checked="" type="checkbox"/>  MP4 with Smart Player (Medium) XML	<input type="checkbox"/>  Real Media (Medium)
<input type="checkbox"/>  MP4 with Smart Player (Large)	<input type="checkbox"/>  Real Media (Large)
<input type="checkbox"/>  MP4 with Smart Player (Original Size)	<input type="checkbox"/>  Silverlight (Small)
<input type="checkbox"/>  AVI (Original Size)	<input type="checkbox"/>  Silverlight (Medium)
<input type="checkbox"/>  Camtasia for Mac Recording	<input type="checkbox"/>  Silverlight (Large)

For more information about this XML file, see [Publish XML File with an Encoding](#).

4. Repeat for each publish destination.
5. Click **Save**.

Available Encoding Settings

The table below contains descriptions of the encoding formats available in Camtasia Relay. The *MP4 with Smart Player* encoding is recommended for use in most situations. This setting utilizes the TechSmith Smart Player to create an output with a Flash player that includes an HTML5 fallback. The Smart Player plays great on desktop browsers, on iPhones and iPads, and on many other mobile devices that support MP4 video. It supports Table of Contents, Speech to Text, and Closed Captioning.

If transcription is enabled on the Profile Settings tab, you must include a Flash or Silverlight encoding format or include an XML file with the encoding to utilize the transcribed audio.

Preset	Format	Includes Camera PIP?	Description
AVI (Original Size)	AVI	Yes	This encode setting produces a single AVI file with the same resolution as the original recording. Use this file if you want to perform your own video processing and encoding. Note that AVI files usually have a larger file size than presentations encoded in other formats.
Camtasia Studio Recording (Original size)	CAMREC	Yes	This encode setting generates a CAMREC file for use with Camtasia Studio versions 5.1 to 7.1. The CAMREC file contains PowerPoint and Keynote slide and title clip markers. This encoding should only be given to presenters with access to Camtasia Studio. When publishing a CAMREC file to a location

Preset	Format	Includes Camera PIP?	Description
			with a valid web URL, the resulting notification includes a "View" link. Because web servers do not have a MIME type set up for CAMREC files, the link leads to a 404 error page.
Camtasia Studio 8.0 and Later Recording (Original size)	CAMREC	Yes	<p>This encode setting generates a CAMREC file for use with Camtasia Studio version 8.0 and later. The CAMREC file contains PowerPoint and Keynote slide and title clip markers. This encoding should only be given to presenters with access to Camtasia Studio.</p> <p>When publishing a CAMREC file to a location with a valid web URL, the resulting notification includes a "View" link. Because web servers do not have a MIME type set up for CAMREC files, the link leads to a 404 error page.</p>
Camtasia for Mac Recording	ZIP > CMPROJ	No	<p>This encode setting generates a lossless video file for editing within Camtasia for Mac. This encoding should only be given to presenters with access to Camtasia for Mac.</p> <p>The resulting file is a ZIP file that, when opened on a Mac, automatically unzips into a directory. The user can double-click that directory to launch the CMPROJ in Camtasia for Mac.</p>
iPad	MP4	Yes	This encode setting creates video files with varied final resolutions to provide the best viewing experience for a given video on an iPad. The resolution is calculated to provide the best resolution to view the video at 10 frames per second.
iPod and iPhone	MP4	Yes	This encode setting works on all iPods and iPhones that support video of any kind. The final resolution of the video is fixed at 640 x 480. Video looks good on all iPods and iPhones, but does not look good if played in QuickTime on a desktop computer.
MP3	MP3	No	This is an audio-only encode setting. The server can process this encoding extremely fast, and the resulting file size is small. This is a good encode setting for those who may want an audio-only version of their presentation.

Preset	Format	Includes Camera PIP?	Description
MP4 with Smart Player <ul style="list-style-type: none"> ▶ (Small) 640x480 ▶ (Medium) 800x600 ▶ (Large) 1024x768 ▶ (Original Size) 	MP4	Yes	<p>This encode setting creates an MP4 video file that is displayed in a Flash controller file (SWF) called the TechSmith Smart Player. Additional files are created to provide an HTML5 fallback player in cases where Flash is not available.</p> <p>The Smart Player plays great on desktop browsers, on iPhones and iPads, and on many other mobile devices that support MP4 video. The Smart Player supports a table of contents based on the titles of slides in a PowerPoint or Keynote presentation, as well as slide text, full audio search, and captions (if enabled).</p>
MP4 (Original Size)	MP4	Yes	This encode setting creates an MP4 video file with no additional files. The file is the same dimensions as the original recording.
Original Recording (Backup)	AVI (Windows) MOV (Macintosh)	Recording and camera video are save as two separate files	This encode setting does not modify the original recorded file in any way. The file size is enormous and usually not considered viewer-friendly. Use this setting if you need a copy of original files for backup purposes or troubleshooting.
Real Media <ul style="list-style-type: none"> ▶ (Small) 640x480 ▶ (Medium) 800x600 ▶ (Large) 1024x768 	RMVB	No	Generates a Real Media file. Can be used in conjunction with Real Media servers, such as a Helix Server.
Silverlight <ul style="list-style-type: none"> ▶ (Small) 640x480 ▶ (Medium) 800x600 ▶ (Large) 1024x768 	XAP	Yes	<p>This encode setting creates video files that play in Microsoft Silverlight. The controller supports a table of contents based on the titles of slides in a PowerPoint or Keynote presentation.</p> <p>Also supports searching slide text, full audio search, and captions, if enabled.</p>

Preset	Format	Includes Camera PIP?	Description
▶ (Original Size)			
Windows Media ▶ (Small) 640x480 ▶ (Medium) 800x600 ▶ (Large) 1024x768 ▶ (Original Size)	WMV	Yes	This encode setting creates video files that play in Windows Media Player. The video files tend to be larger than the Flash and Silverlight encodings, but may be preferred by Windows users with high speed internet access.
Windows Portable Media Device	WMV	No	This encoding is designed to provide the best solution for Windows Mobile Devices (Pocket PCs) and some Windows-based Smartphones.
YouTube	MP4	Yes	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> This encoding is only available for the YouTube publish destination. </div> This is used for publishing directly to YouTube using the YouTube publishing plug-in. The video is subject to YouTube's restrictions.

Publish XML File with an Encoding

Camtasia Relay provides administrators with the option to generate XML files for published presentations. For some publish destinations, XML is required and is enabled automatically.

The XML data contains information about the presentation such as the title, length, format, resolution, and more. When you enable the transcription process in **Profile Settings**, the XML also contains the transcription of the presentation audio.

Customers may use the XML file with existing media-hosting solutions, content delivery methods such as RSS feeders, etc. TechSmith provides the XML data as a service, but does not support how the institution uses the XML file.

XML data is available for all encode types and all supported publish destinations with the following exceptions:

- ▶ XML is not included with presentations published to iTunes U.
- ▶ XML data is parsed into fields (as opposed to a single XML file) for presentations published to Screencast.com. The metadata can be found under Details when viewing a presentation on Screencast.com.

Information Included in the XML File

- ▶ Presentation information: title, description, date, duration, and resolution
- ▶ Profile used to create presentation
- ▶ Presenter name
- ▶ Client (computer used to make the recording) IP address, and computer name
- ▶ Server name where recording was processed
- ▶ Encoding preset used
- ▶ Length of time the presentation was in the queue for processing
- ▶ Length of time it took to encode the presentation
- ▶ Destination URL of published presentation

See also

- ▶ [Profile Settings](#)
- ▶ [Publish Destinations](#)
- ▶ [Publish Accounts](#)
- ▶ [Notification Selection](#)
- ▶ [Notification Assignment](#)
- ▶ [Variable Definition](#)
- ▶ [Associated Users](#)
- ▶ [Overview](#)
- ▶ [Profile Test](#)

Publish Accounts

In the Publish Accounts tab, you select the account to use for each publish destination/encoding combination.

1. Click to expand a publish destination, if needed.
2. Select an account to use for each of the encodings for the publish destination.

The account currently set as the default account for the publish destination is automatically selected.

You can:

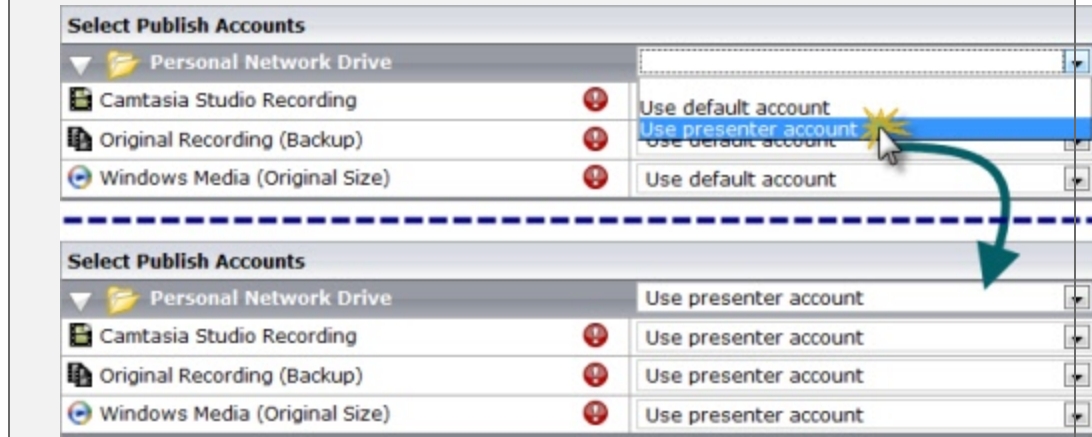
- Keep the selected account
- Select another account
- Select **Use presenter account**

This option allows presenters to enter their own credentials. Presenters need to log in to the Camtasia Relay website and enter their credentials.

- Select **Use default account**

This option allows the profile to access the default account information at the time of profile processing. You may want to use this option if the default account information changes from time to time.

If you want to use the same account for all encodings under a publish destination, you can use the top level dropdown box to select the account.



3. Repeat for each publish destination.
4. Click **Save**.

See also

- ▶ [Publish Account Setup](#)
- ▶ [Publish Destination Setup](#)
- ▶ [Profile Settings](#)
- ▶ [Publish Destinations](#)
- ▶ [Encode Settings](#)
- ▶ [Notification Selection](#)
- ▶ [Notification Assignment](#)
- ▶ [Variable Definition](#)
- ▶ [Associated Users](#)
- ▶ [Overview](#)
- ▶ [Profile Test](#)

Notification Selection

In the Notification Selection tab, you select which notifications you want to use in the profile.

1. Select one or notifications to use with the profile.

All configured notifications are shown for you to choose from.

You do not have to select a notification for the profile to be valid. If you choose to not include notifications in the profile, the only way to tell if a presentation has finished processing is to go to Presentations page, locate the presentation, and view the status.

2. Click **Save**.

See also

- ▶ [Notification Setup](#)
- ▶ [Profile Settings](#)
- ▶ [Publish Destinations](#)
- ▶ [Encode Settings](#)
- ▶ [Publish Accounts](#)
- ▶ [Notification Assignment](#)
- ▶ [Variable Definition](#)
- ▶ [Associated Users](#)
- ▶ [Overview](#)
- ▶ [Profile Test](#)

Notification Assignment

In the Notification Assignment tab, you select the encodings you want to associate with each previously selected notification. Each notification only includes information about the encodings associated with it.

1. Click to expand a notification, if needed.
2. Under each notification, all publish destination/encoding combinations for the profile are shown.
3. Select the encodings you want to assign to the notification.

Assign Encodings to Notifications	
<div style="border: 1px solid gray; padding: 2px;"> Presenter Email Message </div>	
<div style="border: 1px solid gray; padding: 2px;"> Personal Network Drive </div>	
<input checked="" type="checkbox"/> Camtasia Studio Recording	<input checked="" type="checkbox"/> Windows Media (Original Size)
<input checked="" type="checkbox"/> Original Recording (Backup)	
<div style="border: 1px solid gray; padding: 2px;"> Camtasia Relay on Screencast </div>	
<input checked="" type="checkbox"/> Silverlight (Small)	<input checked="" type="checkbox"/> Web (Medium)
<input checked="" type="checkbox"/> MP3 (Radio Quality)	
<div style="border: 1px solid gray; padding: 2px;"> Viewer Email </div>	
<div style="border: 1px solid gray; padding: 2px;"> Personal Network Drive </div>	
<input type="checkbox"/> Camtasia Studio Recording	<input type="checkbox"/> Windows Media (Original Size)
<input type="checkbox"/> Original Recording (Backup)	
<div style="border: 1px solid gray; padding: 2px;"> Camtasia Relay on Screencast </div>	
<input checked="" type="checkbox"/> Silverlight (Small)	<input checked="" type="checkbox"/> Web (Medium)
<input checked="" type="checkbox"/> MP3 (Radio Quality)	

The presenter will receive a notification containing information about all encodings, both the "backup" and the "viewing" files.

The viewers will only receive information about the "viewing" files.

4. Repeat for each notification.
5. Click **Save**.

See also

- ▶ [Notification Setup](#)
- ▶ [Profile Settings](#)
- ▶ [Publish Destinations](#)
- ▶ [Encode Settings](#)
- ▶ [Publish Accounts](#)
- ▶ [Notification Selection](#)
- ▶ [Variable Definition](#)
- ▶ [Associated Users](#)
- ▶ [Overview](#)
- ▶ [Profile Test](#)

Variable Definition

On the Variable Definition tab, you define the value for any **profile variables** that are used in the profile. You only need to fill in values if you have previously created and used a profile variable in another part of the profile, such as a file path or notification.

1. Enter a value for each profile variable used in this profile.

Define Profile Variable Values	
Name	Value
CourseName	HU101 <input type="text"/>

Enter the value for the variable.

Profile Variable Usages
<p>▼ Presenter Email Message</p> <p>Recipient Name: {s:PresenterName}</p> <p>Recipient Email: {s:PresenterEmailAddress}</p> <p>Subject: Presentation Published: {s:PresentationTitle}</p> <p>Template: 3</p> <p>Template Body: A presentation for Course {p:CourseName} that was recorded on {s:RecordDateTime} is now ready for sharing and viewing.</p>

You can preview where the variable will be used.

2. Click **Save**.

See also

- ▶ [Variables](#)
- ▶ [Profile Settings](#)
- ▶ [Publish Destinations](#)
- ▶ [Encode Settings](#)
- ▶ [Publish Accounts](#)
- ▶ [Notification Selection](#)

- ▶ [Notification Assignment](#)
- ▶ [Associated Users](#)
- ▶ [Overview](#)
- ▶ [Profile Test](#)

Associated Users

On the Associated Users tab, you select users to associate with the profile. This gives the selected presenters access to the profile in the recorder.

1. In the Available Users list, click to select a presenter.

Presenters are shown in the list in the following format: Display Name (username). For example: Mary Smith (m.smith)

To select multiple presenters, hold down either **SHIFT** or **CTRL** as you click.

2. Click **Add** to associate the presenter with the profile.
3. If you would like to have this profile automatically associated with all new presenters as they are added to Camtasia Relay, enable the **Automatically associate this profile with new users** option.

If you do not see this option, you need to turn on this functionality. Go to **System > System Options > Auto Associate Profiles** and enable the **Automatically associate selected profiles with new users** option. When you return to the Associated Users tab of a profile, you will see the option.


4. Click **Save**.

See also

- ▶ [Profile Settings](#)
- ▶ [Publish Destinations](#)
- ▶ [Encode Settings](#)
- ▶ [Publish Accounts](#)
- ▶ [Notification Selection](#)
- ▶ [Notification Assignment](#)
- ▶ [Variable Definition](#)
- ▶ [Overview](#)
- ▶ [Profile Test](#)

Overview

On the Overview tab, you can see and review the setup of a profile.

You can click the **Information** icon  to access more information about one of the following:

- ▶ Publish destinations
- ▶ Publish accounts
- ▶ Encode settings
- ▶ Notifications

Presenters that are associated with this profile are able to see this same overview when they log in to the website.

See also

- ▶ **Profile Settings**
- ▶ **Publish Destinations**
- ▶ **Encode Settings**
- ▶ **Publish Accounts**
- ▶ **Notification Selection**
- ▶ **Notification Assignment**
- ▶ **Variable Definition**
- ▶ **Associated Users**
- ▶ **Profile Test**

Profile Test

On the Profile Test tab, you can process a sample presentation to verify that the profile behaves as you expect.

Basically, Camtasia Relay provides a pre-recorded presentation so you can test the behavior of the profile without having to install the recorder and record a presentation.

1. Select a presenter to test the profile. This presenter's information is used, if needed, for variables, accounts, etc.

You may want to make sure the presenter knows that you are going to test the profile, or use your own presenter account.

The presenters available in the list are the users associated with this profile.

2. Select whether or not you want to test the notifications associated with the profile.
3. Select whether or not you want to include the **Hold for caption editing** process in the profile test.
4. If you choose not to send notifications, you can view the status of the sample presentation on the **Presentations** page.
5. Click **Test Profile**.
Camtasia Relay submits a sample presentation and processes it with the settings of the profile.
6. You are redirected to the **Presentations** page where you can follow the progress of the presentation's

processing.

The screenshot shows two windows. The left window is titled 'Presentations' and shows a presentation named 'Camtasia Relay Profile Test Weekly Staff Meetings' with a status of 'Processing (1)'. The right window is titled 'Camtasia Relay Profile Test' and displays the following information:

Submitted by: m.smith (s.johnson@techsmith.com)
Recorded: 2/12/2010 at 1:37 PM
Computer Name:
Description: Camtasia Relay Profile Test on 2.12.2010 1.37.36 PM
Profile: [Weekly Staff Meetings](#)
Duration: 00:01:57
Resolution: 640x480

Type	Destination	Status	Progress
Speech to Text Transcription		Processing	20%
Camtasia Studio Recording		Pending	0%
Camtasia Studio Recording	Personal Network Drive	Pending	0%
Silverlight (Small)		Pending	0%
Silverlight (Small)	Camtasia Relay on Screencast	Pending	0%
MP3 (Radio Quality)		Pending	0%

See also

- ▶ [Profile Settings](#)
- ▶ [Publish Destinations](#)
- ▶ [Encode Settings](#)
- ▶ [Publish Accounts](#)
- ▶ [Notification Selection](#)
- ▶ [Notification Assignment](#)
- ▶ [Variable Definition](#)
- ▶ [Associated Users](#)
- ▶ [Overview](#)

Publish Destination Setup

Camtasia Relay can publish presentations to one or more of the following locations. Click the publish destination type to learn more.

- ▶ [File System](#) (Network drives, etc)
- ▶ [FTP Server](#) (FTP & sFTP)
- ▶ [Screencast.com](#) (TechSmith's media-hosting service)
- ▶ [WebDAV](#)
- ▶ [Microsoft Windows SharePoint](#)
- ▶ [iTunes U](#) (Camtasia Relay formats supported by iTunes U include MP4 and MP3)
- ▶ [Kaltura](#)
- ▶ [Mediasite](#)
- ▶ [Drupal](#)
- ▶ [YouTube](#)
- ▶ [Amazon S3](#)

If the publish destination you would like to use is not available in the list of publish

destinations, you may have to install the appropriate plug-in before you can use it. See [Plug-Ins](#) for more information.

Publish to Amazon S3

To create an Amazon S3 publish destination:

1. Click **Profiles > Publish Destinations**.
2. Click **Amazon S3** on the left to create a new destination.
3. Enter a title, the Amazon Access Key, and Amazon Secret Key.
The access key and secret key are provided by Amazon.
4. Click **Save**.

The publish destination is saved and you are presented with a link to the [Publish Account Setup](#) for this destination.

5. Click the link to continue with [Publish Account Setup](#).

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See [Plug-Ins](#) for more information.

Amazon Web Services, the “Powered by Amazon Web Services” logo, and Amazon S3 are trademarks of Amazon.com, Inc. or its affiliates in the United States and/or other countries.

See also

- ▶ [File System](#)
- ▶ [Screencast.com](#)
- ▶ [WebDAV](#)
- ▶ [Microsoft Windows SharePoint](#)
- ▶ [iTunes U](#)
- ▶ [Kaltura](#)
- ▶ [Mediasite](#)
- ▶ [Drupal](#)
- ▶ [YouTube](#)

Publish to Drupal

Camtasia Relay currently supports release 6.1 and 7 of Drupal. The Camtasia Relay Drupal plug-in has been tested with version 6.1.9 and version 7.2.

1. Click **Profiles > Publish Destinations**.
2. Click **Drupal** on the left to create a new destination.
3. Enter all required information and select FTP and XMLRPC protocol options.

4. Click **Save**.

The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.

5. Click the link to continue with **Publish Account Setup**.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

See also

- ▶ **File System**
- ▶ **FTP Server**
- ▶ **Screencast.com**
- ▶ **WebDAV**
- ▶ **Microsoft Windows SharePoint**
- ▶ **iTunes U**
- ▶ **Kaltura**
- ▶ **Mediasite**
- ▶ **YouTube**
- ▶ **Amazon S3**

Publish to File System

To create a file system publish destination:

1. Go to **Profiles > Publish Destination Setup**.
2. Click **File System** on the left to create a new destination.
3. Enter all required information. Use **variables** to help create multi-purpose publish destination paths and URLs, as needed.
4. Click **Save**.

The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.

5. Click the link to continue with **Publish Account Setup**.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

See also

- ▶ **FTP Server**
- ▶ **Screencast.com**
- ▶ **WebDAV**

- ▶ [Microsoft Windows SharePoint](#)
- ▶ [iTunes U](#)
- ▶ [Kaltura](#)
- ▶ [Mediasite](#)
- ▶ [Drupal](#)
- ▶ [YouTube](#)
- ▶ [Amazon S3](#)

Publish to FTP Server

To create an FTP (or sFTP) publish destination:

1. Click **Profiles > Publish Destinations**.
2. Click **FTP Server** on the left to create a new destination.
3. Enter all required information. Use **variables** to help create multi-purpose publish destination paths and URLs, as needed.
 - Use the dropdown to select from :
 - ◆ [http](#)
 - ◆ [https](#)
 - ◆ [mms](#)
 - ◆ [rtmp](#)
 - ◆ [rtsp](#)
 - Use the dropdown to select between FTP or sFTP protocol.
4. Click **Save**.

The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.
5. Click the link to continue with **Publish Account Setup**.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

See also

- ▶ [File System](#)
- ▶ [Screencast.com](#)
- ▶ [WebDAV](#)
- ▶ [Microsoft Windows SharePoint](#)
- ▶ [iTunes U](#)
- ▶ [Kaltura](#)
- ▶ [Mediasite](#)
- ▶ [Drupal](#)
- ▶ [YouTube](#)
- ▶ [Amazon S3](#)

Publish to iTunes U

1. Click **Profiles > Publish Destinations**.
2. Click **iTunes U** on the left to create a new destination.
3. Enter all required information.
4. Click **Save**.
5. The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.
6. Click the link to continue with **Publish Account Setup**.

iTunes U Publishing Requirements

Camtasia Relay can publish presentations directly to iTunes U provided the following conditions are satisfied:

- ▶ Your institution has an iTunes U account. TechSmith is not affiliated with iTunes U.
- ▶ The published presentations are encoded into a file type supported by iTunes U. Camtasia Relay offers MP4, and MP3. (iTunes U supports M4A, MP3, MP4, M4V, MOV, and PDF.)
- ▶ You know the Shared Secret code provided to your school by Apple. This is a 32 character alphanumeric code.
- ▶ You have access to desired Media Group ID codes. These are 10-digit numbers that direct the produced media into a specific instructor's class. **Learn how to find your Media Group ID**.
- ▶ Viewers need iTunes on their computers.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

See also

- ▶ **File System**
- ▶ **FTP Server**
- ▶ **Screencast.com**
- ▶ **WebDAV**
- ▶ **Microsoft Windows SharePoint**
- ▶ **Kaltura**
- ▶ **Mediasite**
- ▶ **Drupal**
- ▶ **YouTube**
- ▶ **Amazon S3**

Publish to Kaltura

Camtasia Relay can automatically publish presentations to Kaltura and Kaltura MediaSpace™.

Custom Data in Kaltura

To allow Camtasia Relay to publish to Kaltura, your Kaltura account must have Custom Data enabled. To verify this option is enabled, log in to your Kaltura administrator account and go to Settings.

If you do not see a Custom Data tab under Settings, please contact Kaltura support.

Configure Camtasia Relay to Publish to Kaltura

1. Go to **Profiles > Publish Destinations**.
2. Click **Kaltura** on the left to create a new destination.
3. Enter a title for the publish destination.
4. Enter the Service URL.
5. Enter the Partner ID and Administrator Secret.

To locate this information, log in to the Kaltura Management Console and go to **Settings > Integration Settings**.

6. Click **Save**.

The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination. See **Kaltura Publish Accounts** for additional information.

7. Click the link to continue with **Publish Account Setup**.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

See also

- ▶ **File System**
- ▶ **FTP Server**
- ▶ **Screencast.com**
- ▶ **WebDAV**
- ▶ **Microsoft Windows SharePoint**
- ▶ **iTunes U**
- ▶ **Mediasite**
- ▶ **Drupal**
- ▶ **YouTube**
- ▶ **Amazon S3**

Publish to Mediasite

Camtasia Relay currently supports and has been tested with release 5.5 of Mediasite.

1. Click **Profiles > Publish Destinations**.
2. Click **Mediasite** on the left to create a new destination.

3. Enter all required information and select the FTP protocol option.
4. Click **Save**.
5. The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.
6. Click the link to continue with **Publish Account Setup**.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

See also

- ▶ **File System**
- ▶ **FTP Server**
- ▶ **Screencast.com**
- ▶ **WebDAV**
- ▶ **Microsoft Windows SharePoint**
- ▶ **iTunes U**
- ▶ **Kaltura**
- ▶ **Drupal**
- ▶ **YouTube**
- ▶ **Amazon S3**

Publish to Screencast.com

To create a Screencast.com publish destination:

1. Click **Profiles > Publish Destinations**.
2. Click **Screencast.com** on the left to create a new destination.
3. Enter a default folder. You can use **variables** to help automatically personalize the folder name.
4. Click **Save**.

The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.

5. Click the link to continue with **Publish Account Setup**.

What is Screencast.com?

Screencast.com is the place to share your high-quality videos, documents, presentations, and images—simply and professionally. We never compress or alter your content...so what you upload is what viewers see. And with four levels of privacy controls, you get to decide who sees what.

Benefits of Publishing to Screencast.com

- ▶ Presenters can easily manage, organize, and delete their presentations.
- ▶ Presenters can attach additional materials to the video. For example, a viewer can download notes, the actual presentation slides, etc.

- ▶ Screencast.com is hosted by TechSmith and is helpful for customers with limited bandwidth and media storage space.
- ▶ Presenters can exercise individual control over how their content is protected.
- ▶ Presenters can allow viewers to comment on their presentations. See <http://www.screencast.com/answers> for more information.

Presenter Accounts for Screencast.com

When publishing to Screencast.com, set the Publish Accounts to Use presenter account.

Every Camtasia Relay presenter needs a Screencast.com account. To obtain Screencast.com accounts, visit <http://www.screencast.com>. Accounts are not created via Camtasia Relay.

By default, presentations are stored in the Camtasia Relay folder on Screencast.com. Camtasia Relay Administrators can create multiple Screencast.com destinations for organizational purposes, and can also create multiple folders for presenters. Presenters may also create their own folders on Screencast.com and assign them to their profile.

Inform Presenters

Presentations are not published until presenters sign in to the Camtasia Relay website and enter their account information. Ideally, introduce presenters to the Camtasia Relay website and have them enter their Screencast.com information before making recordings.

Presenters that make a recording and upload a presentation before the information is entered receive an email with a hyperlink and instructions to solve the problem.

See also

- ▶ [File System](#)
- ▶ [FTP Server](#)
- ▶ [WebDAV](#)
- ▶ [Microsoft Windows SharePoint](#)
- ▶ [iTunes U](#)
- ▶ [Kaltura](#)
- ▶ [Mediasite](#)
- ▶ [Drupal](#)
- ▶ [YouTube](#)
- ▶ [Amazon S3](#)

Publish to Microsoft Windows SharePoint

Microsoft® Windows® SharePoint™ websites allow users to share information, collaborated on documents, and manage media.

For additional information about Microsoft Windows SharePoint, see the training portal at:
<http://www.microsoft.com/learning/en/us/training/sharepoint.aspx>.

To create a SharePoint publish destination:

1. Go to **Profiles > Publish Destination Setup**.
2. Click **SharePoint** on the left to create a new destination.
3. Enter the SharePoint URL.
4. If you have an invalid certificate on your SharePoint server that is not currently trusted by your Camtasia Relay server, enable the option to **Trust All Certificates**. This allows Camtasia Relay to ignore any certificate errors and publish to the SharePoint server.
5. Click **Save**.
The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.
6. Click the link to continue with **Publish Account Setup**.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

See also

- ▶ **File System**
- ▶ **FTP Server**
- ▶ **WebDAV**
- ▶ **Screencast.com**
- ▶ **iTunes U**
- ▶ **Kaltura**
- ▶ **Mediasite**
- ▶ **Drupal**
- ▶ **YouTube**
- ▶ **Amazon S3**

Publish to WebDAV

WebDAV (Web-based Distributed Authoring and Versioning) provides a way to manage files over HTTP. It allows web server directories to display as folders on a local computer. WebDAV lets you use these folders like any other folder on the local computer. The URL that you publish a presentation to is the same as the URL you use to view the presentation.

For additional information about WebDAV, please see WebDAV Resources online at www.webdav.org.

To create a WebDAV publish destination:

1. Go to **Profiles > Publish Destination Setup**.
2. Click **WebDAV** on the left to create a new destination.
3. Enter the WebDAV URL.

If you want to publish to a SharePoint server, you must **create a SharePoint publish destination**; you cannot use a WebDAV publish destination to send presentations to a SharePoint server.

4. If you have an invalid certificate on your WebDAV server that is not currently trusted by your Camtasia Relay server, enable the option to **Trust All Certificates**. This allows Camtasia Relay to ignore any certificate errors and publish to the WebDAV server.

5. Click **Save**.

The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.

6. Click the link to continue with **Publish Account Setup**.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

See also

- ▶ **File System**
- ▶ **FTP Server**
- ▶ **Screencast.com**
- ▶ **Microsoft Windows SharePoint**
- ▶ **iTunes U**
- ▶ **Kaltura**
- ▶ **Mediasite**
- ▶ **Drupal**
- ▶ **YouTube**
- ▶ **Amazon S3**

Publish to YouTube

To create a YouTube publish destination:

1. Click **Profiles > Publish Destinations**.
2. Click YouTube on the left to create a new YouTube publish destination.
3. Enter a title and select a category that is applied to all videos published to this destination.
4. Click **Save**.
5. The publish destination is saved and you are presented with a link to the **Publish Account Setup** for this destination.
6. Click the link to continue with **Publish Account Setup**.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins**

for more information.

Presenter Accounts for YouTube

YouTube accounts have a length limit for videos uploaded to unverified accounts. Be sure publish accounts (either a default account or individual presenter accounts) are verified to ensure that videos uploaded through Camtasia Relay will be accepted.

Videos that are longer than YouTube's length limit will be discarded by YouTube. To avoid losing videos that YouTube may reject, it is recommended that profiles publishing to YouTube also create a copy of the original recording.

Before videos can be published to a YouTube account, that account must have a channel. For more information on creating a channel for a YouTube account, see the documentation on YouTube.com.

See also

- ▶ [File System](#)
- ▶ [FTP Server](#)
- ▶ [Screencast.com](#)
- ▶ [WebDAV](#)
- ▶ [Microsoft Windows SharePoint](#)
- ▶ [iTunes U](#)
- ▶ [Kaltura](#)
- ▶ [Mediasite](#)
- ▶ [Drupal](#)
- ▶ [Amazon S3](#)

Publish Account Setup

For each publish destination, you can define the accounts for Camtasia Relay to use to access it.

Publish Accounts include the specific information used to place processed presentations in a publish destination, such as user authentication information, folder selection, etc.

See additional account information for [iTunes U Accounts](#) and [Kaltura Publish Accounts](#).

To Create a Publish Account

1. On the Publish Account page (**Profiles > Publish Accounts Setup**), click one of the publish destinations you have set up.
2. Enter information for the new account.
3. Select if you want to make the account the **default account**. See the tips below for information about default accounts.

4. If not a default account, select if you want to **Use account information from default account**. This allows you to use the credentials from the default account and modify other account information, such as paths, folders, and URLs.
5. Click **Save**.

Things to Consider About Publish Accounts

The following information might help you in making some decisions when creating your publish accounts.

- ▶ You can let presenters enter their own information.
If you would like to use this option, you do not have to set up a publish account. Instead, you will select to **Use presenter account** when configuring a profile.
- ▶ Each publish destination can have a **default account**.
 - This can be helpful in several ways:
 - You can set up a default account to hold the credentials used to access a publish destination, and then use the other accounts to place presentations into various folders.
 - When you select a publish destination and encode setting in a profile, the default account is selected automatically for the publish account.
 - If the default account for a publish destination may change from time to time, you can select **Use default account** when configuring a profile. You can then change which account is the default account without having to change anything in the affected profiles. The profiles use the currently selected default account for a given publish destination.
- ▶ You can select different publish accounts for each publish destination/encode setting combination in a profile.

iTunes U Accounts

Each iTunes U course requires a Media Group ID. The Media Group ID is a 10-digit number supplied by Apple. Each instructor usually has a Media Group ID for each class.

1. Click the New account link.
2. Enter the Media Group ID. The remaining fields are optional, but they can be helpful when assigning iTunes U publish destinations to profiles.
3. Click Save. There is a delay as Camtasia Relay verifies the settings with iTunes U.
4. Add additional accounts as necessary. iTunes U will be available as a publish destination for encode types supported by iTunes U.

What is My Media Group ID?

iTunes 11 and later

1. Log in to your iTunes U account in iTunes 11 or later as an administrator.
2. Click on the category you wish to retrieve the Media Group ID from.
3. On the right side of the screen, click on **Upload and Manage Files**.
4. The Media Group ID is in the URL.
5. Paste the URL into a document. It will look similar to:


```
https://deimos.apple.com/WebObjects/Core.woa/
BrowsePrivately/example.com.1927435401.01099125312
```

6. The Group ID is the last 10 digits in the URL, indicated in this example in bold (1099125312).

iTunes 10 and earlier

1. Click on a class in iTunes U.
2. Right-click the Videos tab and select Copy iTunes Store URL.



3. Paste the URL into a document. It will look similar to:

```
https://deimos.apple.com/WebObjects/Core.woa/
BrowsePrivately/example.com.1927435401.01099125312
```

4. The Group ID is the last 10 digits in the URL, indicated in this example in bold (1099125312).

Kaltura Publish Accounts

Accounts for Kaltura publish destinations define how presentations are published to Kaltura and Kaltura MediaSpace™.

1. Enter a Title for the publish account.

This title is meant to help administrators understand what a specific account is meant for during profile creation. Try to use descriptive naming conventions for easy identification.
2. Select if you want to make the account the default account. See **Things to Consider about Publish Accounts** for information about default accounts.

If not a default account, select if you want to **Use account information from default account**. This allows you to use the credentials from the default account and modify other account information, such as paths, folders, and URLs.
3. Enter the Creator for this account.

By default, the Creator field is filled in with the system variable PresenterUserName. This variable is replaced with the presenter's user name associated with a presentation during publishing. This variable is a great choice if user names are the same in both Camtasia Relay and Kaltura, as presentations will automatically map to the correct Kaltura user.
4. Enter any Tags for this account, using commas to separate entries. Tags are searchable in Kaltura and Kaltura MediaSpace.
5. Enter any Categories associated with this account. Categories define where (which tab, hierarchy,

etc.) a presentation is published on a Kaltura MediaSpace site.

6. Click **Save**.

Notification Server Setup

You can configure notifications from three types of servers:

- ▶ **Email Server**
- ▶ **Blackboard Server**
- ▶ **Moodle Server**

If the notification server type you would like to use is not available in the list of notification server, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

Email Server Configuration

You configure the email server when you first log into Camtasia Relay after installation.

If you need to later modify the email server information, go to **Profiles > Notification Server Setup > Email Server** tab.

You can only have one email server configured in Camtasia Relay.

The configuration includes:

- ▶ The SMTP email server address (Required)
- ▶ The SMTP email server port (Required)
- ▶ The name and email address that shows in the Reply To fields of email notifications

If the notification server type you would like to use is not available in the list of notification server, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** for more information.

See also

- ▶ **Blackboard Server**
- ▶ **Moodle Server**

Blackboard Server Configuration

Camtasia Relay can automatically post announcements on Blackboard. Configuring Blackboard announcements is a two-step process. First, install the Camtasia Relay Building Block on Blackboard and establish the Shared Secret. Next, configure Camtasia Relay to publish Blackboard announcements.

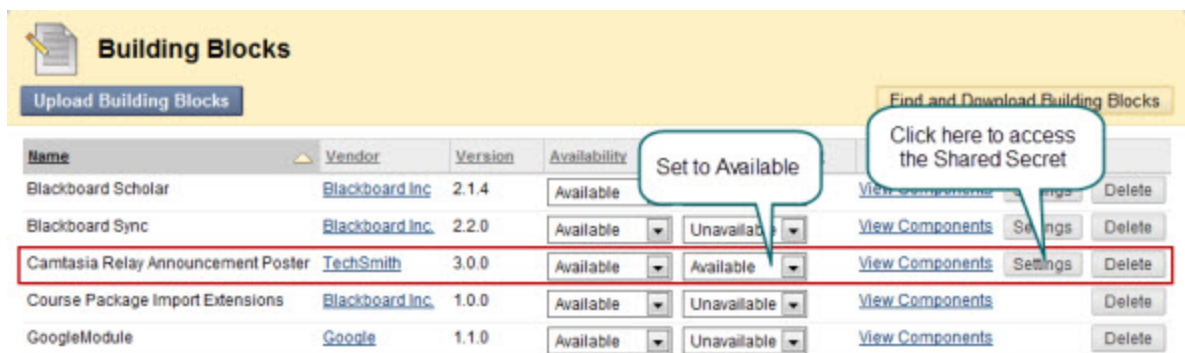
The configuration steps vary depending on your version of Blackboard Learn™. Camtasia Relay currently supports release 9.1. The Camtasia Relay Blackboard plug-in has been tested with version 9.1.407.

Install Camtasia Relay Building Block

1. Locate the Camtasia Relay Building Block (`RelayAnnounce.war`) installed during the server installation at: `C:\Program Files\Techsmith\Relay Server\Blackboard Building Block`.
2. Go to your Blackboard site. E.g. `http://blackboard.example.com`.
3. Click **User Login** and sign in as a System Administrator.
4. Click the **System Admin** tab.
5. Click **Building Blocks**.



6. Click **Installed Tools**.
7. Click the **Upload Building Blocks** button.
8. Under Install Building Block, browse to `RelayAnnounce.war`. Click **Open**.
9. Click the **Submit** button and verify the Building Block is available.



10. Click the **Settings** button. This displays the Shared Secret.
11. Choose and enter a secure Shared Secret, and make a note of it as you need to enter the Shared Secret into Camtasia Relay.

Configure a Blackboard Server

1. Go to **Profiles > Notification Server Setup > Blackboard Server** tab.
2. Enter a title (name) for the server.
3. Enter the Blackboard URL and Shared Secret.

4. Click **Save**.

If the notification server type you would like to use is not available in the list of notification server, you may have to install the appropriate plug-in before you can use it. See Plug-Ins for more information.

See also

- ▶ [Email Server](#)
- ▶ [Moodle Server](#)

Moodle Server Configuration

Camtasia Relay can automatically post notifications on a Moodle server. Configuring Moodle notifications is a two-step process. First, configure the Moodle server to receive the notifications; next, configure Camtasia Relay to publish notifications to Moodle.

- ▶ [Configure a Moodle 2.0 or Later Server to Receive Notifications](#)
- ▶ [Configure a Moodle 1.9.7, 1.9.8, or 1.9.9 Server to Receive Notifications](#)
- ▶ [Configure a Moodle 1.9.5 or 1.9.6 Server to Receive Notifications](#)
- ▶ [Configure Camtasia Relay to Send Notifications to Moodle](#)
- ▶ [Troubleshooting Sending Notifications to Moodle](#)

The configuration steps vary depending on your version of Moodle. Camtasia Relay currently supports version 2.0 and later and 1.9. The Camtasia Relay Moodle plug-in has been tested with Moodle versions 1.9.5, 1.9.6, 1.9.7, and 1.9.9. Version 2.x has been tested with up to version 2.2.

If the notification server type you would like to use is not available in the list of notification server, you may have to install the appropriate plug-in before you can use it. See Plug-Ins for more information.

See also

- ▶ [Email Server](#)
- ▶ [Blackboard Server](#)

Moodle 2.0 and Later Plug-In Setup

Enabling Camtasia Relay to send publish notifications to a Moodle 2.0 or later server requires two steps. This topic covers the first, installing and configuring the plug-in on the Moodle server. The second step is to [Configure Camtasia Relay to Send Notifications to Moodle](#).

Install the Camtasia Relay Plug-In on the Moodle Server

1. On your Camtasia Relay server, navigate to `C:\Program Files\TechSmith\Relay Server\Moodle Components\`.

2. Extract the `camtasia_relay.zip` file to your Moodle server in the `{moodle_install_dir}/server/moodle/local/` directory.
3. Log in to the Moodle website as an administrator and go to Home.
4. A prompt appears to upgrade the Camtasia Relay Notification plug-in. Click **Update** and then click **Continue** to check for updates.
5. Go to Site Administration > Plugins > Web Services > External Services and verify the service shows up in the Built-in Services List.

Configure the Camtasia Relay Plug-In on the Moodle Server

Log in to the Moodle site as an administrator. Next, Navigate to Site Administration > Plugins > Web Services > Overview. The instructions in the overview describe how to configure the Camtasia Relay plug-in.

1. Enable web services.
2. Enable protocols. Enable XML-RPC and Web Services Documentation.
3. Create a new user to act as the "Relay User." This user is used with the web service so Camtasia Relay can access the Moodle server.
4. Check for user capability. The user should have appropriate capabilities according to the protocols used. Use either an existing role or add a new Web Services role. To add a new role:
 - a. Go to Site Administration > Users > Permissions > Define Roles.
 - b. Add a new role.
 - c. Give the new role System and User context types.
 - d. Allow capabilities for this role.
 - i. Allow Web Service: XML-RPC protocol > Use XML-RPC protocol
 - ii. Allow Forum > Start New Discussions.
5. Add the new role to the "Relay User" account created earlier. Go to Site Administration > Users > Permissions > Assign User Roles
 - a. Click on the Web Service or other role and assign to the "Relay User."
 - b. Go to Site Administration > Users > Permissions > Check System Permissions to verify that the Relay User has the required capabilities.
6. Create a token for the Relay User.
 - a. Go to Site Administration > Plugins > Web Services > Manage Tokens.
 - b. Create a new token. Select "Relay User" and Camtasia Relay Notification Service and save changes.
 - c. Record the newly created token string. This is the token used to set up a notification on the Camtasia Relay website. It must be entered on the Camtasia Relay website when setting up the publish notification.

To finish configuring the publish notification on the Camtasia Relay website, see [Configure Camtasia Relay to Send Notifications to Moodle](#).

See Also

- ▶ [Troubleshooting Sending Notifications to Moodle](#)

Moodle 1.9.x Server Configuration

- ▶ [Configure a Moodle 1.9.5 or 1.9.6 Server to Receive Notifications](#)
- ▶ [Configure a Moodle 1.9.7, 1.9.8, or 1.9.9 Server to Receive Notifications](#)

Configure a Moodle 1.9.5 or 1.9.6 Server to Receive Notifications

These steps may also work with Moodle versions prior to 1.9.5, but this has not been verified by TechSmith Corporation.

To support Camtasia Relay notification integration, install a new PHP file, `rpplib.php`, on the Moodle server as follows:

1. Locate and copy the following file:

```
C:\Program Files\TechSmith\Relay Server\Moodle Components\rpplib.php
```

2. Paste the file to the Moodle server at:

```
<IIS or apache-path>/htdocs/moodle/mod/forum/rpplib.php
```

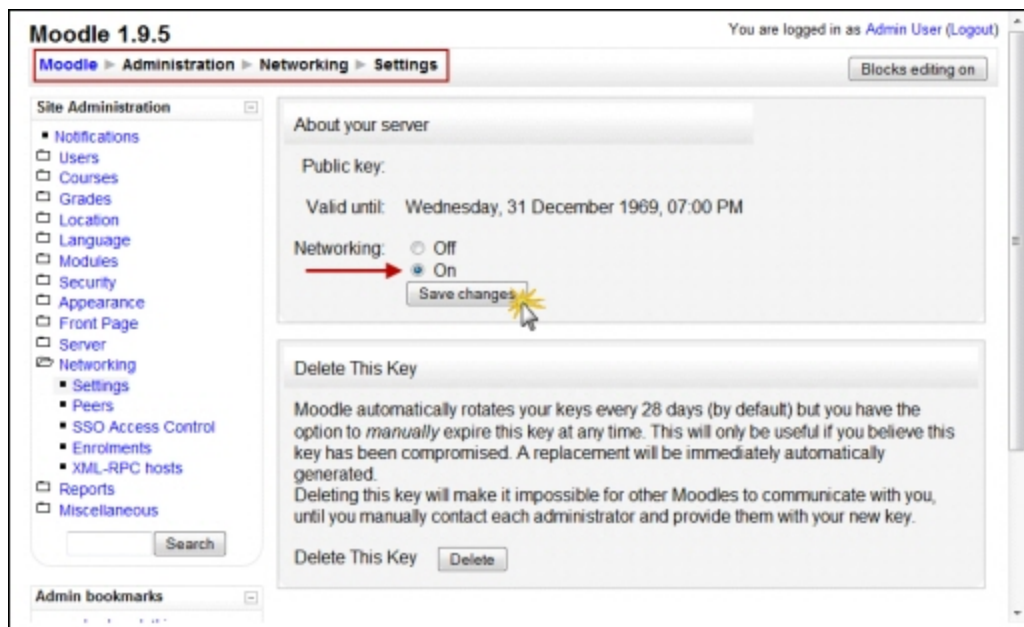
3. Locate the following file on the Moodle server:

```
.../htdocs/moodle/lang/en_utf8/forum.php
```

4. Add the following lines to the `forum.php`:

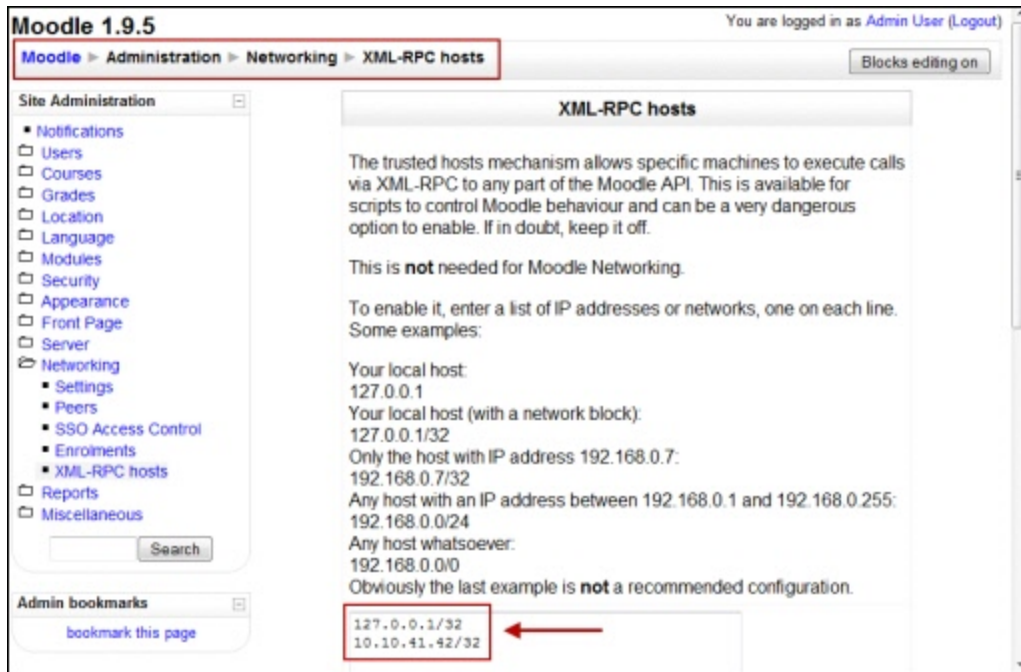
```
$string['forum_add_discussion1_name'] = 'forum_add_discussion1_name';
$string['forum_add_discussion1_description'] = 'calls forum_add_discussion1';
```

5. On the Moodle server, log in as an administrator.
6. Navigate to **Networking > XML-RPC hosts**.
7. Enable the **On** option and click **Save changes**.



8. Navigate to **Networking > XML-RPC hosts**.

9. Add the Camtasia Relay server IP address and, optionally, a network block to the list of trusted hosts.



Configure a Moodle 1.9.7, 1.9.8, or 1.9.9 Server to Receive Notifications

Moodle versions 1.9.7, 1.9.8, and 1.9.9 include several changes to the way networking and XML-RPC are handled.

It is necessary to make manual updates to your Moodle database. This can be accomplished with phpMyAdmin or MySQL CLI if you are using MySQL; otherwise, use the appropriate utility for your database.

This procedure assumes you have a standard installation of Moodle.

1. Follow the [steps used for 1.9.5 and 1.9.6](#).
2. Insert a new row into **mdl_mnet_service** to represent the forum announcement service.

id	name	description	apiversion	offer
<i>The next highest value, for this example, it is 4</i>	forum	course announcement service	1	1

3. Insert a new row into **mdl_mnet_rpc** to represent the forum announcement service.

Column Name	Value
id	<i>The next highest value, for this example, it is 15</i>
function_name	forum_add_discussion_1

Column Name	Value
xmlrpc_path	mod/forum/rplib.php/forum_add_discussion1
parent_type	forum
parent	mnet
enabled	1
help	Post a message to a forum
profile	<i>blank</i>

4. Insert a new row into **mdl_mnet_service2rpc** to link the *mdl_mnet_service* record to the *mdl_mnet_rpc* record.

id	serviced	rpcid
<i>The next highest value, for this example, it is 15</i>	<i>The id entered into mdl_mnet_service, for this example, it is 4</i>	<i>The id entered into mdl_mnet_rpc, for this example, it is 15</i>

5. Insert a new row into **mdl_mnet_host2service** to link the *mdl_mnet_host* record to the *mdl_mnet_service* record.

id	hostid	serviceid	publish	subscribe
<i>The next highest value, for this example, it is 1</i>	<i>1 (This id comes from mdl_mnet_host defining your Moodle server having the forum announcement service plugin.)</i>	<i>The id entered into mdl_mnet_service, for this example, it is 4</i>	1	0
<i>The next highest value, for this example, it is 2</i>	0	<i>The id entered into mdl_mnet_service, in this example, it is 4</i>	1	0

The MySQL insert statements for the above:

```
insert into mdl_mnet_service (id,name,description,apiversion,offer) values (4,'forum', 'course announcement service', 1,
```



```
1);  
  
insert into mdl_mnet_rpc (id,function_name,xmlrpc_path,parent_  
type,parent,enabled,help)  
values (15, 'forum_add_discussion1',  
'mod/forum/rpplib.php/forum_add_discussion1', 'forum', 'mnet',  
1, 'Post a message to a forum');  
  
insert into mdl_mnet_service2rpc (id, serviceid, rpcid) values  
(15, 4, 15);  
  
insert into mdl_mnet_host2service (id, hostid, serviceid, pub-  
lish, subscribe) values (1, 1, 4, 1, 0);  
  
insert into mdl_mnet_host2service (id, hostid, serviceid, pub-  
lish, subscribe) values (2, 0, 4, 1, 0);
```

Prior to using these statements, first verify the correct table ids in these insert statements.

Configure Camtasia Relay to Send Notifications to Moodle

1. Go to **Profiles > Notification Server Setup > Moodle Server** tab.
2. Enter a title (name) for the server.
3. Enter Moodle **Server** URL.

For example: `http://moodle.our-university.edu`.

If the Moodle server is configured to use a port other than the default of 80, the URL you need to include the port. For example, if you are running Moodle on your own computer using port 8080, the URL would be `http://localhost:8080`.

4. Enter the **Server path**.

Typically this is `mnet/xmlrpc/server.php` or `moodle/mnet/xmlrpc/server.php`. This can vary depending on your Moodle configuration.

5. Enter the **Service path**.

Typically this is `mod/forum/rpplib.php/forum_add_discussion1`, if the `rpplib.php` is used as provided by TechSmith.

If desired, you may implement your own XML-RPC method using the same parameters as `forum_add_discussion1`. The Service Path described above would need to be set appropriately.

6. Click **Save**.

See Also

- ▶ [Install the Camtasia Relay Plug-In on the Moodle Server](#)
- ▶ [Configure a Moodle 1.9.5 or 1.9.6 Server to Receive Notifications](#)
- ▶ [Troubleshooting Sending Notifications to Moodle](#)

Troubleshooting Sending Notifications to Moodle

Below is a simple Python 3.x script that can be used to troubleshoot the Moodle course announcement plugin. To use it, you will need to:

1. Install Python 3.0+ on a client computer.
2. Copy the script below into a file on the client computer, e.g., xmlrpc-moodle.py.
3. Edit serverUrl and server to match your Moodle server configuration.
4. Run the script like something like this: C:\python31\python.exe xmlrpc-moodle.py

```
# For use with Python 3.x

import sys
import time
import xmlrpc.client

timestamp = time.strftime("%Y-%m-%dT%H:%M:%S") # iso_time

# Server settings

serverUrl = "http://localhost:80/"

server = "moodle199" # can be empty if the serverUrl identifies the
server

service = "forum_add_discussion1"

username="admin"

# format and mailnow are hardcoded for now

format=1
mailnow=1

# Announcement settings

courseshortname="CHEM101"
subject="python3 test's subject " + timestamp + ", <a
href=\"http://www.techsmith.com/\">TechSmith!</a>"
message="python3 \"test's\" msg " + timestamp

# RPC call and results

rpcServerUrl = serverUrl + server + "/mnet/xmlrpc/server.php"

service = "mod/forum/rpplib.php/" + service

xmlRpcServer = xmlrpc.client.Server(rpcServerUrl)
print("*** Calling XML-RPC service {0} on server URL {1}".format
```

```
(service, rpcServerUrl))
try:
    result = xmlRpcServer._ServerProxy__request(service,
        (courseshortname, subject, message, format, username,
        mailnow))
    print("result =", result)
except Exception as e:
    print("Unexpected error:", sys.exc_info())
    raise
```

See also

- ▶ [Install the Camtasia Relay Plug-In on the Moodle Server](#)
- ▶ [Configure a Moodle 1.9.5 or 1.9.6 Server to Receive Notifications](#)
- ▶ [Configure Camtasia Relay to Send Notifications to Moodle](#)

Notification Setup

Set up notifications to let administrators, presenters, or viewers receive information about processed presentations.

You can set up notifications to be sent by email or posted on Blackboard or Moodle.

Create a Notification

1. On the Notification Setup page (**Profiles > Notification Setup**), click one of the notification servers.
2. Enter information for the notification. Depending on which server type you select, you will enter different types of information.

You can use variables to allow one notification to be used in multiple cases. For more information, see [Variables](#).

3. Select a **Details Template** to use.

Click **Samples** to preview what information each template includes.

This template defines what information to include in the notification. A notification contains information for each encoding you select to include in this notification in the profile.

Choose **Message only** if you only want to specify a message and not include additional details.

4. Enter a message to include in the notification. This can be a personalized greeting, additional presentation information, or left blank. You can use **variables** in this field.
5. Click **Save**.

Things to Consider About Notifications

The following information might help you in making some decisions when creating notifications.

- ▶ When you set up a profile, you can choose which encodings you want to include in each notification. For example, you could create a profile that contains both a Web video and a CAMREC file. You can include the Web video information in a notification that goes straight to viewers and include information on the CAMREC file in a notification that goes only to the presenter.
- ▶ You can preview the information included in each of the details templates by clicking the Samples link. For more information on the details templates, see [Details Templates](#).
- ▶ You can use variables to allow for a single notification to be used for multiple uses. For example, use the system variable `{s:PresenterEmailAddress}` in the *To* field of an email notification. Any profile that uses that notification always sends an email to the email address of the presenter associated with the presentation.
- ▶ If you use variables in the message of a notification, some variables only receive information from the last processed encoding in a presentation. For example, if you use the system variable `{s:PublishFilePath}` in the message of a notification and have multiple encodings set up in the selected profile, only the file path of last published encoding are included in the message.
- ▶ Camtasia Relay does not send separate notifications for each encoding selected in a profile, but instead rolls information for each encoding into a single notification. For example, if in a profile, you select to include three encoding types in a notification, the recipient receives one notification including information about all three encodings rather than three separate notifications.

Details Templates

The following details templates are available to use in your notifications. These samples contain example information to demonstrate what information is included in notifications that use each template.

If you do not want to include any details, select the **Message Only** template. This template will only include the text you enter in the message field.

Administrator

The following details are included in the notification when you choose this template.

Presenter name: Mary Smith
Presenter email: m.smith@company.com
Title: Monthly Team Meeting - Jan

Profile: Monthly Meeting to Web
Processing start: 5/14/2010 9:21:35 AM
Source file size: 50.8 MB

Type	Size	Publish Destination	File Name
Silverlight (Medium)	4.66 MB	Presenter Account on Screencast.com	Monthly_Team_Meeting_-_Jan_-_Silverlight_(Medium)_-_20100127_09.21.35AM.wmv
Flash (Medium)	2.92 MB	Presenter Account on Screencast.com	Monthly_Team_Meeting_-_Jan_-_Flash_(Medium)_-_20100127_09.21.35AM.mp4

Presenter

The following details are included in the notification when you choose this template.

Title: Monthly Team Meeting - January
Description: Recording of the department's January team meeting. Agenda items: Upcoming milestones, schedules, and risks.
Duration: 0:53:24

Type	Size	Link
Silverlight (Medium)	20.9 MB	View...
Flash (Medium)	22.4 MB	View...

Viewer

The following details are included in the notification when you choose this template.

Title: Monthly Team Meeting - January
Description: Recording of the department's January team meeting. Agenda items: Upcoming milestones, schedules, and risks.
Presenter: Mary Smith
Duration: 0:53:24

Type	Size	Link
Silverlight (Medium)	20.9 MB	View...
Flash (Medium)	22.4 MB	View...

Variables

Variables can help simplify the management of profiles, publish destinations, publish accounts, and notifications. These “placeholders” have a value applied to them at the time a presentation processes.

There are three different types of variables available:

- ▶ **System Variables**

Select from variables included in the Camtasia Relay system and that change their value based on the information for the presentation that is being processed.

- ▶ **Global Variables**

Create a variable, use the variable in multiple places, and manage the value in central location.

- ▶ **Profile Variables**

Create a variable, use the variable in multiple places, and define the value per profile.

Where and How to Use Variables

Variables are available in multiple fields on the Camtasia Relay website, but you use the same interface to access them in all locations.

- ▶ **Where Can I Use Variables?**

Variables are available in publish destinations, publish accounts, and notifications. You can use them to reuse file paths, URLs, folder names, email recipients, notification messages, and more

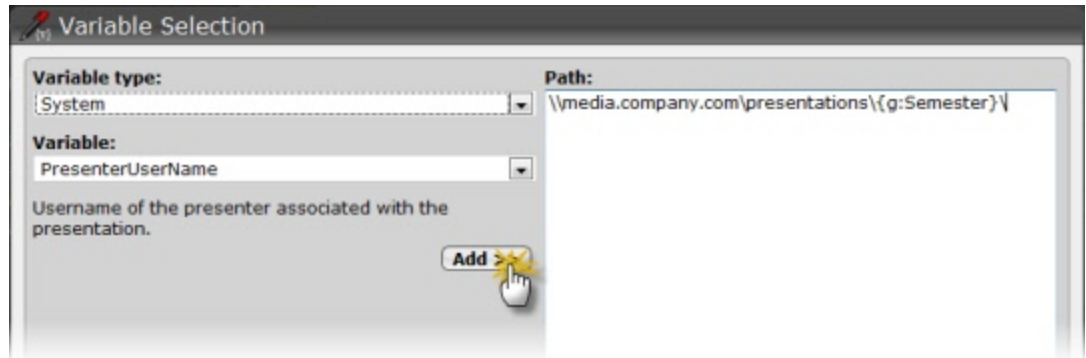
Next to each field that can accept variables, you will see the Variable button.



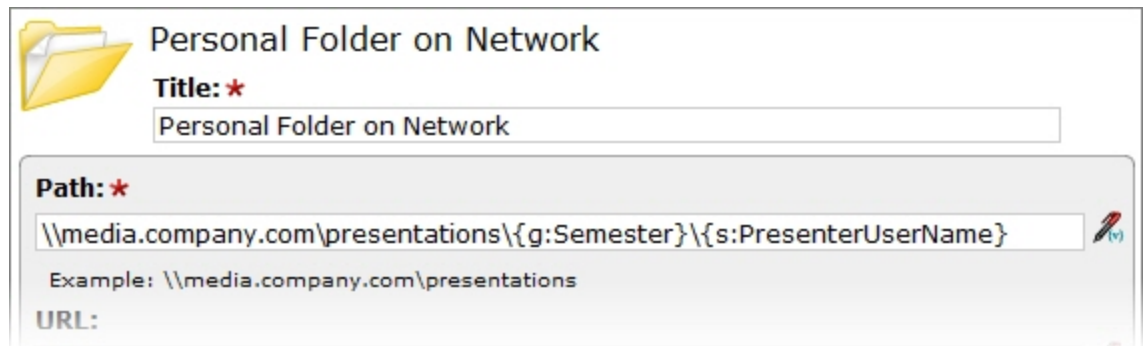
► How Do Add a Variable to a Field?

To use a variable:

- Click the **Variable** button to open the *Variable Selection* window.
- Select a Variable type (Global, System, or Profile).
- Select a variable from the list of variables of the selected type.
- Click **Add**. The variable is added at the cursor location.



- Repeat as needed. You can use the window to add variables and to edit the content of the field.
- When you are done, click **OK** to close the window.



System Variables

System variables have dynamic values that change based on the presentation that is being processed. These variables are included with the Camtasia Relay system and include the following:

Variable Name	Variable Value
{s:EncodeSettingTitle}	Title of the encode setting used to process a presentation.
{s:PresentationDescription}	Description of the presentation.
{s:PresentationDuration}	Duration, in milliseconds, of the presentation.
{s:PresentationResolution}	Maximum resolution in the presentation.
{s:PresentationTitle}	Title of the presentation.
{s:PresenterEmailAddress}	Email address of the presenter associated with the presentation.

Variable Name	Variable Value
{s:PresenterName}	Name of the presenter associated with the presentation.
{s:PresenterUserName}	Username of the presenter associated with the presentation.
{s:ProfileDescription}	Description of the profile used to process the presentation.
{s:ProfileTitle}	Title of the profile used to process the presentation.
{s:PublishDestinationTitle}	Title of the publish destination of the presentation.
{s:PublishFileDuration}	The duration of the published presentation, in milliseconds.
{s:PublishFileName}	File name of the presentation.
{s:PublishFilePath}	The output path of the published presentation.
{s:PublishFileSize}	The file size of the published presentation.
{s:RecordDateTime}	Date and time the presentation was recorded.
{s:RecorderComputerName}	Name of the computer that recorded the presentation.
{s:RecorderIpAddress}	IP address of the computer that recorded the presentation.
{s:RecordSettingTitle}	Title of the record setting used to record the presentation.
{s:ServerUrl}	URL of the server that processed the presentation.
{s:SourceFileSize}	Size of the original recording of the presentation.
{s:StartProcessingDateTime}	Date and time the presentation started processing.

Example Uses

- ▶ Use the variable for the presenter's username in a publish destination file path such as:

```
\media.company.com\presentations\{s:PresenterUserName}
```

When the presentation is published, the presenter's username is substituted in the file path and places the presentation in that presenter's network folder.

- ▶ Use the variable for the presenter's email, {s:PresenterEmailAddress}, in the *Recipient email* field of an email notification. This notification is always sent to the presenter of the presentation, without having to create a notification for each user.
- ▶ Use the variable for the presentation title in the *Subject* field of an email notification. Use something like "Presentation Ready for Viewing: {s:PresentationTitle}" to let the recipients know what presentation is ready from just the subject of the email.

See also

- ▶ [Where and How to Use Variables](#)
- ▶ [Global Variables](#)
- ▶ [Profile Variables](#)

Global Variables

Global variables are static strings defined by an administrator. Changes made to the values of these variables are instantly reflected wherever they are used in Camtasia Relay.

Create and use a global variable when you have a value that is used across multiple profiles and needs to change at some point.

Example Uses

- ▶ Create a variable for *Semester* and add it to a file system publish destination path, such as:



```
\\media.company.com\presentations\{g:Semester}
```

You can use this publish destination for multiple profiles. When the semester is over, change the value on the **Profiles > Variables > Global Variables** tab and all profiles are automatically adjusted to reflect the change.

- ▶ Create a variable for the person to contact if a presenter needs assistance with editing a CAMREC file. Use the variable in the email notification to the presenter.

Recipient email: *
{s:PresenterUserName}
Subject: *
Presentation Ready for Editing: {s:PresentationTitle}
Message:
The CAMREC file of your presentation is ready for editing. If you require assistance with editing your file in Camtasia Studio, please contact {g:CamrecHelp}.

When the responsibility to help presenters passes to a new person, you can easily change the variable value on the **Profiles > Variables > Global Variables** tab.

 	CamrecHelp	Mary Smith (m.smith@company.com)
---	------------	----------------------------------

See also

- ▶ [Where and How to Use Variables](#)
- ▶ [System Variables](#)
- ▶ [Profile Variables](#)

Profile Variables

Profile variables have dynamic values that are profile specific. These variables can be used in multiple profiles but the value is defined per profile.

To fill in the value for a profile variable, go to **Profiles > [Select a Profile] > Variable Definition** tab.

Example Use

Your organization's network folder structure contains a "department" value. If you want a profile for each department, create a variable for Department. Use this variable in a publish destination such as `\\media.-company.com\presentations\{p:Department}\{s:PresenterUserName}`.

When you create a profile, you are prompted to define the value of the profile variable. In this case, the department name that is also found in the network folder structure.

See also

- ▶ [Where and How to Use Variables](#)
- ▶ [System Variables](#)
- ▶ [Global Variables](#)

Users Menu

The Users menu allows you to manage Camtasia Relay users and related settings. The following pages are available in this menu:

- ▶ [Users](#)
- ▶ [LDAP Import](#)
- ▶ [LDAP Configuration](#)
- ▶ [User Account Security Settings](#)

Users

The Users page contains a list of the current users in the Camtasia Relay system. On this page you can:

- ▶ Review the users in the system. At a glance, you can see:
 - Usernames
 - Name (user's "real" name)
 - Email Address
 - User Type (created in Camtasia Relay or imported from LDAP)
 - Access Level (Administrator, Presenter, Global Caption Editor, No Access)
- ▶ Click a user to edit user information (Camtasia Relay-created users only)
 - Username
 - Name
 - Access level
 - Email address
 - Password
 - Modify a presenter's available profiles
- ▶ Delete a user
- ▶ [Add a Camtasia Relay user](#)
- ▶ [LDAP Import](#)

More than One Kind of User

Camtasia Relay allows you to use both LDAP users and Camtasia Relay created users.

Some examples of why you may want to use both LDAP and Camtasia Relay managed users:

- ▶ You use LDAP and need a temporary account for a visiting presenter.
- ▶ You use LDAP and need a presenter account for someone already in the system as an administrator.

Manually Add Camtasia Relay Users

If you do not use LDAP for authentication, you can create users manually in Camtasia Relay.

You can have both LDAP and Camtasia Relay created users.

To Create a New User

1. Go to the **Users** page.
2. Click the **New User** link.



3. Enter a **username**.

This is the username the presenter uses to log in to the Camtasia Relay website and recorder.

4. Enter the name (given name). This is associated with the recordings.
5. Select **Presenter** or **Global Caption Editor** in the Access Level dropdown list.

No Access restricts the user from logging into the website and Recorder. For example, you can use it to turn off a presenter's privileges at the end of a semester/term.

6. Enter an email address.
7. Enter and confirm a password.
8. Click **Save** or **Save & Add**.

New User

Username: *
m.smith

Name: *
Mary Smith

Access Level:
Presenter

Email: *
m.smith@company.com

New Password: *

Confirm Password: *

This information is managed by Relay. required

Save **Cancel** **Save & Add**

Click to save user and immediately add another user.

Click to save user and assign profiles to this user.

LDAP Import

Add LDAP Users

If your organization uses LDAP, first you need to **Configure Relay to Use LDAP**. After LDAP is configured, then you can either set up Camtasia Relay to automatically add LDAP users or you can manually add LDAP users.

You can have both LDAP and Camtasia Relay created users.

Manually Add LDAP Users

Camtasia Relay can reference an LDAP directory to populate the user database. There are two ways to import users into the Camtasia Relay database.

- ▶ At the end of the LDAP setup wizard, click **Manually import Users** to import users immediately.
- ▶ When LDAP is enabled you can also import users from the **Users > LDAP Import** page.

You can use search criteria, such as username, name, email, or LDAP attributes, to find users to add to Camtasia Relay.

Automatically Add LDAP Users

To ease administration of Camtasia Relay, you can enable a system option to import an LDAP user when they log into Camtasia Relay (website or recorder) with valid LDAP credentials.

Use this option in conjunction with **automatically assigning profiles** for the easiest way to get Camtasia Relay set up when you use LDAP authentication.

To automatically add users with LDAP:

1. Go to **System > System Options > Auto Import Users**.
2. Enable the option to **Automatically import users with valid LDAP credentials**.
3. Click **Save**.

As presenters successfully log in to either the Camtasia Relay website or the Camtasia Relay recorder with LDAP usernames and passwords, they are automatically added to Camtasia Relay. If you enabled **Auto Associate Profiles**, presenters can access the selected profiles immediately. This is a great way to reduce the amount of administration work for getting new users started with Camtasia Relay.

This is not done on the User page, but to ease administration of Camtasia Relay, you can enable a system option that imports a LDAP user when they log into Camtasia Relay (website or recorder) with valid LDAP credentials.

Use this option in conjunction with **automatically assigning profiles** for the easiest way to get Camtasia Relay set up when you use LDAP authentication.

LDAP Configuration

To configure LDAP, you should first set up a RelayPresenter Service Account.

RelayPresenter Service Account

Prior to configuring Camtasia Relay to work with LDAP, we recommend creating a “RelayPresenter” service account in your LDAP directory and associate this account when you bind credentials in LDAP. Use this account to perform the initial step in authenticating users.

When a user tries to authenticate over LDAP, Camtasia Relay uses this “RelayPresenter” user to search the LDAP directory and retrieve the user’s qualified domain name. The user’s qualified domain name is given to the LDAP directory along with their password for authentication.

Camtasia Relay never stores LDAP passwords with the exception of the password of this service account.

The service account should have a password that does not expire. Camtasia Relay ceases to function for all users if the password of the service account in LDAP is not the same as the password stored in the Camtasia Relay database.

Configure Relay to Use LDAP

1. Go to **Users > LDAP Configuration**.
2. Click **Configure LDAP**.
3. Enter server information:
 - *Server address*
 - *Port*
 - ◆ *Use secure authentication:* Select if you want to connect to the LDAP server over SSL.
 - ◆ *Trust all certificates:* Enable if you cannot connect over SSL due to an invalid certificate. If you have a valid self-signed certificate, import the signing certificate into the Trusted Root Certificate Authority on the Camtasia Relay Server for better security.
 - *Authentication method* (Basic or Negotiate)
 - *Username & password* to authenticate
4. Click **Next**.
5. Select the returned base distinguished name or enter another.

Camtasia Relay returns the root of the LDAP directory, and pre-fills the Base distinguished name field. Or, if you know exactly where your users reside in the LDAP directory, you can manually enter the Base DN.
6. Click **Next**.
7. Select the “RelayPresenter” service account as the representative user with the following attributes:
 - Full name
 - Username
 - Email address
8. Click **Next**.
9. Map the attributes from the selected user to the fields Camtasia Relay requires.

You can choose from the dropdown list of attributes returned from LDAP or type in an attribute if it is not found in the dropdown list.
10. Click **Next**.

11. Review the configuration information.
12. Enter a valid username and password into the *Test Authentication* fields and click **Test**.
13. Click **Finish**.

You can now configure Camtasia Relay to **Automatically Import Users with LDAP** or **Manually Add LDAP Users**.

If you disable LDAP, users remain in the Camtasia Relay database. However, since Camtasia Relay never stores LDAP-associated passwords, users cannot access the Camtasia Relay website or make recordings.

To re-enable users, select a user then click the **Convert to Relay** link. The user is emailed a randomly generated password. The user must access the Camtasia Relay website and change their random password.

User Account Security Settings

To help secure Camtasia Relay, you can set the following:

- ▶ **Recorder Security Settings**
- ▶ **Forgot Password Settings**
- ▶ **Account Lockout Settings**
- ▶ **Password Complexity**

Recorder Security Settings

To manage the security of the Camtasia Relay recorders, you can choose to enable or disable the following options.

Ignore Server Certificate Errors

If your server certificate is invalid, Camtasia Relay notifies you on the **Dashboard** and the Recorder Security settings page.

- ▶ **Enable** this option if you need to let the recorder connect to the server even if the server has an invalid server certificate. When enabled, the Camtasia Relay recorders ignore all server (SSL) certificate errors when connecting to the Camtasia Relay server.

This option should be used as a temporary solution as it reduces the security of the Camtasia Relay server.

- ▶ **Disable** this option if you have security concerns and want to be sure that recorders only connect when there are no SSL certificate errors.

More information about certificate errors:

- ▶ When you change this option, Camtasia Relay recorders will be unavailable until they are rebuilt to reflect this security change.

It may take several minutes before the Camtasia Relay recorders are again available for download. Allow about five minutes for the updated recorders to be available on the **System > Download Recorders** page.

- ▶ Recorders downloaded before changing this option cannot connect to the server and must be updated. Please inform presenters that they must download and install a new recorder from the Camtasia Relay website. Presenters are not informed automatically.

Expire Recorder Authentication Codes

Enable this option to have presenter authentication codes expire. This can prevent an attacker from learning a presenter's code, posing as the presenter, and sending requests to the server.

This may affect presenters that select **Remember me** in the recorder. When the authentication code expires, the presenters need to log in again.

See also

- ▶ [Forgot Password Settings](#)
- ▶ [Account Lockout Settings](#)
- ▶ [Password Complexity](#)

Forgot Password Settings

You can allow users to change forgotten passwords. Set the amount of time (in minutes) that a change password link is active and how often users can request a new password.

See also

- ▶ [Recorder Security Settings](#)
- ▶ [Account Lockout Settings](#)
- ▶ [Password Complexity](#)

Account Lockout Settings

You can allow accounts to lock after a given number of failed logins. Also set the length of time to lock an account, how often to reset login attempts, and whether users can unlock accounts using CAPTCHA.

CAPTCHA Option to Unlock Accounts

CAPTCHA uses distorted text in an image to help protect websites from malicious computer programs. CAPTCHA helps to make sure a person trying to access the website, not a computer program.

Enable this option to allow users to unlock their accounts by typing in the distorted text shown in the image. Using this option should help to cut down on emails to administrators by users locked out of accounts.

See also

- ▶ [Recorder Security Settings](#)
- ▶ [Forgot Password Settings](#)
- ▶ [Password Complexity](#)

Password Complexity

Create rules for password complexity that adhere to organization standards. You can set the following password attributes:

- ▶ Password character length
- ▶ Uppercase and lowercase character requirements
- ▶ Letters and numbers requirements
- ▶ Special character (~!@#%&*._+?) requirements

See also

- ▶ [Recorder Security Settings](#)
- ▶ [Forgot Password Settings](#)
- ▶ [Account Lockout Settings](#)

Need More Help

In addition to the in-product help files, there are several different ways to get help for using Camtasia Relay.

- ▶ **Camtasia Relay Learning Center**

Looking for “How to...?” or “How do I...?” information? In the Camtasia Relay section of the TechSmith.com Learning Center you can find the most up to date tutorials and product information.

- ▶ **TechSmith Technical Support**

Having a technical issue? In the TechSmith Support Center you can search for answers to technical issues and contact support. See **Working with Technical Support** for more information about how to contact TechSmith’s Technical Support team.

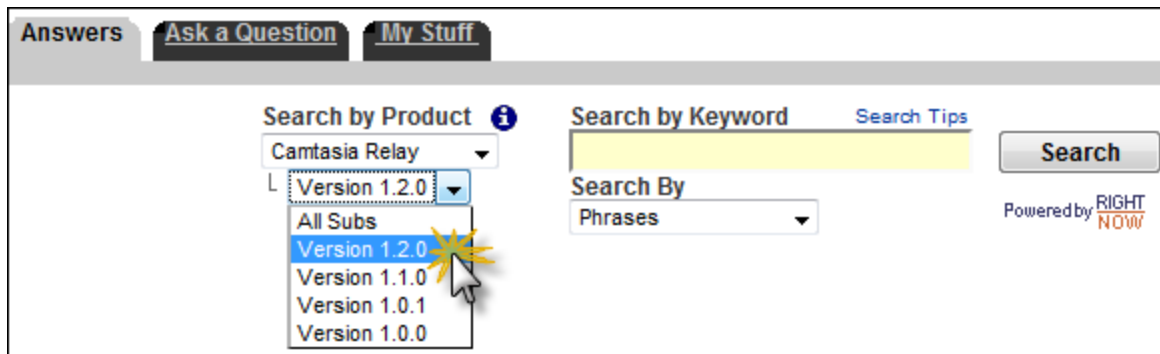
Working with Technical Support

In the event you have an issue that cannot be answered with the Camtasia Relay Help and documentation, please follow the steps below when working with TechSmith Technical Support.

Step 1: Knowledge Base Search

Before contacting TechSmith for Technical Support, please make sure to search the Knowledge Base on the Support Center (<http://support.techsmith.com>). It is possible that the issue is a known issue and there is already an answer available.

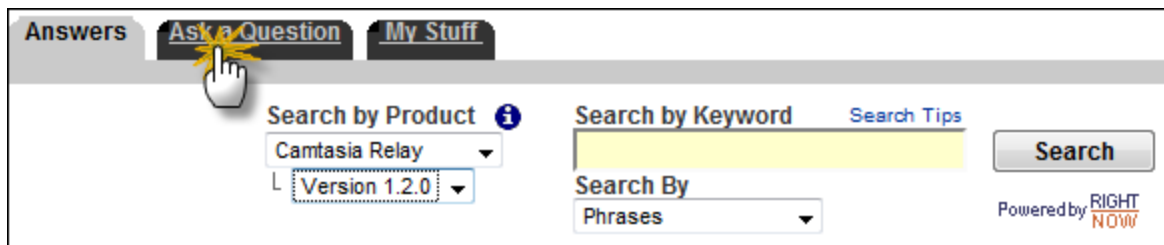
Before running a search, select Camtasia Relay and the version number in the dropdown lists.



Step 2: Submit a Question

If you are unable to find an answer to your issue, send a question to Tech Support.

1. On the Support Center page (<http://support.techsmith.com>), click Ask a Question.



2. Fill in the requested information, making sure to select your current Product Version, Operating System, and Problem Type.

For a question regarding a program error, please select **Other** under Problem Type.

3. If you are a first-time user, you are prompted to create a user account.

Tips for Submitting a Question

- ▶ When opening a support ticket, please include as much information regarding the nature of the problem as possible.
- ▶ To speed up the debugging process, attach one or more of the following to the support ticket:
 - Screenshots
 - Application logs

- Other diagnostic information
- Event Viewer logs

These are particularly useful. The steps in [How to Export Event Viewer Logs](#) explain how to export the logs for Camtasia Relay components.

Step 3: Call Tech Support

The Camtasia Relay Tech Support team is ready and waiting for your questions. Should you have problems that you cannot solve using the resources provided, please give us a call and we will be happy to assist.

The following information is available on the TechSmith website by clicking **Company > Contact Us**. Always refer to that location for latest, most accurate information.

- ▶ **Phone:** +1.517.381.2300 (ext. 784)
- ▶ **Toll Free in the U.S. & Canada:** +1.800.517.3001 (ext. 784)
- ▶ **Tech Support Website:** <http://support.techsmith.com>

How to Export Event Viewer Logs

The following information explains how to export the event viewer logs for the components of Camtasia Relay.

If the TechSmith node is not present on a server where Camtasia Relay Server has been installed, this means that the Relay Manager Service never started on that server. If the server isn't running and you there isn't a TechSmith node in the Event Viewer, try the Restart Camtasia Relay Server shortcut on the desktop, it may solve the problem.

Camtasia Relay Recorder

Windows XP

1. Go to **Start > Run > eventvwr**.
2. Right-click **TechSmith** and select **Save Log Files As**.
3. Save the log in the EVT format.
4. Right-click **Application** and select **Save Log Files As**.
5. Save the log in the EVT format.
6. Right-click **System** and select **Save Log Files As**.
7. Save the log in the EVT format.

Windows Vista and Windows 7

1. Open the Start menu and in the search box, type "event viewer" and press **Enter**.
2. When the Event Viewer opens, expand **Applications and Services Logs**.
3. Right-click **TechSmith** and select **Save Events As**.
4. Save the log in the EVTX format.
5. Expand **Windows Logs**.

6. Right-click **Application** and select **Save Events As**.
7. Save the log in the EVTX format.
8. Expand **Windows Logs**.
9. Right-click **System** and select **Save Events As**.
10. Save the log in the EVTX format.

Windows 8

1. Open the Start menu and search for “event viewer.”
2. Click **Settings**. On the left, click **Event Viewer**.
3. When the Event Viewer opens, expand **Applications and Services Logs**.
4. Right-click **TechSmith** and select **Save Events As**.
5. Save the log in the EVTX format.
6. Expand **Windows Logs**.
7. Right-click **Application** and select **Save Events As**.
8. Save the log in the EVTX format.
9. Expand **Windows Logs**.
10. Right-click **System** and select **Save Events As**.
11. Save the log in the EVTX format.

Mac OS X

1. i. Open **Finder** and go to `/Library/Logs/TechSmith/`.
2. ii. Right-click **Camtasia Relay** and select **Compress Camtasia Relay** to create a ZIP file of the log files on the desktop.

Camtasia Relay Server

Windows Server 2003

1. Go to **Start > Administrative Tools > Event Viewer**.
2. Right click **TechSmith** and select **Save Log Files As**.
3. Save the log in the EVT format.
4. Right-click **TechSmith** and select **Save Log Files As**.
5. Save the log in the EVT format.
6. Right-click **Application** and select **Save Log Files As**.
7. Save the log in the EVT format.
8. Right-click **System** and select **Save Log Files As**.
9. Save the log in the EVT format.

Windows Server 2008 and Greater

1. Open the *Start* menu and in the search box, type “event viewer” and press **Enter**.
2. When the Event Viewer opens, expand **Applications and Services Logs**.
3. Right-click **TechSmith** and select **Save Events As**.
4. Save the log in the EVTX format.
5. Expand **Windows Logs**.
6. Right-click **Application** and select **Save Events As**.

7. Save the log in the EVTX format.
8. Expand **Windows Logs**.
9. Right-click **System** and select **Save Events As**.
10. Save the log in the EVTX format.



Camtasia Relay®

Recorder Help

Version 4.3.0

April 2013

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Table of Contents

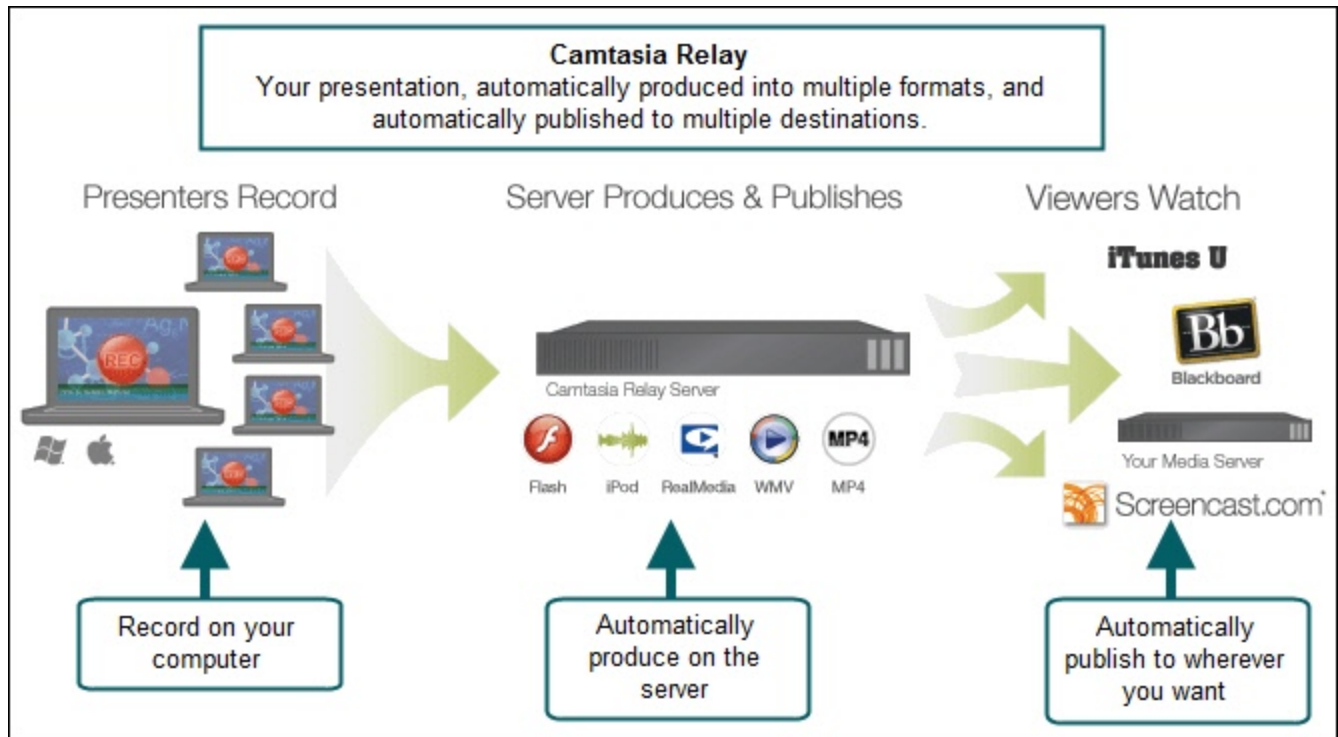
Camtasia Relay Overview	1
Record a Presentation	3
Record a PowerPoint Presentation	8
Camtasia Relay Add-In Toolbar	11
Camtasia Relay Add-In Recording Options	12
Log In to Camtasia Relay	13
Why Log In?	14
Do I Have to Log in Before Recording?	15
Don't Know Your Username or Password?	16
Record for Someone Else	18
Profiles in Camtasia Relay	22
Which Profile Should I Choose?	24
Can I Change My Profiles?	26
Upload and Decide Later Profile	27
Make a Test Recording	28
Hotkeys	29
Audio Devices	30
Auto Adjust Audio Level	32
Audio Tips	33
More Than One Display	35
Record with a Camera	37
Record When Not Online	39
Available Disk Space	40
After Recording	41
Preview and Submit the Presentation	42
Trim the Presentation	44
What Happens After I Submit a Presentation	45
Check the Status of a Presentation	46
Camtasia Relay Portable Recorder	47
Download the Portable Recorder	48

Run the Portable Recorder	49
Log In to the Portable Recorder	50
Record with the Portable Recorder	51
Upload Presentations from the Portable Recorder	52
Update Camtasia Relay	55
The Camtasia Relay Website	56
FAQs	57
Need More Help?	59

Camtasia Relay Overview

With Camtasia Relay, capture and publish your lecture or presentation anytime, anywhere -- in the classroom, in the conference room, at your desk, or at home. Camtasia Relay supports a wide variety of video formats allowing any lecture or presentation to be viewed by your audience on multiple playback devices including portable media devices such as the Apple iPod and via iTunes U.

There are two parts to Camtasia Relay--the recorder, which runs on your computer, and the server, which processes and publishes all presentations. Watch a short [overview video](#) on the TechSmith website.



Here are two key concepts to consider:

- ▶ **Make a Test Recording.** These 10-second practice recordings can help you verify that you are recording from the correct display and audio device.
- ▶ When you click the **Submit button**, your presentation starts to upload. If you aren't connected to the Internet, it's not a problem; Camtasia Relay automatically starts or resumes uploading when you next connect. [Learn more.](#)

Why Camtasia Relay?

You might be wondering why your organization decided to use Camtasia Relay to record presentations. Here are a few of the key benefits of Camtasia Relay:

- ▶ **Personalized profiles automate recording and publishing**
Profiles are created by the Camtasia Relay administrator and specify the final format(s) of the presentation and where presentations are published.
- ▶ **Hotkeys to start, pause and stop recording**

Hotkeys are more than just convenient. Presenters can start, stop, and pause recordings without viewers seeing any interaction with the Camtasia Relay recorder.

▶ **Record offline**

Presenters do not have to be online to make a recording. Record as normal and Camtasia Relay automatically uploads the presentation the next time the computer connects to the Internet, without having to launch Camtasia Relay or click any buttons.

If your connection is lost while uploading a presentation, Camtasia Relay automatically resumes from where it left off the next time you are connected.

▶ **Guests can record on behalf of presenters**

People can record presentations and submit them for presenter approval. Once the presentation is uploaded, the associated presenter receives an email with a link to authorize processing and publishing the presentation. This is a great way to allow people to contribute presentations without sharing user-names and passwords.

See also

- ▶ **[Record a Presentation](#)**
- ▶ **[Record a PowerPoint Presentation](#)**
- ▶ **[Log In to Camtasia Relay](#)**
- ▶ **[Profiles in Camtasia Relay](#)**
- ▶ **[Record When Not Online](#)**
- ▶ **[After Recording](#)**
- ▶ **[Camtasia Relay Portable Recorder](#)**
- ▶ **[The Camtasia Relay Website](#)**
- ▶ **[FAQs](#)**

Record a Presentation

Learn how to record a presentation and submit it to the Camtasia Relay server for processing.

Want to see more? Watch an [overview video](#). (2 minutes)

If you are recording a Microsoft Office PowerPoint presentation, you can use the [Camtasia Relay Add-In for PowerPoint](#).

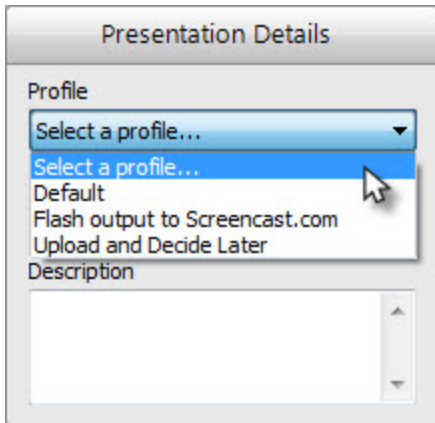
See [Record for Someone Else](#) if you do not have a Camtasia Relay account and are recording a presentation on behalf of a Camtasia Relay presenter.

1. Launch Camtasia Relay.
2. **Log in** with your username and password, or identify yourself as a guest [recording for someone else](#).

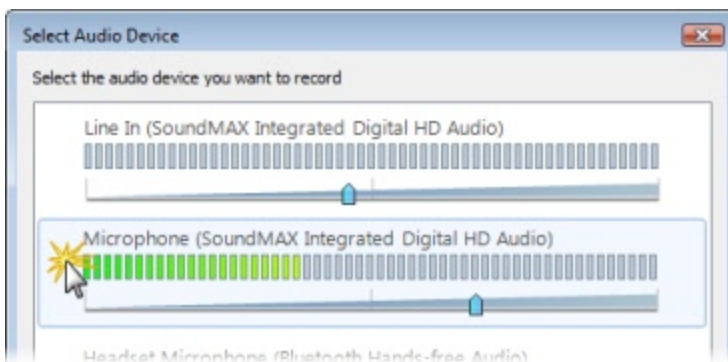
You do not have to log in prior to recording, but you must log in as a presenter or identify yourself as a guest before you can upload or save your presentation.



3. Select a [profile](#). If you do not know what profile to select, choose [Upload and Decide Later](#).

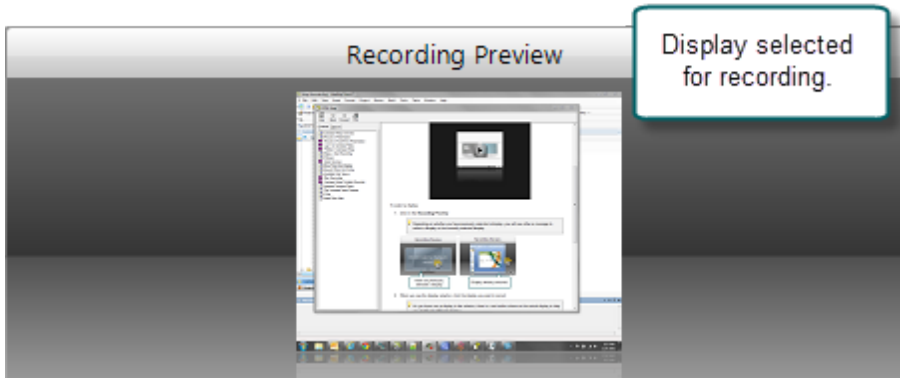
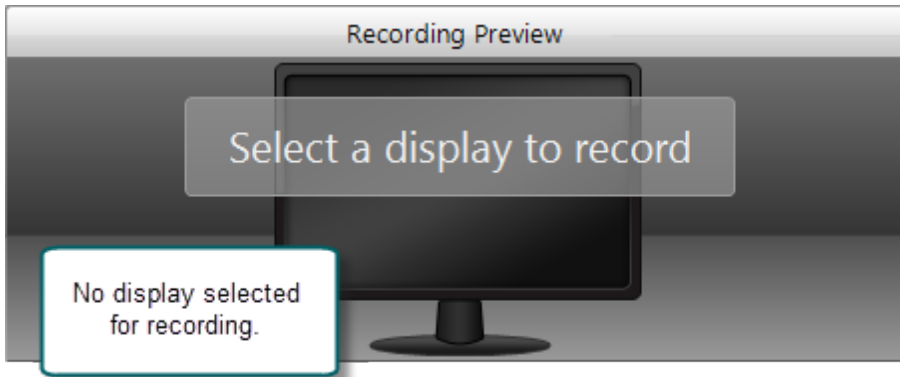


4. Click the **Audio** button and select an audio device in the **Select Audio Device** dialog.

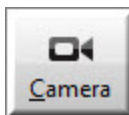


Select Record System Audio to include the sound you hear from your speakers in the recording.

5. **Select which display** to record if using a projector displaying a different screen or multiple displays.



6. Click the **Camera** button to **select a camera** to record along with your presentation. This camera is displayed in the lower right corner of your presentation in a picture-in-picture format.



7. Enter a presentation title and description.

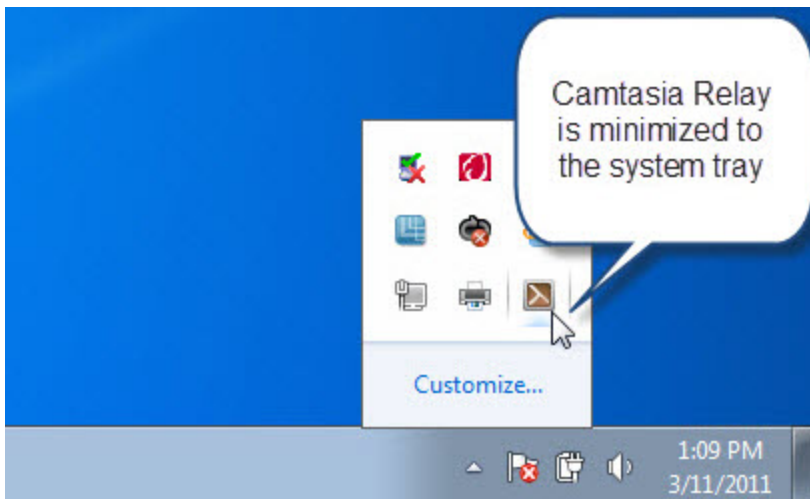
A screenshot of a form with two input fields. The first field is labeled 'Title:' and contains the text 'Monthly Report - May'. The second field is labeled 'Description:' and contains the text 'Discussion about events in May 2009. New procedures.' The form has a light grey background and a white border.

8. Make a **test recording** to verify that you are recording from the correct display, camera, and audio device.

9. Click the Record button. The recorder is minimized to the system tray.



10. Give your presentation. Camtasia Relay records everything on your screen, selected camera, and the selected audio device.
11. Stop the recording using a **hotkey** or right-click the icon in the system tray. There may be a delay as the recording is finalized. The recording opens in the **Camtasia Relay Review** window.



12. If needed, click **Trimming** to set trim points to cut out extra video at the beginning and end of the presentation.



13. Click the **Submit** button.
- If you are connected to the Internet, the presentation starts uploading to the Camtasia Relay server.
 - If you are not connected to the Internet, the recording automatically starts uploading when you connect to the Internet. You do not receive notice when your presentation begins uploading.

After you submit a presentation for upload, you cannot access it or view its status on your computer. Instead, you can [Check the Status of Your Presentation](#) on the Camtasia Relay website.

Record a PowerPoint Presentation

This option is not available when using the Camtasia Relay portable recorder.

To record a PowerPoint Presentation with the Camtasia Relay Add-In:

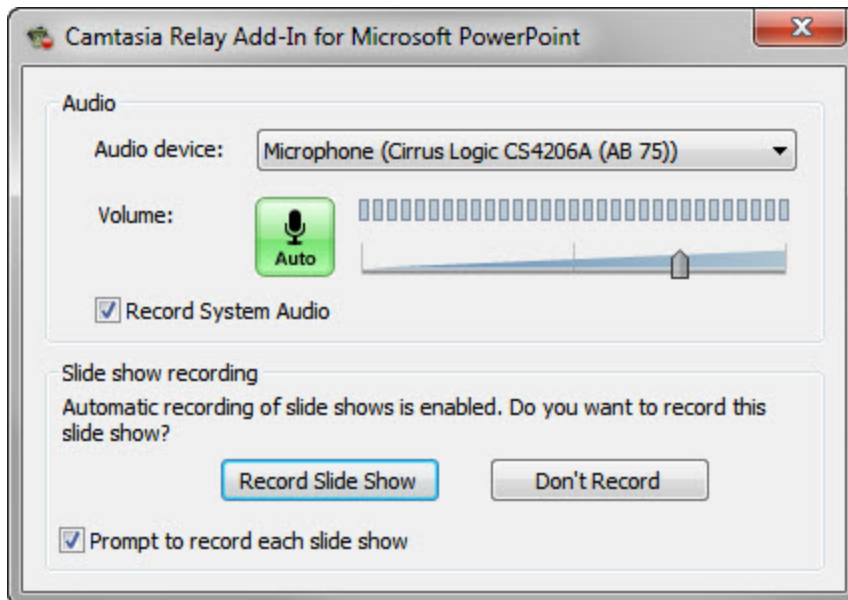
1. Open PowerPoint.

After you install Camtasia Relay, it automatically prompts you to record when you start a PowerPoint slide show. You can change this and other default settings in the [recording options](#).

2. Start a slideshow.

A prompt asks if you want to record.

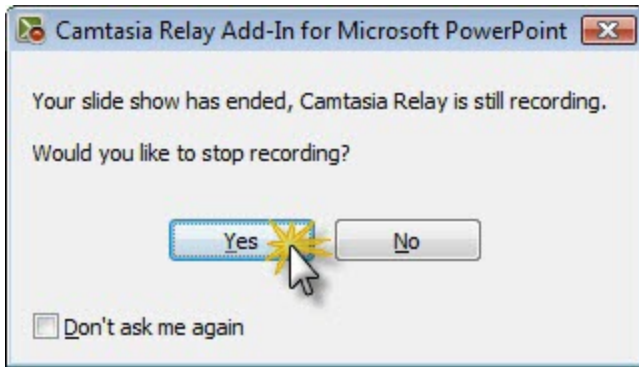
3. Verify the audio selection and level.
4. Click **Record Slide Show**.



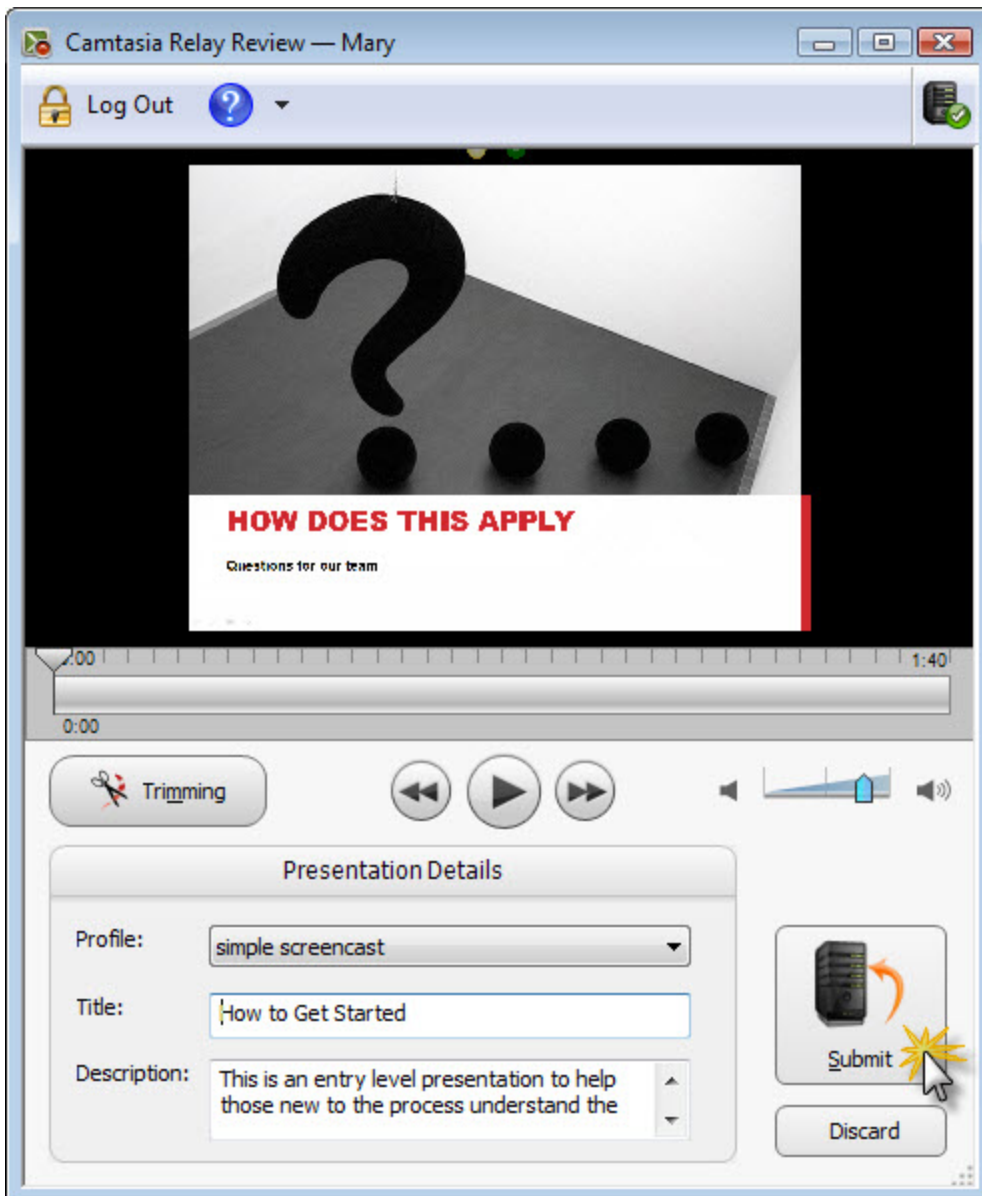
5. Give your presentation as normal.

When you finish the slide show, you can end the recording or continue recording.

6. When prompted, click **Stop Recording** to end the presentation.



7. The presentation is shown in the Camtasia Relay Review dialog. You can review, trim, edit Presentation Details, log in (if needed), and submit your presentation for processing. See [After Recording](#) for more information.

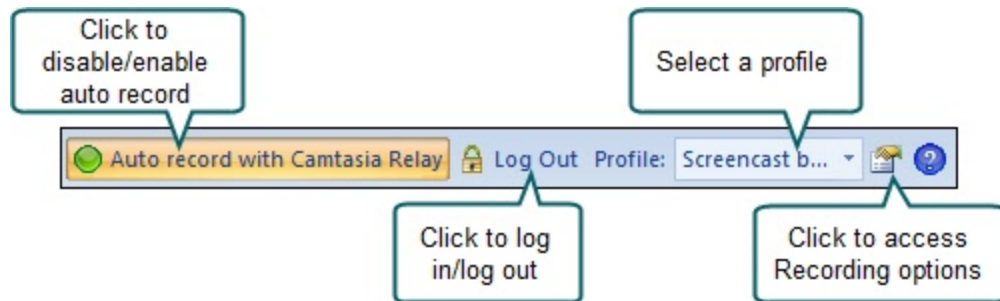


See also

- ▶ [Camtasia Relay Add-In Toolbar](#)
- ▶ [Camtasia Relay Add-In Recording Options](#)

Camtasia Relay Add-In Toolbar

Use the add-in toolbar to adjust the available options.




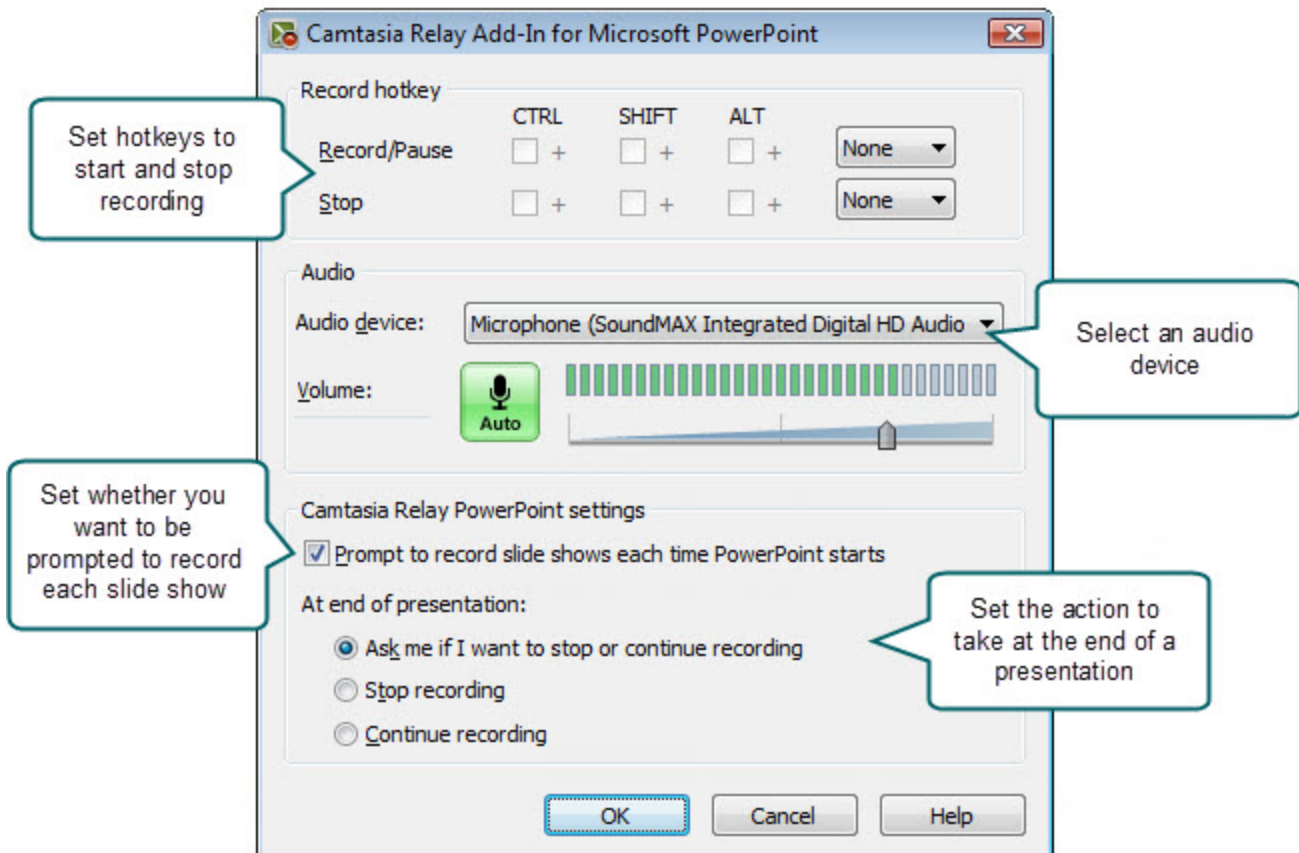
Auto record prompts you to start recording whenever and however you start a slide show.

See also

- ▶ [Record a PowerPoint Presentation](#)
- ▶ [Camtasia Relay Add-In Recording Options](#)

Camtasia Relay Add-In Recording Options

To change the recording settings, click the Recording options button .



See also

- ▶ [Record a PowerPoint Presentation](#)
- ▶ [Camtasia Relay Add-In Toolbar](#)

Log In to Camtasia Relay

When you open Camtasia Relay, it prompts you to log in.

The following are some FAQs about logging in:

- ▶ **Why log in?**
- ▶ **Do I have to log in before recording?**
- ▶ **I don't know my username or password. What should I do?**
- ▶ **I am recording a presentation for someone else. How should I log in?**

Why Log In?

You must log in as a presenter or **identify yourself as a guest** before you can submit or save your presentation.

When you log in to Camtasia Relay, you do the following:

- ▶ **Identify yourself as a presenter**

Log in to gain access to your profiles and identify yourself as the presenter. You can log in before or after recording.

- ▶ **Gain access to profiles**

A profile consists of settings that determine how a presentation is recorded, what kind of file is produced, and where it is published. An administrator sets up profiles and assigns them based on presenter needs.

- ▶ **Save settings**

When you select an audio device or set hotkeys while logged in, the audio device and hotkeys are stored and available the next time you log in.

If you enable the **Remember Me** option, you do not see the Camtasia Relay Login dialog box each time you open Camtasia Relay. All of your settings are saved and you can immediately access your profiles. Depending on the administrator's choice of security settings, **Remember Me** may occasionally be reset. You just need to log in again and enable **Remember Me**.

See also

- ▶ [Log In to Camtasia Relay](#)
- ▶ [Do I Have to Log in Before Recording?](#)
- ▶ [Don't Know Your Username or Password?](#)
- ▶ [Record for Someone Else](#)

Do I Have to Log in Before Recording?

Running late for your presentation? Can't remember your password?

For these and other reasons, you are not required to log in before recording. If you are not logged in, the **Upload and Decide Later profile** is selected when you begin recording.

Although you can record without logging in, you must log in as a presenter or identify yourself as a **guest** before you can submit or save your presentation. If you try to submit or save a presentation without logging in, you are prompted to do so.

Once you log in as a presenter, either before or after recording, you can access and select from your assigned **profiles**.

See also

- ▶ [Log In to Camtasia Relay](#)
- ▶ [Why Log In?](#)
- ▶ [Don't Know Your Username or Password?](#)
- ▶ [Record for Someone Else](#)

Don't Know Your Username or Password?

Here are a few things to try if you don't know your username or password:

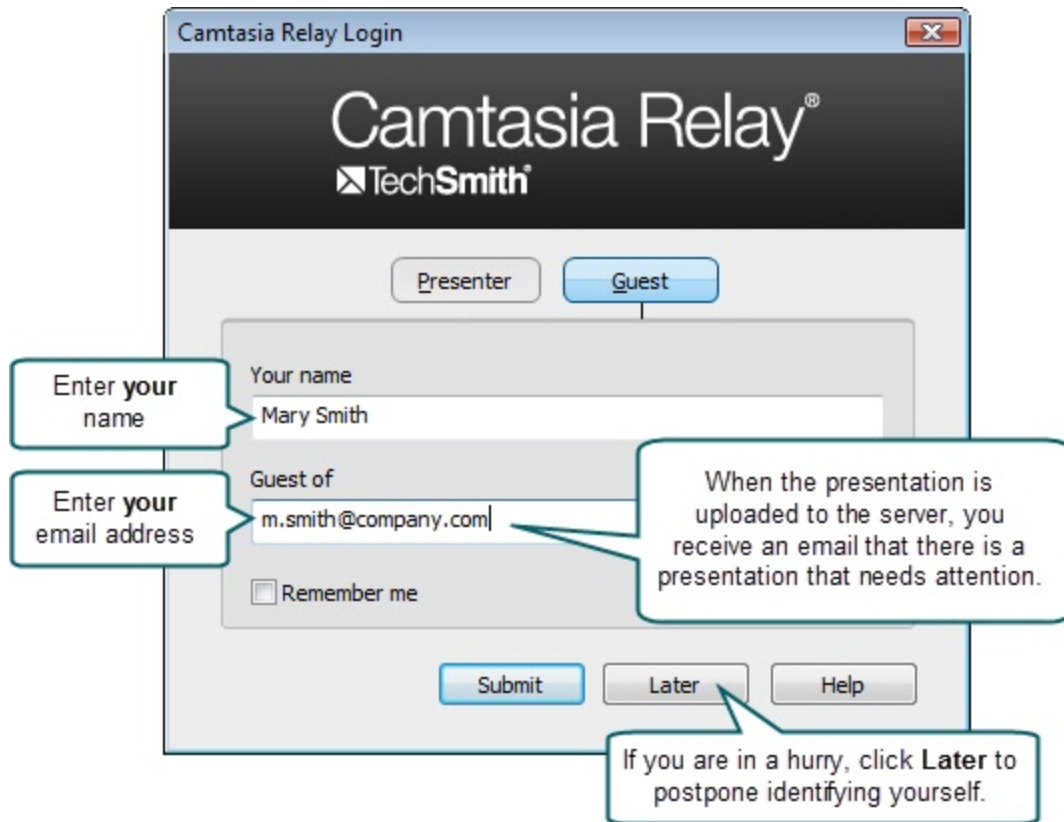
- ▶ If you were not given a username or password, you can try logging in with your network username and password. Some organizations set up Camtasia Relay to use these network credentials.
- ▶ In the Camtasia Relay Login dialog box, click **Forgot password**. In some cases, you can reset your password on the Camtasia Relay website.
- ▶ **Log in as a Guest Presenter**. You can still record even if you do not know your username or forgot your password.

Keep in mind that when recording as a guest, either you (once you find your password) or the administrator must authorize the presentation before it can process. To authorize a presentation, log into the Camtasia Relay website, find the presentation, and choose a profile.

- ▶ If you can't remember your username or password and none of the above work for you, contact your Camtasia Relay administrator.

To Log In As a Guest Because You Forgot Your Username or Password

1. Click **Log In**.
2. Click **Guest**.
3. Enter your name.
4. Enter your email in the Guest of field.
5. Click **Submit**.



See also

- ▶ [Log In to Camtasia Relay](#)
- ▶ [Why Log In?](#)
- ▶ [Do I Have to Log in Before Recording?](#)
- ▶ [Record for Someone Else](#)

Record for Someone Else

Guests can record presentations on behalf of a Camtasia Relay presenter.

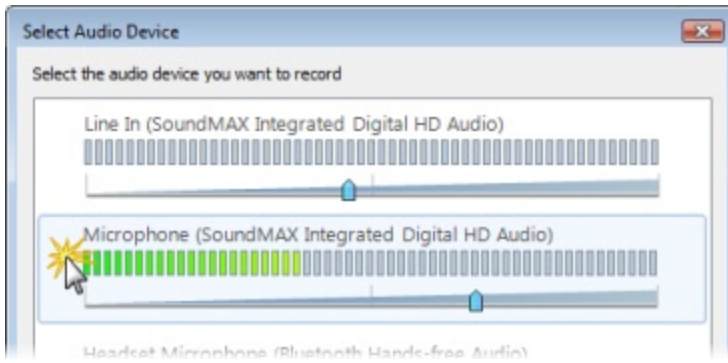
To record as a guest:

1. Click **Log In**.
2. Click **Guest**.
3. Enter your name and the email address of the Camtasia Relay presenter you are presenting on behalf of. If you do not know the email address, leave the Guest of field empty.
4. Click **Submit**.

The screenshot shows the 'Camtasia Relay Login' window. At the top, it says 'Camtasia Relay' and 'TechSmith'. Below that are two buttons: 'Presenter' and 'Guest'. The 'Guest' button is selected. The form has two input fields: 'Your name' with the text 'Sarah Guest' and 'Guest of' with the text 'm.smith@company.com'. There is a 'Remember me' checkbox which is unchecked. At the bottom are three buttons: 'Submit', 'Later', and 'Help'. Callouts provide instructions: 'Enter your name' points to the 'Your name' field; 'Enter the email address of a presenter or just leave the field blank' points to the 'Guest of' field; 'When the presentation is uploaded to the server, an email is sent to this presenter address that indicates a presentation needs attention. If left blank, the administrator is notified.' points to the 'Guest of' field; 'If you are in a hurry, click Later to postpone identifying yourself.' points to the 'Later' button.

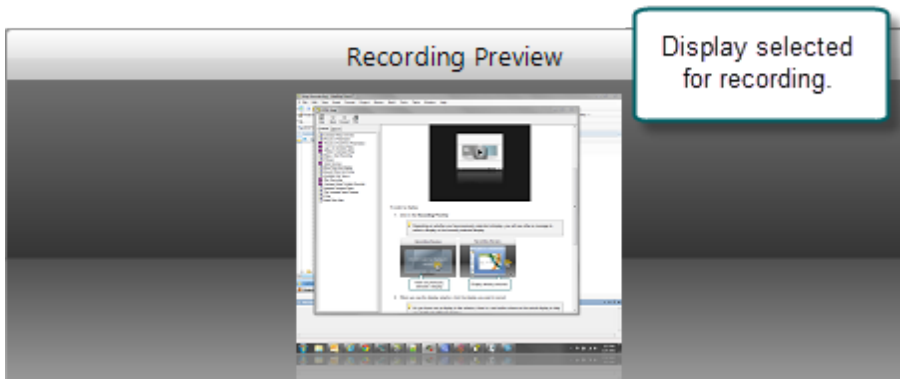
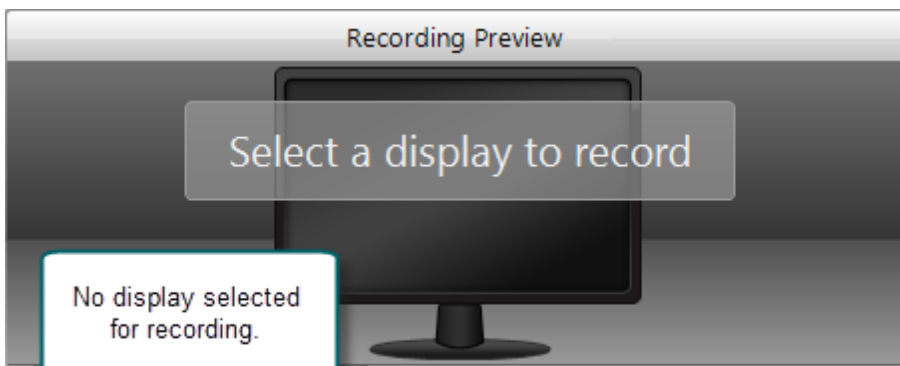
When you identify yourself as a guest, the Upload and Decide Later profile is the only available profile.

5. Click the **Audio Device** button and select the audio device in the **Select Audio Device** dialog box.

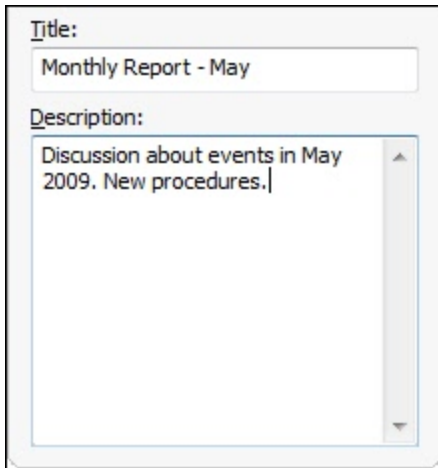


Select Record System Audio to include the sound you hear from your speakers in the recording.

6. **Select which display to record** if using a projector displaying a different screen or multiple displays.



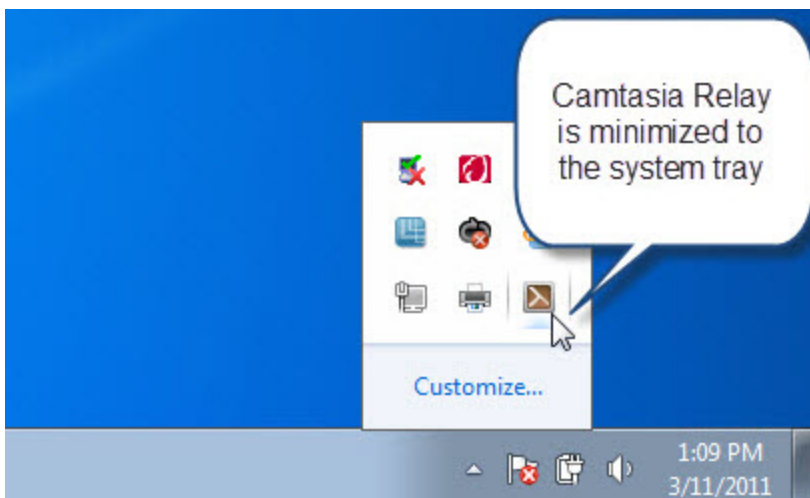
7. Click the **Camera** button to **select a camera** to record along with your presentation. This camera is displayed in the lower right corner of your presentation in a picture-in-picture format.
8. Enter a presentation title and description.



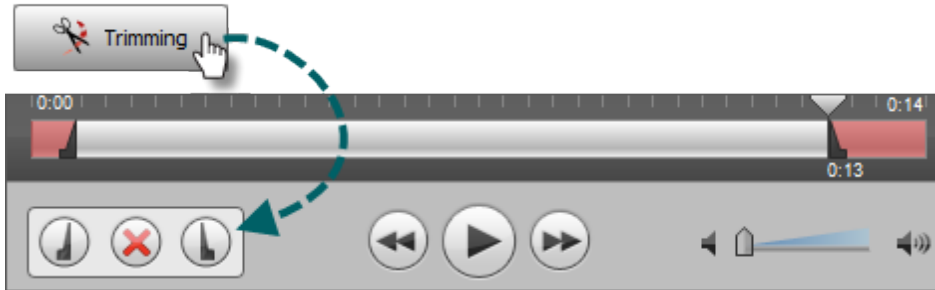
9. Make a **test recording** to verify that you are recording from the correct display and audio device.
10. Click the **Record** button. The recorder is minimized to the system tray.



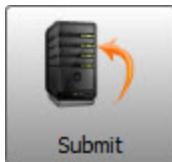
11. Give your presentation. Camtasia Relay records everything on your screen and the selected audio device.
12. Stop the recording using a **hotkey** or right-click the icon in the system tray. There may be a delay as the recording is finalized. The recording opens in the Camtasia Relay Review window.



13. If needed, click **Trimming** to set trim points to cut out extra video at the beginning and end of the presentation.



14. Click the **Submit** button.



- If you are connected to the Internet, the presentation starts uploading to the Camtasia Relay server. You receive an email when your presentation is published.
- If you are not connected to the Internet, the recording automatically starts uploading when you connect to the Internet. You do not receive notice when your presentation begins uploading.

While you cannot access your presentations on your computer, Camtasia Relay presenters can Check the Status of Your Presentation on the Camtasia Relay website. The email entered in the Guest of field also receives an email when your presentation is uploaded to the Camtasia Relay server.

Keep in mind that when recording as a guest, either the presenter you are the guest of or an administrator must authorize the presentation before it can be produced.

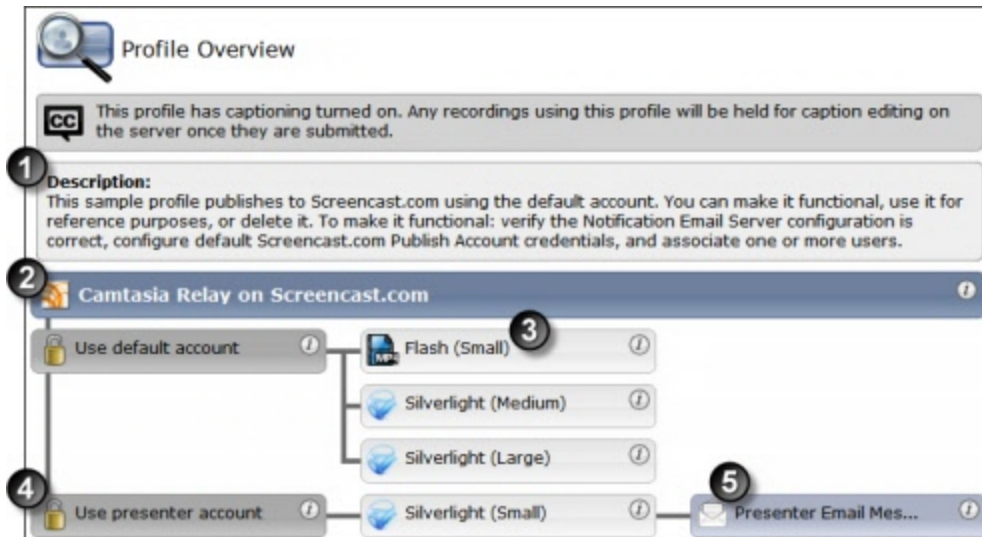
See also

- ▶ [Log In to Camtasia Relay](#)
- ▶ [Why Log In?](#)
- ▶ [Do I Have to Log in Before Recording?](#)
- ▶ [Don't Know Your Username or Password?](#)

Profiles in Camtasia Relay

A profile consists of settings that determine how a presentation is recorded, processed, and presented.

To access information on profiles available to you, log in to the Camtasia Relay website, click **Profiles**, and then click a profile in the table.



Settings included in a profile:

1	Description: What should you use this profile for? The description is entered by an administrator to help you to choose the correct profile for your needs.
2	Publish destinations: Where the produced files go. Presentations can be published to one or more destinations. Examples include an FTP server, a network drive, Screencast.com, or iTunes U.
3	Encode settings: What kinds of files are produced. The original recording is encoded into one or more formats. Examples include an audio only (MP3) encoding, an iPod-compatible encoding, or Windows Media format. Encoding can reduce the frame rate and audio quality, but can never improve the original recording.
4	Publish accounts: How to access the publish destinations. These accounts contain specific information used to place processed presentations in a publish destination, such as authentication information, folder selection, etc.
5	Notifications: How people are informed when presentations are published. Notifications are sent per profile and can include information about multiple encodings of the same presentation.

Only Camtasia Relay administrators can create or modify profiles.

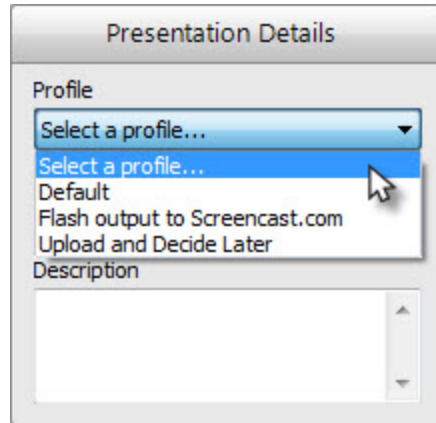
If you are not satisfied with existing profile options, you can select the Upload and Decide Later Profile. This sends the recording to the server where it remains until you contact your Camtasia Relay administrator to create or modify a profile.

See also

- ▶ [Which Profile Should I Choose?](#)
- ▶ [Can I Change My Profiles?](#)
- ▶ [Upload and Decide Later Profile](#)

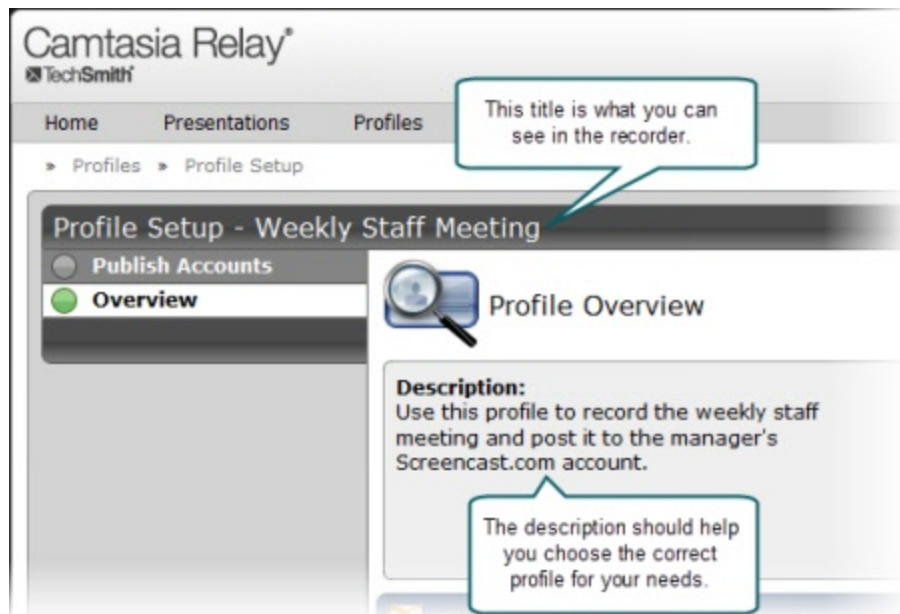
Which Profile Should I Choose?

Your administrator assigns profiles to you based on presenter needs. When you log into Camtasia Relay, you can view your assigned profiles by clicking on the profile dropdown list.



In the list, you only see the names of your available profiles. If you need more information on the profiles:

1. Log in to the Camtasia Relay website.
2. Click **Profiles**. A list of your available profiles is shown.
3. Click a profile in the list and then click **Overview** to see the profile's description and settings.



Only Camtasia Relay administrators can create or modify profiles. If you are not satisfied with existing profile options, select the **Upload and Decide Later Profile**. This sends the recording to the server where it remains until you contact your Camtasia Relay administrator to create or modify a profile.

See also

- ▶ [Profiles in Camtasia Relay](#)
- ▶ [Can I Change My Profiles?](#)
- ▶ [Upload and Decide Later Profile](#)

Can I Change My Profiles?

Only Camtasia Relay administrators can create or modify profiles. If you are not satisfied with your existing profile options, contact your Camtasia Relay administrator. Consider the following questions before contacting your administrator.

- ▶ What kind of recording do you want to make:
 - Will there be a lot of movement, such as video, in your presentations?
 - Are you going to record PowerPoint presentations?
 - Anything else the administrator should know about what you are recording?
 - Are you planning on editing presentations in Camtasia Studio?
- ▶ What kind of files do you want to produce:
 - Do you need multiple file types for the same presentation?
 - Is there a certain kind of file you need?
 - Do you want an audio-only file?
 - Should the produced presentations be certain dimensions?
- ▶ Where do you want the produced files to end up:
 - Do you have a file folder location for the produced files?
 - Do you have an account on Screencast.com that you want to use?
 - Do you want to send your presentations to a website via an FTP server?
 - Do you want to send your presentations to iTunes U?

Some of the options mentioned above may not be available for your use.

See also

- ▶ [Profiles in Camtasia Relay](#)
- ▶ [Which Profile Should I Choose?](#)
- ▶ [Upload and Decide Later Profile](#)

Upload and Decide Later Profile

The Upload and Decide Later profile uploads the recorded presentation to the Camtasia Relay server but the recording is not encoded or published. An authorized presenter or administrator must assign a different profile and submit the recording for publishing via the [Camtasia Relay website](#).

Why Use the Upload and Decide Later Profile?

- ▶ For guest presenters, it is the only profile available.
- ▶ You make a presentation in advance, but do not want it published until later.
- ▶ You are not satisfied with existing profile options and you wish to hold the recording on the server until you can contact your Camtasia Relay administrator to create or modify a profile.

See also

- ▶ [Record for Someone Else](#)
- ▶ [Record When Not Online](#)
- ▶ [Profiles in Camtasia Relay](#)
- ▶ [Which Profile Should I Choose?](#)
- ▶ [Can I Change My Profiles?](#)

Make a Test Recording

Few things are worse than recording an important presentation only to find out later there was no audio or you were recording the wrong screen. It is important to make a test recording—especially when new to Camtasia Relay.

To make a test recording:

1. Prepare your computer exactly as if you were presenting:
 - If you will use a projector, connect the projector.
 - If using a specific microphone, make sure it is connected and selected.
2. Click the blue **Test** button to initiate a 10-second test recording.

During the test recording, speak in your presentation voice and launch your PowerPoint or Keynote presentation, or whatever will be on your screen during your recording.

3. At the conclusion of the test recording, the video opens in a review window.

Click the **Play** button to review the recording. Verify the audio is acceptable and the correct screen content was recorded. Adjust as necessary.

4. Click **Close**.

See also

- ▶ [Record a Presentation](#)
- ▶ [Audio Devices](#)
- ▶ [More Than One Display](#)
- ▶ [Record with a Camera](#)
- ▶ [Record When Not Online](#)
- ▶ [Available Disk Space](#)

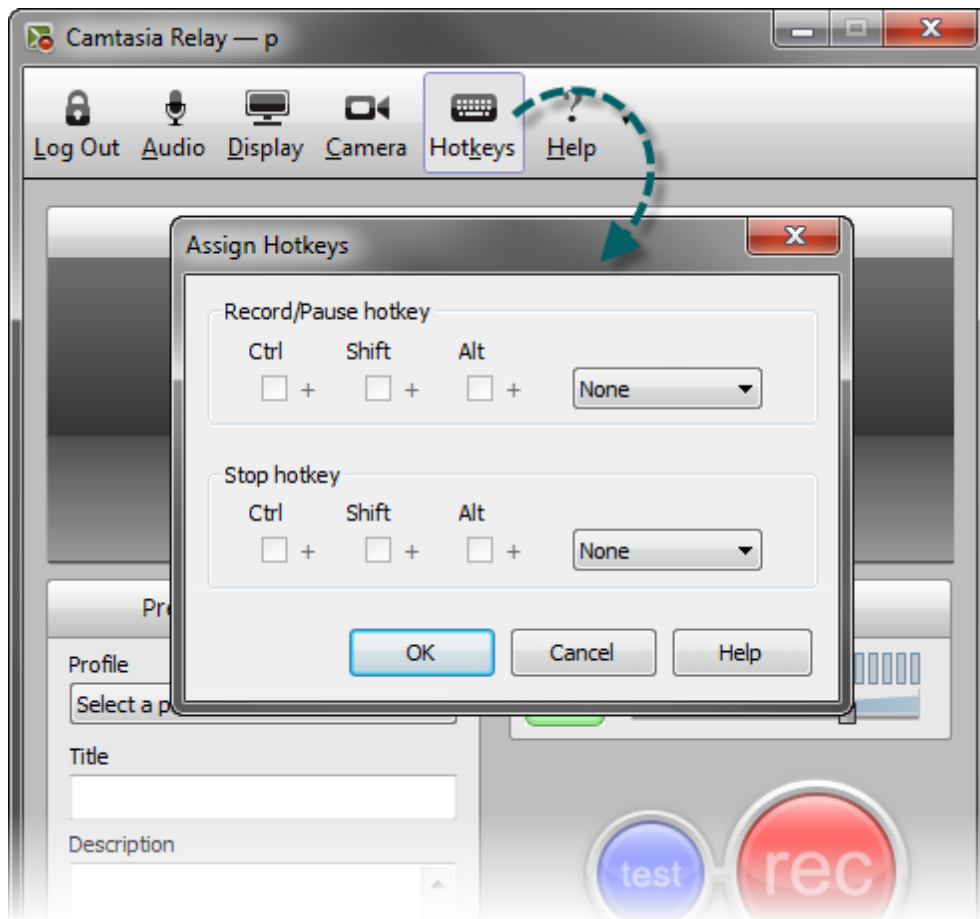
Hotkeys

In Camtasia Relay, hotkeys are for more than just convenience.

While they do save time, they also allow you to start, pause, and stop your recording without the audience seeing the Camtasia Relay recorder during the presentation.

To set hotkeys:

1. Choose **Settings > Hotkeys**.
2. Select a key combination for each hotkey.



3. Click **OK**.

See also

- ▶ [Record a Presentation](#)
- ▶ [Audio Devices](#)
- ▶ [More Than One Display](#)
- ▶ [Record with a Camera](#)
- ▶ [Record When Not Online](#)
- ▶ [Available Disk Space](#)

Audio Devices

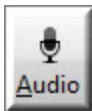
Camtasia Relay records audio from the system as well as a single audio device, such as:

- ▶ Built-in microphones
- ▶ Standard microphones
- ▶ USB microphones
- ▶ Webcams
- ▶ Device line-in connected to a sound mixer

You cannot change the audio device selection once a recording is started.

Select an Audio Device

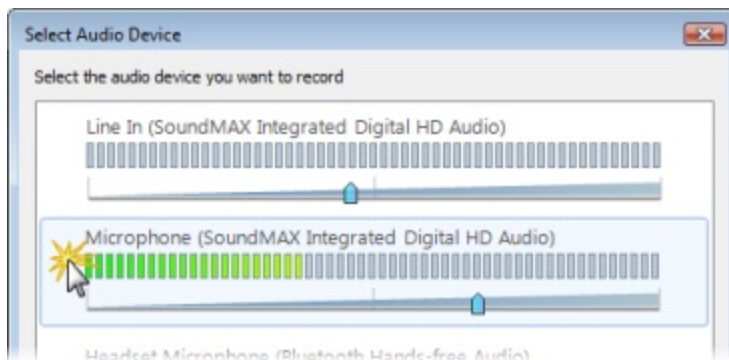
1. Connect your audio device to the computer before launching Camtasia Relay.
2. Click the **Audio Device** button.



The Select Audio Device dialog opens.

The Select Audio Device dialog shows the levels of all audio devices connected to the computer.

3. Click your audio device to select it.

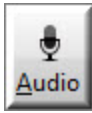


4. Click **OK** to close the dialog.

Record System Audio

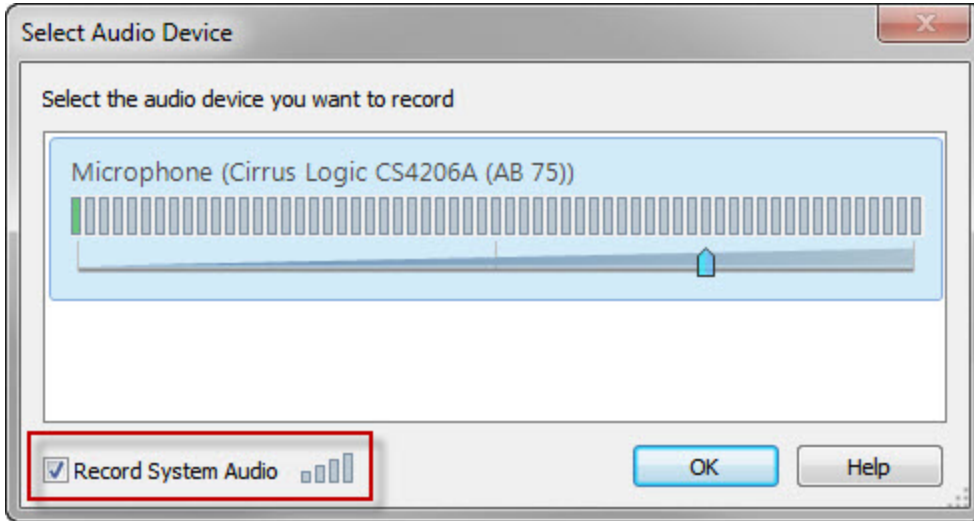
To record the audio that plays on your system (the audio that you hear played back by your computer):

1. Click the **Audio Device** button.



The Select Audio Device dialog opens.

2. Enable the Record System Audio checkbox. (This option is enabled by default.)



The option to record system audio is not available for users of the Microsoft Windows XP operating system.

See also

- ▶ [Auto Adjust Audio Level](#)
- ▶ [Audio Tips](#)

Auto Adjust Audio Level

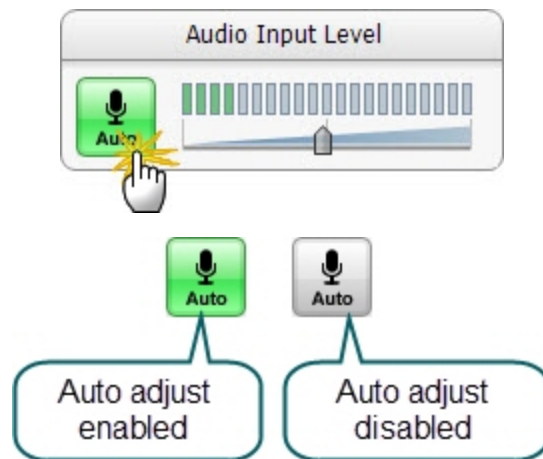
If the audio levels are too high when recording, the quality of your processed presentation is poor. Presentations recorded with poor audio also have a low level of accuracy in captions and full audio search (when transcription is provided by the profile).

By default, Camtasia Relay automatically adjusts the input level of the selected audio device to provide the best possible audio for your presentation. As the volume of the audio changes, the slider moves automatically to adjust the level of the recorded audio.

There are some cases when you may want to disable the auto adjust option:

- ▶ You use a sound mixer to combine and control the levels of multiple devices into a single audio input.
- ▶ You want more manual control of your audio input levels.

To disable the auto adjust feature, click the **Auto Adjust** button.



See also

- ▶ [Audio Devices](#)
- ▶ [Audio Tips](#)

Audio Tips

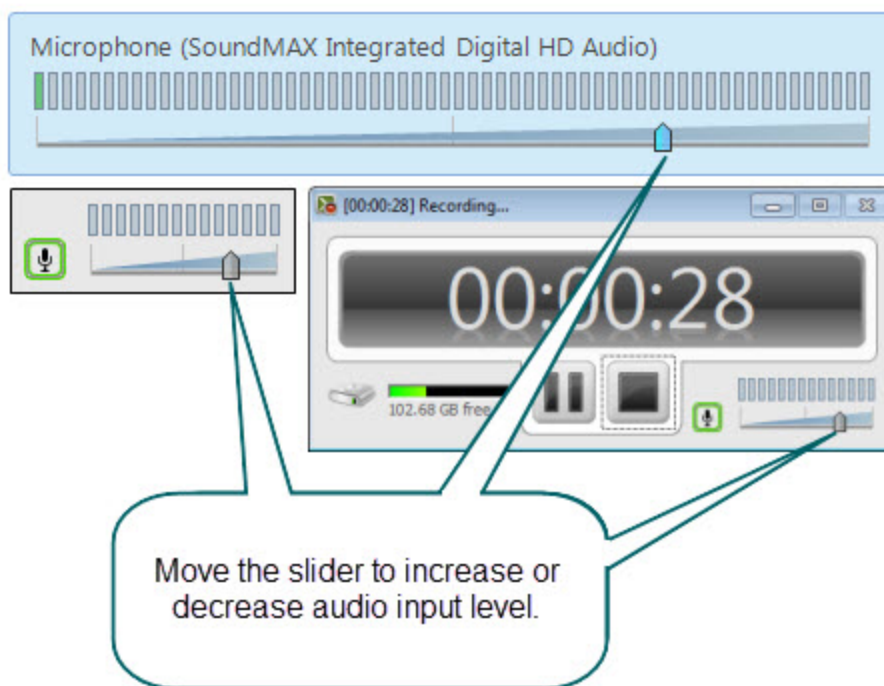
Use the following tips to help you get the best audio in your presentation.

- ▶ **Verify you are recording the correct audio input.**
 - Make sure you click the **Audio Device** button, view all available devices while speaking into your microphone, and click the device based on the input levels. The names of devices can be deceiving and viewing the levels of all the connected devices helps you choose the correct device.
 - Make a **test recording**. Speak in your presentation voice and volume.
 - If you are using an external microphone, move away from the computer and speak to ensure you record the external microphone and not a potential built-in microphone on the computer.
 - Use the Windows Control Panel to verify desired audio input devices are enabled and working properly.

- ▶ **Use auto adjust or manually adjust the input level.**

If the audio levels are too high and “clip” when recording, the quality of your processed presentation is poor. Presentations recorded with poor audio also have a low level of accuracy in captions and full audio search (when transcription is provided by the profile.)

If you are not using the option to automatically adjust the audio input levels, make sure to adjust the audio level appropriately. Speak in your presentation voice and adjust the audio input slider so the indicator peaks near the end of the green bars and is not consistently showing red bars. You can adjust the audio input level before and after you start recording.



If you see the following message, enable the auto adjust option or move the audio slider to the left to decrease the input level.

▶ **Obtain a good external microphone.**

Some computers have decent built-in microphones. Some do not. It might be worth investing in a USB or line-in microphone.

▶ **Verify audio inputs are enabled.**

Click **Start > Control Panel > Sound** (Sound and Audio Devices on the Microsoft Windows XP operating system). Verify that audio inputs are enabled.

▶ **If necessary, use a powered audio input.**

Some laptops do not have powered audio input ports. This means you need to use a powered microphone or a USB microphone.

▶ **Make a test recording to check system audio levels.**

If you plan on recording system audio with your presentation, check to make sure it is recording at an appropriate volume level. For instance, if you plan on playing music during your presentation, play that music during your test recording. The volume level of system audio is recorded before volume adjustments from your laptop or the presentation room's audio system affect the signal, so the volume heard from your speakers or the room's sound system may not match the volume of the system audio in the recording.

▶ **If you lose audio during a presentation, a notification appears on screen**

If the batteries in your microphone die, or the microphone becomes unplugged, a warning notification will appear to let you know that the Camtasia Relay recorder is no longer recording audio.

See also

- ▶ [Audio Devices](#)
- ▶ [Auto Adjust Audio Level](#)

More Than One Display

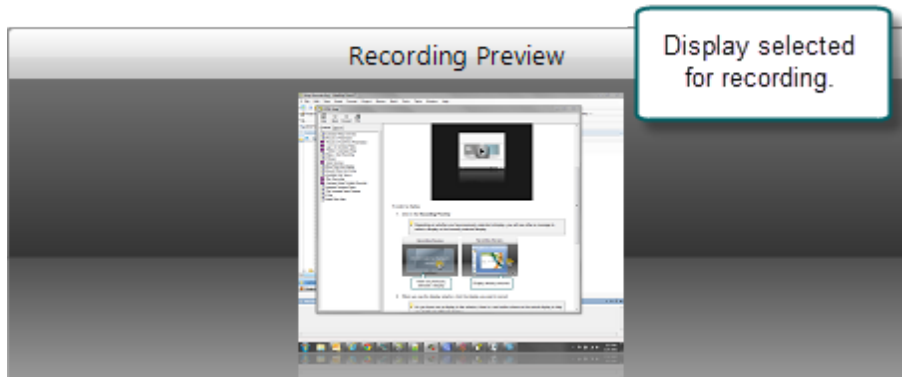
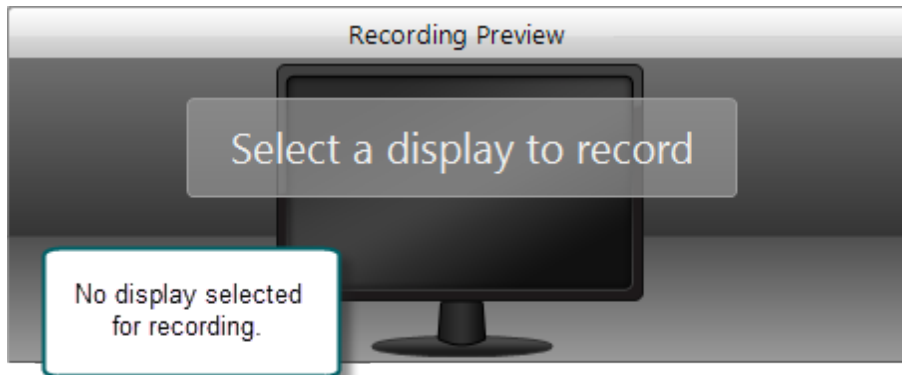
Camtasia Relay records one entire display. If your computer has multiple monitors or is connected to a projector, you need to specify which display to record.

Camtasia Relay displays a small window on the display not selected for recording. You can leave this up to help show how long you've been recording, or if you prefer, minimize it to the taskbar.

To select a display:

1. Click in the **Recording Preview**.

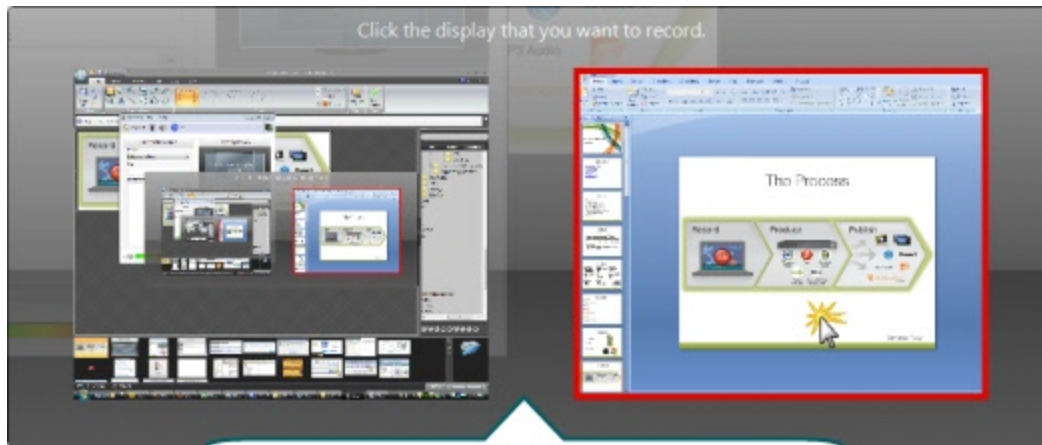
Depending on whether you have previously selected a display, you will see either a message to select a display or the currently selected display.



2. When you see the display selector, click the display you want to record.

As you hover over a display in the selector, there is a red outline shown on the actual

display to help you identify the different displays.



The display selector shows a preview of what is currently on your displays. If you change what is shown a display, it is reflected here.

If you click the Test button or the Record button prior to selecting a display to record, you are prompted to make a selection before recording starts.

When using PowerPoint with multiple monitors or a projector, make a test recording while running the presentation as a slide show to verify you record the correct screen. PowerPoint setting may affect which display slide shows display on.

Record with a Camera

Before recording, select a camera to record with your presentation. The camera video appears in the lower right corner of your produced presentation. During your presentation, the camera is not displayed on your screen.



Currently, there are no options to change the position or size of the picture-in-picture camera video.

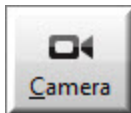
Camera video is only included in profiles that use encode settings for Adobe Flash or Microsoft Silverlight formats.

Camtasia Relay only supports recording video from webcam-type cameras. It does not support DV camera input.

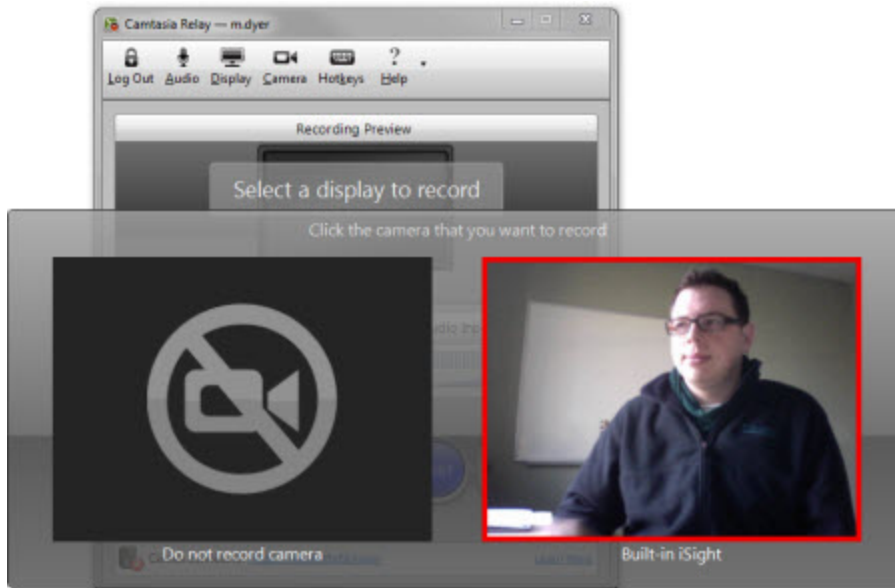
Select a Camera

To select a camera to record with your presentations:

1. Click the **Camera** button in the recorder toolbar.



2. The camera selection window appears. Select from available cameras to record that camera video with your presentation. Select "Do not record camera" to turn off camera video recording.



If another application is using the camera, Camtasia Relay may be unable to record the camera during a presentation.

Record When Not Online

You do not have to be connected to the Internet to record your presentation. If you are not connected to the Camtasia Relay server, the server icon at the bottom of the recorder has a red X.



If you have previously logged in to Camtasia Relay, you can still login if you are offline. You can still access your profiles once you log in.

1. Record your presentation as normal.
2. Click the **Submit** button when finished.
3. The presentation is submitted for uploading. Because you are not connected to the Internet, the presentation becomes “queued” for upload. The presentation starts to upload automatically when the computer next connects to the Internet.

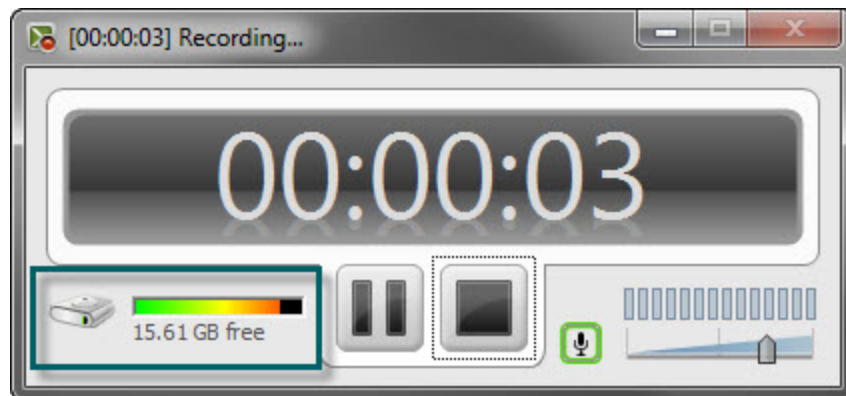
Presentations only upload when you are connected to the server. After you click **Submit**, you do not see any information when your presentation is uploading. If you’d like to check the status of your presentation, see [Check the Status of a Presentation](#).

4. Depending on the profile, you may receive notification when the presentation is published.

Available Disk Space

While recording, at the bottom of Camtasia Relay is a disk space monitor. This monitor shows how much disk space is available to record.

If you are running the Camtasia Relay portable recorder, Camtasia Relay first records to a temporary location on the computer before saving the presentation to the mobile storage device. The monitor shows either the space available on the mobile storage device or the space available on the computer, whichever has less space.



If you run out of space during a recording, the recording is paused. You can make more room on the computer by removing other files.

To avoid interrupting you during a presentation, you are not notified when a recording is paused due to low disk space.

After Recording

After you finish recording, the presentation is finalized and opens in the Camtasia Relay Review window. Here, you can do the following:

- ▶ [Preview and Submit the Presentation](#)
- ▶ [Trim the Presentation](#)

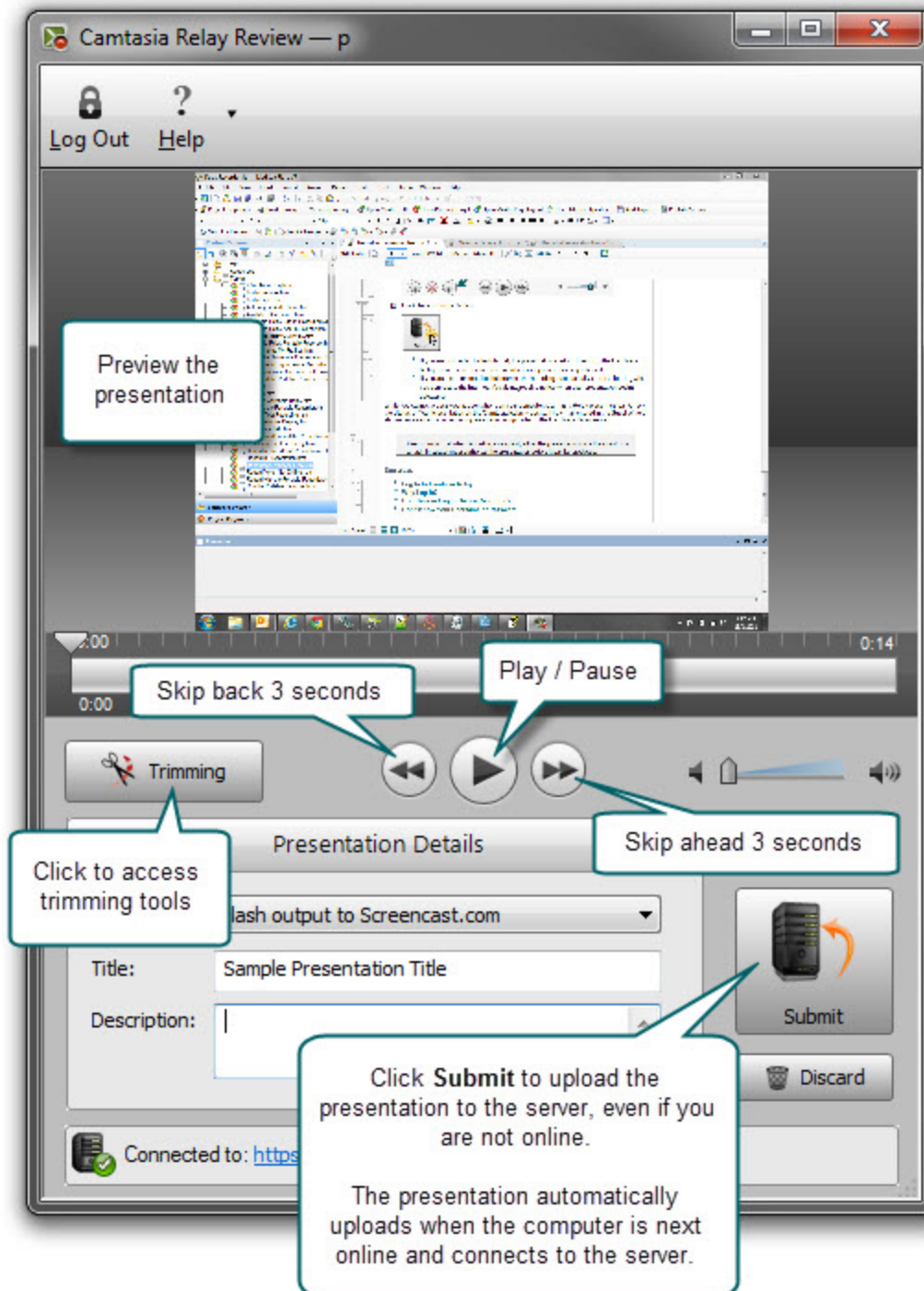
See also

- ▶ [What Happens After I Submit a Presentation](#)
- ▶ [Check the Status of a Presentation](#)

Preview and Submit the Presentation

After you finish recording your presentation, it opens in the Camtasia Relay Review window.

1. Preview your presentation.
2. If you did not do so prior to recording, log in, select a profile, and enter a title and description.
3. If you need to, **trim** the beginning and end of the presentation.



See also

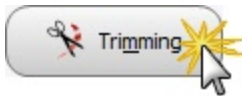
- ▶ **Trim the Presentation**
- ▶ **What Happens After I Submit a Presentation**
- ▶ **Check the Status of a Presentation**

Trim the Presentation

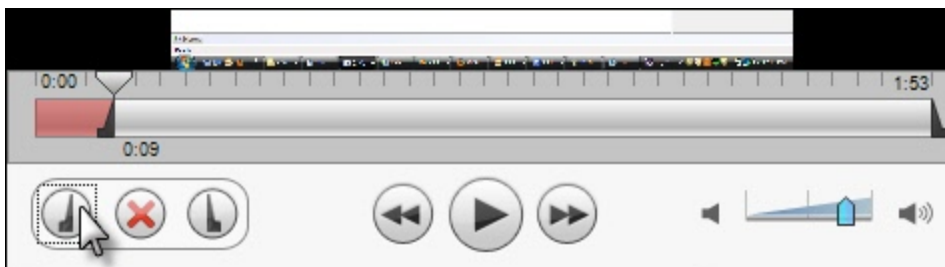
With Camtasia Relay, you can edit your presentation to remove extra video at the beginning or end. Trim your presentation to remove any extra audio and video you do not want in your published presentation.

To trim a presentation:

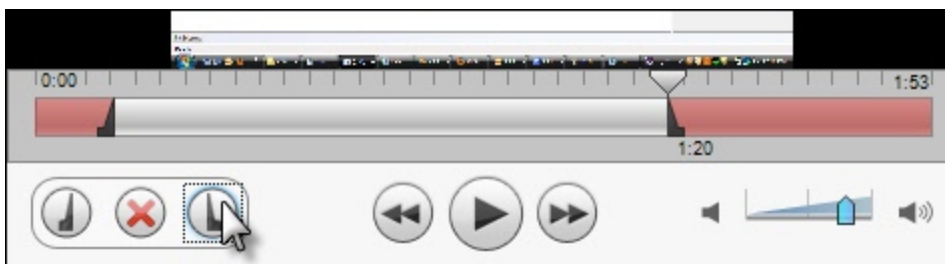
1. After you finish recording, click **Trimming** to access the trimming tools.



2. Move the playhead to the location you want to set as the beginning of the presentation and click the **Set presentation start** button.



3. Move the playhead to the location you want to set as the end of the presentation and click the **Set presentation end** button.



The red area of the timeline is cut from the presentation. Once you submit or save the recording, you permanently lose this part of the recording.

If you want to remove the trim points, click Cancel trim (the red X button.) This removes the trim points and closes the trimming tools.

See also

- ▶ [Preview and Submit the Presentation](#)
- ▶ [What Happens After I Submit a Presentation](#)
- ▶ [Check the Status of a Presentation](#)

What Happens After I Submit a Presentation

After you click Submit, your presentation is readied for upload to the server.

- ▶ If you are connected to the Internet, the presentation starts uploading to the Camtasia Relay server. You receive an email when your presentation is published.
- ▶ If you are not connected to the Internet, the recording automatically starts uploading when you connect to the Internet. You do not receive notice when your presentation begins uploading.

You can **Check the Status of Your Presentation** on the Camtasia Relay website. You also receive an email when your presentation is produced and published.

After you submit your presentation, you cannot access or view your presentation or the status of the upload in the Camtasia Relay recorder.

If you lose or close your connection while the presentation is uploading, the process is paused and continues when the computer next connects to the Internet.

See also

- ▶ **Preview and Submit the Presentation**
- ▶ **Trim the Presentation**
- ▶ **Check the Status of a Presentation**

Check the Status of a Presentation

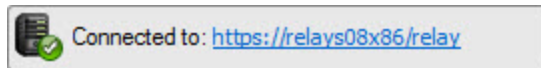
There are a couple of ways to learn the status of your presentation.

- ▶ Wait for an email notification indicating the presentation is published or the presentation needs attention.
- ▶ Log in to the Camtasia Relay website.

Check the Status of a Presentation

1. Go to the Camtasia Relay website.

If you do not know the URL (web address) of your Camtasia Relay server, launch the Camtasia Relay recorder and click the server URL at the bottom of the application. You must be connected to the Internet to access the website.



2. Log in to the **Camtasia Relay website** using your presenter username and password.
3. Click the **Presentations** menu.

Here you can view your presentation status and take action if needed.

See also

- ▶ [Preview and Submit the Presentation](#)
- ▶ [Trim the Presentation](#)
- ▶ [What Happens After I Submit a Presentation](#)

Camtasia Relay Portable Recorder

Run the Camtasia Relay portable recorder from a mobile storage device if there is any reason you cannot (or should not) record and upload directly from the presentation computer.

Examples of When to Use the Portable Recorder

- ▶ You need to record on a computer where you do not have permission to install applications.
- ▶ You need to record on a computer with limited or no network access.
- ▶ You want to record several presentations and upload them collectively at a later time.

Depending on your organization, the portable recorder may or may not be available. Contact your administrator for more information.

See also

- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

Download the Portable Recorder

If you need a portable version of Camtasia Relay, use the following process to install the portable recorder on a mobile storage device, such as a USB flash drive.

1. Log in to the [Camtasia Relay website](#).
2. Click **Recorder Download**.
3. Plug in a mobile storage device and format the device as FAT32.
4. If available, click **Download Portable Recorder** and save the .zip file to your computer.

You may have to request the portable recorder. Click the button to send a request to your administrator.

5. Locate and open `PortableCamtasiaRelay.zip`.
6. Copy all files from the .zip file onto the mobile storage device. All files from the .zip folder need to be copied to the root of the device.

Depending on your organization, the portable recorder may or may not be available. Contact your administrator for more information.

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

Run the Portable Recorder

Depending on the operating system and security settings of a computer, you can start the portable recorder in one of the following ways.

Windows Operating System with AutoPlay Enabled

Under certain conditions, when you connect a mobile storage device that contains the portable recorder with a computer, you are presented with the option to immediately start the application.

Click **Start Camtasia Relay** to run the portable recorder.

Windows Operating System with AutoPlay Disabled

If AutoPlay is disabled, to run the recorder:

1. Open Windows Explorer (Right-click **Start** and select **Explore**.)
2. Navigate to the mobile storage device.
3. Double-click **PC Relay Recorder.exe**.

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

Log In to the Portable Recorder

There are some considerations to keep in mind when you attempt to log in to the Camtasia Relay portable recorder.

- ▶ To log in on the portable recorder, you must first run the portable recorder on a computer that can connect to the Camtasia Relay server.

To do this, connect the mobile storage device to a computer with the "regular" Camtasia Relay recorder installed on it. Open the portable recorder and log in. This saves your presenter information on the portable recorder and allows you to access your profiles when you are not connected to the server.

- ▶ If you run the portable recorder without previously logging in while connected to the server, you are not able to log in. Identify yourself as a **guest** to use the Upload and Decide Later profile.

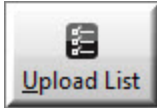

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Record with the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

Record with the Portable Recorder

You may notice a few differences when running Camtasia Relay from a mobile storage device, but generally, the process of recording is the same. See [Record a Presentation](#) for more information.

Differences when Recording with Portable Recorder

- ▶ Click the **View Presentations** button  to see and upload the presentations saved to the mobile storage device.
- ▶ In most cases, you will not be connected to the server. When you see this icon , you are not connected to the server.
- ▶ After you finish recording, you must save your file to the mobile storage device running the Camtasia Relay portable recorder. You cannot submit it for upload from the computer you are using.
- ▶ You may not be able to log in. See [Log In to the Portable Recorder](#) for more information.
- ▶ When you finish your recording, click **Save** to save the presentation to the mobile storage device.
- ▶ If you are running the portable recorder on a computer with Camtasia Relay installed, you can choose to save your presentation or submit it for upload to the server.
- ▶ To upload saved presentations, connect the mobile storage device to a computer with Camtasia Relay installed on it. You can then [Upload Presentations from the Portable Recorder](#).

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)
- ▶ [Log In to the Portable Recorder](#)
- ▶ [Upload Presentations from the Portable Recorder](#)

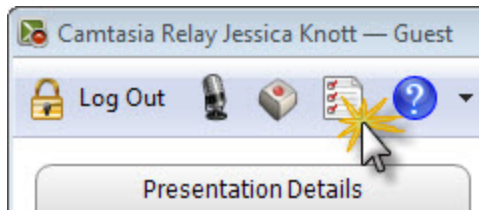
Upload Presentations from the Portable Recorder

To upload saved presentations from a mobile storage device, you must connect the mobile storage device to a computer with Camtasia Relay recorder installed on it.

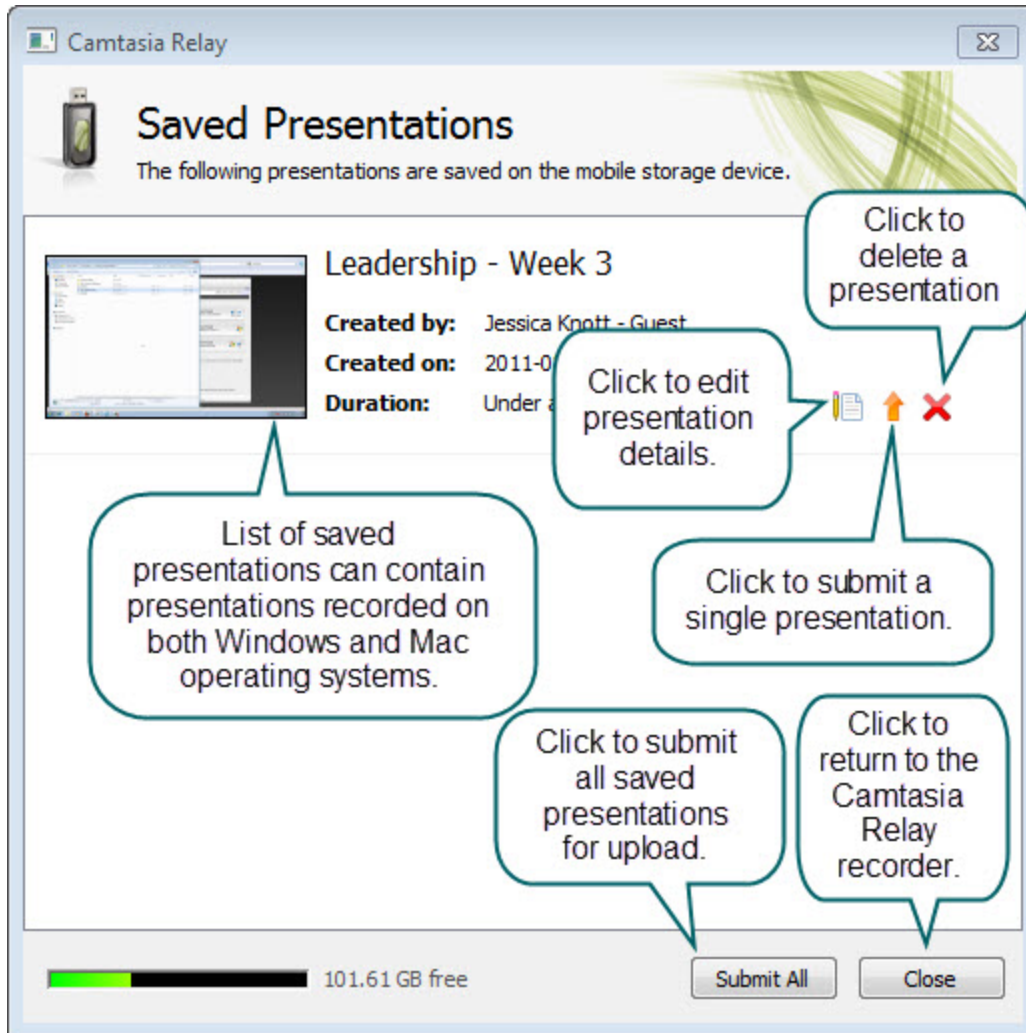
You can submit saved presentations at any time. If you are not connected to the Internet, the presentations upload to the server when your computer is next connected.


To submit saved presentations for upload:

1. Click the **View Saved Presentations** button.



2. The Saved Presentations dialog opens.



3. Click **Submit All** to submit all of the presentations for upload or click  to submit individual presentations.
 - If you are online and connected to the server, your presentation starts to upload.
 - If you are offline, your presentation is stored on the computer and automatically uploaded to the server once you are online and connected.

After you upload saved presentations, you cannot access or view your presentation or the status of the upload in the Camtasia Relay recorder.

You can [Check the Status of a Presentation](#) on the Camtasia Relay website. You also receive an email when your presentation is produced and published.

See also

- ▶ [Camtasia Relay Portable Recorder](#)
- ▶ [Download the Portable Recorder](#)
- ▶ [Run the Portable Recorder](#)

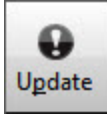
- ▶ **Log In to the Portable Recorder**
- ▶ **Record with the Portable Recorder**

Update Camtasia Relay

When a new version of the Camtasia Relay recorder is available, an update notification appears in the upper right of the recorder window.

Update the Recorder

1. Click the **Update** button. (This button only appears when an update for Camtasia Relay recorder is available.)



2. Click **Get update**. The Camtasia Relay website is launched in your default browser.
3. Log in to the Camtasia Relay website.
4. The Camtasia Relay Recorder Download page appears. Download the correct recorder for your operating system.
5. Run the downloaded recorder installer.

The Camtasia Relay Website

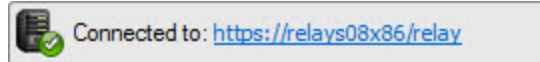
There are two parts to Camtasia Relay—the recorder, which runs on your computer, and the server, which processes and publishes all presentations. The way that presenters can interact with the server is through the Camtasia Relay website. The website is specific to and run by your organization.

Presenters use the same username and password to log in to both the recorder and the website.

Go to the website to:

- ▶ Check on presentations
- ▶ Learn about your profiles
- ▶ Specify publish destinations (available only for some profiles)
- ▶ Enter account information that may be required for some of your publish destinations

If you do not know the URL (web address) of your Camtasia Relay server, you can launch the Camtasia Relay recorder and click the server icon at the top right of the application. You must be connected to the Internet to access the website.



FAQs

Have a question about Camtasia Relay? The following questions and answers might help.

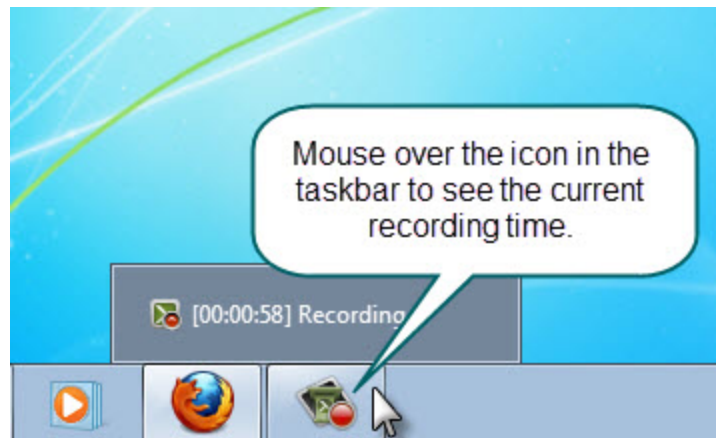
- ▶ What is Camtasia Relay?
- ▶ How do I know that Camtasia Relay is recording?
- ▶ Can I edit my recording?
- ▶ Are there things I should do before I start recording?
- ▶ I'm not currently online. Do I wait to submit my recording?
- ▶ What is the portable recorder? Why can't I find it to download?
- ▶ Where can I find more help?

What is Camtasia Relay?

Camtasia Relay lets you easily create a video and audio account of your lecture, presentation, or meeting. It captures all on-screen activity and audio on computers running on both Windows and Mac operating systems.

How do I know that Camtasia Relay is recording?

There are a couple of visual signals to help you know that Camtasia Relay is recording:



Can I edit my recording?

The Camtasia Relay recorder supports only trimming the beginning and end of your presentation. See [Trim the Presentation](#) for more information.

If you are interested in more serious editing capabilities, Camtasia Relay can produce files for editing in Camtasia Studio and Camtasia for Mac. This requires access to Camtasia software and profiles to produce these files to be set up by the administrator. Please contact your administrator to find out if this is available in your organization.

You can find more information about [Camtasia Studio](#) and how it works with Camtasia Relay on the [Tech-Smith website](#).

Are there things I should do before I start recording?

- ▶ Camtasia Relay records everything on your screen and all audio picked up on your selected microphone. To avoid interruptions during the presentations, you may want to shut down other programs,

such as email, calendar reminders, instant messaging application, etc.

- ▶ You should do a test recording to verify Camtasia Relay is recording what you think it is recording and that your audio levels are appropriate. See [Make a Test Recording](#) for more information.
- ▶ Make sure you have enough disk space for recording. Check your [Available Disk Space](#) and remove any unnecessary files from your computer or portable storage device.

I'm not currently online. Do I wait to submit my recording?

No, you do not need to wait. After you finish recording, you should submit the presentation, whether you are online or not. When you submit, the presentation is “readied” for upload. If you are not online, the presentation is saved to your computer and automatically starts uploading the next time your computer is online. It uploads “behind the scenes” and you will not see any visible cues on your computer. You can [Check the Status of a Presentation](#) on the Camtasia Relay website.

What is the portable recorder? Why can't I find it to download?

The Camtasia Relay portable recorder is an optional component and may not be available in your organization. You should contact your administrator for additional information.

Where can I find more help?

- ▶ For general Camtasia Relay resources from TechSmith, the makers of Camtasia Relay, see [Need More Help?](#)
- ▶ Please contact your administrator for organization-specific information such as the final location of your presentations, login or password issues, microphone issues, etc.

Need More Help?

In addition to the in-product help files, there are several different ways to get help for using Camtasia Relay.

- ▶ **Camtasia Relay Learning Center**

If you're looking for answers to How to...? or How do I...? questions, you can find the most up to date tutorials and product information in the Camtasia Relay section of the TechSmith.com Learning Center.

- ▶ **TechSmith Support Center**

Having a technical issue? In the TechSmith Support Center you can search for answers to technical issues and contact support.



Camtasia Relay®

Technical Reference Guide

Version 4.3.0

April 2013

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Table of Contents

Introduction	1
This Document	1
Feedback	1
Camtasia Relay Overview	1
System Architecture	2
Planning, Installation, and Initial Configuration	4
Site Planning	4
Installation	6
Set Up a Testing / Practice Server	6
Activate / Deactivate Camtasia Relay Server	10
Activate the Camtasia Relay Server	10
Obtaining More Activations	10
Offline Activation / Deactivation	11
To activate when offline:	11
To deactivate when offline:	11
Problems with Activation / Deactivation	11
Post-Install Configuration	11
Email Server Configuration	11
Configuration Steps	12
Roll Out Camtasia Relay to Presenters	12
What Presenters Need to Know Most	13
There are helpful videos	13
Make a test recording	13
How uploading works	13
Profiles	14
The Sample Profile	14
The Upload and Decide Later Profile	14
The Profile Test	15
Search in Flash and Silverlight Encodings	16
The Camtasia Relay XML File	16

Information Included in the XML File	17
Considerations	18
Example Metadata XML File	18
Publish Destinations	25
General Considerations	25
FTP Servers	25
File System	26
WebDAV	27
YouTube	28
iTunes U Information	29
Screencast.com Information	30
Server Troubleshooting	31
Server Debugging	31
Camtasia Relay Server Event Viewer	31
How to Export Event Viewer Logs	31
Camtasia Relay Recorder	31
Windows XP	31
Windows 7 and Windows Vista	32
Windows 8	32
Mac OSX	32
Camtasia Relay Server	32
Windows Server 2008	32
Windows Server 2003	33
The Manager Debug Log	33
Camtasia Relay Recorder Details	34
Recorder Installation Builds	34
Deploy the Recorder with a System Image	35
Microsoft Windows Directories	36
Environment Variables Used for Camtasia Relay Recorder	37
Windows 8, Windows 7, Windows Vista, and Windows XP	37
Windows 8, Windows 7, and Windows Vista	37
Windows XP	38

Camtasia Relay Service Directories	38
Windows 8, Windows 7, and Windows Vista	38
Windows XP	38
Uploader Sleep Times	38
Launching the Recorder and Logging In	38
Windows 8, Windows 7, and Windows Vista	39
Windows XP	40
Files and Directories Used for Test Recordings	40
While Recording	40
After Recording	41
Files and Directories Used for Recording a Presentation	41
Default Locations	41
After Recording	43
File Deletion and Cleanup	45
Specify an Alternative Directory for Files Used to Record a Presentation	46
Specify in Registry	46
Specify with XML File	47
Troubleshooting	47
Mac OS X Directories	48
Uploader Daemon	48
About the Daemon's Configuration	48
Uploader Sleep Time	48
About the Files Found in	48
/Library/Application Support/TechSmith/Camtasia Relay/Controllers	48
Data Files and Directories	49
Launching the Mac OS X Recorder and Logging In	49
Recording	50
While Recording	50
After Recording	50
Share Plug-in	51
Uninstall Camtasia Relay	51
Change the Server to Which the Recorder Connects	52

On the PC Client	52
On the Mac Client	55
Recorder Debugging	55
Failed Upload	56
Add-In for Microsoft PowerPoint Issues	57
Initial Questions	57
Further Debugging and Checks	57
Disabling the Camtasia Relay PowerPoint Add-In	58
PowerPoint 2010:	58
PowerPoint 2007:	58
PowerPoint 2003:	59
Uninstalling the Camtasia Relay Add-In	59
Files to Include with a Support Request	59
Log Files	59
Crash Logs	60
Log Files	60
Stalled Mac Recorder	60
Clearing Jobs	60
Protection from Configuration Management Software (Deep Freeze)	61
Include Webcam Video in a Presentation	63
Record Webcam Video in Camtasia Relay Recorder	63
Record with Camtasia Studio	63
Record Video Playing on the Desktop	65
Considerations	67
Camtasia Relay Portable Recorder	68
Special Files on the Portable Recorder	69
Files	69
How it Works	74
The Recordings.xml File	74
The Windows Portable Recorder	74
Windows Vista	75
Running on Windows Operating System with AutoPlay Enabled	76

Windows Operating System with AutoPlay Disabled	76
The Mac Portable Recorder	76
TechSmith Fuse for Camtasia Relay	78
Camtasia Relay Database	79
Identifying the Camtasia Relay Databases	79
Back Up the Camtasia Relay Database	80
Back Up Using SQL Server Management Studio	80
Back Up Using a SQL Script	83
Back Up Using the Command Line	84
Schedule an Automated Database Back Up	84
Third-Party Backup Utilities	85
SQL Server Automated Administration	85
Windows Scheduled Task	85
To access Task Scheduler:	86
Restore the Camtasia Relay Database	86
Restore Using SQL Server Management Studio	87
Restore Using a SQL Script	90
Clean Up Old Databases	90
Encodings	92
Encoding Types	93
Encoding Sizes and Aspect Ratios	96
What Do Small, Medium, and Large Really Mean?	96
Camtasia Relay Integrations	99
Camtasia Studio and Camtasia for Mac Integration	99
LDAP Integration	99
Camtasia Relay LDAP Background	99
Authentication Method and Workflow	99
Certificate Handling	100
Adjust Search Depth Scope	100
Error Message Details	100
RelayPresenter Service Account	101
Advanced Configuration	102

More Accurate Transcription	102
Audio Quality Considerations	102
Language Models	102
Custom Language Models	102
How Presenters Can Help	103
How Administrators Can Help	103
Configuring Automatic Redirects to the Camtasia Relay Website	103
Example	103
IIS 7 Instructions (Windows Server 2008)	104
IIS 6 Instructions (Windows Server 2003)	106
Instructions	106
Custom Bumper Videos	108
HTML Container Customizations	109
HTML Container Variables	109
Example	110
Branding the Camtasia Relay Website	110
The Process	110
The CSS Properties	110
The Styles	111
Header Logo	111
Footer	112
Login Page	113
Recorder Download Page	114
CSS Resources and Tools	114
Sample Configuration CSS File	115
MIME Types on Servers	116
IIS	117
Apache	117
XML and CONFIG Files on the Server	118
Security	122
TechSmith Sales Support	123
Appendix A: Additional Help and Related Documentation	124

Feedback	124
Camtasia Relay Website and Recorder Help	124
Related Documentation	124
TechSmith Learning Center	125
Appendix B: Glossary	126
TechSmith Tech Support	132
Tips for Submitting a Question	132

Introduction

Camtasia Relay provides an excellent way to capture lectures and presentations. It was designed to be easy to use, easy to administer, and easy on the budget. To implement Camtasia Relay successfully, it is helpful to understand the architecture of the product and ways to make it as effective as possible.

This Document

The purpose of this document is to provide a more in-depth examination of Camtasia Relay, including the overall architecture, planning information, sizing and performance considerations, security principles, tips on integrating Camtasia Relay with other products, and general best practices.

Use this guide as a reference, as a how-to manual, and as a resource to help you successfully implement lecture capture.

The Camtasia Relay team plans to update this document as needed. You can always access the latest PDF on the Camtasia Relay documentation page :

<http://www.techsmith.com/redirect.asp?target=learningcenter&product=relay&ver=4.1.0&lang=enu&os=NA>

Additional information about Camtasia Relay can be found at these locations:

- ▶ For day-to-day administration of Camtasia Relay, please see the Camtasia Relay Website Help. This help is available after logging into the Camtasia Relay website as an administrator or as a PDF online.
- ▶ For help with the Camtasia Relay recorder, please see help in the recorder or visit the tutorials on the TechSmith website.
- ▶ For installation and upgrade information and documentation, see the Camtasia Relay documentation page in the support section of the TechSmith website.
- ▶ For technical support, please refer to the section **TechSmith Tech Support**.
- ▶ For sales information or to request a trial, please contact Sales at <http://www.techsmith.com/company/contact/salescontact.asp>

Feedback

If you would like to offer feedback on or suggestions of topics to cover in this or any other Camtasia Relay documentation, please send an email to relayhelp@techsmith.com.

Camtasia Relay Overview

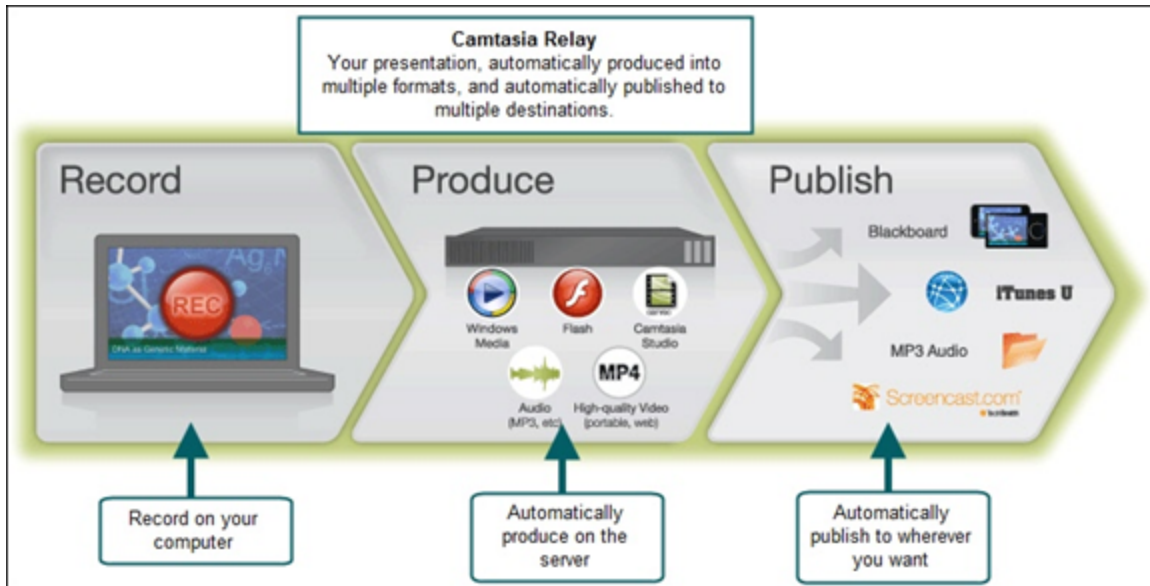
With Camtasia Relay, you can capture and publish your lecture or presentation anytime, anywhere – in the classroom, in the conference room, at your desk, or at home. Camtasia Relay supports a wide variety of video formats allowing any lecture or presentation to be viewed by your audience on multiple playback devices including portable media devices such as the Apple iPod and via iTunes U.

Camtasia Relay processing involves two different computers –the recorder, which runs on a presenter's computer (or mobile device using TechSmith Fuse® for Camtasia Relay), and the server which processes and publishes all presentations.

The presenter presses the **Record** button on a PC, Mac, or mobile device and gives a presentation. When done, the presenter presses **Stop** to end the recording, optionally trims the beginning and end of the recording, and then presses **Submit** to upload the recorded presentation to the Camtasia Relay server. At this point, the presenter is done with their part of the process.

At the server, submitted recordings arrive from different presenters. Each is processed according to a selected profile. The profile determines how the presentation is encoded for playback. A profile could, for example, indicate that a presentation is to be encoded for playback on the web, on an iPod, or various other locations.

Once a presentation is encoded, it is published according to what was specified in the profile. Once published, the process is complete and the presentation is ready for viewing.

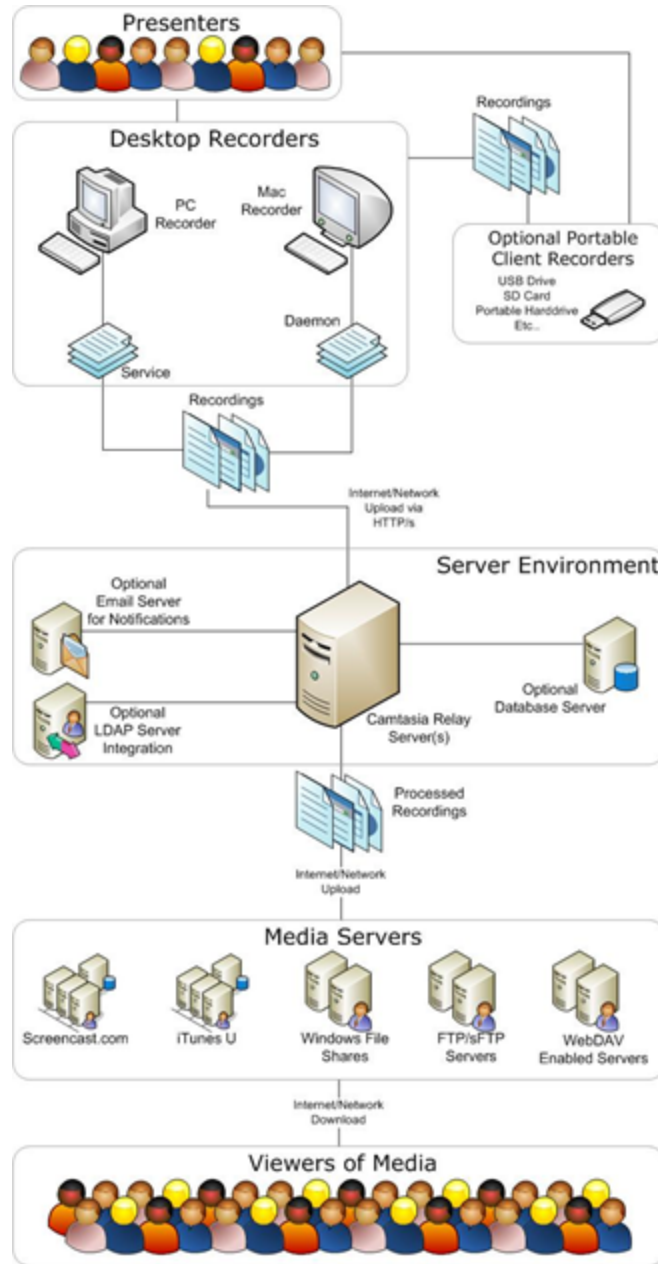


System Architecture

The main components of the Camtasia Relay system are the **server**, which can run on a server or multiple servers, and the **recorders**, which run on the presenter's computer, from a portable media device, or a mobile device. They are available on the Microsoft Windows and Mac desktop operating systems and iOS and Android mobile operating systems.

The Camtasia Relay server has multiple functions including acting as a **website**, a **transcoding server**, and a **publishing agent**. The Camtasia Relay server does not host the media it produces but can push it out to various destinations including (but not limited to) iTunes U, Screencast.com, YouTube, FTP/sFTP destinations, Windows File Shares, and WebDAV enabled destinations.

The following diagram relates the basic architecture of the Camtasia Relay system. It shows both the main components described above and the supporting components of Camtasia Relay.



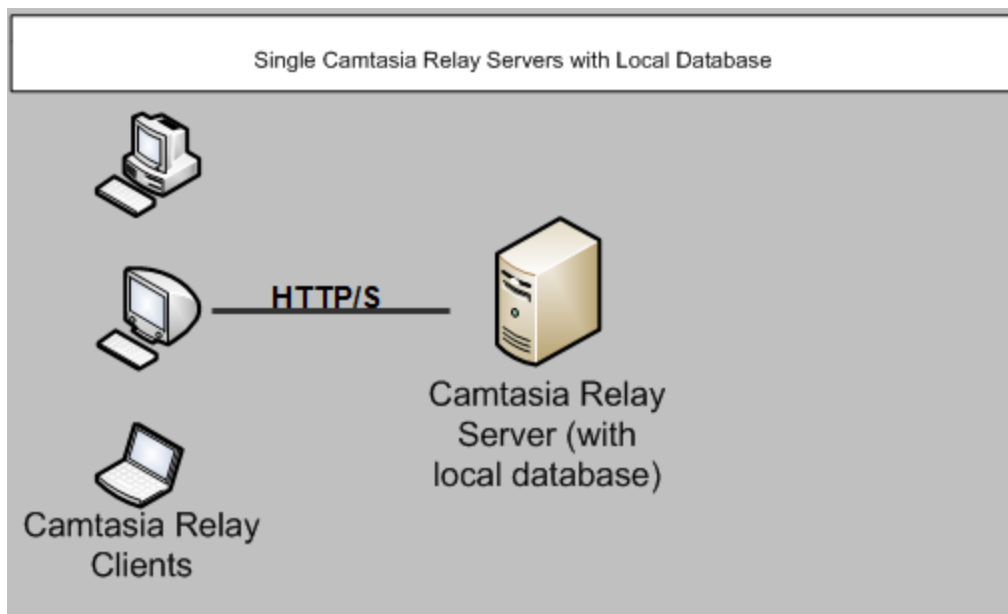
Planning, Installation, and Initial Configuration

Before installing your Camtasia Relay server, consider the following planning, installation, and initial configuration steps.

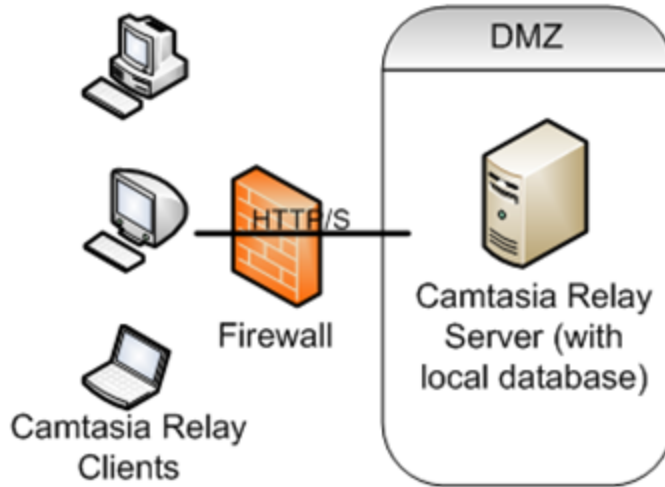
- ▶ **Site Planning**
- ▶ **Installation**
- ▶ **Set Up a Testing / Practice Server**
- ▶ **Activate / Deactivate Camtasia Relay Server**
- ▶ **Post-Install Configuration**
- ▶ **Roll Out Camtasia Relay to Presenters**

Site Planning

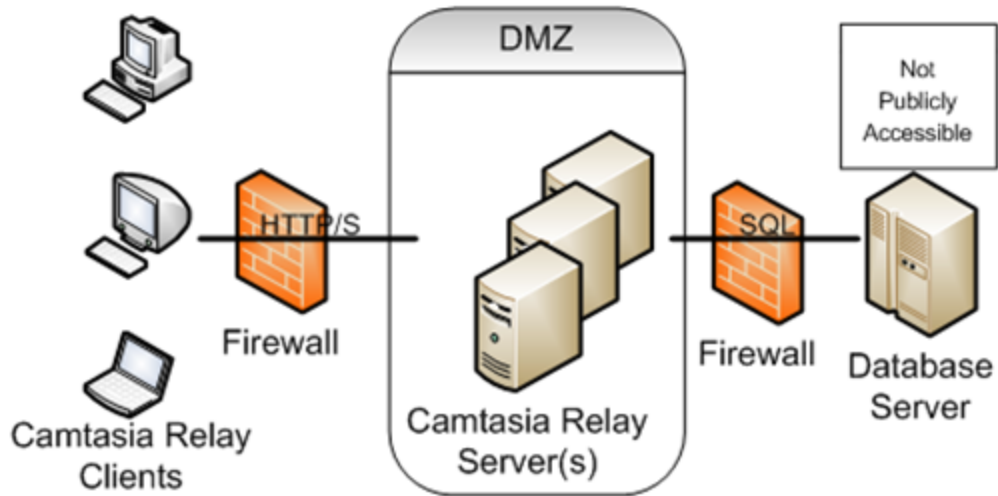
When planning for installation, the following diagrams can help give you an idea of the setup of the Camtasia Relay system for a few different environments.

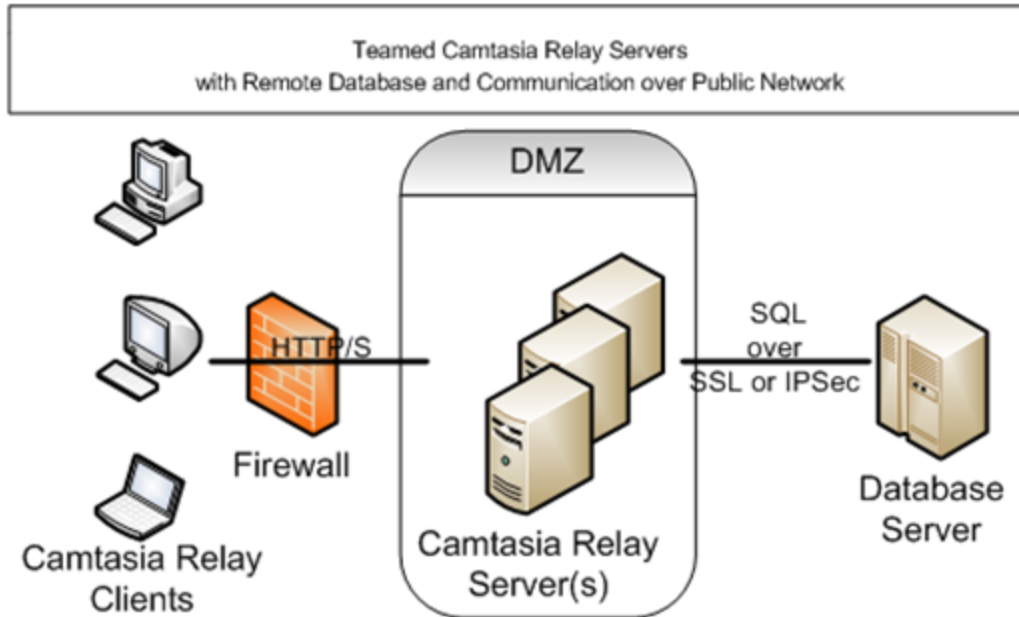


Single Camtasia Relay Servers with Local Database



Teamed Camtasia Relay Servers with Remote Database in Secure Network





If the SQL Server, LDAP server, and file system servers are in a publicly accessible network, then the connection to these servers should be encrypted using SSL or IPsec.

Camtasia Relay Server should be deployed in a demilitarized zone (DMZ) in your network and this DMZ should be physically or logically segmented from the internal network by a stateful packet inspection (SPI) firewall or other network security device. The point-to-point communication between any Camtasia Relay Servers and the remote SQL / LDAP (and maybe file system) server should not be across any public network. The remote server should be placed in a more secure portion of your network than the DMZ and should not be publicly accessible, if possible.

Installation

The installation of Camtasia Relay is important enough to have its own document. A link to the Installation guide and other resources can be found in the [Appendix A: Additional Help and Related Documentation](#).

Set Up a Testing / Practice Server

When you purchase Camtasia Relay, your activation code allows you to have one separate server you can use for testing. The following procedure describes how to create a test server and populate it with current data from your production server.

Before beginning, you should have SQL Server Management Studio installed on both servers.

On the Current Production Server

1. Log in to the Camtasia Relay website as an administrator.
2. Go System > Activation and write down your license key. You will use this same license key on the test server.
3. Back up the Camtasia Relay database.

For more instructions on how to back up the Camtasia Relay database, please refer to section [Back Up the Camtasia Relay Database](#).

4. Copy the backup file to the new test server.
5. Copy the contents of the media directory from the production server to the test server.

The media directory on the new server must be the same as the old server.

On the New Test Server

1. Install Camtasia Relay on the test server. Make sure to set the media directory the same as what it is on the production server.
2. Go to System > Activation and enter your license key.
3. Stop the Relay Manager Service and IIS.
4. To stop the Relay Manager Service, open a command prompt and type:

```
net stop "Relay Manager Service"
```

5. To stop IIS, type:

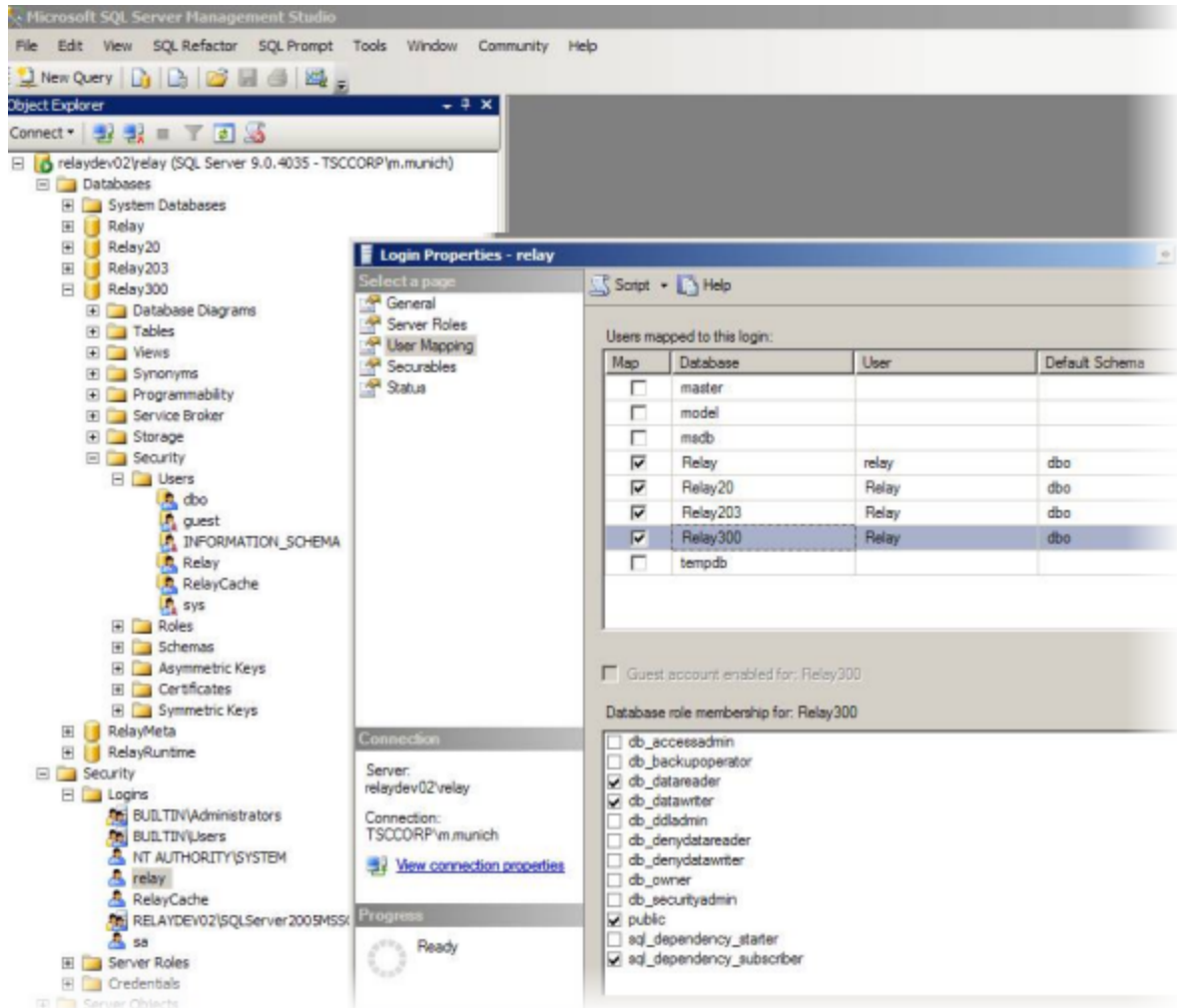
```
iisreset /stop
```

6. Restore the Relay database.

For more instructions on how to restore the Camtasia Relay database please refer to the section [Restore the Camtasia Relay Database](#).

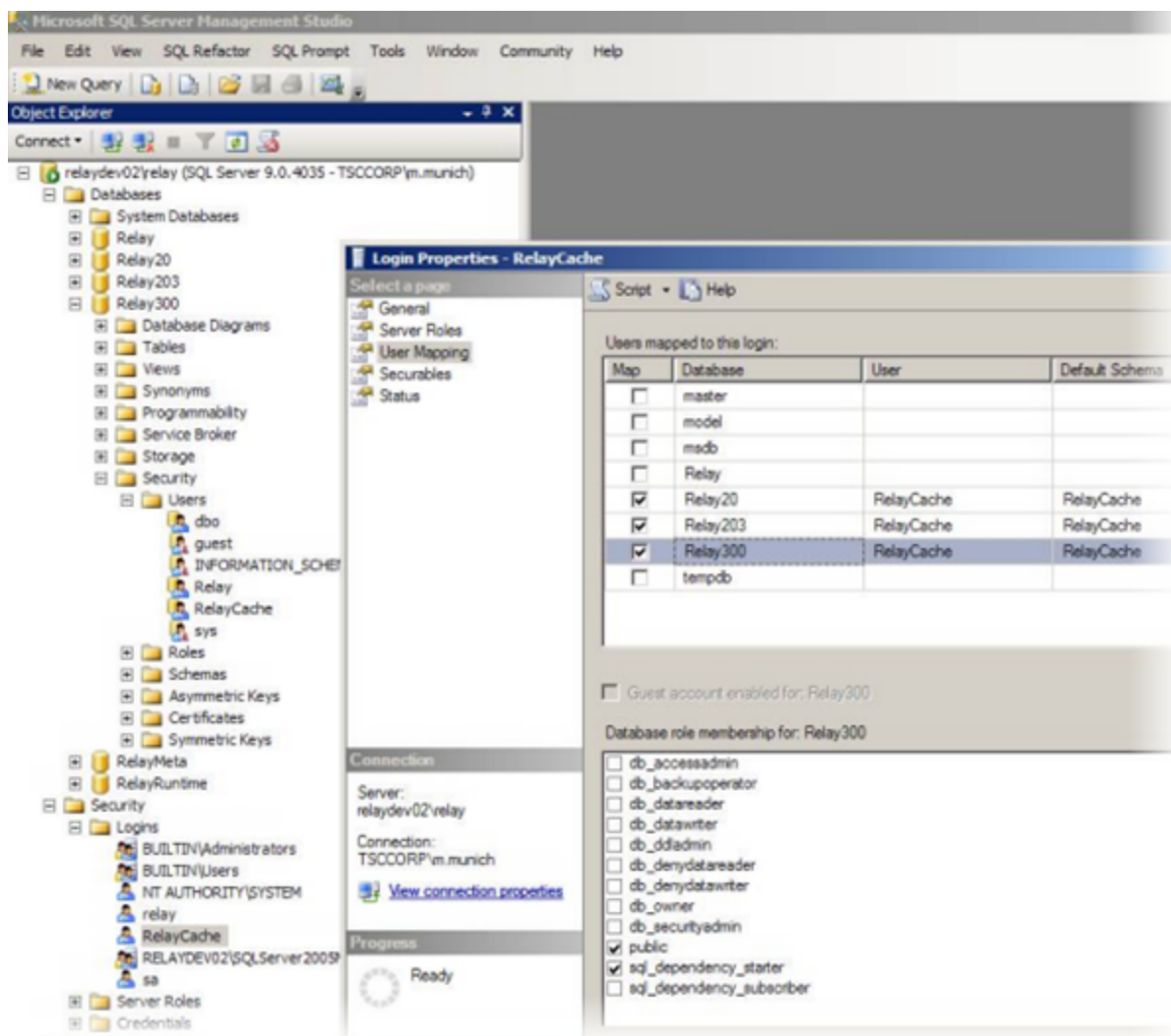
7. In the Object Explorer pane of SQL Server Management Studio, go to Relay Database Instance > Databases > Relay > Security > Users.
8. Right-click the relay user and select **Delete**.
9. In the Object Explorer pane, go to Relay Database Instance > Security > Logins.
10. Right-click the *relay* user and select **Properties**.
11. In the Login Properties window, select the User Mapping page.
12. Assign the *relay* user within SQL Server to the *Relay* user inside of the Relay database.

The user must have *db_datawriter*, *db_datareader*, and *sql_dependency_subscriber* permissions.



13. Assign the proper roles to the *RelayCache* user within SQL Server.

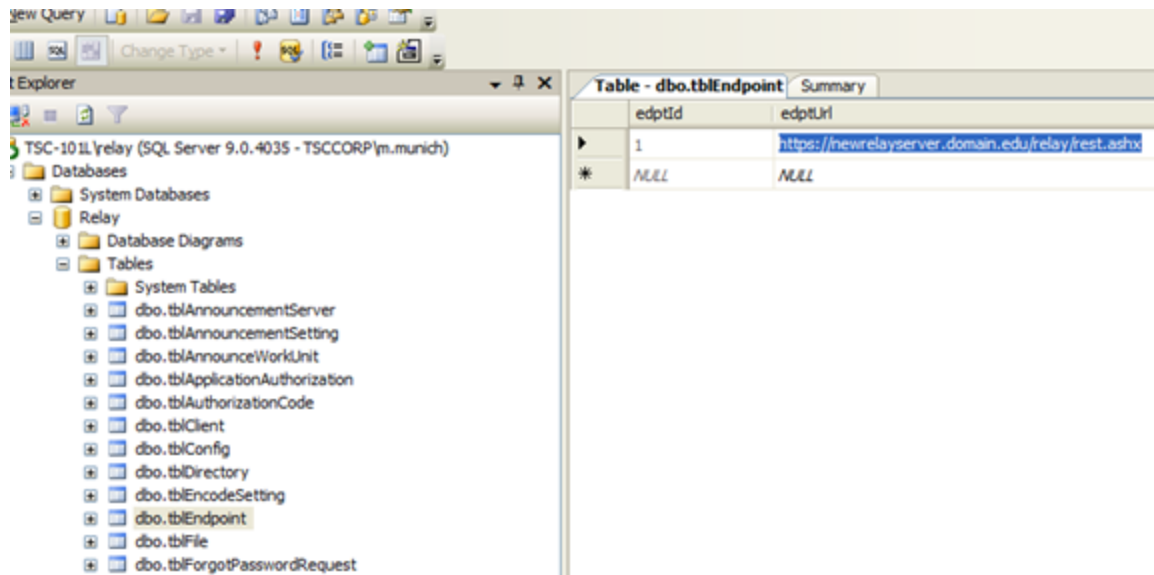
The user must have *sql_dependency_starter* permissions.



14. In the Object Explorer pane, go to Relay Database Instance>Databases > Relay > Tables.
15. Right-click `dbo.tblEndpoint` and select **Open table**.
16. The data from the table is shown in the right pane. Update the `edptUrl` field to be the proper URL of the new server.

This is the same URL that you entered into the installer for their SSL certificate, but here you need the full URL. For example, if you used `relay.example.com`, here you need to enter:
`https://relay.example.com/relay/rest.ashx`.

17. Click off the row or press the down arrow key to confirm and save the change.



18. To restart the Relay Manager Service, in the command prompt, type:

```
net start "Relay Manager Service"
```

19. To restart IIS, type:

```
iisreset /start
```

20. Log into the website as an administrator and go to System > Servers.
21. If needed, select the server and click **Bring Server Online**.

Activate / Deactivate Camtasia Relay Server

Activate Camtasia Relay server to remove the trial period and activate the correct number of encoding processors. It is important to deactivate Camtasia Relay server before you uninstall the server so you can install Camtasia Relay on a different server.

To communicate with the activation server through a firewall, port 80 must be open. Please refer to the **Firewall Rules** section of the **Camtasia Relay Server Security Administration Guide** referenced in [Appendix A: Additional Help and Related Documentation](#).

Activate the Camtasia Relay Server

1. Click System > Activation.
2. Enter your License code and click Activate.

Obtaining More Activations

If you find that you need additional activations for your server, please contact a sales associate; we will walk you through the process of updating your license.

Please refer to [TechSmith Sales Support](#).

Offline Activation / Deactivation

If Camtasia Relay is installed on a private network, offline activation/deactivation allows you to deactivate without connecting to the Internet.

To activate when offline:

1. Log in to the Camtasia Relay website as an admin and go to System > Activation.
2. Click **Offline Activation**.
3. A window opens and contains an *Installation ID* number.
4. Contact a TechSmith sales associate.

Please refer to section [TechSmith Sales Support](#).

5. Provide the *Installation ID* and *License code* to the sales associate. The sales associate gives you an *Unlock Code*.

Your license code was emailed in the Camtasia Relay purchase receipt.

6. Enter the code into the field provided. Camtasia Relay is now activated.

To deactivate when offline:

1. Log in to the Camtasia Relay website as an admin and go to System > Activation.
2. Click **Offline Activation**.
3. A window opens. Click **Deactivate** to deactivate the server.
4. The window closes and you return to page. The server is now shown in an Expired state.
5. Contact a TechSmith sales associate.

Please refer to section [TechSmith Sales Support](#).

6. Provide the Proof of Removal code and the Installation ID to the sales associate. This will decrement the number of activations on your license code in the event that you want to activate a different server.

Problems with Activation / Deactivation

In the event of hardware failure or problems, please contact TechSmith Tech Support.

Please refer to section [TechSmith Sales Support](#).

Please be ready with your *Installation ID*, *License code* (or *Proof of removal code* in the case of deactivation). Your license code was emailed in the Camtasia Relay purchase receipt.

Post-Install Configuration

When the install completes, log in to the Camtasia Relay website with the *relayadmin* account. You now need to configure the server.

Email Server Configuration

When you first log in, you are directed to a page to configure the email server. Camtasia Relay uses the email server to notify designated Camtasia Relay Administrators of server and presentation problems. Camtasia Relay also emails presenters when their presentations are published.

If you do not know the email server address, you can skip this step and enter it after Camtasia Relay is completely installed. (System > Email Server Configuration).

The configuration includes:

- ▶ The SMTP email server address. (Required)
- ▶ The SMTP email server port.
- ▶ The email address that shows in the *Reply To* field of email notifications.
- ▶ The email address of the Relay Administrator user. This email address receives notifications from the server when action is needed from an administrator. (Required)

If you change the email address in the *Relay Admin* user email field, the email address associated with the Relay Administrator user will also be changed. Likewise, if you edit the email address of the Relay Administrator on the Users page, this email address will also change.

Configuration Steps

Next, you will see the Server Dashboard page. This page shows the major steps to configure Camtasia Relay. Full configuration instructions are provided in the Camtasia Relay Administrator Website Help, which can also be downloaded as a PDF. For more information on how to access this help file, see [Appendix A: Additional Help and Related Documentation](#).

Roll Out Camtasia Relay to Presenters

The best way to cut down on administration time with Camtasia Relay is to help the presenters learn how to help themselves. One good way to do this is to have a good plan of how to introduce them to Camtasia Relay.

Here's a checklist of suggested steps when introducing Camtasia Relay to presenters.

- ▶ Verify all presenters have valid profiles associated with their accounts.
- ▶ You might wish to roll out Camtasia Relay in stages. For example, start with one department instead of the whole company or campus.
- ▶ What training will presenters require? You can direct presenters to the overview video launched from the help menu of the recorder and the videos located in the Help section of the Camtasia Relay website. (Administrators see a different help page.)
- ▶ Decide if you will install the Camtasia Relay recorder on user computers or if you will direct users to obtain and install the recorder on their own. The recorder has the Camtasia Relay server URL "baked-in" based on the server from which it was downloaded. If you put a copy of the Camtasia Relay recorder on a website or network drive make sure you got it from the server you want people to use.
- ▶ Establish a clear policy for how presenters should do things like request new profiles or profile changes or request a new password.
- ▶ Prepare an introduction email for presenters. We have created a few samples you can modify. You can find these samples by logging in to the Camtasia Relay website as an administrator, click Help to open the Help File, and search for "sample email".

What Presenters Need to Know Most

You need to communicate the following to presenters. You can use this information in an email introducing Camtasia Relay to your presenters.

There are helpful videos

Get presenters to watch the overview accessible from the login screen of the recorder and in the Help section on the Camtasia Relay website. You may want to send presenters directly to the video at the following URL so they can review Camtasia Relay before accessing the Recorder or having to sign in to the Camtasia Relay website:

<http://www.techsmith.com/redirect.asp?product=relay&ver=4.1.0&lang=enu&target=getting-started-recorder>

Make a test recording

There is a blue **TEST** button in the Camtasia Relay recorder presenters can use to verify that they are recording the correct screen and that the audio is recording properly.

How uploading works

As soon as the presenter clicks the **Submit** button in the recorder, Camtasia Relay prepares the recording for uploading in the background.

- ▶ There is no visual indication of the progress of the upload to the submitter.
- ▶ If the recorder is offline (or loses Internet access), the recording automatically uploads (or resumes uploading) as soon as the computer gains Internet access.
- ▶ Presenters receive an email when the presentation is published.
- ▶ Presenters can check the upload, encoding and publishing progress if they log in to the Camtasia Relay website.

Profiles

All presenters must select a Profile before they can upload their presentations to the server. Profiles determine record quality, encoding formats and publish destinations. Only Camtasia Relay Administrators can create and modify profiles.

Good Profile Naming

Before naming profiles, remember that presenters choose which profile to use by title only. You will want to consider carefully how you will name profiles. The profile title is the only thing presenters can see in the recorder. The profile description is only visible on the website.

- ▶ **Good example names:** CHM-141, BIO-101, Quarterly reports, Personal Recordings
- ▶ **Not-so-good example names:** MP4 output, John Presenter, 10142

The Sample Profile

Upon completing a new install of Camtasia Relay, a new sample profile called "Sample Profile" is created. The sample profile produces one flash output published to Screencast.com, using the default account specified on the Profiles > Publish Account Setup page.

The profile's description explains its usage:

- ▶ This sample profile publishes to Screencast.com using the default account. You can make it functional, use it for reference purposes, or delete it.
- ▶ To make it functional: verify the Notification Email Server configuration is correct and associate a presenter user to this profile. Before the presentation can publish, you need to provide valid Screencast.com account credentials.

If the sample profile is tested before the administrator has supplied credentials for the default Screencast.com account, an error is displayed saying "The profile is missing account information."

To remedy this, go to the Profiles > Publish Account Setup and enter credentials for a default Screencast.com account. Save and try testing the sample profile again.

The Upload and Decide Later Profile

The Camtasia Relay recorder comes with an Upload and Decide Later Profile. This profile sends the recording to the Camtasia Relay server, but the recording is not processed in any way. It stays in the *Needs Attention* state on the server until an authorized presenter or Camtasia Relay administrator assigns a different profile and submits the recording for publishing via the Camtasia Relay website.

The Upload and Decide Later profile is primarily used by guest presenters and authorized presenters who do not know their password.

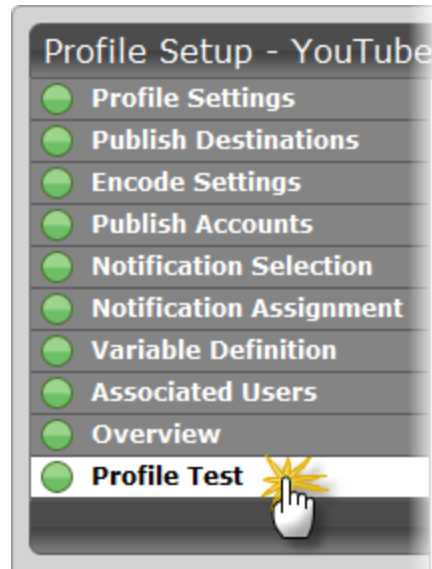
Why Use the Upload and Decide Later Profile?

- ▶ For guest presenters, it is the only profile available.
- ▶ You make a presentation in advance, but do not want it published until later.
- ▶ You are not satisfied with existing profile options and wish to hold the recording on the server until you can contact your Camtasia Relay administrator to create or modify a profile.

For additional information on setting up profiles, please log into the Camtasia Relay website as an administrator and click Help.

The Profile Test

The **Profile Test** is enabled for a profile when the profile is valid (i.e., the profile has no red-coded items).



When you click the **Test Profile** button, a sample presentation is created and processed for a built-in sample video. Any credentials and profile variables needed by profile are based on the specified Test Presenter.

If any credentials or variables cannot be resolved based on the specified user, the presentation fails and an error message is displayed.

The test presentation is prepared like regularly uploaded presentations. This includes the creation of encoding, transcription (if selected in the profile), publishing, and notification (if selected on the Profile Test page) jobs.

These jobs can be monitored from the Presentations page. The Profile Test page is automatically redirected to the Presentations page after the test presentation successfully begins.

Search in Flash and Silverlight Encodings

In the Flash and Silverlight encodings, the players include a Table of Contents based from slide titles and a Search field.

The table of contents is available when the presentation is recorded from a PowerPoint or Keynote slide show.

Viewers can enter search terms that check through the following:

▶ **Presentation audio**

If the profile used to process the recording was enabled to use the Transcribe presentation audio for full audio search option, a full transcription of the presentation audio is included in the searchable text.

▶ **Text**

The presentation must be playing (in slide show mode) in order for slide content to be captured. The following text is captured from a slide show:

- Keynote '08 and '09
 - ◆ Slide title
 - ◆ Slide body which includes text such as in paragraphs, text boxes, and bulleted lists.
 - ◆ Presenter notes
- PowerPoint 2004, 2008, and 2011 (Mac)
 - ◆ Slide title
 - ◆ Slide body which includes text such as in paragraphs, text boxes, bulleted lists, word art, and table data.
 - ◆ SmartArt shapes and chart data are not captured.
 - ◆ Alternate text for images is not captured.
 - ◆ Presenter notes

There is a known issue in PowerPoint 2004 (Mac) in that Camtasia Relay Recorder can only capture the first 255 characters of each shape on a slide

- PowerPoint 2003, 2007, and 2010 (Windows)
 - ◆ Slide title
 - ◆ Slide body which includes text such as in paragraphs, text boxes, bulleted lists, word art, table data, and alternate text for images.
 - ◆ Some SmartArt and chart data can be captured (2007 and later only).
 - ◆ Text which is not visible on the screen is not captured.
 - ◆ Presenter notes

In general, skipped or hidden slides are not captured.

The Camtasia Relay XML File

Camtasia Relay provides XML files with the encodings for published presentations. The XML data contains information about the encoding such as the title, length, format, resolution, and more.

Uses

Customers may use the XML file with existing media-hosting solutions, content delivery methods such as RSS feeders, etc. TechSmith provides the XML data as a service, but does not support how the institution uses the XML file.

Information Included in the XML File

- ▶ Presentation information: title, description, date, duration, and resolution
- ▶ Profile used to create presentation
- ▶ Presenter name
- ▶ Client (computer used to make the recording) IP address, and computer name
- ▶ Server name where recording was processed
- ▶ Encoding preset used
- ▶ Length of time the presentation was in the queue for processing
- ▶ Length of time it took to encode the presentation
- ▶ Destination URL of published presentation
- ▶ Total duration of the presentation before trimming in milliseconds
- ▶ Duration of the presentation after trimming was applied in milliseconds.
- ▶ Time of the start trim point in milliseconds.
- ▶ Time of the end trim point in milliseconds.
- ▶ The time in milliseconds and text of the table of contents entries.
- ▶ The time in milliseconds and text of the body text of all slides captured.
- ▶ The time in milliseconds, duration in milliseconds, probability, and word for all the generated speech to text for full audio search.
- ▶ Transcribed presentation audio or captions

If the profile used to process the recording was enabled to use transcription option, a transcription of the presentation audio or the captions are included.

- ▶ Slide show text

The presentation must be playing (in slide show mode) in order for slide content to be captured. The following text is captured from a slide show:

- Keynote '08 and '09
 - ◆ Slide title
 - ◆ Slide body which includes text such as in paragraphs, text boxes, and bulleted lists.
 - ◆ Presenter notes
- PowerPoint 2004, 2008, and 2011 (Mac)
 - ◆ Slide title
 - ◆ Slide body which includes text such as in paragraphs, text boxes, bulleted lists, word art, and table data.
 - ◆ SmartArt shapes and chart data are not captured.
 - ◆ Alternate text for images is not captured.
 - ◆ Presenter notes

There is a known issue in PowerPoint 2004 (Mac) in that Camtasia Relay Recorder can only capture the first 255 characters of each shape on a slide.

- PowerPoint 2003, 2007, and 2010 (Windows)
 - ◆ Slide title
 - ◆ Slide body which includes text such as in paragraphs, text boxes, bulleted lists, word art, table data, and alternate text for images.
 - ◆ Some SmartArt and chart data can be captured (2007 and later only).
 - ◆ Text which is not visible on the screen is not captured.
 - ◆ Presenter notes

In general, skipped or hidden slides are not captured.

Considerations

- ▶ Deprecated Items
 - The duration element of the `sourceRecording` element is deprecated and will be removed in a future release.
 - The duration element of the `encodeFiles` element is deprecated and will be removed in a future release.
 - The duration element of the `outputFiles` element is deprecated and will be removed in a future release.
- ▶ XML data is available for all encode types and all supported publish destinations with the following exceptions:
 - XML is not included with presentations published to iTunes U.
 - XML data is parsed into fields (as opposed to a single XML file) for presentations published to Screencast.com. The metadata can be found under the Details section when viewing a presentation on Screencast.com.
 - Certain elements of the XML data are optional depending on the recording and the profile configuration.
 - For instance, if PowerPoint or KeyNote presentations were not captured at record time, then there will be no table of contents or screen text information.
 - Also, if the “Transcribe presentation audio for full audio search” option is turned off, then the presentation audio transcription will not be present in the metadata.
 - Flash and Silverlight encodings produce an XML file as well that will end with the text “_xmp.xml” that should not be confused with the metadata .xml file.

Example Metadata XML File

The following is an example XML file.

```
<?xml version="1.0" encoding="utf-8"?>
<presentation relayVersion="2.0.0">
```

```
<title>Sea Turtles</title>

<description>A very interesting and engaging presentation on sea
turtles.</description>

<date>6/28/2010 3:31:05 PM</date>

<profile>Biology 101</profile>

<destinationUrl>media.university.edu\bio101\Sea_Turtles_-_Flash_
(Medium)_-_20100628_03.32.49PM.swf</destinationUrl>

<totalDuration>60600</totalDuration>

<trimmedDuration>60600</trimmedDuration>

<startTrimTime>0</startTrimTime>

<endTrimTime>60600</endTrimTime>

<recordedBy>

<displayName>Jane Doe</displayName>

<email>j.doe@techsmith.com</email>

</recordedBy>

<presenter>

<displayName>Jane Doe</displayName>

<userName>j.doe</userName>

<email>j.doe@techsmith.com</email>

</presenter>

<clientInfo>

<clientIP>192.168.0.1</clientIP>

<clientComputerName>desktop101.techsmith.com</clientComputerName>

</clientInfo>

<serverInfo>
```



```
rHost-
name>https:-
//relayserver.techsmith.com/relay/rest.ashx</serverHostname>

<encodingPreset>Flash (Medium)</encodingPreset>

<timeToEncode>46157</timeToEncode>

<timeInQueue>500</timeInQueue>

</serverInfo>

<sourceRecording>

<resolution>1600x1200</resolution>

<!--duration is deprecated and will be removed in a future
release.-->

<duration>60</duration>

<fileList>

<file clientPath="C:\Users\j.doe\AppData\Local\TechSmith\Camtasia
Relay\Recordings\REC_197d189.avi"
serverPath="E:\Media\450\SourceFiles\8725.avi" size="22392320"
sequence="0" type="ScreenRecordingFile" duration="60600" />

<file clientPath="C:\Users\j.doe\AppData\Local\TechSmith\Camtasia
Relay\Recordings\PPT_197d13b.xml"
serverPath="E:\Media\450\SourceFiles\8726.xml" size="1536"
sequence="0" type="TableOfContentsFile" duration="0" />

</fileList>

</sourceRecording>

<encodeFiles>

<!--duration is deprecated and will be removed in a future
release.-->

<duration>60</duration>

<fileList>

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM.mp4"
serverPath="E:\Media\450\EncodeFiles\2515\Sea_Turtles_-_Flash_
```

```
(Medium)_-_20100628_03.32.49PM.mp4" size="1830977"
resolution="800x600" duration="60600" />

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_
03.32.49PM.html" serverPath="E:\Media\450\EncodeFiles\2515\Sea_
Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM.html" size="10017"
/>

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM_
xmp.xml" serverPath="E:\Media\450\EncodeFiles\2515\Sea_Turtles_-_
Flash_(Medium)_-_20100628_03.32.49PM_xmp.xml" size="46954" />

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM_
thumb.jpg" serverPath="E:\Media\450\EncodeFiles\2515\Sea_Turtles_-_
Flash_(Medium)_-_20100628_03.32.49PM_thumb.jpg" size="64358" />

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM_
thumbnails.jpg" serverPath="E:\Media\450\EncodeFiles\2515\Sea_
Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM_thumbnails.jpg"
size="14404" />

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM.swf"
serverPath="E:\Media\450\EncodeFiles\2515\Sea_Turtles_-_Flash_
(Medium)_-_20100628_03.32.49PM.swf" size="457576" resolution="-1x-
1" duration="60600" />

</fileList>

</encodeFiles>

<outputFiles>

<!--duration is deprecated and will be removed in a future
release.-->

<duration>60</duration>

<fileList>

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM.mp4"
destinationPath=" media.university.edu\bio101\Sea_Turtles_-_Flash_
(Medium)_-_20100628_03.32.49PM.mp4" size="1830977" />

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_
03.32.49PM.html" destinationPath="http://
```

```
media.university.edu\bio101/Sea_Turtles_-_Flash_(Medium)_-_
20100628_03.32.49PM.html" size="10017" />

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM_
xmp.xml" destinationPath=" media.university.edu\bio101\Sea_Turtles_
_-_Flash_(Medium)_-_20100628_03.32.49PM_xmp.xml" size="46954" />

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM_
thumb.jpg" destinationPath=" media.university.edu\bio101\Sea_
Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM_thumb.jpg"
size="64358" />

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM_
thumbnails.jpg" destinationPath="media.university.edu\bio101\Sea_
Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM_thumbnails.jpg"
size="14404" />

<file name="Sea_Turtles_-_Flash_(Medium)_-_20100628_03.32.49PM.swf"
destinationPath=" media.university.edu\bio101\Sea_Turtles_-_Flash_
(Medium)_-_20100628_03.32.49PM.swf" size="457576" />

</fileList>

</outputFiles>

<metaData type="TableOfContents">

<item startTime="300" text="Sea Turtles" />

<item startTime="16900" text="Green Sea Turtles" />

<item startTime="33900" text="Sea Turtles" />

<item startTime="39800" text="Long living" />

<item startTime="44600" text="Turtles in the wild" />

</metaData>

<metaData type="ScreenText">

<item startTime="300" text="Sea Turtles Green sea turtles are
reptiles whose ancestors evolved on land and returned to the sea to
live about 150 million years ago." />
```

```
<item startTime="16900" text="Green Sea Turtles Green sea turtles
are reptiles whose ancestors evolved on land and returned to the
sea to live about 150 million years ago." />

<item startTime="33900" text="Sea Turtles Found in warm seas
worldwide" />

<item startTime="39800" text="Long living. Green sea turtles Are
reptiles whose ancestors evolved on land and Returned to the sea to
Live about 150 million years ago." />

<item startTime="44600" text="Turtles in the wild. Breeding Grounds
Food Supply Protected Areas" />

</metaData>

<metaData type="Speech">

<!--

Additional items removed for brevity

-->

<item startTime="12390" duration="370" probability="0.491"
text="sea" />

<item startTime="12760" duration="460" probability="0.617"
text="turtles" />

<item startTime="13220" duration="60" probability="0.223"
text="are" />

<item startTime="13280" duration="470" probability="0.548"
text="beautiful" />

<item startTime="13750" duration="720" probability="0.469"
text="creatures" />

<item startTime="14500" duration="140" probability="0.393"
text="that" />

<item startTime="14640" duration="70" probability="0.779"
text="are" />
```

```
<item startTime="14710" duration="390" probability="0.347"  
text="found" />  
  
<item startTime="15100" duration="170" probability="0.340"  
text="in" />  
  
<item startTime="15270" duration="270" probability="0.587"  
text="warm" />  
  
<item startTime="15540" duration="650" probability="0.699"  
text="seas" />  
  
<item startTime="16190" duration="1200" probability="0.572"  
text="." />  
  
<!--  
Additional items removed for brevity  
-->  
  
</metaData>  
  
</presentation>
```

Publish Destinations

Completed presentations **should not** be published (hosted) on the Camtasia Relay server. Instead, Camtasia Relay can publish presentations to many kinds of media servers including FTP servers, network drives (file system), YouTube, iTunes U, WebDAV, and TechSmith's media-hosting site, Screencast.com.

If the publish destination you would like to use is not available in the list of publish destinations, you may have to install the appropriate plug-in before you can use it. See **Plug-Ins** in the Administrator Website Help for more information.

Camtasia Relay can publish presentations to one or more of the following locations.

- ▶ File System (Network drives, etc)
- ▶ FTP Server (FTP & sFTP)
- ▶ Screencast.com (TechSmith's media-hosting service)

Original Recording (Backup), Camtasia Studio Recording, and all the Real Media encoding options will not be embedded on SC.com

- ▶ WebDAV
- ▶ Microsoft Windows SharePoint
- ▶ YouTube
- ▶ iTunes U (Camtasia Relay formats supported by iTunes U include MP4 and MP3)
- ▶ Mediasite
- ▶ Drupal
- ▶ Kaltura
- ▶ Amazon S3

General Considerations

Camtasia Relay will attempt to create directories when using file system, FTP, sFTP, and WebDAV publish destinations. If you are receiving messages that you cannot create directories, make sure the user has permission to create them (this is essential if you are going to use variables in your paths). If you do not want users to have the ability to create folders, setup the folders ahead of time and make sure the user has permission to create files within those directories.

If you see Test Document.txt in your folders after setting up Relay, you can safely delete them. Relay will attempt to delete them, but if the user that's publishing doesn't have permission we will not be able to successfully clean up after the test. You can give the user in question permission to delete files to prevent these from sticking around in the future.

Currently, it's a known issue that you cannot use spaces in URL fields when setting up publishing destinations. Instead, use %20.

FTP Servers

Some things to keep in mind when using an FTP or sFTP publish destination:

- ▶ Ensure the host is specified as a fully qualified domain name the host name is pingable.
- ▶ We recommend that when setting up the FTP / sFTP publishing destination that you provide the host and only the host in the Host field.

You should specify the folder structure within the Path field. The Path field requires \ to be used. This is intentional. When publishing, we use that as the separator and send change directory commands to the ftp / sftp server. This way we can support windows and unix based ftp servers.

- ▶ There may be cases where a domain is needed depending on how the FTP / sFTP server is setup. If you are getting user permission or invalid user errors, try adding the domain.
- ▶ Ensure the correct Protocol is selected (FTP vs sFTP).
- ▶ Use an FTP client to log into the FTP server. Verify the specified Path is accessible and files can be created there.
- ▶ The URL entry for file system publishing and FTP publishing attempts to map a URL to the destination where the media is published. If there are variables in the path, Camtasia Relay may not be able to verify that the mapping is correct. Make sure to use the Profile Test option to produce a test presentation to verify that the mapping works as expected. If there are no variables, Camtasia Relay attempts to publish and retrieve a test file to the destination path. If this is unsuccessful, the destination is marked as having an error.

It is possible to completely override the destination level URL at the account level.

File System

Some things to keep in mind when using a file system publish destination:

- ▶ File System Publish Destinations without a specified URL will limit content accessibility to only those users who have direct access to the file system.
- ▶ A Publish Destination URL will allow users to access files on a limited access file system. Access will be controlled by the hosting web server. Depending on the way the file system is hosted, users may be able to see and access non-sequitor files (e.g., XML, thumbnails, etc.) in addition to the video files. An IIS Virtual Directory can provide URL based access to files in a file system.
- ▶ Not all encodings will be directly viewable in a browser accessed from a file system URL. Camtasia Relay will generate HTML wrappers for Flash and Silverlight videos making them viewable on those user's computers having the respective players installed. The ability to view other files (mp4, swf, avi, mvb, wmv, etc.) will depend on what viewers are available on each user's computer.
- ▶ In many cases, a share needs to be specified using a fully qualified domain name. For example, instead of using `\\presentations`, use `\\presentations.yourOrganization.edu`.
- ▶ Verify the Path field is accessible using Windows Explorer on the server running the Relay Manager service. Copy and paste the Path from your browser into the address field of Windows Explorer and confirm the file share is accessible. Also confirm that files can be created in this location. This can be done simply by right-clicking in Windows Explorer and selecting to create a new document in the share location.
- ▶ The URL should be verified by entering it into a browser. If it is an IIS Virtual Directory, check its configuration using IIS Manager. Ensure that Directory Browsing is enabled under the Features section.

Side note: you will probably want to make the `web.config` file in this directory hidden so it is not seen in the directory browsed from the URL.

- ▶ File system supports UNC paths to remote servers.
- ▶ Variables used in paths should be as simple as possible. There is a hard limit of 260 characters for a file name and path. It's possible to easily overflow this limit by using variables like profile title or presentation title. It's also possible that using variables like profile title and presentation title can introduce characters that are not valid folder names.
- ▶ If you are receiving messages that your user is unable to publish to a destination, please make sure to fill out the domain field. If there is not explicit domain, put the name of the machine that the destination points to.
- ▶ The URL entry for file system publishing and ftp publishing will attempt to map a url to the destination where the media is being published. It's possible that we would be unable to verify that the mapping works if there are variables in the path. We recommend that you use the test profile portion of the profile creation pages in order to verify that you are able to map the urls correctly. If there are no variables, we will attempt to download the test file that we publish to the destination path. If we are unable to do so, we mark the destination as incorrect.
- ▶ It is possible to completely override the destination level URL at the account level.

NTFS File Permissions

Camtasia Relay can send data to various file shares that exist on your network. While we cannot give instructions on how to create file shares in every environment, we have included some links to information about creating and debugging a file share on Windows Servers.

- ▶ How to Share Files and Folder over the Network in a Windows Server 2003 Domain Environment:
<http://support.microsoft.com/kb/324267>
- ▶ Shared Folders for Windows Server 2008:
<http://technet.microsoft.com/en-us/library/cc770406.aspx>
- ▶ Enable or Disable Sharing and Discovery:
<http://technet.microsoft.com/en-us/library/cc753176%28WS.10%29.aspx>

WebDAV

With Camtasia Relay's WebDAV publishing protocol a variety of different publishing destinations are opened up for use with the system. The following briefly describes some of the locations that can be used with WebDAV. This is by no means an exhaustive list.

Xythos

<http://www.blackboard.com/Platforms/Learn/Products/Blackboard-Learn/Blackboard-Xythos.aspx>

Xythos Software is a developer of content management software solutions for the enterprise and a subsidiary of Blackboard Inc. Xythos products include the WebFile content management platform and a family of applications for essential document and file management. Xythos' WebDAV-compliant solutions are licensed to commercial, education and government organizations around the world.

Other WebDAV Publish Destinations

The following location also contains a list of products that support WebDAV publishing

<http://www.webdav.org/projects/>

Considerations

- ▶ If you have a problem, try the following:
 - Ping the WebDAV server (e.g., media.company.com) from the Relay server machine and confirm it is reachable.
 - Enter the WebDAV URL into a browser and confirm the WebDAV site can be accessed.
- ▶ WebDAV is a protocol that is found in HTTP v1.1. We follow the standard for making directories and publishing files to WebDAV URLs. We do not manage any of the versioning or editing capabilities of the protocol as we are content creators at this time.
- ▶ The Trust All Certificates option will tell WebDAV to accept any SSL certificate it receives from the destination. This is to help out those who are rolling this out in environments where they may be using self-signed certificates or trust that the destination server is a legit server.
- ▶ Authentication types are as follows:
 - Basic – this is unencrypted. Use this if you aren't concerned about the username and password being sent in plain text.
 - Database – this is used primarily on Unix based setups of WebDAV. Apache has the ability to hook up its authentication to a database. If your setup uses that method of authentication, use this type.
 - Digest – this is more secure than Basic.
 - NTML – this is integrated windows authentication. This can be enabled in the IIS setup for a WebDAV destination.
- ▶ In order for the WebDAV server to play media, the server needs to have the media's MIME type set in IIS. For example, the MP4 file created by Camtasia Relay isn't included in the default MIME types in IIS.

Microsoft SharePoint: You cannot use WebDAV to publish to SharePoint. Microsoft uses a specialized version of WebDAV that is not standard. In order to publish to SharePoint, please use Camtasia Relay's SharePoint publishing destination.

YouTube

Camtasia Relay can publish presentations directly to YouTube, but there are a few things to keep in mind when doing so.

- ▶ Unverified YouTube accounts have a video length restriction. If the presentation from Camtasia Relay is longer than this limit, the video will be rejected by YouTube after upload. The Camtasia Relay server has no way to know if the presentation is accepted, as this step occurs after upload.

For this reason, we suggest you also use the original backup encoding to create a backup of the presentation for profiles that use YouTube publish destinations. This way if the presentation video is rejected by YouTube after upload, there is another copy of the presentation and no data is lost.

- ▶ For information on how to verify a YouTube account, see the YouTube website. As of November 2011, the process for verifying a YouTube account involves sending a text message to a mobile phone with a confirmation code.
- ▶ YouTube often updates or upgrades their business processes, so the account limits and verification process may change. See the YouTube website for the latest information on account limits and verification.

iTunes U Information

Camtasia Relay can publish presentations directly to iTunes U provided the following conditions are satisfied:

- ▶ Your institution has an iTunes U account. TechSmith is not affiliated with iTunes U.
- ▶ The published presentations are encoded into a file type supported by iTunes U. Camtasia Relay offers: MP3, iPod, and YouTube.. (iTunes U supports M4A, MP3, MP4, M4V, MOV, and PDF.)
- ▶ You know the Shared Secret code provided to your school by Apple. This is a 32 character alphanumeric code.
- ▶ You have access to desired Media Group ID codes. These are 10-digit numbers that direct the produced media into a specific instructor's class.
- ▶ Viewers need iTunes on their computers.
- ▶ If you have a problem, try the following:
 - Double check the fields are entered correctly.
 - Ping the Site URL from the Relay server machine and confirm it is reachable.
 - Confirm the account is usable using the iTunes U desktop application.
- ▶ The Relay server must be synced with a time server in order to ensure that the time does not get out of sync with what Apple expects. If the server is out of sync, you will get authentication errors as the signature of the request is invalid.

What is my Media Group ID?

1. Click on a class in iTunes U.
2. Right click the Videos tab and select **Copy iTunes Store URL**.



3. Paste the URL into a document. It will look similar to: `https://-dei-mos.apple.com/WebObjects/Core.woa/BrowsePrivately/example.com.1927435401.01099125312`
4. The Group ID is the last 10 digits in the URL following the period 0: (1099125312).

Screencast.com Information

Screencast.com is the place to share your high-quality videos, documents, presentations, and images—simply and professionally. We never compress or alter your content...so what you upload is what viewers see. And with four levels of privacy controls, you get to decide who sees what.

Screencast.com may occasionally scale large content to fit the viewer's browser window. In these cases, a button will appear above the content to allow the viewers to view such content in its original size.

Benefits of publishing to Screencast.com

- ▶ Presenters can easily manage, organize, and delete their presentations.
- ▶ Presenters can attach additional materials to the video. For example, a viewer can download notes, the actual presentation slides, etc. This is not directly accessible from Camtasia Relay; presenters will have to log onto Screencast.com and use that interface to do this.
- ▶ Screencast.com is hosted by TechSmith and is helpful for customers with limited bandwidth and media storage space.
- ▶ Presenters can exercise individual control over how their content is protected.
- ▶ Presenters can allow viewers to comment on their presentations. Please visit the following URL for more information: <http://www.screencast.com/answers>
- ▶ Free Screencast.com accounts are available to everyone. Paid accounts may be purchased and offer extra benefits like extra storage space and monthly bandwidth, as well as custom templates.

Considerations

Every Camtasia Relay presenter (end user) needs a Screencast.com account. These accounts are not created via Camtasia Relay. To obtain Screencast.com accounts, please visit <http://www.screencast.com>.

By default, presentations are stored in the Camtasia Relay folder on Screencast.com. Camtasia Relay Administrators can create multiple Screencast.com destinations for organizational purposes, and can also create multiple folders for Presenters. Presenters may also create their own folders on Screencast.com and assign them to their profile.

The Camtasia Relay folder created on Screencast.com is marked as a hidden folder by default. This means that the content within can be shared via URL links by the presenter, but the contents of the folder are not publicly browsable on Screencast.com. It also contains a custom template to show it was created with Camtasia Relay. Presenters can use the Screencast.com website to change the viewing permissions on this folder if they like, or they can create their own tailored to their needs.

Inform Presenters of Required Account Information

Presentations will not be published until presenters sign in to the Camtasia Relay website and enter their account information. Ideally, introduce presenters to the Camtasia Relay website and have them enter their Screencast.com information before making recordings.

Presenters that make a recording and upload a presentation before the information is entered receive an email with a hyperlink and instructions to solve the problem. The presenter must enter their Screencast.com account information on the Camtasia Relay website and then the presentation will be able to finish process via the website.

Server Troubleshooting

Server Debugging

The following are some tips for figuring out server issues.

Publishing Failures

Open the job status page and provide us with the error message reported.

WebDAV

If you get a 404 error from WebDAV after it's been working, this usually is indicative of the hard drive not having enough space left to accept the file.

iTunes U

Authentication errors are also sometimes the result of the server not having its time updated by a central time server like time.microsoft.com. If it was working and it's not now, then that is usually the case.

The other instance that is pretty common is when you have used the Course Id instead of the Media Group Id for publishing.

Camtasia Relay Server Event Viewer

Your server's Event Viewer can potentially provide a rich source of information regarding what's happening on the server when problems occur.

Once the Manager Service starts on a server, it creates a TechSmith node in the Event Viewer which captures important information about when services start and stop. It also captures error information when errors occur. The events in the TechSmith event log are of use when contacting Technical Support.

How to Export Event Viewer Logs

The following information explains how to export the event viewer logs for the components of Camtasia Relay. For information on how to share these with TechSmith Technical Support, please see [TechSmith Tech Support](#).

If the TechSmith node is not present on a server where Camtasia Relay Server has been installed, this means that the Relay Manager Service never started on that server. If the server isn't running and there isn't a TechSmith node in the Event Viewer, try the Restart Camtasia Relay Server shortcut on the desktop, it may solve the problem.

Camtasia Relay Recorder

Windows XP

1. Go to Start > Run > eventvwr.
2. Right-click TechSmith and select **Save Log Files As**.
3. Save the log in the EVT format.
4. Right-click Application and select **Save Log Files As**.

5. Save the log in the EVT format.
6. Right-click System and select **Save Log Files As**.
7. Save the log in the EVT format.

Windows 7 and Windows Vista

1. Open the Start menu and in the search box, type “event viewer” and press Enter.
2. When the Event Viewer opens, expand **Applications and Services Logs**.
3. Right-click TechSmith and select **Save Events As**.
4. Save the log in the EVTX format.
5. Expand Windows Logs.
6. Right-click Application and select **Save Events As**.
7. Save the log in the EVTX format.
8. Expand Windows Logs.
9. Right-click System and select **Save Events As**.
10. Save the log in the EVTX format.

Windows 8

1. Open the Start menu and search for “event viewer.”
2. Click Settings. On the left, click Event Viewer.
3. When the Event Viewer opens, expand Applications and Services Logs.
4. Right-click TechSmith and select Save Events As.
5. Save the log in the EVTX format.
6. Expand Windows Logs.
7. Right-click Application and select Save Events As.
8. Save the log in the EVTX format.
9. Expand Windows Logs.
10. Right-click System and select Save Events As.
11. Save the log in the EVTX format.

Mac OSX

1. Open Finder and go to `/Library/Logs/TechSmith/`.
2. Right-click Camtasia Relay and select **CompressCamtasiaRelay** to create a ZIP file of the log files on the desktop.

Camtasia Relay Server

Windows Server 2008

1. Open the Start menu and in the search box, type “event viewer” and press Enter.
2. When the Event Viewer opens, expand **Applications and Services Logs**.
3. Right-click TechSmith and select **Save Events As**.
4. Save the log in the EVTX format.
5. Expand Windows Logs.
6. Right-click Application and select **Save Events As**.
7. Save the log in the EVTX format.

8. Expand Windows Logs.
9. Right-click System and select **Save Events As**.
10. Save the log in the EVTX format.

Windows Server 2003

1. Go to Start > Administrative Tools > Event Viewer.
2. Right-click TechSmith and select **Save Log Files As**.
3. Save the log in the EVT format.
4. Right-click Application and select **Save Log Files As**.
5. Save the log in the EVT format.
6. Right-click System and select **Save Log Files As**.
7. Save the log in the EVT format.

The Manager Debug Log

The ManagerDebug.log files can be viewed to gain more knowledge as to what is occurring with the Manager Service on the Camtasia Relay server. For these files to be written on the server a line in the following file must be uncommented:

```
c:\Program Files\TechSmith\Relay
Server\Manager\manager.log4net.config
```

1. 1. Remove the comments in the following line if any exist:

```
<!--<appender-ref ref="DebugAppender"/>-->
```

so that it looks like this:

```
<appender-ref ref="DebugAppender"/>
```

The `appender-ref` element can be found near the bottom of the file in the `root` element.

Inversely, you may comment out the previous line in the file if everything is behaving properly and you do not require these log files.

2. Then restart the Manager service.
3. You can then look for errors in the following file:

```
C:\Program Files\TechSmith\Relay Server\Logs\ManagerDebug.log
```

The information in this file may be beneficial when working with TechSmith if certain errors occur on the server.

Camtasia Relay Recorder Details

The following information deals with technical aspects of the Camtasia Relay recorder and the recording process.

Recorder Installation Builds

The information in this topic involves changing configuration settings. This is something that should only be done when trying to remedy an existing problem. This process has the potential to cause problems with Camtasia Relay.

Both the Mac and the PC recorders build on the server each time the server is initialized. The reason for this build is that each recorder points to a Camtasia Relay server team. In other words, a recorder cannot communicate with both a server from Organization A and Organization B at the same time. It must know whether to choose Organization A or Organization B. The file that gets set is the UploaderService.config file on the PC or the Uploader.plist file in the Camtasia Relay.app on the Mac.

```
%PROGRAMFILES%\TechSmith\Camtasia
Relay\Uploader\UploaderService.config

Camtasia Relay.app/Contents/Resources/Uploader.plist
```

On the PC the `DefaultEndpoint` and `TeamId` are the values that get modified while on the Mac the `defaultServer` and `teamId` get modified.

PC Configuration

```
<DefaultEndpoint>https://relayserver.techsmith.com/relay/rest.ashx
</DefaultEndpoint>

<TeamId>6f2fc485-7084-46bc-ae9f-9463d99b0587</TeamId>
```

Mac Configuration

```
<key>defaultServer</key>

<string>relayserver.techsmith.com/relay/rest.ashx</string>

<key>teamId</key>

<string>6f2fc485-7084-46bc-ae9f-9463d99b0587</string>
```

If the name of the DNS entry for the server must change, each recorder must then be changed to reflect the new server. This can be done by either having the presenters download and install the new recorder when the server is rebooted or by updating these files accordingly. A recorder that cannot find the server to which it is designated will appear in offline mode.

The Camtasia Relay server automatically assigns a `TeamId` while the `EndpointURL` is specified during install. This information can be gathered from the Relay database server by running the following SQL statement:

```
SELECT LOWER(edptUrl) as EndpointURL, confValue as TeamId
FROM Relay.dbo.tblEndpoint
INNER JOIN Relay.dbo.tblConfig ON confName = 'TeamId'
```

These are some sample results of the query when it is run against the Relay database instance.

	EndpointURL	TeamId
1	https://relayserver.techsmith.com/relay/rest.ashx	cd94d3a7b98a-4ad0-8b4d-8fab57017948

The `TeamId` is only necessary for Relay server communication for the Portable client recorder. Portable client recorders cannot communicate with other recorders outside of their own team. An invalid `TeamId` will not affect communication between uploaders and the server.

Deploy the Recorder with a System Image

When distributing the Camtasia Relay to a large network of Windows based machines, it is often desirable to include the Camtasia Relay recorder as part of a system image that is deployed to all of the machines in your network.

When setting up the system image that will be deployed, there is an important step that must be done. During the install process of Camtasia Relay recorder, the installer will generate a unique `ClientID` that is used by the Camtasia Relay website to manage different computers that have the recorder installed.

If a single installation of the Camtasia Relay recorder is loaded on multiple machines, the website will report Client Machines inaccurately.

If you want to include the Relay Recorder in a system image, it is recommended that you zero out the `ClientId` GUID. This can be located in the Windows Registry at:

```
HKEY_LOCAL_MACHINE\SOFTWARE\TechSmith\Camtasia Relay\
```


When the `ClientId` is set to all zeros and the Relay Uploader Service starts (during the boot process of Windows), the Relay Uploader Service will generate a new unique `ClientId`. Once the image is distributed, each machine will properly generate their GUID.

Detailed Steps

The following steps provide a good system image for the Camtasia Relay recorder:

1. Install the Camtasia Relay recorder on to the system that the image will be taken from.
2. Stop the “Relay Uploader Service” from the “Services” in Control Panel (UploaderService.exe).
3. Change the value of the `ClientId` key to

```
00000000-0000-0000-0000-000000000000
```

The key is located at:

```
HKEY_LOCAL_MACHINE\SOFTWARE\TechSmith\Camtasia Relay\
```

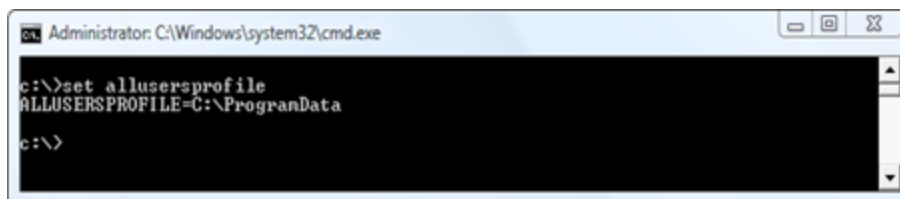
4. Take an image of the system while the Relay Uploader Service is stopped and `ClientId` GUID is all zeros.

DO NOT reboot the machine after you change the `ClientId` key to all zeros before you take the image of the machine. If you do the Relay Uploader Service will start up and put in a non-zeroed GUID, thus invalidating the change to all zeros and giving you an image where all installs will look the same to the Camtasia Relay server.

Microsoft Windows Directories

The following directories all use Windows Environment variables to establish the full path. You can find what this path is mapped to on the local machine by going to a DOS prompt and by typing:

```
c:\set VARIABLENAME
```

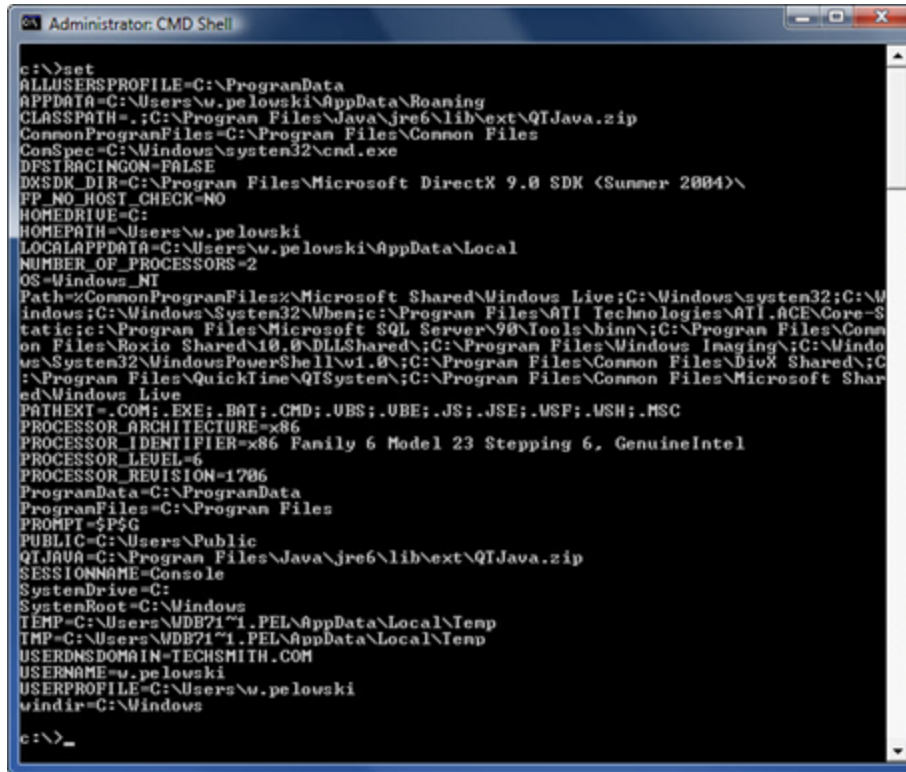


```
Administrator: C:\Windows\system32\cmd.exe
c:\>set allusersprofile
ALLUSERSPROFILE=C:\ProgramData
c:\>
```

All of the examples in the following pages use Microsoft Vista’s environment variables.

To see all of the variables mapped on a particular machine open a DOS prompt and type:

```
c:\set
```



```
Administrator: CMD Shell
c:\>set
ALLUSERSPROFILE=C:\ProgramData
APPDATA=C:\Users\w.pelouski\AppData\Roaming
CLASSPATH=.;C:\Program Files\Java\jre6\lib\ext\QTJava.zip
CommonProgramFiles=C:\Program Files\Common Files
ConSpec=C:\Windows\system32\cmd.exe
DPSTRACINGON=FALSE
DXSDK_DIR=C:\Program Files\Microsoft DirectX 9.0 SDK (Summer 2004)\
FP_NO_HOST_CHECK=NO
HOMEDRIVE=C:
HOMEPATH=\Users\w.pelouski
LOCALAPPDATA=C:\Users\w.pelouski\AppData\Local
NUMBER_OF_PROCESSORS=2
OS=Windows_NT
Path=%CommonProgramFiles%\Microsoft Shared\Windows Live;C:\Windows\system32;C:\Windows;C:\Windows\System32\Wbem;c:\Program Files\ATI Technologies\ATI.ACE\Core-S
tatic;c:\Program Files\Microsoft SQL Server\90\Tools\bin\;C:\Program Files\Comm
on Files\Roxio Shared\10.0\DLLShared\;C:\Program Files\Windows Imaging\C:\Windo
ws\System32\WindowsPowerShell\v1.0\;C:\Program Files\Common Files\DivX Shared\C
:\Program Files\QuickTime\QTSystem\;C:\Program Files\Microsoft Shar
ed\Windows Live
PATHEXT=.COM;.EXE;.BAT;.CMD;.UBS;.UBE;.JS;.JSE;.USP;.WSH;.MSC
PROCESSOR_ARCHITECTURE=x86
PROCESSOR_IDENTIFIER=x86 Family 6 Model 23 Stepping 6, GenuineIntel
PROCESSOR_LEVEL=6
PROCESSOR_REVISION=1706
ProgramData=C:\ProgramData
ProgramFiles=C:\Program Files
PROMPT=$P$G
PUBLIC=C:\Users\Public
QTJAVA=C:\Program Files\Java\jre6\lib\ext\QTJava.zip
SESSIONNAME=Console
SystemDrive=C:
SystemRoot=C:\Windows
TEMP=C:\Users\WDB7171.PEL\AppData\Local\Temp
TMP=C:\Users\WDB7171.PEL\AppData\Local\Temp
USERDNSDOMAIN=TECHSMITH.COM
USERNAME=w.pelouski
USERPROFILE=C:\Users\w.pelouski
windir=C:\Windows
c:\>_
```

Environment Variables Used for Camtasia Relay Recorder

Windows 8, Windows 7, Windows Vista, and Windows XP

```
%ALLUSERSPROFILE%
```

```
%PROGRAMFILES%
```

```
%TEMP%
```

Windows 8, Windows 7, and Windows Vista

```
%LOCALAPPDATA%
```

Windows XP

```
%USERPROFILE%
```

Camtasia Relay Service Directories

The Camtasia Relay uploader service runs in the background periodically looking for XML files in the following directories:

Windows 8, Windows 7, and Windows Vista

```
%ALLUSERSPROFILE%\TechSmith\Camtasia Relay\QueuedPresentations\  
%ALLUSERSPROFILE%\TechSmith\Camtasia Relay\ProcessingPresentations\  

```

Windows XP

```
%ALLUSERSPROFILE%\Application Data\TechSmith\Camtasia  
Relay\QueuedPresentations\  
%ALLUSERSPROFILE%\Application Data\TechSmith\Camtasia  
Relay\ProcessingPresentations\  

```

Uploader Sleep Times

While there are no errors, the uploader will sleep for 60 seconds between checking for jobs. If the uploader does detect an error when it wakes up, it will double the last sleep time before it wakes up with an upper limit of an hour. For example, once an error is detected, the uploader will sleep for 120 seconds, then 240, then 480, up to an hour as long as there are no communication errors. The uploader will refresh its server availability cache once per hour, as long as the client isn't running. The server availability caches are updated more frequently when the recorder is running. SSL errors cause the uploader to sleep for 30 minutes and block all server calls from the recorder during that time.

Launching the Recorder and Logging In

When the user first launches the recorder a connection to the server is attempted. The recorder looks for the DefaultEndpoint listed in the file:

```
%PROGRAMFILES%\TechSmith\Camtasia  
Relay\Uploader\UploaderService.config
```

Example contents of the file are shown below.

```
<UploaderService>

  <DefaultEndpoint>https://RELAYDEV02.TECHSMITH.COM/relay/
  rest.ashx</DefaultEndpoint>

  <TeamId>6390a2e2-1187-4287-aaf2-c239a06ada29</TeamId>

  <NumberOfAttemptsPerChunk>5</NumberOfAttemptsPerChunk>

  <DefaultChunkSize>8192</DefaultChunkSize>

  <WorkerThreadWakeupInterval>20</WorkerThreadWakeupInterval>

  <!--

    Logging level for communications:

    0 = No logging

    1 = Errors only

    2 = Verbose (only turn on to debug problems)

  -->

  <LogLevel>2</LogLevel>

</UploaderService>
```

After reading the endpoint the recorder attempts to connect `rest.ashx` on the server over port 443 using HTTPS (HTTP over Secure Sockets Layer).

If the connection to the server fails the recorder will indicate that it is in “Offline Mode” by showing the Offline icon:



When the user logs into the system in offline mode, the recorder will attempt to validate the user against cached information. These XML files give users access to their profiles even when using the system offline. This information exists as XML files which reside in the following folders:

Windows 8, Windows 7, and Windows Vista

```
%LOCALAPPDATA%\TechSmith\Camtasia Relay\CachedRequests

%ALLUSERSPROFILE%\TechSmith\Camtasia Relay\CachedRequests
```

Windows XP

```
%USERPROFILE%\Local Settings\Application Data\TechSmith\Camtasia
Relay\CachedRequests

%ALLUSERSPROFILE%\Application Data\TechSmith\Camtasia
Relay\CachedRequests
```

An example of one of the files is shown below. (All data is shown on one line. Line wrapping is displayed below.)

```
<?xml version="1.0" encoding="utf-16"?><rsp stat="ok"><profileList><profile title="Standard Recording"
description="A profile for a Web output good for most presenters" id="1"><recordSetting title="High
Quality" id="2"></recordSetting></profile></profileList><recordSettingXmlList><recordSettingXml
title="High Quality"
id="2">&lt;recordingProfile&gt;&lt;pcSettings&gt;&lt;screenCodecType&gt;TSCC&lt;/screenCodecType&gt;&lt;
screenFrameRate&gt;10&lt;/screenFrameRate&gt;&lt;screenKeyFrameRate&gt;100&lt;/screenKeyFrameRate&gt;&lt;
useAutoDetectSettings&gt;0&lt;/useAutoDetectSettings&gt;&lt;audioEnable&gt;1&lt;/audioEnable&gt;&lt;aud
ioCodec&gt;PCM&lt;/audioCodec&gt;&lt;audioSampleRate&gt;22050&lt;/audioSampleRate&gt;&lt;audioNumChannel
s&gt;1&lt;/audioNumChannels&gt;&lt;audioBitRate&gt;44100&lt;/audioBitRate&gt;&lt;audioBitDepth&gt;16&lt;
/audioBitDepth&gt;&lt;cameraEnable&gt;0&lt;/cameraEnable&gt;&lt;cameraFrameRate&gt;0&lt;/cameraFrameRate
&gt;&lt;cameraProfile&gt;System.Data.DataRowView&lt;/cameraProfile&gt;&lt;cameraVideoWidth&gt;320&lt;/ca
meraVideoWidth&gt;&lt;cameraVideoHeight&gt;240&lt;/cameraVideoHeight&gt;&lt;/pcSettings&gt;&lt;macSettin
gs&gt;&lt;screenCodecType&gt;TechSmith
EnSharpen&lt;/screenCodecType&gt;&lt;screenFrameRate&gt;10&lt;/screenFrameRate&gt;&lt;screenKeyFrameRate
&gt;100&lt;/screenKeyFrameRate&gt;&lt;adjustScreenCaptureRate&gt;0&lt;/adjustScreenCaptureRate&gt;&lt;us
eAutoDetectSettings&gt;0&lt;/useAutoDetectSettings&gt;&lt;audioEnable&gt;1&lt;/audioEnable&gt;&lt;audioC
odec&gt;AAC&lt;/audioCodec&gt;&lt;audioSampleRate&gt;22050&lt;/audioSampleRate&gt;&lt;audioNumChannels&
t;1&lt;/audioNumChannels&gt;&lt;audioBitRate&gt;0&lt;/audioBitRate&gt;&lt;audioBitDepth&gt;0&lt;/audioBi
tDepth&gt;&lt;cameraEnable&gt;0&lt;/cameraEnable&gt;&lt;cameraFrameRate&gt;0&lt;/cameraFrameRate&gt;&lt;
cameraCodec&gt;Apple Planar
RGB&lt;/cameraCodec&gt;&lt;cameraVideoWidth&gt;320&lt;/cameraVideoWidth&gt;&lt;cameraVideoHeight&gt;240&
lt;/cameraVideoHeight&gt;&lt;/macSettings&gt;&lt;/recordingProfile&gt;</recordSettingXml></recordSetting
XmlList></rsp>
```

Files and Directories Used for Test Recordings

While Recording

When creating a test recording, both a WAV file and an AVI are created in a directory which has a random ID appended to the end of it:

```
%TEMP%\RelayTest_RANDOMID\
```

Example:

```
c:\Users\j.doe\AppData\Local\Temp\RelayTest_7a6f67
```

The files are stored in this directory and also have a random ID appended to the end of them:

```
%TEMP%\RelayTest_7a6f67\RelayTest__captureRANDOMID.avi  
%TEMP%\RelayTest_7a6f67\RelayTest__captureRANDOMID.wav
```

Examples:

```
c:\Users\j.doe\AppData\Local\Temp\RelayTest_7a6f67\RelayTest__  
capture7a6f86.wav  
c:\Users\j.doe\AppData\Local\Temp\RelayTest_7a6f67\RelayTest__  
capture7a6f86.avi
```

After Recording

When the recording has completed, the audio and video are interleaved and the recording is moved to:

Windows 8, Windows 7, and Windows Vista

```
%LOCALAPPDATA%\TechSmith\Camtasia Relay\Recordings\TESTRANDOMID.avi
```

Windows XP

```
%USERPROFILE%\Local Settings\Application Data\TechSmith\Camtasia  
Relay\Recordings\TESTRANDOMID.avi
```

Example:

```
c:\Users\j.doe\AppData\Local\TechSmith\Camtasia  
Relay\Recordings\TEST7a6f77.avi
```

When the user clicks Close, the recording is deleted.

Files and Directories Used for Recording a Presentation

Default Locations

When the user clicks Record both a WAV file and an AVI are created in a directory which has a random ID appended to the end of it:

```
%TEMP%\Relay_RANDOMID\
```

Example:

```
c:\Users\j.doe\AppData\Local\Temp\Relay_7d8612\
```

If PowerPoint is being recorded than an additional XML file is also created.

Example:

```
<?xml version='1.0' encoding='utf-8' ?><TOCEntries><TOCEntry><TOCTitle>Sea
Turtles</TOCTitle><TOCTime>0.300000</TOCTime><Body>Sea Turtles  Green sea
turtles are reptiles whose ancestors evolved on land and returned to the
sea to live about 150 million years
ago.</Body><Notes>1</Notes></TOCEntry><TOCEntry><TOCTitle>Green Sea
Turtles</TOCTitle><TOCTime>2.400000</TOCTime><Body>Green Sea Turtles  Green
sea turtles are reptiles whose ancestors evolved on land and returned to
the sea to live about 150 million years
ago.</Body><Notes>2</Notes></TOCEntry><TOCEntry><TOCTitle>Sea Turtles
</TOCTitle><TOCTime>4.000000</TOCTime><Body>Sea Turtles  Found in warm
seas worldwide </Body><Notes>3</Notes></TOCEntry><TOCEntry><TOCTitle>Long
living</TOCTitle><TOCTime>6.100000</TOCTime><Body>Long living  Green sea
turtles Are reptiles whose ancestors evolved on land and returned to the
sea to live about 150 million years
ago.</Body><Notes>4</Notes></TOCEntry><TOCEntry><TOCTitle>Turtles in the
wild</TOCTitle><TOCTime>7.800000</TOCTime><Body>Turtles in the wild
Breeding Grounds Food Supply Protected
Areas</Body><Notes>5</Notes></TOCEntry></TOCEntries>
```

Example:

```
c:\Users\j.doe\AppData\Local\Temp\Relay_7d8612\
```

The recording files are stored in this the recording directory and also have a random ID appended to the end of them:

```
%TEMP%\Relay_9417f5\Relay__captureRANDOMID.wav
```

```
%TEMP%\Relay_9417f5\Relay__captureRANDOMID.avi
```

Windows 8, Windows 7, and Windows Vista

```
%LOCALAPPDATA%\TechSmith\Camtasia Relay\Recordings\REC_RANDOMID.avi
```

Windows XP

```
%USERPROFILE%\Local Settings\Application Data\TechSmith\Camtasia  
Relay\Recordings\PPT__RANDOMID.avi
```

Examples:

```
c:\Users\j.doe\AppData\Local\Temp\Relay_9417f5\Relay__  
capture941824.wav  
  
c:\Users\j.doe\AppData\Local\Temp\Relay_9417f5\Relay__  
capture941824.avi  
  
C:\Users\j.doe\AppData\Local\TechSmith\Camtasia  
Relay\Recordings\PPT_941824.xml
```

After Recording

When the recording has completed, the audio and video are interleaved and the recording is moved to the following directory. If a PowerPoint XML file exists, it remains in this location:

Windows 8, Windows 7, and Windows Vista

```
%LOCALAPPDATA%\TechSmith\Camtasia Relay\Recordings\REC_RANDOMID.avi  
  
%LOCALAPPDATA%\TechSmith\Camtasia Relay\Recordings\PPT_RANDOMID.avi
```

Windows XP

```
%USERPROFILE%\Local Settings\Application Data\TechSmith\Camtasia  
Relay\Recordings\ REC_RANDOMID.avi  
  
%USERPROFILE%\Local Settings\Application Data\TechSmith\Camtasia  
Relay\Recordings\PPT_RANDOMID.avi
```

Example:

```
c:\Users\j.doe\AppData\Local\TechSmith\Camtasia  
Relay\Recordings\REC_9417f5.avi  
  
c:\Users\j.doe\AppData\Local\TechSmith\Camtasia  
Relay\Recordings\PPT_9417f5.avi
```


An XML file for processing the video is created and placed in the folder:

Windows 8, Windows 7, and Windows Vista

```
%ALLUSERSPROFILE%\TechSmith\Camtasia Relay\QueuedPresentations\
```

Windows XP

```
%ALLUSERSPROFILE%\Application Data\TechSmith\Camtasia  
Relay\QueuedPresentations\
```

Example:

```
c:\ProgramData\TechSmith\Camtasia Relay\QueuedPresentations\5_  
1225817404.xml
```

(The `_#` is based on the time of the presentation. Later presentations will have a higher number.)

After the Camtasia Relay uploader service chooses and completely uploads all the files for a presentation to the server, the XML file is edited and is moved to the directory:

Windows 8, Windows 7, and Windows Vista

```
%ALLUSERSPROFILE%\TechSmith\Camtasia Relay\ProcessingPresentations\
```

Windows XP

```
%ALLUSERSPROFILE%\Application Data\TechSmith\Camtasia  
Relay\ProcessingPresentations\
```

Example:

```
c:\ProgramData\TechSmith\Camtasia  
Relay\ProcessingPresentations\125.xml
```

An example of the file's contents is shown below:

```

<?xml version="1.0" encoding="UTF-8" ?>
<uploaderMsg Version="1.1.0">
  <authenticate>
    <authCode>f2ebf2ba-c65c-4de8-95ea-63adb9cbd772</authCode>
    <userEmail>j.doe@techsmith.com</userEmail>
  </authenticate>
  <uploadJob date="Fri Sep 25 08:15:04 2009">
    <profileId>18</profileId>
    <presenterName>John Doe</presenterName>
    <presentationTitle>Admin Guide Recording</presentationTitle>
    <presentationDescription />
    <presentationStartTime>2009-09-24 23:24:44 -0400</presentationStartTime>
    <presentationDuration>31182300</presentationDuration>
    <presentationMaxResolution>1600x1200</presentationMaxResolution>
    <diagnostics>&#x0A;System Information:&#x0A; 6.0 Build 6002 Service Pack 2&#x0A;Display Driver: VGA&#x0A;Display
    Colors: 32 bit&#x0A;WaveOut Devices: 2&#x0A;WaveOut Driver: Speakers (SoundMAX Integrated D(version
    6.0)&#x0A;WaveOut Driver: Speakers (SoundMAX Integrated D(version 6.0)&#x0A;WaveIn Devices: 2&#x0A;WaveIn Driver:
    Microphone (2- USB Audio Device(version 0.1)&#x0A;ACM version 5.00&#x0A;&#x0A;Audio Codecs:&#x0A;Microsoft IMA ADPCM
    CODEC Version 4.00.0000&#x0A;Microsoft CCITT G.711 A-Law and u-Law CODEC Version 4.00.0000&#x0A;Microsoft GSM 6.10
    Audio CODEC Version 4.00.0000&#x0A;Microsoft ADPCM CODEC Version 4.00.0000&#x0A;Fraunhofer IIS MPEG Layer-3 Codec
    (decode only) Version 1.09.0401&#x0A;Microsoft PCM Converter Version 5.00.0000&#x0A;DivX ;- ) Audio Compressor
    Version 4.02.0000&#x0A;Messenger Audio Codec Version 4.00.0000&#x0A;&#x0A;Video Codecs:&#x0A;vidc.mrle MS-RLE
    Microsoft RLE C:\Windows\system32\msrle32.dll&#x0A;vidc.msvc MS-CRAM Microsoft Video 1
    C:\Windows\system32\msvidc32.dll&#x0A;vidc.uvuy MS-YUV Microsoft YUV C:\Windows\system32\msyuv.dll&#x0A;vidc.yuy2 MS-
    YUV Microsoft YUV C:\Windows\system32\msyuv.dll&#x0A;vidc.yvyu MS-YUV Microsoft YUV
    C:\Windows\system32\iyuv.dll&#x0A;vidc.iyuv IYUV codec Intel IYUV codec
    C:\Windows\system32\iyuv_32.dll&#x0A;vidc.i420 I420 Logitech Video (I420)
    C:\Windows\system32\lvcodec2.dll&#x0A;vidc.yvu9 Toshiba YUV411 Toshiba YUV Codec
    C:\Windows\system32\tsbyuv.dll&#x0A;vidc.cvid Cinepak Codec Cinepak Codec by Radius
    C:\Windows\system32\lccvid.dll&#x0A;vidc.tscv TSCC TechSmith Screen Capture Codec
    C:\Windows\system32\tscvid.dll&#x0A;vidc.vmc Winc Winc v2 &#x0A;vidc.div3 DIVX/PG4 V3 DivX ;- ) MPEG-4 Low-Motion
    C:\Windows\system32\DivXc32.dll&#x0A;vidc.div4 DIVX/PG4 V3 DivX ;- ) MPEG-4 Fast-Motion
    C:\Windows\system32\DivXc32f.dll&#x0A;vidc.xvid XVID MPEG-4 Codec C:\Windows\system32\xvid.dll&#x0A;vidc.divx
    DivX DivX 6.8.5 Codec (2 Logical CPUs) C:\Windows\system32\DivX.dll&#x0A;vidc.yv12 DivX YV12 DivX 6.8.5 YV12 Decoder
    C:\Windows\system32\DivX.dll&#x0A;vcap.1240400&#x0A;TechSmithEnSharpen.qtx TechSmithEnSharpen.qtx TechSmith
    EnSharpen C:\Windows\system32\Quicktime\TechSmithEnSharpen.qtx (Version: 1.0.1.0)&#x0A;&#x0A;Camtasia Relay
    Settings:&#x0A;&#x0A;&#x0A;Camtasia Relay Config File settings: Settings:&#x0A;&#x0A;Config File:
    C:\Users\j.doe\AppData\Local\TechSmith\Camtasia Relay\RelayConfig.xml&#x0A;&#x0A;RecorderCacheDirectory:
    C:\Users\j.doe\AppData\Local\TechSmith\Camtasia Relay\CachedRequests&#x0A;&#x0A;RecorderRecordingsDirectory:
    C:\Users\j.doe\AppData\Local\TechSmith\Camtasia Relay\Recordings&#x0A;&#x0A;GetRecorderDirectoryUSB:
    C:\Users\j.doe\AppData\Local\TechSmith\Camtasia Relay\Recordings&#x0A;&#x0A;&#x0A;User:0 - &#x0A; Audio Device:-
    Mixer:-1087839988-SubSource:30408704&#x0A; Desktop:0&#x0A; HotKey Char index:47 - HotKey ID:1 - Ctrl:0 Shift:0
    Alt:0&#x0A; HotKey Char index:47 - HotKey ID:2 - Ctrl:0 Shift:0 Alt:0&#x0A;&#x0A;User:1 - j.doe&#x0A; Audio Device:-
    Mixer:-1087839988-SubSource:30408704&#x0A; Desktop:0&#x0A; HotKey Char index:47 - HotKey ID:1 - Ctrl:0 Shift:0
    Alt:0&#x0A; HotKey Char index:47 - HotKey ID:2 - Ctrl:0 Shift:0 Alt:0&#x0A;&#x0A;User:2 - merlot&#x0A; Audio Device:-
    Mixer:-1087839988-SubSource:30408704&#x0A; Desktop:0&#x0A; HotKey Char index:47 - HotKey ID:1 - Ctrl:0
    Shift:0 Alt:0&#x0A; HotKey Char index:47 - HotKey ID:2 - Ctrl:0 Shift:0 Alt:0&#x0A;&#x0A;User:3 - gmail&#x0A; Audio
    Device:-Mixer:-1087839988-SubSource:30408704&#x0A; Desktop:0&#x0A; HotKey Char index:47 - HotKey ID:1 - Ctrl:0
    Shift:0 Alt:0&#x0A; HotKey Char index:47 - HotKey ID:2 - Ctrl:0 Shift:0 Alt:0&#x0A;</diagnostics>
    <startTrimPoint>0</startTrimPoint>
    <endTrimPoint>31182300</endTrimPoint>
    <files>
      <filename fileType="ScreenRecordingFile" fileSequence="0" fileWidth="1600" fileHeight="1200"
      fileDuration="12233400" fileId="2064">C:\Users\j.doe\AppData\Local\TechSmith\Camtasia
      Relay\Recordings\REC_d842bf6.avi</filename>
      <filename fileType="ScreenRecordingFile" fileSequence="1" fileWidth="1600" fileHeight="1200"
      fileDuration="12544900" fileId="2065">C:\Users\j.doe\AppData\Local\TechSmith\Camtasia
      Relay\Recordings\REC_e3f3665.avi</filename>
      <filename fileType="ScreenRecordingFile" fileSequence="2" fileWidth="1600" fileHeight="1200"
      fileDuration="6404000" fileId="2066">C:\Users\j.doe\AppData\Local\TechSmith\Camtasia
      Relay\Recordings\REC_efeef75.avi</filename>
    </files>
    <presentationId>125</presentationId>
    <endpoint>https://relayserver.techsmith.com/relay/rest.ashx</endpoint>
  </uploadJob>
</uploaderMsg>

```

File Deletion and Cleanup

When the presentation is fully complete, that is that all encodings and publishings have completed, the next time the uploader service communicates with the server and polls the XML directory, if the presentation is deemed to be complete, the presentation and its associated XML are deleted from both:

Windows 8, Windows 7, and Windows Vista

```
%LOCALAPPDATA%\TechSmith\Camtasia Relay\Recordings\
```

```
%ALLUSERSPROFILE%\TechSmith\Camtasia Relay\ProcessingPresentations\
```

Windows XP

```
%USERPROFILE%\Local Settings\Application Data\TechSmith\Camtasia  
Relay\Recordings\
```

```
%ALLUSERSPROFILE%\Application Data\TechSmith\Camtasia  
Relay\ProcessingPresentations\
```

Specify an Alternative Directory for Files Used to Record a Presentation

Certain user account or computer configurations may interfere with the Camtasia Relay recorder for Windows operating systems reliably submitting recordings to the Camtasia Relay Server. This happens in the following cases:

- ▶ Roaming profiles

User accounts configured with roaming profiles may lose their recent recordings if they log out before the presentation has completed uploading to the server. This happens when roaming profiles remove the user's AppData folder (%LOCALAPPDATA\TechSmith\Camtasia Relay\%USERNAME%) before the recording files finish uploading.

- ▶ Deep Freeze

Computers that use Deep Freeze or similar products may erase or reset the user's AppData folder before the recording files finish uploading.

To accommodate Camtasia Relay customers who use roaming profiles or products like Deep Freeze, the Camtasia Relay recorder for Windows provides the ability to specify an alternative directory for recording files. This alternative directory can be specified in the registry or in an XML file.

For more information see [Protection from Configuration Management Software \(Deep Freeze\)](#).

If you specify an alternative directory, it must be on a local drive. Due to issues with permission levels on network folders, presentation files cannot upload to the Camtasia Relay server.

The Camtasia Relay recorder first looks for an alternative directory in the registry. If a value is not found there, the XML file is checked. If a value is not there, the default directory (%LOCALAPPDATA\TechSmith\Camtasia Relay) is used. In addition, if the specified alternative directory cannot be written to by the user, the default directory is used.

Specify in Registry

The registry location for specifying the recording files location is based on the operating system:

- ▶ 32-bit operating system:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\TechSmith\Camtasia Relay]
```

- ▶ 64-bit operating system:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\TechSmith\Camtasia Relay]
```

with “String value” RecorderFilesDirectory. Example values for RecorderFilesDirectory:

- ▶ %PROGRAMDATA%\TechSmith\Camtasia Relay\%USERNAME%
- ▶ :D\Thaw\Camtasia Relay Recorder Files\%USERNAME%

Specify with XML File

The XML file for specifying the Recorder files location is

```
%ALLUSERSPROFILE%\TechSmith\Camtasia Relay\RelayRecorder.xml
```

In this file, set element recorderFilesDirectory to the desired directory.

An example RelayRecorder.xml file might be:

```
<?xml version="1.0" encoding="UTF-8" ?>
<camtasiaRelay>
<recorderFilesDirectory> D:\Thaw\Camtasia Relay Recorder
Files</recorderFilesDirectory>
</camtasiaRelay>
```

The following environment variables may be used when specifying the recorder files directory:

- ▶ ALLUSERSPROFILE
- ▶ LOCALAPPDATA
- ▶ APPDATA
- ▶ HOMEPATH
- ▶ PROGRAMDATA
- ▶ USERPROFILE
- ▶ USERNAME

These variables must be in all capital letters and surrounded by percent symbols. For example:

```
%PROGRAMDATA%\TechSmith\Camtasia Relay\%USERNAME%
```

Troubleshooting

If the alternative directory is inaccessible by the Camtasia Relay uploader, an error message is placed in the event log notifying that a Camtasia Relay job file could not be read / saved.

Common reasons why the directory is inaccessible to the Camtasia Relay uploader include:

- ▶ The directory requires access permissions greater than Local System.
- ▶ The directory is located on a network drive that requires domain permissions. Use of a network drive is not a supported location for presentation files.
- ▶ The directory is misspelled or invalid.

Mac OS X Directories

If you remove any folders related to Camtasia Relay or if you alter the uploader.plist file, the next time you run Camtasia Relay, a presenter will be prompted to install missing components.

Uploader Daemon

The Camtasia Relay's uploader runs as a launch daemon. It is configured to wake when files are placed into the Queued and Processing directories in

```
/Users/Shared/TechSmith/Camtasia Relay/
```

About the Daemon's Configuration

The daemon is configured to launch the RelayUploader executable found in

```
/Library/Application Support/TechSmith/Camtasia Relay/
```

The daemon runs under the nobody user and group.

Uploader Sleep Time

The Mac uploader will sleep for 5 seconds by default. Like the PC uploader, it doubles its wakeup time each time an error is found, including SSL errors. It will sleep for up to 2 hours. Upload jobs are detected immediately.

About the Files Found in

/Library/Application Support/TechSmith/Camtasia Relay/Controllers

- ▶ The Uploader.plist file is the uploader's primary configuration file. The most significant piece of information is the default server.
- ▶ The controllers.plist is a cached list of all the servers found in a team. If the uploader cannot talk to the default server, it will choose one of the other servers from this list.
- ▶ The uploadercache.db file is the uploader's cache of user data. The data is stored in a flat file relational database format.

Data Files and Directories

- ▶ `~/Library/Preferences/com.TechSmith.CamtasiaRelay.plist`
 - Contains all of the application specific preferences.
- ▶ `~/Library/Application Support/TechSmith/Camtasia Relay`
 - Contains the disaster recovery data file and a cache of user login information.
- ▶ `~/Library/Logs/TechSmith/Camtasia Relay`
 - Contains all of the log files for Camtasia Relay.
- ▶ `/Users/Shared/TechSmith/Camtasia Relay`
 - Contains all of the data files generated by the recorder. Both the recorder and uploader utilize this directory.
- ▶ `/Users/Shared/TechSmith/Camtasia Relay/Capturing`
 - Contains all data files for a presentation that is currently being recorded.
- ▶ `/Users/Shared/TechSmith/Camtasia Relay/Queued`
 - Contains xml files describing presentations currently in queue to be uploaded to the server.
- ▶ `/Users/Shared/TechSmith/Camtasia Relay/Processing`
 - Contains xml files describing presentations that are currently being processed on the server. The uploader periodically checks with the server for the state of the presentations found in this directory. When the server reports that these presentations have been successfully processed, the uploader will delete the corresponding files from the system.
- ▶ `/Users/Shared/TechSmith/Camtasia Relay/Recordings`
 - Contains all data files for recorded presentations. When a user hits submit, the uploader copies the data files from the capturing directory to this directory.
- ▶ `/Users/Shared/TechSmith/Camtasia Relay/Saved`
 - A temporary directory where presentations from the portable recorder are copied.
- ▶ `/Library/Logs/TechSmith/Camtasia Relay`
 - Contains all of the logs from the Camtasia Relay uploader. Since the uploader runs as a daemon service, it places its logs in the system's log folder.
- ▶ `/Library/Application Support/TechSmith/Camtasia Relay`
 - Contains the uploader executable and configuration files for the uploader.
- ▶ `/Library/LaunchDaemons/com.techsmith.camtasiarelay.uploader.plist`
 - The configuration file that informs the operating system how to launch the uploader as a daemon.
- ▶ `/Library/Application Support/TechSmith/Camtasia/Plugins/CamtasiaRelay.tscshareplugin`
 - Contains the plug-in used by Camtasia for Mac to share presentations to a Camtasia Relay server.

Launching the Mac OS X Recorder and Logging In

When the recorder launches, it attempts to establish a connection to the server. If a connection could not be established, the recorder goes into an offline mode. While in offline mode the recorder will validate authentication requests against cached data stores. If the recorder can establish communication with the uploader daemon, the uploader daemon will use its cache. If the recorder cannot establish communication with the uploader daemon, it has its own cache found in

```
~/Library/Application Support/TechSmith/Camtasia Relay.
```

Recording

While Recording

While a presentation is being recorded, files will be put in the following directories:

- ▶ Capturing Directory

```
/Users/Shared/TechSmith/Camtasia Relay/Capturing/
```

- ▶ *.mov

The movie files are the recordings generated by Camtasia Relay.

- ▶ *.tsbif

These are binary files that allow disaster recovery to heal the movie files if they are corrupted.

- ▶ *.xml

The table of contents file for the presentation is stored as XML. This file also contains text captured from recorded slides.

- ▶ Presentations Directory

```
~/Library/Application Support/TechSmith/Camtasia  
Relay/Presentations/
```

- ▶ RecordingSession.plist

This file stores meta-data for the presentation and the paths to all the files (MOV, TSCBIF, XML) that make up the presentation. Disaster recovery utilizes this file to help restore a presentation in the event that Camtasia Relay crashes.

After Recording

When a user submits a presentation, the uploader will create an XML file with details about the presentation to be uploaded in `/Users/Shared/TechSmith/Camtasia Relay/Queued`. It will also copy all of the data files found in `/Users/Shared/TechSmith/Camtasia Relay/Capturing` to `/Users/Shared/TechSmith/Camtasia Relay/Recordings`.

Once the recorder is informed that the uploader has successfully created its job file and copied all of the data files, it will delete the data files found in `/Users/Shared/TechSmith/Camtasia Relay/Capturing` and clear the `RecordingSession.plist` file.

Once the uploader successfully uploads a presentation to the server, it will move the job file from the Queued directory to the Processing directory which is also found in

```
/Users/Shared/TechSmith/Camtasia Relay/
```

Once the uploader receives confirmation from the server that the presentation has been successfully processed, it will delete the job file and the corresponding data files from the Recordings directory.

Share Plug-in

The Camtasia Relay share plug-in is used by Camtasia for Mac to share presentations to a Camtasia Relay server. When the recorder is installed, the plug-in is placed in `/Library/Application Support/TechSmith/Camtasia/Plugins/` regardless of whether Camtasia for Mac is installed.

When a user shares a presentation to Camtasia Relay from Camtasia for Mac, the presentation files are copied to

```
/Users/Shared/TechSmith/Camtasia Relay/Capturing/
```

The share plug-in then notifies the uploader to upload the presentation. The uploader follows the same steps mentioned in "After Recording" for uploading a Camtasia:mac recording to a Camtasia Relay server.

Uninstall Camtasia Relay

1. Delete Camtasia Relay.app
2. Uninstall the uploader daemon.
 - a. Open Terminal. (`/Applications/Utilities/Terminal.app`)
 - b. Execute the following commands

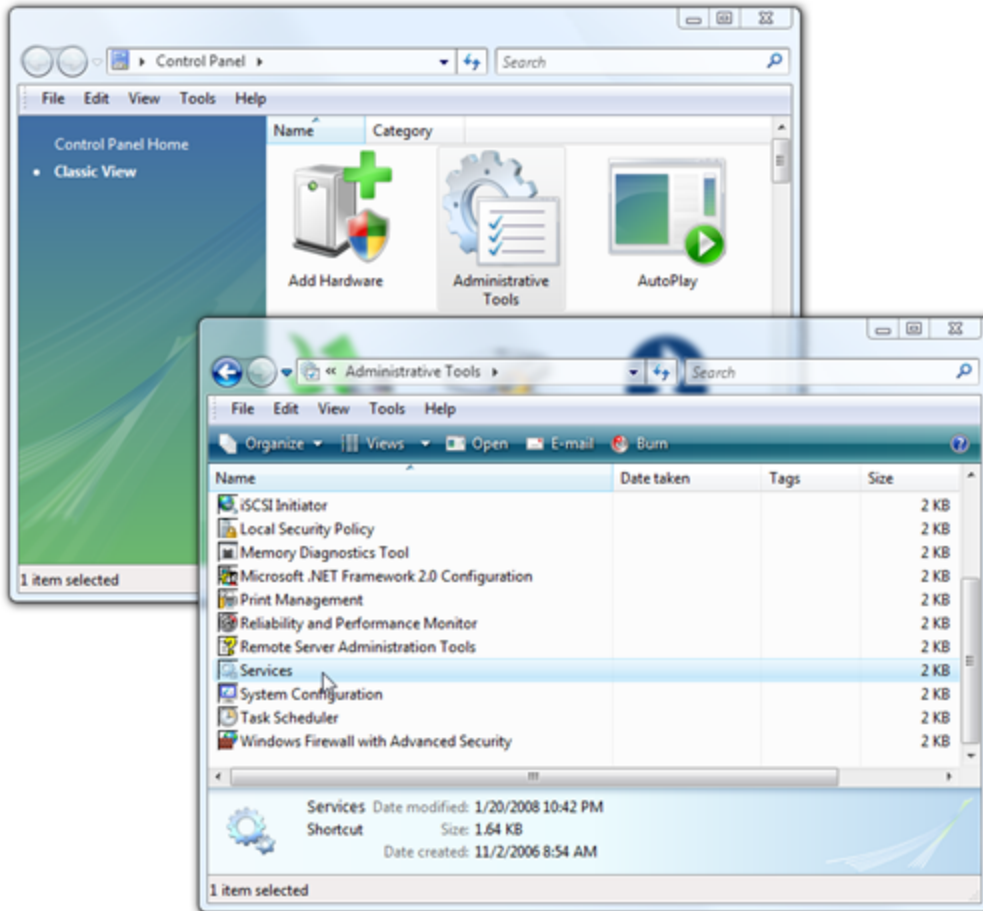
```
sudo launchctl unload /Library/LaunchDaemons  
com.techsmith.camtasiarelay.uploader.plist  
  
sudo rm /Library/LaunchDaemons  
com.techsmith.camtasiarelay.uploader.plist
```

3. Delete all files and folders mentioned in the Data Files & Folders section. The file `Library/LaunchDaemons com.techsmith.camtasiarelay.uploader.plist` was already deleted in step 2.

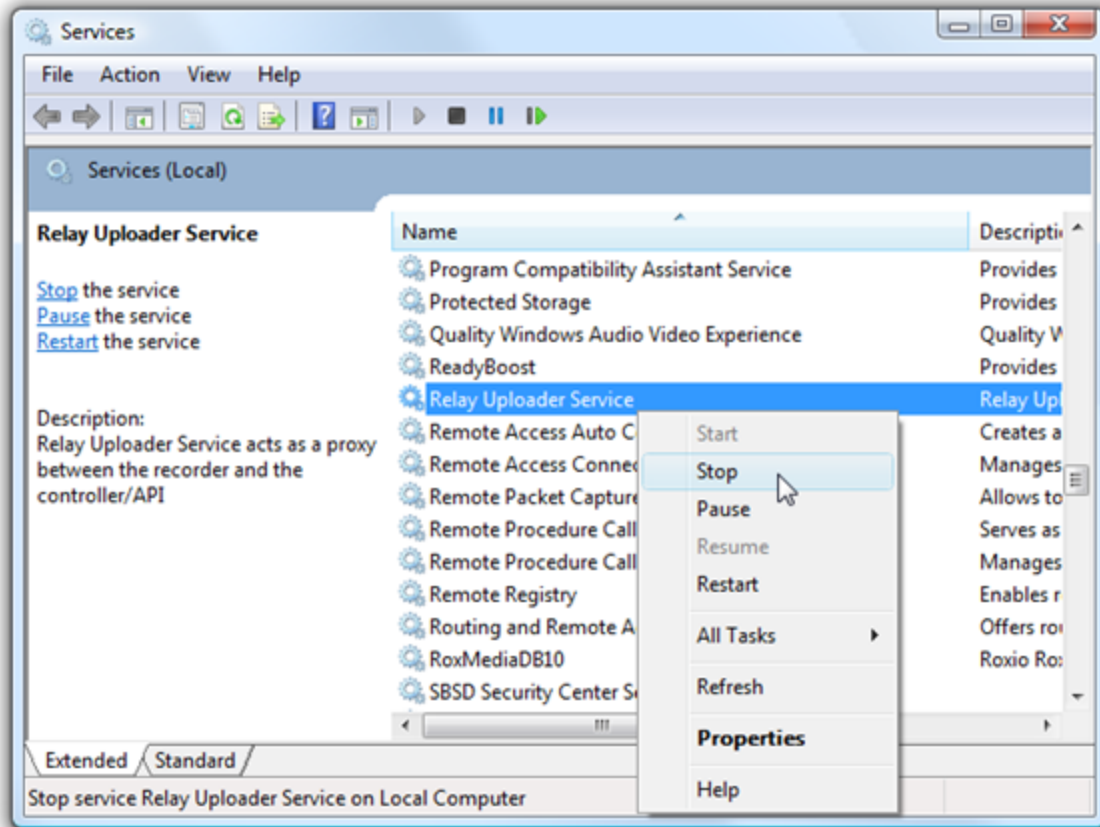
Change the Server to Which the Recorder Connects

On the PC Client

1. Go to: Control Panel > Administrative Tools > Services.



2. Find the Relay Uploader Service. Right-click and select **Stop**.



3. Open the following file in a text editor as an administrator :

```
C:\%PROGRAMFILES%\TechSmith\Camtasia
Relay\Uploader\UploaderService.config
```

4. Edit the element content of the DefaultEndpoint element to point to a different server.

```
<UploaderService>

  <DefaultEndpoint>https://relayserver.techsmith.com/
  relay/rest.ashx</DefaultEndpoint>

  <TeamId>6f2fc485-7084-46ba-ae9f-
  9465e99b0587</TeamId>

  <Num-
  berOfAttemptsPerChunk>5</NumberOfAttemptsPerChunk>

  <DefaultChunkSize>8192</DefaultChunkSize>

</UploaderService>
```

5. Delete the EndpointList section of the code to remove all the old server data.

```
<UploaderService>

  <Default-
  tEndpoint>https://relayserver.techsmith.com/relay/
  rest.ashx</DefaultEndpoint>

  <TeamId>6f2fc485-7084-46ba-ae9f-
  9465e99b0587</TeamId>

  <Num-
  ber-
  OfAttemptsPerChunk>5</NumberOfAttemptsPerChunk>

  <DefaultChunkSize>8192</DefaultChunkSize>

  <Work-
  erThread-
  WakeupInterval>20</WorkerThreadWakeupInterval>

  <!--

  Logging level for
  communications:

  0 = No logging

  1 = Errors only

  2 = Verbose (only turn on to
  debug problems)

  -->

  <LogLevel>2</LogLevel>

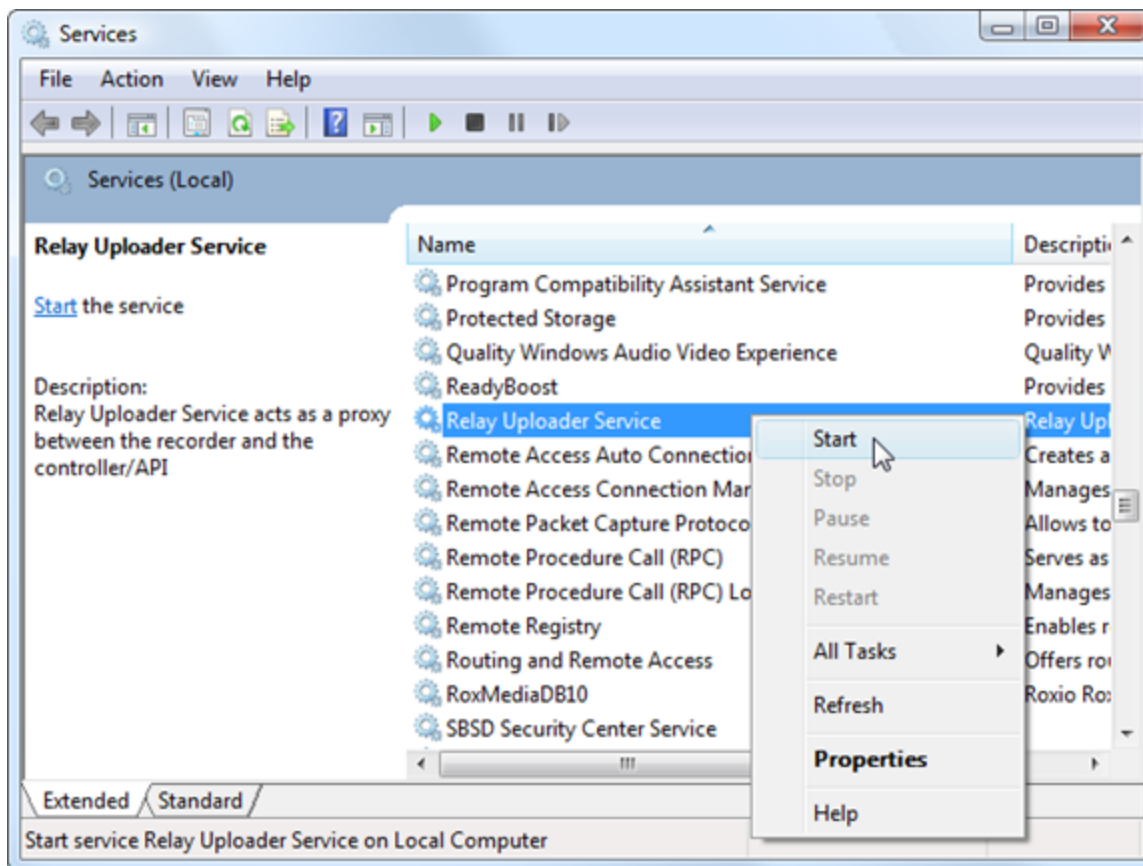
  <EndpointList>

    <End-
    point>https:-
    //relayserver.techsmith.com/relay/
    rest.ashx</Endpoint>

  </EndpointList>

</UploaderService>
```

6. Save the file.
7. Right-click the Relay Uploader Service and by select **Start** to restart the Uploader service.



8. Start the Camtasia Relay recorder. You should now be connected to a different server.

On the Mac Client

1. We highly recommend deleting all files and folders associated with Camtasia Relay except the application itself and the preferences plist.
2. Right click the Camtasia Relay application and click **Show Package Contents**.
3. Navigate to: Contents > Resources.
4. Open the `uploader.plist` file.
5. Change the value of the `defaultServer` to the URL that you wish to connect to. Make sure the URL ends in `relay/rest.ashx`.
6. Save the file.
7. Launch Camtasia Relay.
8. Follow the prompts for the automatic install.

Recorder Debugging

To expedite the handling of a recorder issue, you can help the TechSmith team by submitting pertinent information with your support request.

The following sections outline and explain the information that you can provide to TechSmith.

Failed Upload

If an upload fails from the recording machine it will be important to get to that recording machine to check its settings. The communication from the recording machine to the server is one-directional, that is to say, the recording machine can communicate with the Camtasia Relay server via the uploader service/daemon, but the Camtasia Relay server cannot and does not initiate communication back to the recording machine. In that way, it is necessary to go to the recording machine to investigate any problems with uploads.

1. When you load the Camtasia Relay Recorder, can it find its connection to the server? Does a green checkmark show to indicate that it is connected?
 - a. If no, to which server address is it attempting to connect? This can be found by hovering over the icon or by looking at either of the two files:
 - PC – Look at the content of the “DefaultEndpoint” element.

(For more information about this functionality please refer to [Launching the Recorder and Logging In](#).)

```
%PROGRAMFILES%\TechSmith\Camtasia
Relay\Uploader\UploaderService.config

<Default-
tEndpoint>https://server.domain.com/relay/rest.ashx
</DefaultEndpoint>
```

- Mac – Look at the “defaultServer” key in a plist editor.

(For more information about this functionality please refer to [Launching the Mac OS X Recorder and Logging In](#).)

```
/Library/Application Support/TechSmith/Camtasia
Relay/Controller/Uploader.plist
```

- b. Is the server’s fully qualified domain name absolutely correct?
 - If no, refer to section [Change the Server to Which the Recorder Connects](#) to change the server.
 - If yes, continue with the questions in step 2 below.
2. Do the clients respect SSL Certificate errors? Is it possible that something is wrong with the certificate on the server?

The following two locations on the client show this setting.

- PC - Refer to the `UploaderService.config` file referenced above. Look at the content of the “IgnoreSslCertificateErrors” element. If it reads “False” then any problem with the certificate can cause problems with the communication.
- Mac – Refer to the `Uploader.plist` file referenced above. Look at the “IgnoreSslCertificateErrors” key. If it reads “No” or “False” then any problem with the certificate can cause problems with the communication.

To investigate problems with SSL please refer to the Camtasia Relay Server Security Administrator Guide. To find out how to obtain this document, see [Appendix A: Additional Help and Related Documentation](#).

3. Is the uploader running?

- PC – Open “Administrative Tools”, “Services” and check to see if the “Relay Uploader Service” is running. If it is not, start it. If it crashes for any reason send the following items to TechSmith Support.

- Windows 7 & Windows Vista

```
%ALLUSERSPROFILE%\TechSmith\Camtasia Relay\
```

- Windows XP

```
%ALLUSERSPROFILE%\Application  
Data\TechSmith\Camtasia Relay\
```

4. If you continue to experience issues with uploading presentations on the PC, open the `UploaderService.config` file mentioned above and change the `LogLevel` to "2", which causes the Uploader to be more verbose in its logging.
5. After making this change, go to the Services window and restart the "Relay Uploader Service".

Once the service is restarted, the verbose logs will be visible through Event Viewer under the Applications and Services Logs > TechSmith node.

This should help our technical support team in debugging your issue.

Add-In for Microsoft PowerPoint Issues

If you have issues with the Camtasia Relay PowerPoint Add-In, go through the following questions to try to isolate the issue.

Initial Questions

1. Is the Camtasia Relay Recorder working even if PowerPoint Add-in is not?
2. How many audio input devices do you have on the box where the PowerPoint Add-in is not working?
3. Have you tried installing the recorder on a computer that does not have any other PowerPoint Add-ins?

Further Debugging and Checks

The following information about the Camtasia Relay PowerPoint Add-in applies to Camtasia Relay on Windows XP or, Windows Vista, and Windows 7 running PowerPoint 2003, 2007, or 2010. The PowerPoint Add-in does not install on 64-bit versions of Microsoft Office.

Usually, PowerPoint Add-In issues are due to conflicts between multiple PowerPoint Add-ins. Please attempt to provide answers to these questions to help TechSmith Support to look at the issue further:

1. The version of Windows being used.

In Windows, hit “Start”, “Run”, type “winver” and hit **OK**.

2. The version of PowerPoint being used.
3. Steps to reproduce the problem.
4. How many displays (monitors) are being used.
5. Does Recorder still work?
6. What other PowerPoint Add-ins are installed.
 - To see the installed Add-ins with PowerPoint 2010:
 - Click the Options button under the File tab.
 - Click the Add-ins choice in the left pane of the Options window.
 - To see the installed Add-Ins with PowerPoint 2007:
 - Click the PowerPoint Options button under the round Office button.
 - Click the Add-ins choice in the left pane of the Options window.
 - To see the installed Add-Ins with PowerPoint 2003:
 - Select the Add-ins choice under the Tools menu.
 - Also note any toolbars that may constitute an Add-In.

Disabling the Camtasia Relay PowerPoint Add-In

Often, PowerPoint automatically asks you if you want to disable the offending add-in. You can accept this as a temporary work around. Below are additional options.

If PowerPoint has multiple add-ins installed, you can try disabling the ones currently not needed. Instructions for disabling/enabling add-ins are as follows:

PowerPoint 2010:

1. Click the **Options** button under the File tab.
2. Click the **Add-Ins** choice in the left pane of the Options window.
3. Click the **Camtasia Relay Add-in** line and click the **Go** button.
4. Check or uncheck the box next to Camtasia Relay Add-in to enable or disable the Add-In, and click **OK**.

Additional information about how to enable and disable add-ins is available here:

<http://office.microsoft.com/en-us/powerpoint-help/HA010354315.aspx>

PowerPoint 2007:

1. Click the **PowerPoint Options** button under the round Office button.
2. Click the **Add-Ins** choice in the left pane of the Options window.
3. Click the **Camtasia Relay Add-in** line and click the **Go** button.
4. Check or uncheck the box next to Camtasia Relay Add-in to enable or disable the Add-In, and click **OK**.

Additional information about how to enable and disable add-ins is available here:

<http://office.microsoft.com/en-us/powerpoint/HA100341271033.aspx>

PowerPoint 2003:

PowerPoint 2003 has no good way to disable the Camtasia Relay Add-in. Uninstall it instead – see the directions below.

Uninstalling the Camtasia Relay Add-In

If PowerPoint is crashing before you can use it to disable any add-ins, it will be necessary to uninstall the Camtasia Relay Add-in or other possibly conflicting Add-Ins.

The Camtasia Relay PowerPoint Add-in can be uninstalled without uninstalling the Camtasia Relay recorder program.

If PowerPoint has crashed, before proceeding, you may want to reboot your computer to be sure there are no hidden PowerPoint, Camtasia Relay recorder, or other processes in memory.

1. Start uninstalling the Camtasia Relay PowerPoint Add-in by running the Camtasia Relay recorder installer.
2. Select the **Modify** choice and click **Next**.
3. On the following window, click the little button to the left of Microsoft Office PowerPoint Add-in and select the red X (Entire feature will be unavailable), and proceed with the un-installation.

It is also possible to initially install Camtasia Relay without the PowerPoint Add-in, if desired.

Click the Options button on the initial installing window, disable Install the Camtasia Relay Add-in for Microsoft PowerPoint, and proceed with the installation.

Files to Include with a Support Request

Please include the following files when submitting a support request for the Camtasia Relay recorder.

Windows Client

Log Files

Locate the "UploaderService.log" file from C:\Program Files (x86)\TechSmith\Camtasia Relay\Uploader.

Please also send any relevant messages from the Windows Event log.

To enable client logging on the PC, create a text file that matches the name of the application and place it in the same directory as the application. In most cases, this file will be named "RelayRecorder.log." Please create this file, reproduce the error, and send it to TechSmith.

Mac Client

Crash Logs

Crash Logs do the most to help TechSmith diagnose a problem should a crash occur. Send any file with the word "Uploader" or "Relay" in its name that is in the following two directories:

```
~/Library/Logs/CrashReporter/  
/Library/Logs/CrashReporter/
```

Log Files

Send any files from the following directories to TechSmith when reporting an issue:

```
/Library/Logs/TechSmith/Camtasia Relay  
~/Library/Logs/TechSmith/Camtasia Relay
```

Stalled Mac Recorder

If you have a stalled Mac recorder:

1. Open the Activity Monitor application from /Applications/Utilities.
2. Choose the CamtasiaRelay process and select Sample Process from the View menu.
3. Send this text to TechSmith.

Clearing Jobs

Delete the contents of the following folders:

```
/Users/Shared/TechSmith/Camtasia Relay/Queued  
/Users/Shared/TechSmith/Camtasia Relay/Processing  
/Users/Shared/TechSmith/Camtasia Relay/Recordings
```

After clearing all jobs, you must also restart the uploader.

1. Open Activity Monitor and switch to All Processes.
2. Locate the Camtasia Relay uploader process and click **Quit Process**.
3. Restart the Camtasia Relay recorder.

Protection from Configuration Management Software (Deep Freeze)

The use of configuration management software such as Faronics' Deep Freeze is possible with Windows and Mac Camtasia Relay recorders. However, certain additional considerations are necessary for both the installation and regular use of the Relay client in order to ensure an optimal experience for users of the software.

The use of configuration management software such as Faronics' Deep Freeze on a Camtasia Relay Server is not recommended.

Recorder Installation and Upgrade

For the initial installation and periodic upgrades of the Camtasia Relay recorder, it is highly recommended that the full system be unfrozen to allow for successful installation of all required components.

Daily Use

For regular use of a frozen computer, system administrators that implement Deep Freeze or similar software on clients should carefully consider the configuration management application's handling of persistent data on disk. Deep Freeze allows the designation of disk locations as "ThawSpace" in order to retain data across sessions when the computer is in a frozen state.

The following locations are used for storage of Camtasia Relay user data and should therefore be considered for designation as ThawSpace.

- ▶ Windows (all versions)

```
%TEMP%
```

This system path is only used by the Relay recorder to store data until the user chooses to submit or discard a presentation.

- ▶ Windows 8, Windows 7, and Windows Vista

```
%ALLUSERSPROFILE%\TechSmith\Camtasia Relay\  
%LOCALAPPDATA%\TechSmith\Camtasia Relay\
```

- ▶ Windows XP

```
%ALLUSERSPROFILE%\Application Data\TechSmith\Camtasia Relay\  
%USERPROFILE%\Local Settings\Application  
Data\TechSmith\Camtasia Relay\
```

- ▶ OS X 10.6 and later

```
/Users/Shared/TechSmith/Camtasia Relay/
```

More information on Deep Freeze, including User Guides and FAQs, can be found at:

<http://www.faronics.com/support>

For more information, see [Specify an Alternative Directory for Files Used to Record a Presentation.](#)

Include Webcam Video in a Presentation

Camtasia Relay provides powerful tools for recording, processing, and distributing presentations. It is important to keep in mind that Camtasia Relay records whatever is displayed on the screen of your PC or Mac. In some cases, you may be recording a demonstration of a piece of software, while in others you are recording a presentation made using Microsoft's PowerPoint.

But what if you want to include video from a webcam in your presentation? You may, for example, want to show the face of a professor as they give a lecture or include a video of someone drawing on a whiteboard.

Fortunately, there are a multiple ways to accomplish this, three of which we discuss in this document. The primary way is to select a camera in the recorder, which will include webcam video in a picture-in-picture (PiP) on the presentation video. Another way is to use Camtasia Relay in conjunction with Camtasia Studio; while yet another is to use the software that comes with a webcam to show (and then capture) the video right on your desktop.

Record Webcam Video in Camtasia Relay Recorder

The Camera button in the recorder opens a camera selection window. Select a camera based on the preview shown in the selection window. This process is very similar to selecting a display when multiple displays are available.

Camtasia Relay supports record webcam video with presentations. It does not support digital video (DV) cameras at this time.

For more information on selecting a camera to record with a presentation, see the Camtasia Relay recorder help.

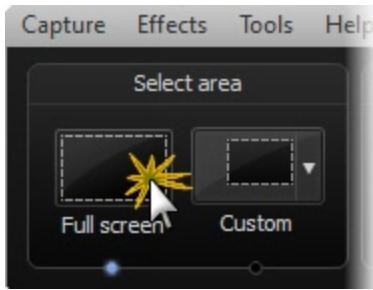
Record with Camtasia Studio

The following process involves using Camtasia Studio, which you can purchase from TechSmith and use in conjunction with Camtasia Relay. This integration allows for more robust recording and editing features, while still providing the ease of automatic processing and publishing with Camtasia Relay.

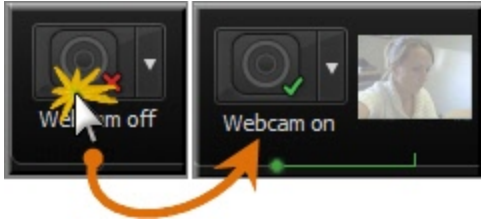
The most flexible way to include a webcam video in your presentation is to record with Camtasia Studio and then produce and publish with Camtasia Relay. Because Camtasia Studio records the webcam video separately from the presentation, you can run Microsoft PowerPoint as you normally do, without making any special size adjustments. In Camtasia Studio, you can also change the location of the webcam video in your presentation before sending it to Camtasia Relay for processing and publishing

To record your presentation and webcam video with Camtasia Studio:

1. Launch Camtasia Studio and click **Record the Screen**.
2. When the recorder opens, select **Full screen**.



3. Click the **Webcam** button to enable webcam recording.



A live preview of the webcam appears to the right of the Webcam option.

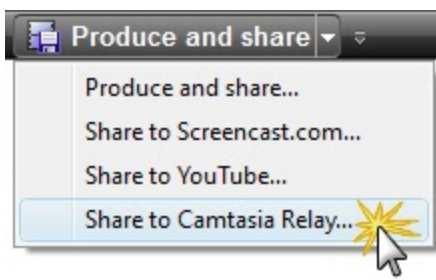
4. Open PowerPoint and start your slideshow.
5. Click the **Record** button.



6. Record and edit your presentation with Camtasia Studio, including adjusting the location of the webcam video in your presentation.

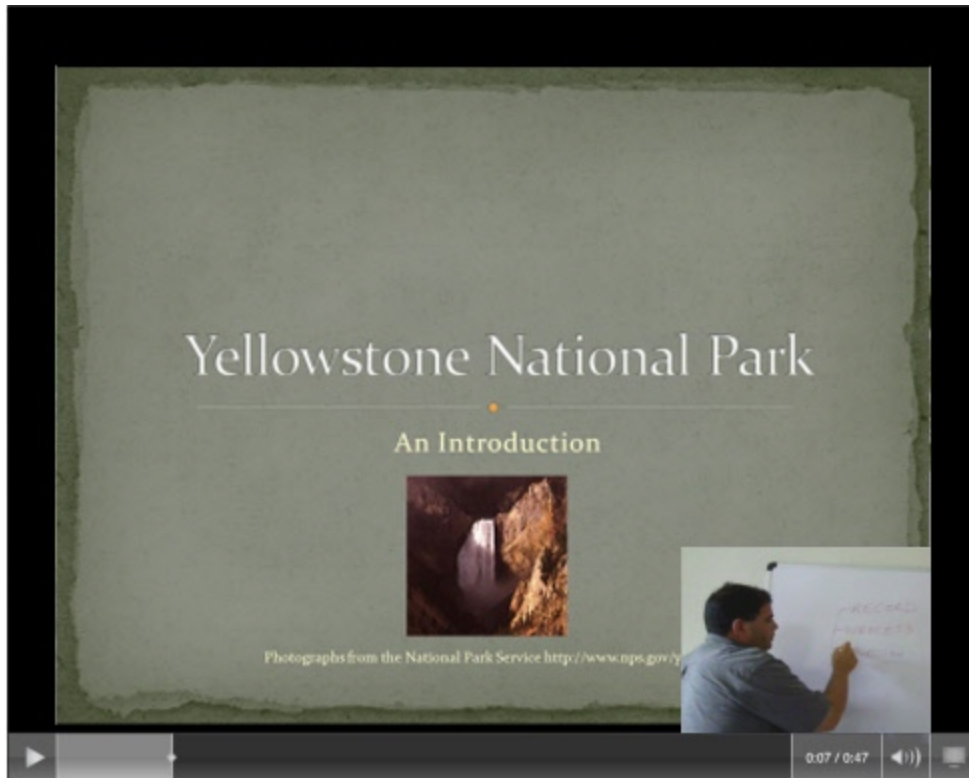
For more information about working with and options for including a webcam video, open the Camtasia Studio Help and go to Edit and Add Effects to Your Video > Video Effects > Picture-in-Picture (PIP).

7. Produce and share the presentation to the Camtasia Relay server for final processing and publishing.



8. Log in to Camtasia Relay, choose a profile, add a title and description for the presentation, and click Submit.

The presentation uploads to the Camtasia Relay server and, when processing and publishing are complete, the presentation is published showing the presentation and the webcam video.



Record Video Playing on the Desktop

With a small amount of setup and a little practice, you can record webcam video using Camtasia Relay and a webcam. This is a good method to try if you do not own Camtasia Studio.

For the following example, we are recording a Microsoft PowerPoint presentation while also including a video of a presenter at a whiteboard.

Setup needed

- ▶ **Computer:** PC or Mac.
- ▶ **A webcam:** For our example, we used a Logitech 1.3 Megapixel webcam but most standard webcams work.
- ▶ **Webcam software:** Software that shows the live image through your camera. For our example, we used the Logitech Quickcam for Enterprise software that came with our webcam, but you can use other software products as well. You do not actually need to record anything using the webcam software, but you do need it to control your camera.

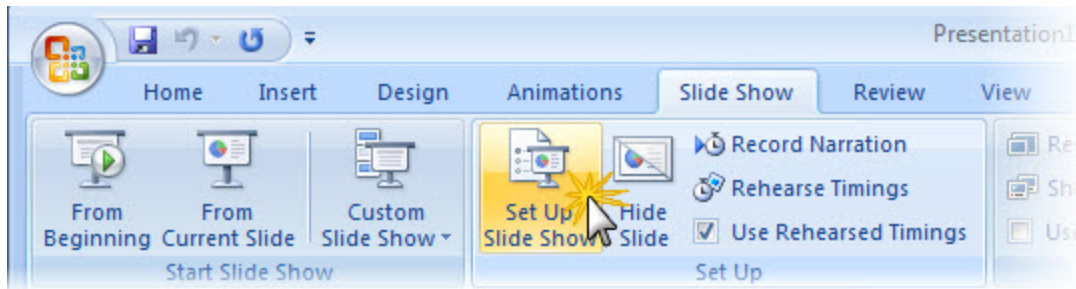
Setting up PowerPoint

If you use Microsoft PowerPoint, a couple of steps during setup make it easier to create the kind of recording that you want.

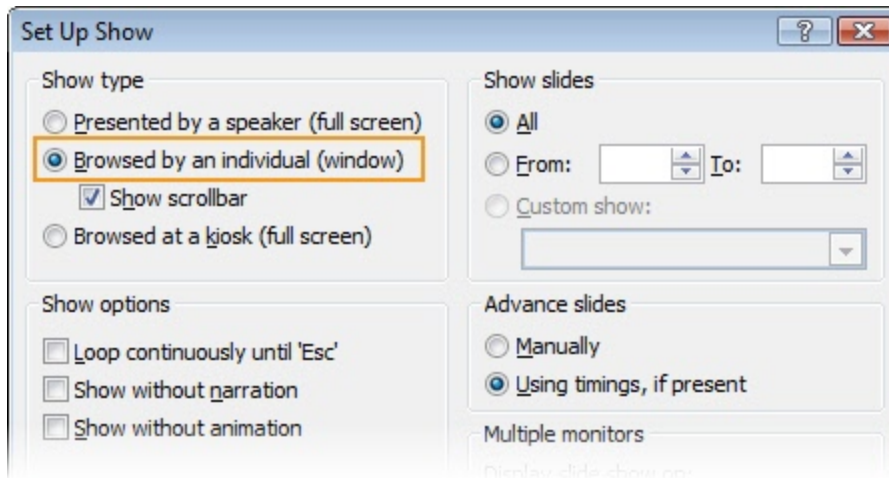
For this example, we used Microsoft PowerPoint 2007. With PowerPoint, when you run a slide show, by default, the slide show takes up the entire display. Since the entire display is used for the slide show, you cannot see your toolbar and may not have a way to start or select your webcam software. With the default settings, the video from your webcam does not appear on the display and is not recorded.

To run your slide show in a smaller window:

1. In PowerPoint, go to Slide Show > Set Up Slide Show.

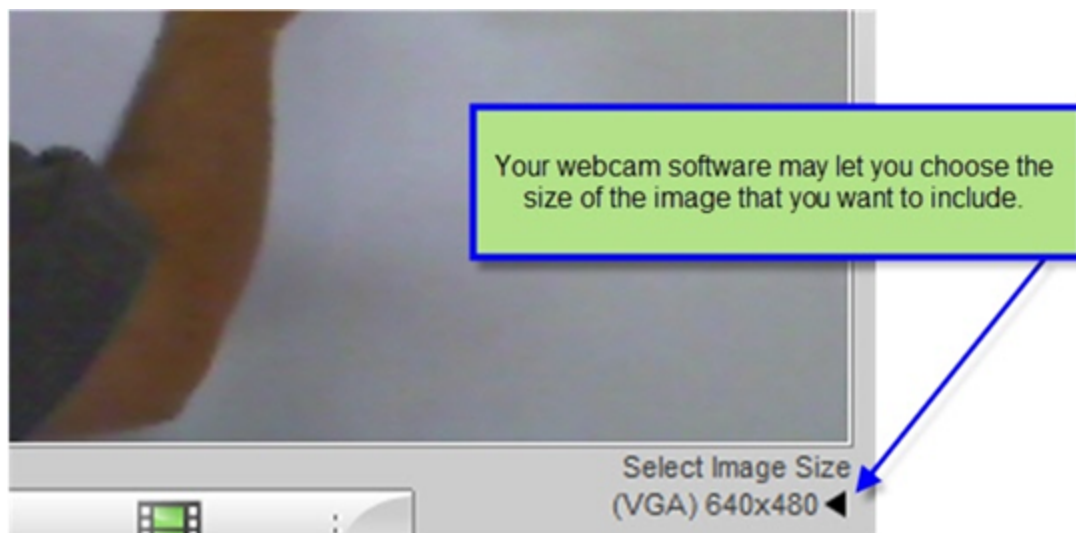


2. Change the Show type to Browsed by an individual (window). This runs your slide show in a window that does not take up the entire screen.



3. Start the software for your webcam.
4. If possible, set the size of the window that you want for your video. With the Logitech Quickcam for Enterprise software that we used for our example, we chose 640 x 480.

Some webcam software may **not** let you choose the size for your video.



5. Move the webcam video next to your PowerPoint slide show.



6. Once you have your webcam set up, do a few practice recordings to make sure that it is working the way you like.

Considerations

- ▶ While including webcam video may be necessary for you, keep in mind that it makes your recording files much larger than they would be with just slides – perhaps as much as 10 times larger. This results in slower uploading and encoding, as well as using more room for file storage.
- ▶ For Release 3.1 and later, Camtasia Relay records at a maximum of 15 frames per second (fps). This could make videos that contain a high amount of motion appear choppy. Do a test recording to make sure that the published presentation quality is acceptable for your needs.
- ▶ If the quality does not meet your needs, recording with Camtasia Studio may be a better option for you. When recording with Camtasia Studio, you can define recording options such as the frames per second to record and other settings to allow for higher quality webcam video in your final presentation.
- ▶ If your recording is played back on iPods or other handheld devices, make sure that the window for your video is large enough so that viewer can see enough detail.
- ▶ There is no way to move or remove the webcam video after recording.

Camtasia Relay Portable Recorder

Provide the portable recorder to presenters if there is any reason that presenters cannot (or should not) record and upload directly from the presentation computer. For example:

- ▶ Presenters record on computers where they do not have permission to install applications.
- ▶ Presenters record on computers that have limited or no network access.
- ▶ You want to collect the presentations and upload them collectively at a later time.

You can select how you want presenters to access the portable recorder on the System > System Options page.

If you choose to have presenters contact an administrator to receive a portable recorder, you will want to install the Camtasia Relay portable recorder on a mobile storage device and distribute to presenters. Use the following process to install the portable recorder on a mobile storage device, such as a USB flash drive.

1. Plug in a mobile storage device and format the device as FAT32.
2. Click **Download Portable Recorder** and save the ZIP file to your computer.
3. Locate and open `PortableCamtasiaRelay.zip`.
4. Copy all files from the .zip file onto the mobile storage device.

All files from the ZIP archive need to be copied to the root of the device for the Camtasia Relay portable recorder to autorun on Microsoft Windows. (Autorun is not available for the Windows 7 or Mac operating systems.)

Administrators can decide how they would like presenters to access the portable recorder. Choose from the following:

Option	Description
Available by Download only	<p>The portable recorder is available on the website. Presenters can log in to the website and download the portable recorder and transfer it to a mobile storage device, such as a USB.</p> <p>You may want to use this option if you feel presenters are reasonably “technical” and understand downloading and unzipping files.</p>
Available by Email Request only	<p>There is a button available on the website to request a portable recorder. Presenters can log in to the website and click this link to send an email request to the administrator.</p> <p>You may want to use this option if you feel presenters are very “not technical” and may not understand downloading and unzipping files. The administrator will receive an email that the user requested a portable recorder. You can put the portable recorder on a mobile storage device and give it to the presenter.</p>
Not Available	<p>There is no way for a presenter to download or request a portable recorder.</p> <p>You may want to use this option if you will handle distributing all portable recorders.</p>

Option	Description
	<div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <p>Even if they do not have access to the portable recorder, presenters will still be able to find information about it in the Help and other locations.</p> </div>

Special Files on the Portable Recorder

In the following section “PortableRoot:” refers to the drive letter that the Relay Portable Recorder is mapped to. “SystemRoot:” refers to the drive letter that the operating system is installed on.

Files

- ▶ PortableRoot:/Camtasia Relay/USBConfig.xml
 - Contains the Team ID – this is used to match a portable recorder to its parent Camtasia Relay server.

The Team ID allows the portable recorder to know that the Camtasia Relay Uploader is part of the same installation as the portable recorder. If the Team IDs do not match, then the Portable Recorder will remain offline. This is designed to protect a user from sending their presentation to the wrong Camtasia Relay server.

- Example:

```
<?xml version="1.0" encoding="utf-8"?>
<usbconfig>
  <teamid>24bca0cd-7c5d-4f8a-a854-
  db7838240c74</teamid>
</usbconfig>
```

- ▶ PortableRoot:/Camtasia Relay/ProfileCache.xml
 - This is the cached login file. It stores usernames and encoded passwords for offline authentication.
 - Example:

```
<?xml version="1.0" encoding="UTF-8" ?>
<relay Version="2.0.0">
```

```

<rememberMe isGuest="0"
email="s.smalls@example.com">Scotty
Smalls</rememberMe>

<presenter name="s.smalls" fullName="Scotty
Smalls" email="s.smalls@example.com"
phash="e9f2c7f d25e1b3a fad3e85a 0bd17d9b
100db4b3" authCode="d87c46ed-31a8-45a6-8a10-
22e207374751">

    <profileList />

</presenter>

<presenter name="b.rodriguez"
fullName="Benjamin Franklin Rodriguez"
email="b.rodriguez@example.com" phash="e9f2c7f
d25e1b3a fad3e85a 0bd17d9b 100db4b3"
authCode="e33101a8-f39e-4f64-8de0-
462af7d83d48">

    <profileList>

        <profile title="HIST 320:
The African Diaspora"
id="3" />

        <profile title="CSE 480:
Computer Databases" id="4"
/>

    </profileList>

</presenter>

</relay>

```

- ▶ PortableRoot:/Camtasia Relay/Recordings/recordings.xml
 - Contains the info for the presentations located on the portable drive.
 - Example:

```

<?xml version="1.0" encoding="UTF-8" ?>
<relay Version="2.0.0">

```

```
<presenter>
  <presentations />
</presenter>

<presenter username=""
  fullname="Hamilton Porter" email=""
  authCode="">
  <presentations>
    <presentation>
      <profileId>-
      1</profileId>
      <title>Intro to
      World
      History</title>
      <description>The
      Nile
      Delta</-
      description>
      <cre-
      ationdate>2010-
      02-15 10:14:19 -
      040-
      0</creationdate>
      <dura-
      tion>2-
      200</duration>
      <max-
      res-
      olution>1600x1200</maxresolution>
```

```
nos-
tics><-
/diagnostics>

<trim-
start>0</-
trimstart>

<tri-
mend>22-
00</trimend>

<files>

    <file
    type="-
    0"
    order="-
    0"
    file-
    Dura-
    tion="2-
    200"
    file-
    Width="-
    1600"
    file-
    Height=-
    "1200">-
    rec_
    1ea7432-
    8.avi</-
    file>

    <file
    type="-
    2"
```

```
        order="0"
        file-
        Dura-
        tion="0"
        file-
        Width="1600"
        file-
        Height="1200">
        relay-
        thumb-
        naillea-
        812e5.p-
        ng</fil-
        e>

    </files>

</presentation>

</presentations>

</presenter>

</relay>
```

- ▶ `PortableRoot:/Camtasia Relay/Recordings`
Contains all of the data files for recorded presentations.
- ▶ `PortableRoot:\Camtasia Relay\Recordings*.avi`
Stored video files created on a Windows operating system – see `recordings.xml` for attributes.
- ▶ `PortableRoot:/Camtasia Relay/Recordings/*.mov`
Stored video files created on a Mac operating system – see `recordings.xml` for attributes.
- ▶ `PortableRoot:/Camtasia Relay/Recordings/*.png`
Thumbnail images for use with Saved Presentations dialog.

How it Works

The Camtasia Relay portable recorder is the same executable as the normal recorder. However, the recorder will operate in portable mode when it detects that it is running from a Plug and Play device.

- ▶ When doing a recording, the portable recorder acts like the normal recorder until you are ready to complete your recording. It temporarily saves the data files to the temporary directory given below. If an uploader is not present, the recorder will copy the entire data file to the portable storage device. If an uploader is present, the portable recorder will give you the option to save the presentation or upload it. The process of uploading the presentation follows the workflow of the normal recorder.

- Mac operating system

- ◆ Temporary capturing directory: `/Users/Shared/TechSmith/Camtasia Relay/Capturing`
- ◆ Saved presentation directory: `/Users/Shared/TechSmith/Camtasia Relay/Saved`

- Windows operating system

Temporary and saved presentation directory:

- ◆ Windows 7 and Windows Vista: `SystemRoot:\Users\%USERPROFILE%\AppData\Local\TechSmith\Camtasia Relay\Recordings`
- ◆ Windows XP: `SystemRoot:\%USERPROFILE%\Local Settings\Application Data\TechSmith\Camtasia Relay\Recordings`

- ▶ The Saved Presentation dialog shows all presentations that have been saved to the portable recorder. When a presentation is submitted from the Saved Presentations dialog, the files are copied from the portable storage device to saved presentation directory. Once the data is successfully moved to that directory, the upload process follows the normal recorder's upload workflow.

The Recordings.xml File

Meta data for all recordings saved to the portable storage device is found in the `recordings.xml` file. Presentations are grouped on a per presenter basis. If you wish to delete a presentation by hand, you must delete the corresponding presentation node found under the corresponding presenter. Also, remember to delete all associated files found in the Recordings directory. These files are listed in the files section of the presentation node.

The Windows Portable Recorder

The following information is specific for the portable recorder that runs on the Windows operating system.

AutoPlay Capabilities on Microsoft Windows

Depending on the security settings on the machine or via the Group Policy, the Camtasia Relay portable recorder may be able to automatically prompt the user to start the recorder when the portable recorder is connected to the machine.

These settings may be governed by Group Policy settings which can prevent the user from

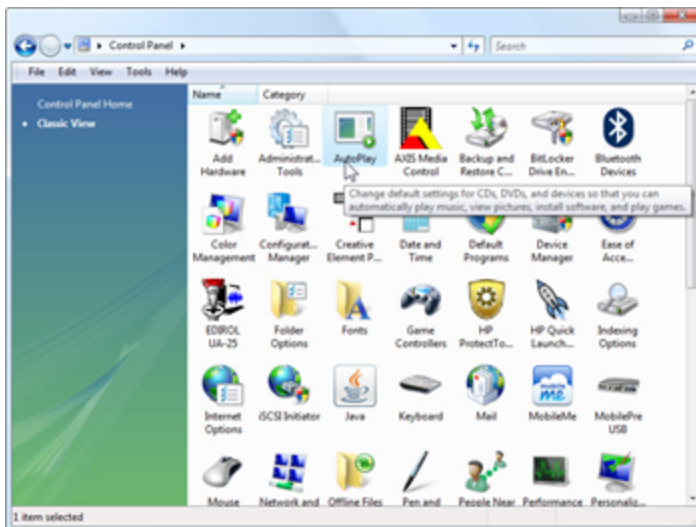
editing these options.

This functionality is not present on the Macintosh operating systems due to security concerns, and Microsoft has announced that it will no longer be available in the future on the Windows Operating Systems. This functionality is not available on Windows 7, but is still possible in Windows XP and Windows Vista.

Windows Vista

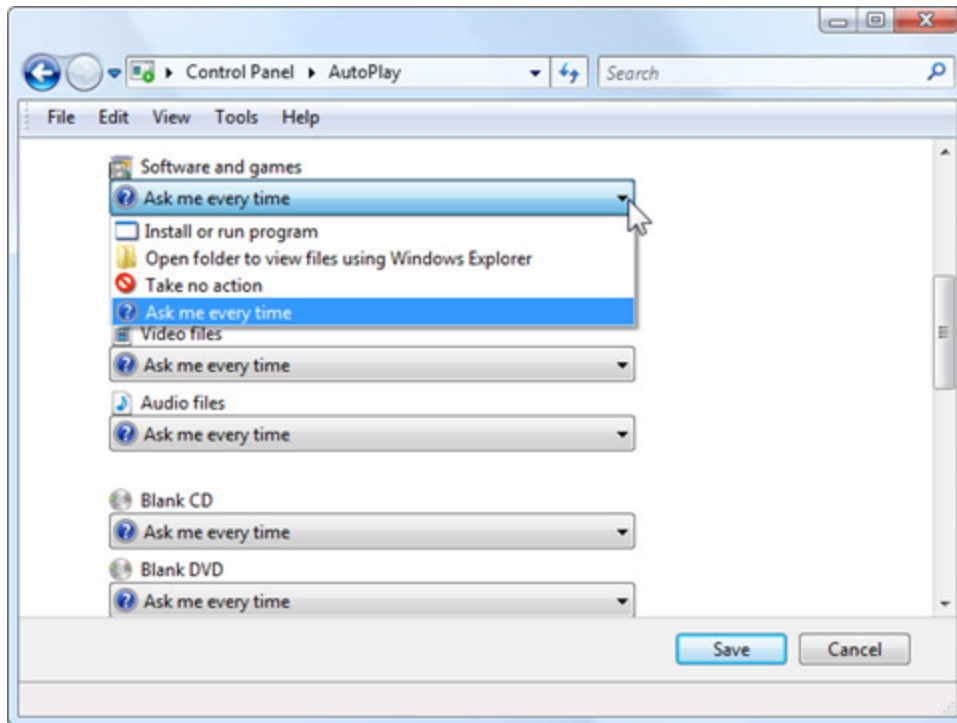
To configure this option in Windows Vista please follow these steps:

1. Open the Windows Control Panel
2. Click **Classic View** option on the left.
3. Click **AutoPlay**.



4. Depending on the type of media that you are using for the Portable Media Device, you can then set the default action when a media device of that type is inserted. The "Ask me every time" option will allow

the selector screen to display.



Troubleshooting options

For troubleshooting options regarding Windows Auto-Play options please refer to the following URL:

<http://windowshelp.microsoft.com/Windows/en-US/Help/3ab73757-6b67-4e3c-80b1-a75651c7a9451033.mspx>

Running on Windows Operating System with AutoPlay Enabled

Under certain conditions, when you connect a mobile storage device that contains the portable recorder with a computer, you are presented with the option to immediately start the application.

Click “Start Camtasia Relay” to run the recorder.

Windows Operating System with AutoPlay Disabled

If AutoPlay is disabled, to run recorder:

1. Open Windows Explorer (Right-click on Start and select **Explore**.)
2. Navigate to the mobile storage device.
3. Double-click **PC Camtasia Relay.exe**.

The Mac Portable Recorder

To run the portable recorder on a Mac:

1. Navigate to the mobile storage device.
2. Double-click Mac Camtasia Relay.

The file is actually “Mac Camtasia Relay.app”, but, depending on their system settings, Mac users may see this file as “Mac Camtasia Relay”.

TechSmith Fuse for Camtasia Relay

TechSmith Fuse is a camera video recorder designed for use with the Camtasia Relay server. TechSmith Fuse records camera video and uploads it to a Camtasia Relay server for automated encoding and publishing. TechSmith Fuse also can upload existing videos from your device to a Camtasia Relay server.

TechSmith Fuse requires a server running Camtasia Relay 3.1 or later and a device with iOS 4.0 or later or Android 2.3.3 or later.

To download TechSmith Fuse for your device:

- ▶ For iOS is available for download from the Apple App Store or by using this link: http://www.techsmith.com/redirect.asp?target=ios_fuse&ver=4.1.0&lang=enu&os=win&product=relay
- ▶ For Android: <http://www.techsmith.com/redirect.asp?target=androidfuse&ver=4.1.0&lang=enu&os=na&product=relay>

Camtasia Relay Database

A major component of the Camtasia Relay architecture is the SQL Server (Express) database component that stores information about presentations, users, profiles, and other system settings. This section contains information about working with this database.

Identifying the Camtasia Relay Databases

The name of the database depends on the version of Camtasia Relay.

Database Name	Camtasia Relay Version
RelayRuntime	1.0
RelayMeta	1.0
Relay	1.1 or 1.2
Relay20	2.0
Relay300	3.0.0
Relay301	3.0.1
Relay302	3.0.2
Relay303	3.0.3
Relay310	3.1.0
Relay400	4.0.0
Relay401	4.0.1
Relay402	4.0.2
Relay403	4.0.3
Relay410	4.1.0
Relay411	4.1.1
Relay412	4.1.2
Relay420	4.2.0
Relay421	4.2.1
Relay430	4.3.0

Back Up the Camtasia Relay Database

Considerations

The Camtasia Relay database contains critical information regarding the configuration and operation of the server application. It is highly recommended that the database be backed up on a regular basis and that restore operations are periodically tested to prevent the potential loss of data.

Database backups may be performed manually or on a schedule. Options exist for performing backups through SQL Server directly or with the use of third party backup applications. Users of Camtasia Relay should select a backup regimen that best fits with their organization's disaster recovery policies, existing procedures, and tolerance for acceptable data loss.

By default, the Camtasia Relay database runs in Simple Recovery model. For a more fine-grained approach to backups and restoration of the database, use of the Full Recovery or Bulk-Logged Recovery model is feasible but should be thoroughly tested in your environment prior to implementation. The use of one of these recovery models may adversely impact performance of the database and the consumption of server resources. More information on SQL Server recovery models can be found at:

<http://technet.microsoft.com/en-us/library/ms189275.aspx>

General information regarding SQL Server backups can be found at:

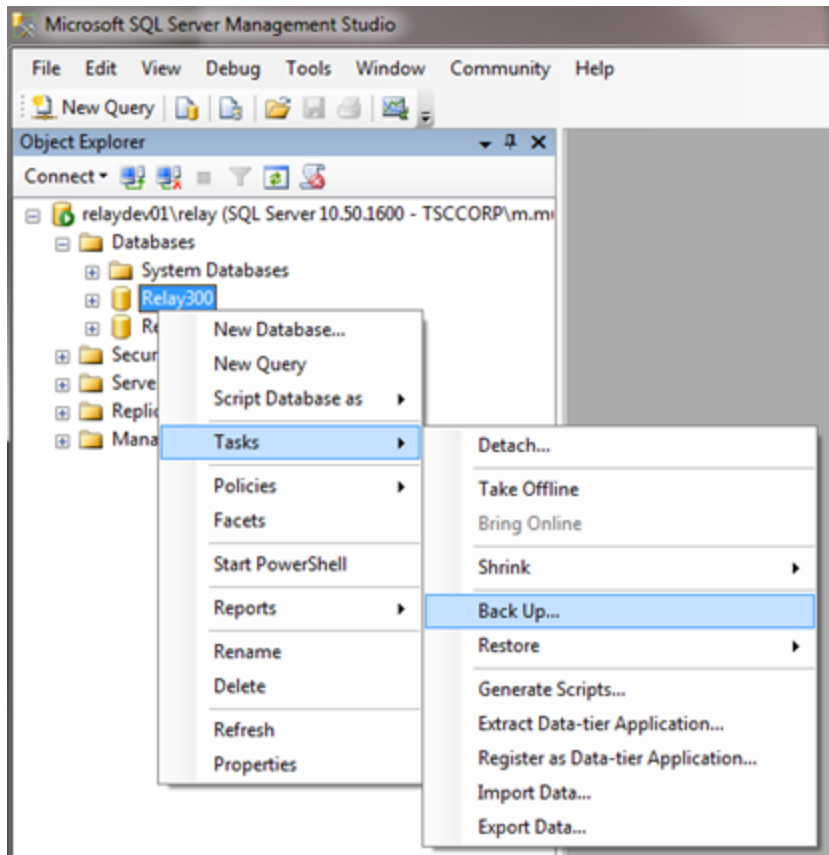
<http://msdn.microsoft.com/en-us/library/ms175477.aspx>

Back Up Using SQL Server Management Studio

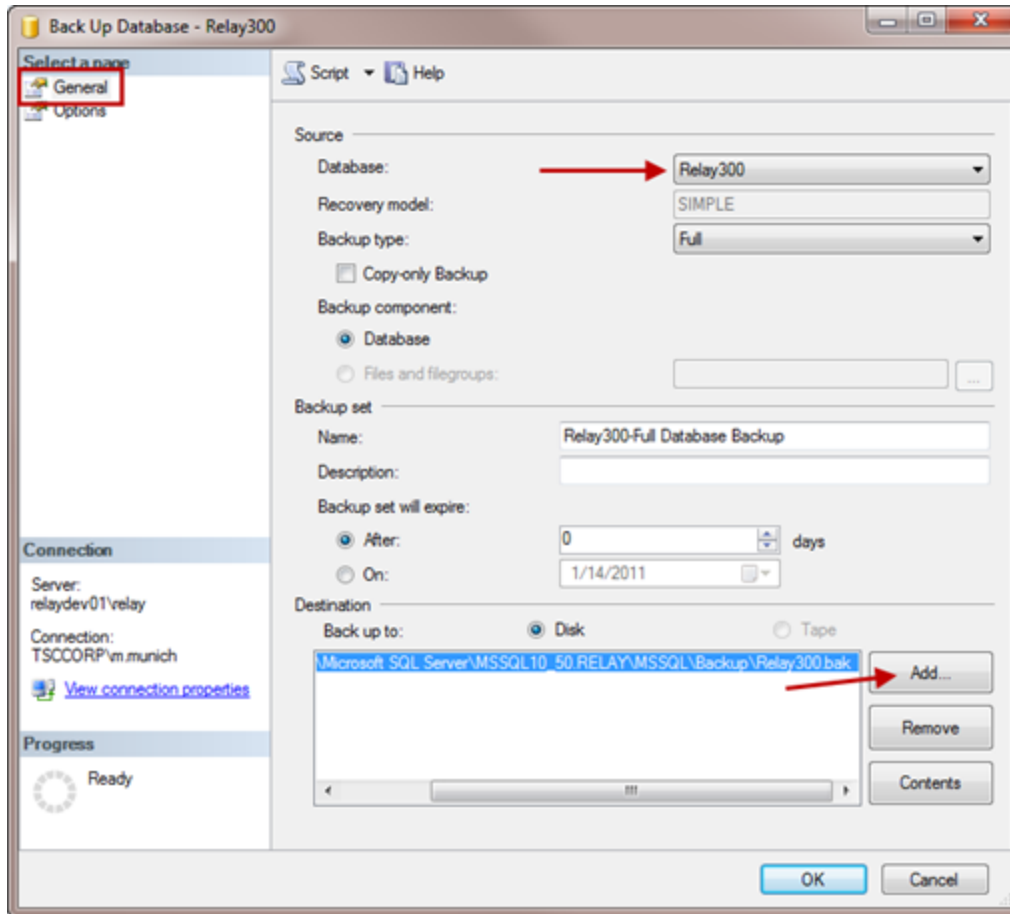
The procedure for performing a full database backup with SQL Server Management Studio or SQL Server Management Studio Express is shown below and is essentially identical for both SQL Server 2005 and SQL Server 2008 Express and Standard editions.

This procedure can be performed locally on the database server or from a remote management workstation with SQL Server Management Studio installed if remote access to the database server has been allowed. However, disk locations denoted in the backup procedure will always be local to the database server.

1. Right click the database to back up and select Tasks > Back Up.

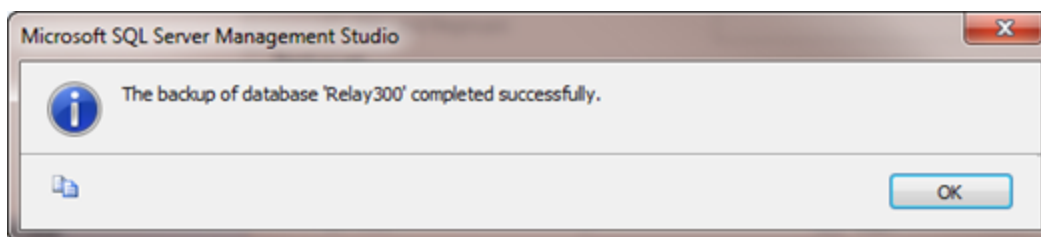


2. On the General tab, select backup type **Full** and set a location on disk for the backup file.



3. Choose to backup to an existing backup set or to append to a new backup set. Selecting Verify backup when completed is recommended. Then, click **OK**.

The backup is complete.



As a follow up to a successful backup, it is highly recommend that the local backup file be copied to a location that protects it from the loss or failure of the database server.

More information on performing database backups via Management Studio may be found at: <http://msdn.microsoft.com/en-us/library/ms189621.aspx>

Official Instructions regarding How to Backup a Database using SQL Server Management Studio can be found at: <http://msdn.microsoft.com/en-us/library/ms187510%28SQL.90%29.aspx>

Back Up Using a SQL Script

Backups of SQL Server databases can be scripted for use in a SQL batch file, freehand execution via SQL Query Editor or sqlcmd, or use in an external application.

The following example script performs a full database backup of the Relay300 with the same options listed in the previous section, [Back Up Using SQL Server Management Studio](#).

```
USE Relay300;

GO

BACKUP DATABASE Relay300

    TO DISK = 'C:\Program Files\Microsoft SQL Server\MSSQL10_
50.RELAY\MSSQL\Backup\Relay300.bak'

    WITH NOINIT,

        NAME = 'Relay300-Full Database Backup',

        RETAINDAYS = 0,

        STOP_ON_ERROR;

GO

RESTORE VERIFYONLY

    FROM DISK = 'C:\Program Files\Microsoft SQL
Server\MSSQL10_50.RELAY\MSSQL\Backup\Relay300.bak'

GO
```

A simpler one-time backup that does not append to an existing media set or use extra verification can be performed with the following. This script will overwrite any existing backups in the backup file specified

```
USE Relay300;

GO

BACKUP DATABASE Relay300

    TO DISK = 'C:\Program Files\Microsoft SQL
Server\MSSQL10_
50.RELAY\MSSQL\Backup\Relay300.bak'

    WITH FORMAT;
```



```
GO
```

More information on the BACKUP command can be found at:

<http://msdn.microsoft.com/en-us/library/ms186865.aspx>

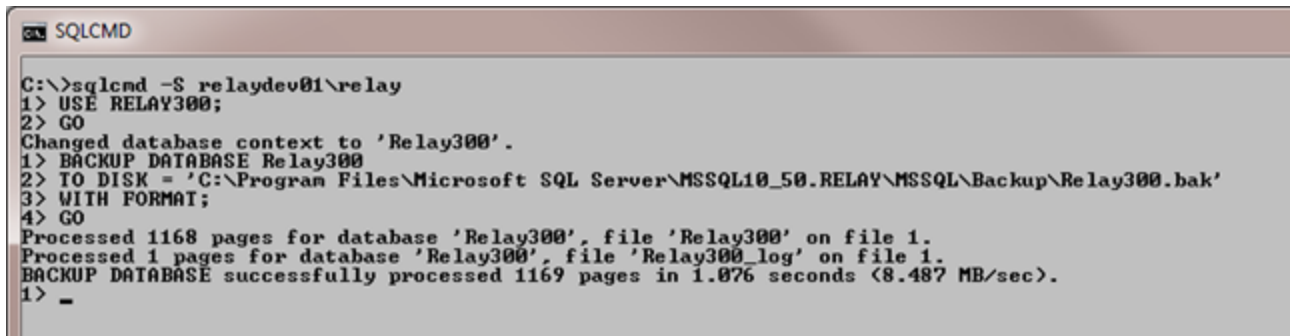
Back Up Using the Command Line

SQL Server's sqlcmd command line utility can be used to perform any task that is possible with SQL Server Management Studio. It is installed with all editions of SQL Server 2005 and later.

By using the scripts described in the previous section, it is possible to perform database backups from the command line with the sqlcmd utility. These commands can be entered freehand or can be added to a SQL batch file.

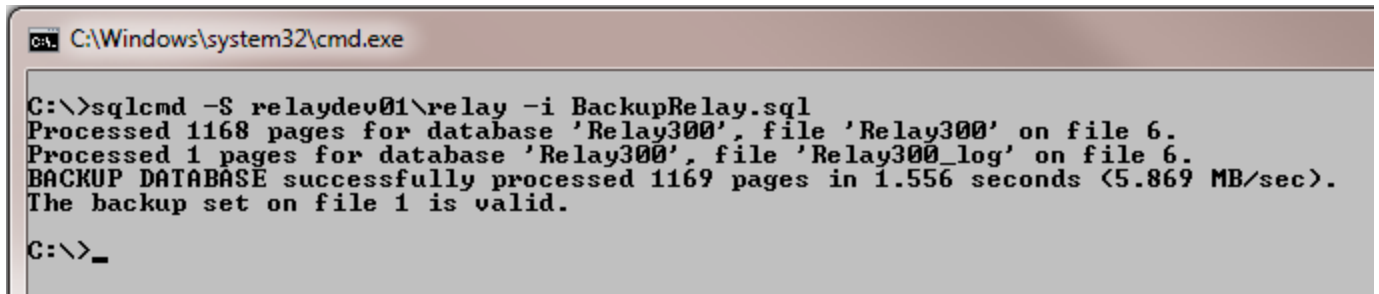
The sqlcmd utility takes numerous optional arguments. At a minimum, the "-S" argument will be needed to access the SQL Server instance for Camtasia Relay. Without any additional arguments, this will log you into the Relay instance with the current user's Windows credentials. The optional "-U" and "-P" arguments can be added to the command line in order to provide SQL user credentials.

An example of freehand backup via the command line



```
SQLCMD
C:\>sqlcmd -S relaydev01\relay
1> USE RELAY300;
2> GO
Changed database context to 'Relay300'.
1> BACKUP DATABASE Relay300
2> TO DISK = 'C:\Program Files\Microsoft SQL Server\MSSQL10_50.RELAY\MSSQL\Backup\Relay300.bak'
3> WITH FORMAT;
4> GO
Processed 1168 pages for database 'Relay300', file 'Relay300' on file 1.
Processed 1 pages for database 'Relay300', file 'Relay300_log' on file 1.
BACKUP DATABASE successfully processed 1169 pages in 1.076 seconds (8.487 MB/sec).
1> _
```

An example of a backup performed using a SQL command file



```
C:\Windows\system32\cmd.exe
C:\>sqlcmd -S relaydev01\relay -i BackupRelay.sql
Processed 1168 pages for database 'Relay300', file 'Relay300' on file 6.
Processed 1 pages for database 'Relay300', file 'Relay300_log' on file 6.
BACKUP DATABASE successfully processed 1169 pages in 1.556 seconds (5.869 MB/sec).
The backup set on file 1 is valid.
C:\>_
```

More information on the sqlcmd utility can be found at: <http://msdn.microsoft.com/en-us/library/ms162773.aspx>

Schedule an Automated Database Back Up

Scheduled automated backups of the Camtasia Relay database can be performed in at least three ways:

- ▶ Third-party backup utilities
- ▶ SQL Server Automated Administration
- ▶ Windows Scheduled Task

Third-Party Backup Utilities

If your organization has implemented a third-party backup system such as Symantec Backup Exec then you may have the option of integrating SQL Server backups of your Camtasia Relay database into that system. The use of such a system may incur additional licensing costs for the software to perform this type of backup. Performing backups in this manner will not be covered in the document but information on what databases to include can be found in the Backing Up Your Camtasia Relay Database section of this document.

SQL Server Automated Administration

Configuring automated backups via SQL Server Automated Administration is an option for all editions of Microsoft SQL Server except Express Edition due to its reliance on the SQL Server Agent service. Camtasia Relay is distributed with SQL Server Express Edition for its standalone install.

Scheduled backups on those editions of SQL Server supporting this capability can be created by building and scheduling a Database Maintenance Plan.

Information on using Automated Administration for SQL Server can be found here:

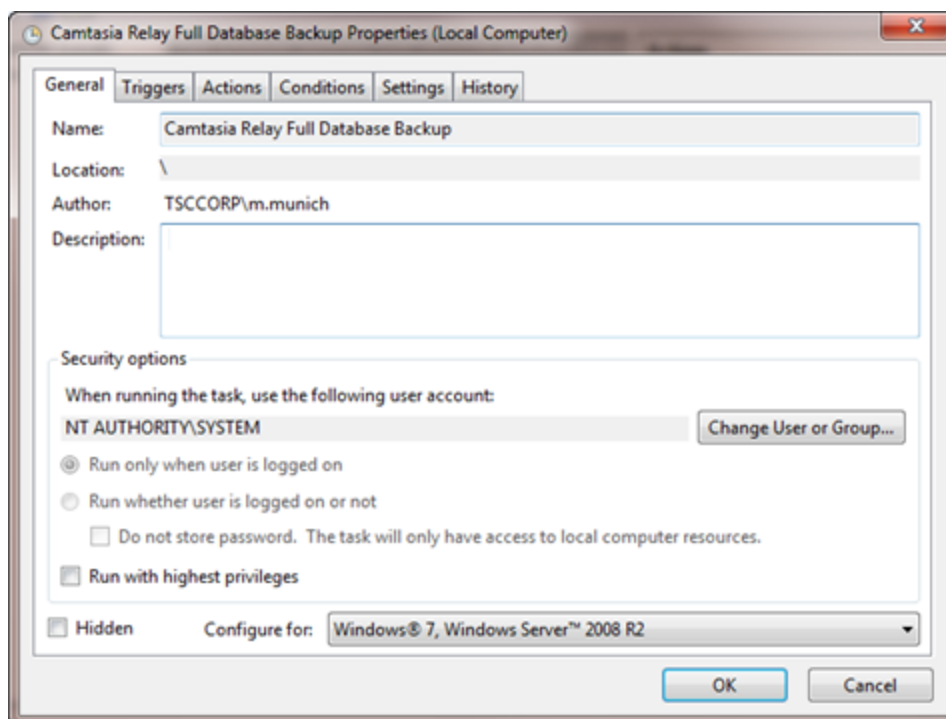
<http://msdn.microsoft.com/en-us/library/ms189880.aspx>

Information on creating a SQL Server Maintenance Plan can be found here: <http://msdn.microsoft.com/en-us/library/ms189953.aspx>

Windows Scheduled Task

For installations of Microsoft SQL Server Express Edition, the preferred method of performing an automated database backup is to utilize the Windows Task Scheduler. One or more scheduled tasks can be configured to run the sqlcmd utility with a SQL command file as explained in the Backup Using the Command Line section of Backing Up the Camtasia Relay Database in this document.

In order to run a SQL Server database backup via the Windows Task Scheduler, consideration must be made for whom to run the task as and what access this user has to the installed SQL Server instance. If the sqlcmd utility is run without defining the SQL login username (-U) and password (-P) arguments, the scheduled task must be configured to run under a Windows account with permissions to run tasks on Windows and with access to back up the SQL Server database.



To access Task Scheduler:

Using the Windows interface:

1. Click the **Start** button.
2. Click **Control Panel**.
3. Click **System and Maintenance**.
4. Click **Administrative Tools**.
5. Double-click **Task Scheduler**.

From the Command Line:

1. Open a command prompt. (To open a command prompt, go to Start > All Programs > Accessories > Command Prompt.)
2. At the command prompt, type `Taskschd.msc`.

For information on setting up a scheduled task in Windows Server, open the Task Scheduler Help.

Restore the Camtasia Relay Database

The Camtasia Relay database can be restored from a backup that was created using any of the methods described in the [Back Up the Camtasia Relay Database](#) section of this document. Users of a third-party backup application will need to consult their backup software's documentation for restore procedures.

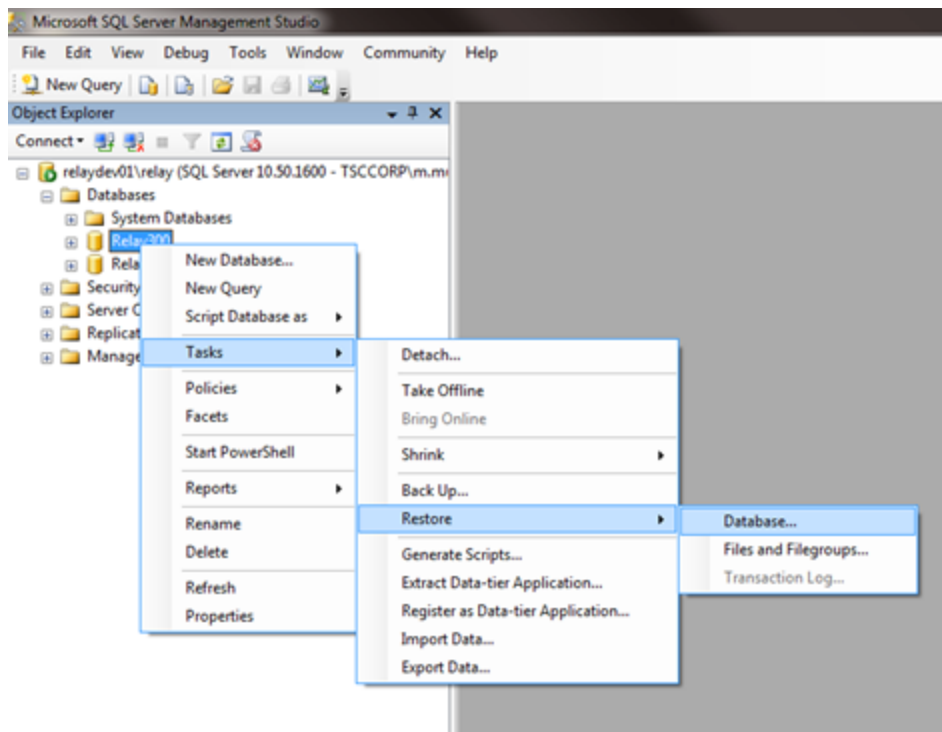
The procedures that follow describe a database restore to a SQL Server that previously contained the Camtasia Relay database. Restoring to a new server installation requires additional steps to generate logins for the database. If restoring to a new server, please first run a new installation of Camtasia Relay before restoring the database backup file or contact Customer Support for additional assistance.

If a functioning database exists on the SQL Server but you wish to overwrite this database, it is generally a good practice to back up the existing database prior to overwriting it with a restore. Directions on performing the backup can be found in the [Back Up the Camtasia Relay Database](#) section of this document.

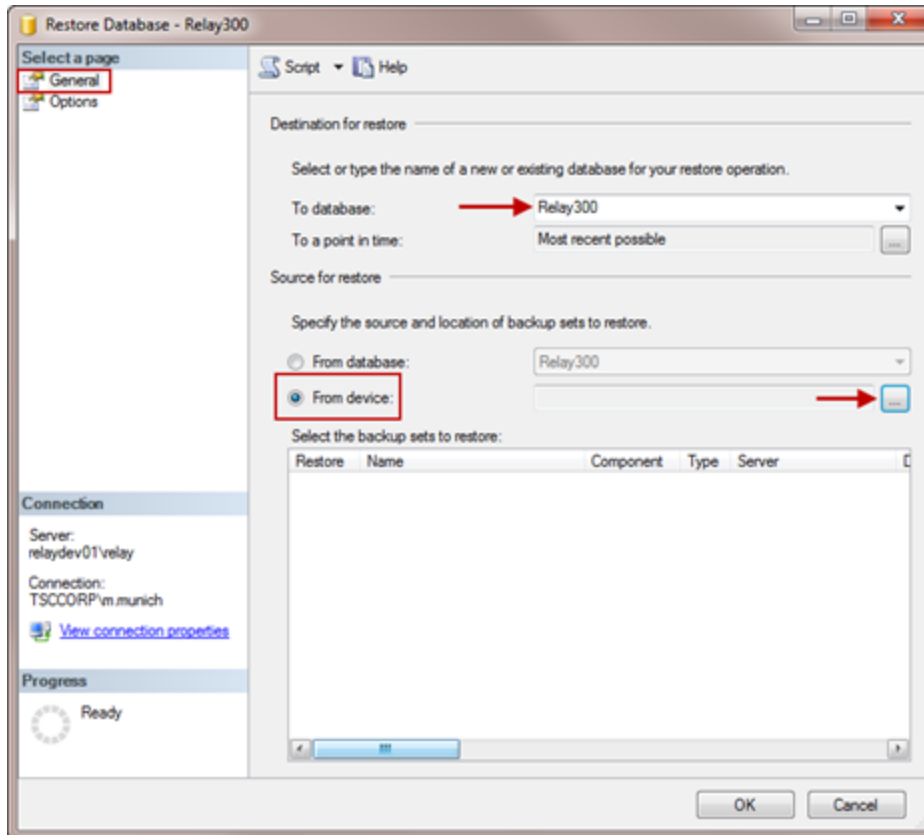
Restore Using SQL Server Management Studio

To restore a database backup file using SQL Server Management Studio:

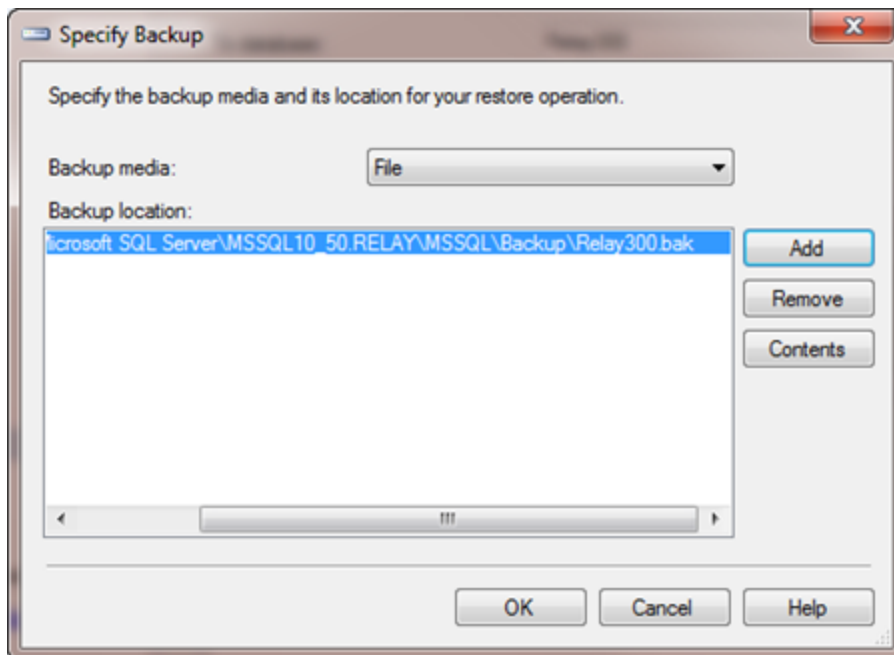
1. Place the backup file in a folder on the database server that can be locally accessed by SQL Server.
2. Open SQL Server Management Studio.
3. Right-click the existing database or Databases (if restoring to a new database) and select Tasks > Restore > Database.



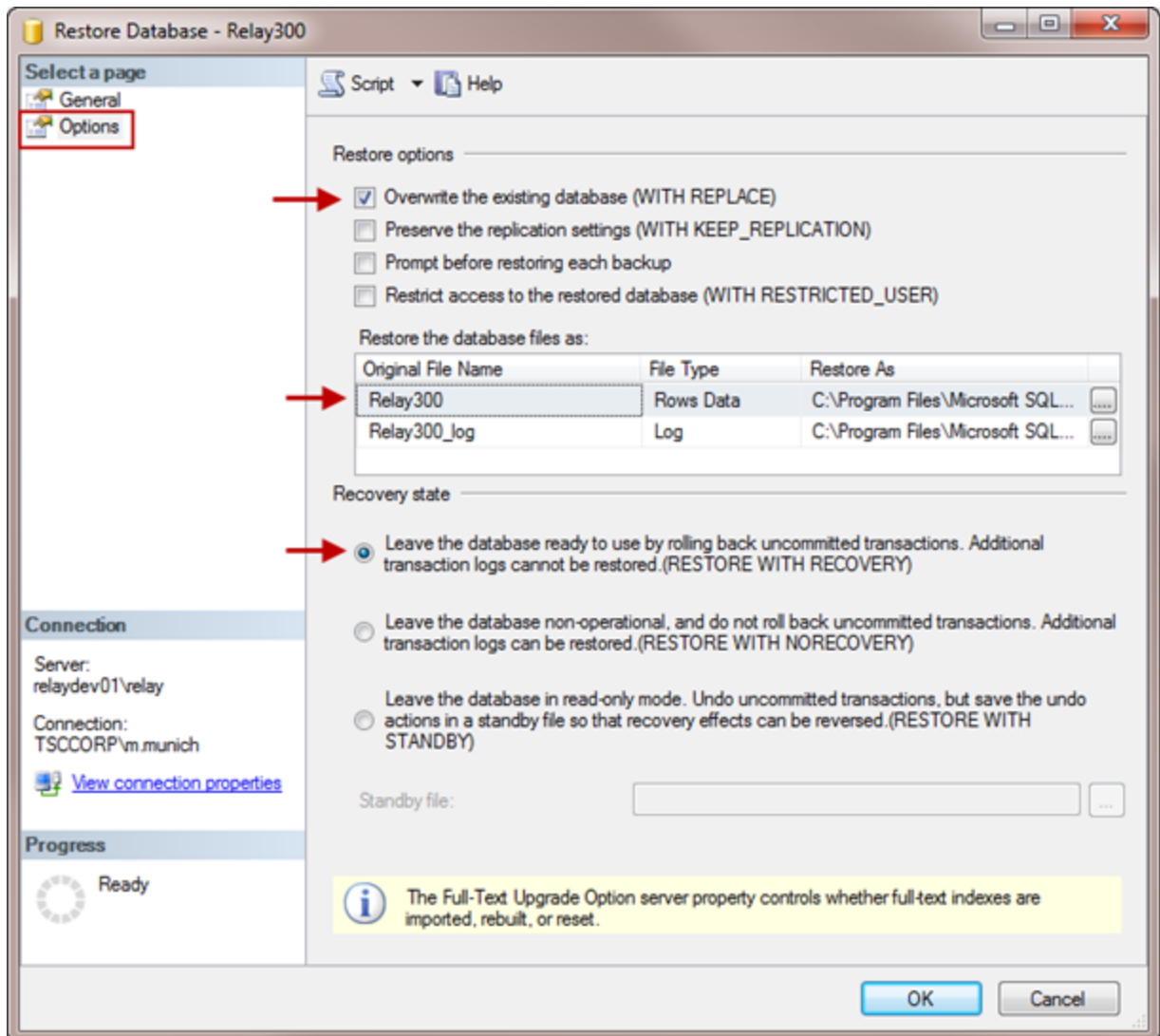
4. Set the database name to restore. Select **From Device** and click ... to select the backup file.



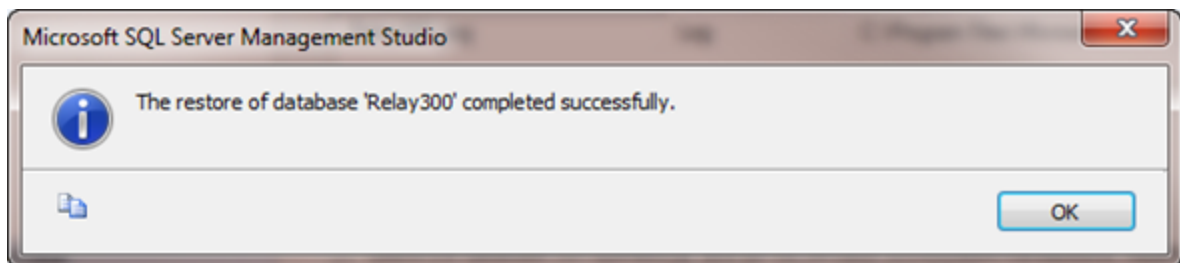
5. Click **Add** to select the location of your database backup file. Click **OK**.



6. Set Restore options to overwrite the database (if applicable), restore files to correct path, and Leave the database ready to use. Click **OK**.



The database has been successfully restored.



More information on restoring databases from SQL Server Management Studio can be found here:
<http://msdn.microsoft.com/en-us/library/ms177429.aspx>

More information on how to Create a New Database From an Existing Database Backup can be found at:
<http://msdn.microsoft.com/en-us/library/ms186390%28SQL.90%29.aspx>

Restore Using a SQL Script

A restore from a backup file can be scripted for use in a SQL batch file, freehand execution via SQL Query Editor or sqlcmd, or use in an external application.

The following example script performs a database restore from a full backup of the Relay20 with the same options listed in the previous section [Restore Using SQL Server Management Studio](#).

```
RESTORE DATABASE Relay300

FROM DISK = 'C:\Program Files\Microsoft SQL
Server\MSSQL10_50.RELAY\MSSQL\Backup\Relay300.bak'

WITH REPLACE,

RECOVERY;

GO
```

Please refer to the earlier section [Back Up Using the Command Line](#) for more information on executing this script with the sqlcmd utility.

More information on the RESTORE command can be found here: <http://msdn.microsoft.com/en-us/library/ms186858.aspx>

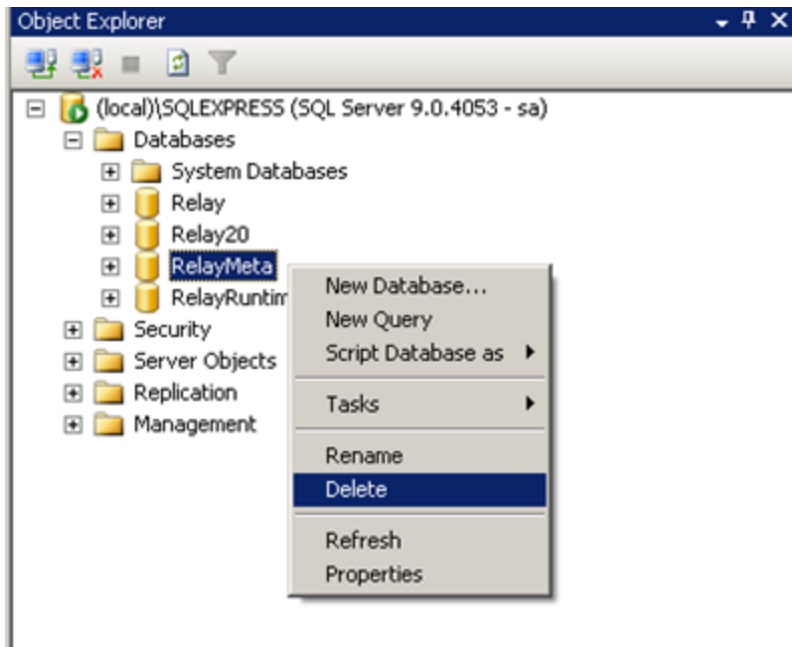
Clean Up Old Databases

Before attempting the following procedure, SQL Server Management Studio should be installed on your machine.

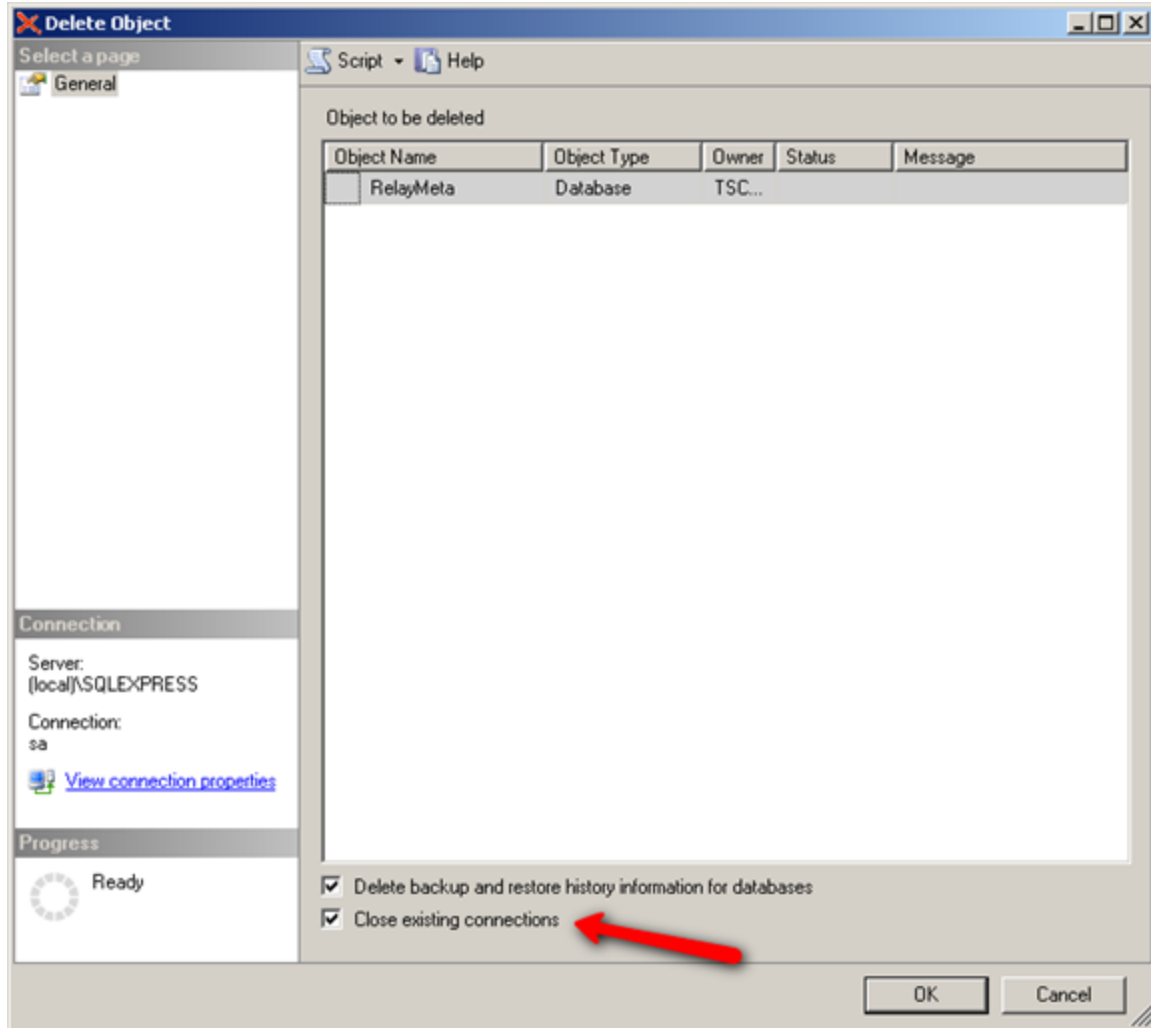
- ▶ If you installed the Express Edition (default with the Camtasia Relay install), you can find this by visiting the following URL and searching for "SQL Server Management Studio Express Edition": <http://www.microsoft.com>
- ▶ If you have a full version of SQL Server 2005 or 2008, you can install SQL Server Management Studio from your SQL Server installation disc.

To clean up old databases

1. [Back Up the Camtasia Relay Database](#).
2. Right-click the database you want to remove and choose **Delete**.



3. Make sure that Close existing connections is enabled and click **OK**.



You do not receive a confirmation if the deletion succeeds.

Troubleshooting

On rare occasions, enabling Close existing connections does not close all of the open connections to the database and the deletion fails. If this happens, the database shows in the list with (Single User) next to it.

When this happens, it's because the Camtasia Relay website is holding a connection to the SQL Server in order to help it cache data.

If this occurs, stop the website in IIS. Doing so closes the open connection, and you can then delete the database.

Encodings

Each encoding type specifies a file format and aspect ratio that the presentation is encoded to on the Camtasia Relay server.

See also:

- ▶ Encoding Types
- ▶ Encoding Sizes and Aspect Ratios

Encoding Types

Preset	Format	Includes Camera PIP?	Description
AVI (Original Size)	AVI	Yes	This encode setting produces a single AVI file with the same resolution as the original recording. Use this file if you want to perform your own video processing and encoding. Note that AVI files usually have a larger file size than presentations encoded in other formats.
Camtasia Studio Recording (Original size)	CAMREC	Yes	<p>This encode setting generates a CAMREC file for use with Camtasia Studio versions 5.1 to 7.1. The CAMREC file contains PowerPoint and Keynote slide and title clip markers. This encoding should only be given to presenters with access to Camtasia Studio.</p> <p>When publishing a CAMREC file to a location with a valid web URL, the resulting notification includes a "View" link. Because web servers do not have a MIME type set up for CAMREC files, the link leads to a 404 error page.</p>
Camtasia Studio 8.0 and Later Recording (Original size)	CAMREC	Yes	<p>This encode setting generates a CAMREC file for use with Camtasia Studio version 8.0 and later. The CAMREC file contains PowerPoint and Keynote slide and title clip markers. This encoding should only be given to presenters with access to Camtasia Studio.</p> <p>When publishing a CAMREC file to a location with a valid web URL, the resulting notification includes a "View" link. Because web servers do not have a MIME type set up for CAMREC files, the link leads to a 404 error page.</p>
Camtasia for Mac Recording	ZIP > CMPROJ	No	<p>This encode setting generates a lossless video file for editing within Camtasia for Mac. This encoding should only be given to presenters with access to Camtasia for Mac.</p> <p>The resulting file is a ZIP file that, when opened on a Mac, automatically unzips into a directory. The user can double-click that directory to launch the CMPROJ in Camtasia for Mac.</p>
iPad	MP4	Yes	This encode setting creates video files with var-

Preset	Format	Includes Camera PIP?	Description
			ied final resolutions to provide the best viewing experience for a given video on an iPad. The resolution is calculated to provide the best resolution to view the video at 10 frames per second.
iPod and iPhone	MP4	Yes	This encode setting works on all iPods and iPhones that support video of any kind. The final resolution of the video is fixed at 640 x 480. Video looks good on all iPods and iPhones, but does not look good if played in QuickTime on a desktop computer.
MP3	MP3	No	This is an audio-only encode setting. The server can process this encoding extremely fast, and the resulting file size is small. This is a good encode setting for those who may want an audio-only version of their presentation.
MP4 with Smart Player <ul style="list-style-type: none"> ▶ (Small) 640x480 ▶ (Medium) 800x600 ▶ (Large) 1024x768 ▶ (Original Size) 	MP4	Yes	This encode setting creates an MP4 video file that is displayed in a Flash controller file (SWF) called the TechSmith Smart Player. Additional files are created to provide an HTML5 fallback player in cases where Flash is not available. The Smart Player plays great on desktop browsers, on iPhones and iPads, and on many other mobile devices that support MP4 video. The Smart Player supports a table of contents based on the titles of slides in a PowerPoint or Keynote presentation, as well as slide text, full audio search, and captions (if enabled).
MP4 (Original Size)	MP4	Yes	This encode setting creates an MP4 video file with no additional files. The file is the same dimensions as the original recording.
Original Recording (Backup)	AVI (Windows) MOV (Macintosh)	Recording and camera video are save as two separate files	This encode setting does not modify the original recorded file in any way. The file size is enormous and usually not considered viewer-friendly. Use this setting if you need a copy of original files for backup purposes or troubleshooting.
Real Media	RMVB	No	Generates a Real Media file. Can be used in conjunction with Real Media servers, such as a

Preset	Format	Includes Camera PIP?	Description
<ul style="list-style-type: none"> ▶ (Small) 640x480 ▶ (Medium) 800x600 ▶ (Large) 1024x768 			Helix Server.
<p>Silverlight</p> <ul style="list-style-type: none"> ▶ (Small) 640x480 ▶ (Medium) 800x600 ▶ (Large) 1024x768 ▶ (Original Size) 	XAP	Yes	<p>This encode setting creates video files that play in Microsoft Silverlight. The controller supports a table of contents based on the titles of slides in a PowerPoint or Keynote presentation.</p> <p>Also supports searching slide text, full audio search, and captions, if enabled.</p>
<p>Windows Media</p> <ul style="list-style-type: none"> ▶ (Small) 640x480 ▶ (Medium) 800x600 ▶ (Large) 1024x768 ▶ (Original Size) 	WMV	Yes	<p>This encode setting creates video files that play in Windows Media Player. The video files tend to be larger than the Flash and Silverlight encodings, but may be preferred by Windows users with high speed internet access.</p>
Windows Portable Media Device	WMV	No	This encoding is designed to provide the best solution for Windows Mobile Devices (Pocket PCs) and some Windows-based Smartphones.
YouTube	MP4	Yes	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <p>This encoding is only available for the YouTube publish destination.</p> </div> <p>This is used for publishing directly to YouTube</p>



Preset	Format	Includes Camera PIP?	Description
			using the YouTube publishing plug-in. The video is subject to YouTube's restrictions.

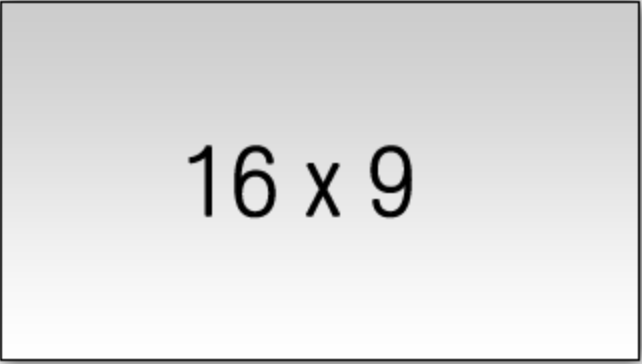
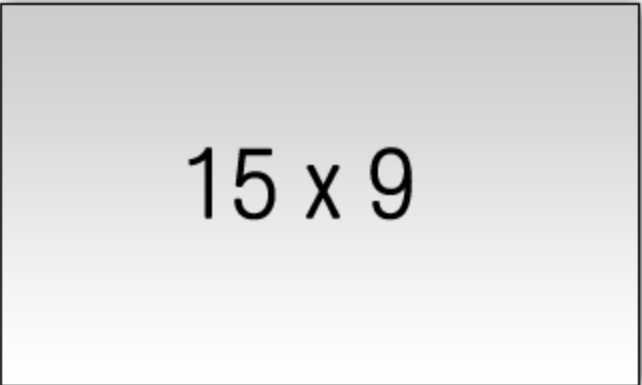

Encoding Sizes and Aspect Ratios

What Do Small, Medium, and Large Really Mean?

The Flash, Silverlight, Windows Media, and Real Media output have various resolutions available to each of them that are labeled Small, Medium, and Large. What do these resolutions mean? These resolutions are adaptive in that they will automatically adjust to the aspect ratio of the recorded resolution.

The following images show examples of each of these aspect ratios.

Example	Resolution Examples
	<ul style="list-style-type: none"> ▶ 640x480 ▶ 800x600 ▶ 1024x768 ▶ 1152x864 ▶ 1280x960 ▶ 1600x1200
	<ul style="list-style-type: none"> ▶ 1280x800 ▶ 1440x900 ▶ 1680x1050 ▶ 1920x1200

Example	Resolution Examples
 A light gray rectangle with the text "16 x 9" centered inside it.	<ul style="list-style-type: none">▶ 1280x720▶ 1360x768▶ 1600x900▶ 1920x1080
 A light gray rectangle with the text "15 x 9" centered inside it.	<ul style="list-style-type: none">▶ 1280x768
 A light gray rectangle with the text "5 x 4" centered inside it.	<ul style="list-style-type: none">▶ 1280x1024

The output resolutions match the aspect ratios of incoming video when using these Small, Medium, and Large adaptive resolutions. Not all resolutions can be adaptive. The following encodings must be formatted with specific aspect ratios: iPod and iPhone output, Windows Portable Media output, and the YouTube output. For the adaptive ratios the following resolutions are used.

Recorded Aspect Ratio	Encoding Type	Output Size
4x3	Small	640x480
	Medium	800x600
	Large	1024x768
16x10	Small	640x400
	Medium	800x500
	Large	1024x640
15x9	Small	640x384
	Medium	800x480
	Large	1024x616
5x4	Small	640x512
	Medium	800x640
	Large	1024x820

Camtasia Relay Integrations

The following subsections outline the various integrations that can be made with Camtasia Relay.

Camtasia Studio and Camtasia for Mac Integration

See the Camtasia Integration PDF found on the Camtasia Relay documentation page on the TechSmith website (<http://www.techsmith.com/tutorials-camtasia-relay-documentation.html>).

LDAP Integration

This section describes how Camtasia Relay works with LDAP.

Camtasia Relay LDAP Background

Camtasia Relay has the ability to use LDAP, Lightweight Directory Access Protocol, for authentication of its users. The implementation within Camtasia Relay tries to follow the LDAPv3 standard as close as possible.

There are a few ways that the Camtasia Relay server can connect to an LDAP server. We allow basic authentication and Microsoft Negotiate authentication. When connecting with basic authentication, credentials are sent over the network as clear text. Connections using Negotiate are both signed and sealed by default, providing an SSL-like connection without the use of certificates. There currently is no way to turn off the signing and sealing of a Negotiate connection. Both connection types can be used with SSL certificates if your LDAP server supports LDAPS, also known as LDAP over SSL. When LDAPS is used, no credentials are ever sent over the network as clear text.

In most cases, Negotiate will be the authentication method of choice for organizations that use Active Directory, whereas Basic authentication applies mostly to servers running OpenLDAP, Novell eDirectory, and more.

Most LDAP setups will use one of two ports for connections: 389 for the default; 636 if SSL is used.

Connections are made to the LDAP server within your network (example: ldap.example.com). A sample Base Distinguished Name for this organization would might be DC=example,DC=com. Connections are made to the Base Distinguished Name on the LDAP server that you are connecting to.

LDAP uses the analogy of forests and trees. When you are connecting to your Base Distinguished Name, you can imagine you are connecting to one tree within the forest. Therefore, all users and objects that you query will have to live within that tree.

Authentication Method and Workflow

Camtasia Relay's LDAP support was designed to reduce the amount of work for administrators and presenters. When using Camtasia Relay to authenticate with your LDAP store, there are two connections made. The first connection made to the LDAP server is to ask for the user's distinguished name. A distinguished name is a unique name within the LDAP server that represents the user/object. The distinguished name is then used in combination with the provided password to authenticate against the LDAP store.

In the majority of cases with Negotiate authentication, the distinguished name is the same as the username that is provided. In this case, Camtasia Relay still makes a connection to search for the user before authenticating to determine if the user exists within the LDAP store before authenticating. This is done to

provide better error messages for the administrator. The presenter will not see a different message whether their account exists or not.

Once a distinguished name for a user is retrieved from the LDAP server, it is saved locally in the Camtasia Relay database. This reduces the need to search for the user's distinguished name at every subsequent authentication request. In the event that a user's distinguished name changes, Camtasia Relay will update its local copy of the distinguished name when the next authentication request is processed.

After an authentication request is complete, the connection to the LDAP server is closed.

Certificate Handling

When setting up Camtasia Relay, there is the option to use secure authentication (SSL) for securing the connection between the Camtasia Relay server and the LDAP server, often called LDAPS. SSL certificates provide two basic functions for securing a connection. First, the LDAP server can be authenticated and trusted to be the LDAP server that the Camtasia Relay was expecting to communicate with. Second, the communication between the Camtasia Relay server and the LDAP server will be encrypted and only these two servers can understand the messages sent back and forth.

When using LDAPS, the certificate is verified before a successful connection can be made. In the event that the certificate could not be verified, a detailed error message will be shown explaining what may be causing the certificate handshake to fail.

One of the most common error messages seen will be that of a root certificate that is not trusted, most likely stemming from the use of a self-signed certificate. To solve this, the root certificate can be imported to the Camtasia Relay server's computer account Certificate Store in the Trusted Root Certificate Authority. The public certificate of the LDAP server may need to be obtained from your organizations LDAP administrator to perform this step.

If the errors found during verification of the certificate cannot be fixed, then the Camtasia Relay administrator may elect to "Trust all certificates". This feature removes one of the two functions of SSL authentication. Communication between the two servers will stay encrypted but it will no longer be guaranteed that you are communicating with the LDAP server you intended.

Adjust Search Depth Scope

Depending on your LDAP tree, you may find it useful to limit how Camtasia Relay searches your LDAP tree for users. By default, Camtasia Relay will search the entire tree starting at and including the specified Base DN. Alternatively, Camtasia Relay can limit its search to searching one level deep into the Base DN, but not the Base DN itself. In order to change the search scope:

1. Go to `RelayConfig.aspx`.
2. Locate the LDAP Configuration section.
3. Select the appropriate LDAP Search Depth Scope value from the dropdown list:
 - **Subtree**: Search the Base DN and all child objects.
 - **One Level Deep**: Search the child objects of the Base DN, but not the Base DN itself.

Error Message Details

There are two times that LDAP errors may be seen: during the configuration of Camtasia Relay LDAP authentication and post-configuration. Most error messages are written to provide enough help within the actual error message to provide a way for the Camtasia Relay administrator to repair the error. The following are error messages that may be seen and require longer explanation for causes.

- ▶ Invalid username and/or password. Please correct the credentials, verify the selected authentication method is correct, and try again.

- ▶ If this error text is seen on the first step of the LDAP setup wizard, the user that is specified by the user-name/distinguished name field may not have been found. If there is no username/distinguished name entered in those fields, there may be one required by the LDAP server in order to connect. This is commonly referred to as an LDAP server that does not allow anonymous connections/queries.
- ▶ The system was unable to verify your credentials with the authentication system. Please try again.
- ▶ If this error text is seen on the login page for the Camtasia Relay website, then there was a problem connecting from the Camtasia Relay server to the LDAP server. This does not mean that the user-name/password combination is invalid. The LDAP configuration within Camtasia Relay may have not been configured correctly, or the LDAP server may be offline.
- ▶ There was a problem browsing the directory tree. You may continue to import Users by searching for them.
- ▶ If this error text is seen on the Import LDAP User page, then there was a problem connecting to, or traversing the LDAP tree. The LDAP configuration within Camtasia Relay may have not been configured correctly, or the LDAP server may be offline.

RelayPresenter Service Account

Prior to configuring Camtasia Relay to work with LDAP, we recommend creating a “RelayPresenter” service account in your LDAP directory and associate this account when you bind credentials in LDAP. Use this account to perform the initial step in authenticating users.

When a user tries to authenticate over LDAP, Camtasia Relay uses this “RelayPresenter” user to search the LDAP directory and retrieve the user’s qualified domain name. The user’s qualified domain name is given to the LDAP directory along with their password for authentication.

Camtasia Relay never stores LDAP passwords with the exception of the password of this service account.

The service account should have a password that does not expire. Camtasia Relay authentication will cease to function for all LDAP users, if the password of the service account in LDAP is not the same as the password stored in the Camtasia Relay database.

Advanced Configuration

The configuration options and tips and tricks found in this section are not officially supported by TechSmith Corporation. These configuration options are provided to give some added flexibility to customers but are NOT features of Camtasia Relay and therefore are not supported by TechSmith. Before you modify any website files, make a backup of the originals as indicated. The TechSmith support staff cannot provide assistance with these procedures. Also, the Camtasia Relay server website can and will likely change in upcoming versions. Make sure to backup your customizations before applying any updates to your Camtasia Relay system.

More Accurate Transcription

This section contains information on how to help the accuracy of the transcription of presentation audio for use in full audio search of Flash and Silverlight encodings and XML files.

Audio Quality Considerations

Our testing has shown that the best transcriptions occur when:

- ▶ The presenter speaks naturally
- ▶ The signal quality is good (i.e. the recording is not overly noisy)
- ▶ The recording is not overly loud to the point of distortion

The last point is particularly important.

The transcriber can transcribe quiet audio with only a small decrease in accuracy, but if the recording distorts because it is too loud (i.e. the audio meter in the Camtasia Relay recorder is in the red), transcription accuracy drops dramatically.

Language Models

When transcribing, Camtasia Relay uses a “base language model” which was created using news broadcasts. As it transcribes new audio files, it compares the sounds in the audio file against the phrases that it knows in the base language model. It uses those comparisons to create the transcribed text.

Custom Language Models

Since the base language model does not anticipate phrases that are not typically used in a news broadcast, Camtasia Relay also builds a custom language model for **each presenter**.

These custom language models come from the slide content sent alongside presentations. If a presenter plays a slideshow in Powerpoint or Keynote while recording their presentation, the text on the slides (including the invisible “notes” on the slides) will be used to build the custom language model. This means that presenters with slides that contain the same words that they speak in their presentation enjoy increased transcription accuracy.

Captions edited and saved though Relay's caption editor are also saved on the server to help aid future transcriptions.

Camtasia Relay also keeps the custom language model for a presenter on its server so that subsequent presentations also gain the benefits of the slides sent with prior presentations.

How Presenters Can Help

A presenter – if they want to go that far - can build a custom language model for themselves by typing up a literal transcription of a presentation that they have previously done and sending it to Camtasia Relay in the form of slideshow text. Camtasia Relay will then have a model of their speech patterns for subsequent presentations.

The transcriber works based on predicting the phrases that a presenter is likely to say. “Teaching” the transcriber by having presenters read a canned presentation only serves to increase the likelihood that the phrases in the canned presentation are transcribed accurately.

How Administrators Can Help

Administrators can assist the transcription process on a per-user basis by copying files into the users’ directories in the server’s LanguageModelCache directory, which resides inside the server’s Media directory. Camtasia Relay stores the text that assists the language model builder in this directory.

Administrators with access to the server can move an ASCII or UTF-8 encoded text file into a user’s subdirectory within the LanguageModelCache directory and the language model builder will consume that text when it transcribes presentations for that user. To seed all of the users at once, files may be placed in the AllUsers directory which is located under the LanguageModelCache directory.

If you have multiple Relay Servers in a teamed configuration, this step needs to be performed on each of the servers separately.

The users’ subdirectories do not have to be created by the transcription process. If you know what a user’s ID is, you can assist their presentation transcriptions “in advance” by creating a subdirectory for them and moving text files with pertinent text into it.

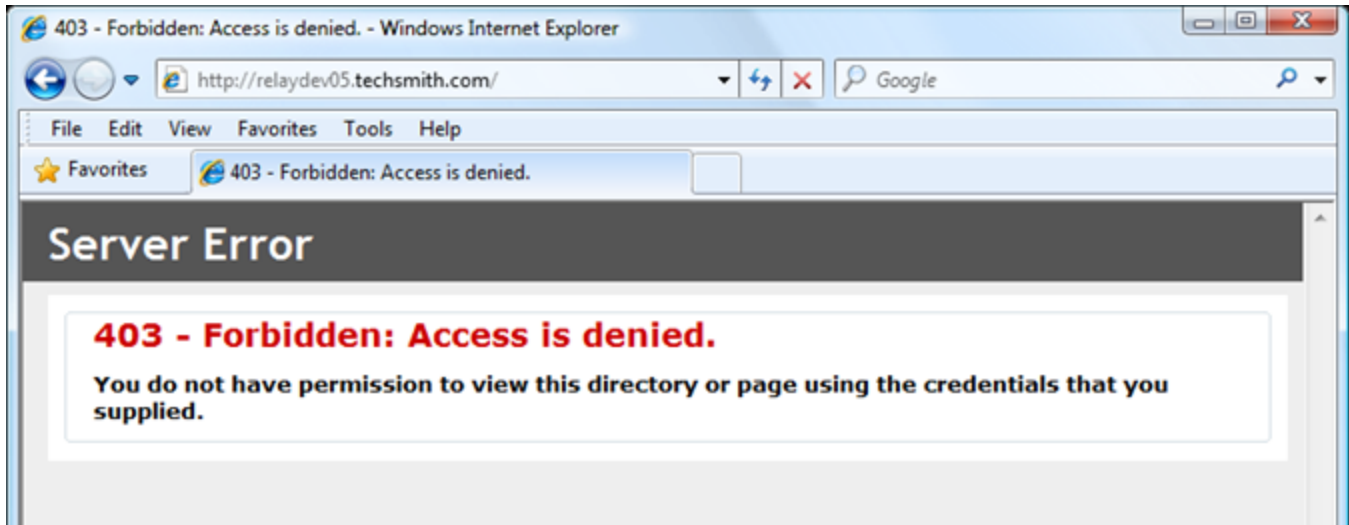
Configuring Automatic Redirects to the Camtasia Relay Website

When Camtasia Relay is installed on a server, it is strongly encouraged that it be the only website on the server. If it is the only website on a server, you can configure the server so that the user may visit the site URL and be redirected to the Camtasia Relay website.

Example

On the TechSmith RelayDev05 server¹, visiting <http://relaydev05.techsmith.com> with a web browser shows the following page:

¹This server is not available outside of the TechSmith network.



Making the changes shown in the following instructions results in a URL like <http://relaydev05.techsmith.com> being automatically redirected to <http://relaydev05.techsmith.com/Relay> to show the Camtasia Relay website.

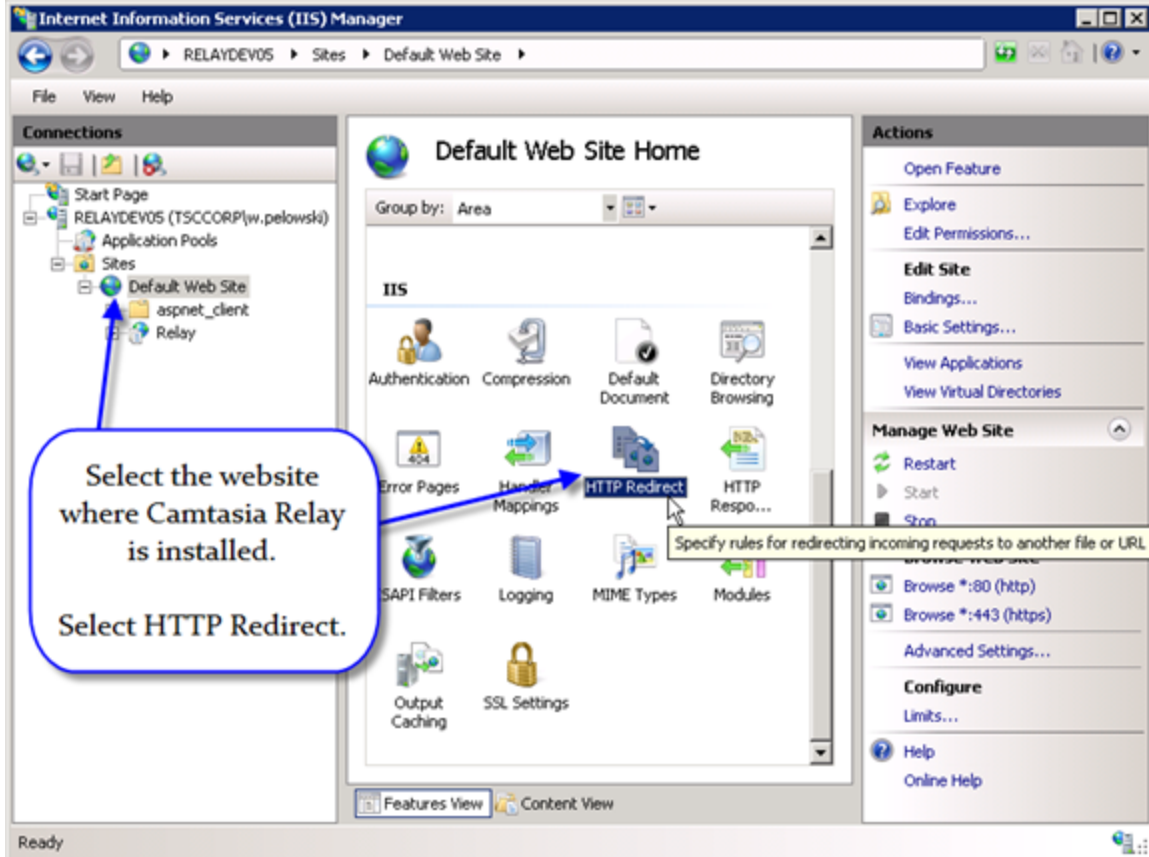
IIS 7 Instructions (Windows Server 2008)

Official instructions for creating a website redirection in IIS7 can be found at: <http://technet.microsoft.com/en-us/library/cc732930%28WS.10%29.aspx>

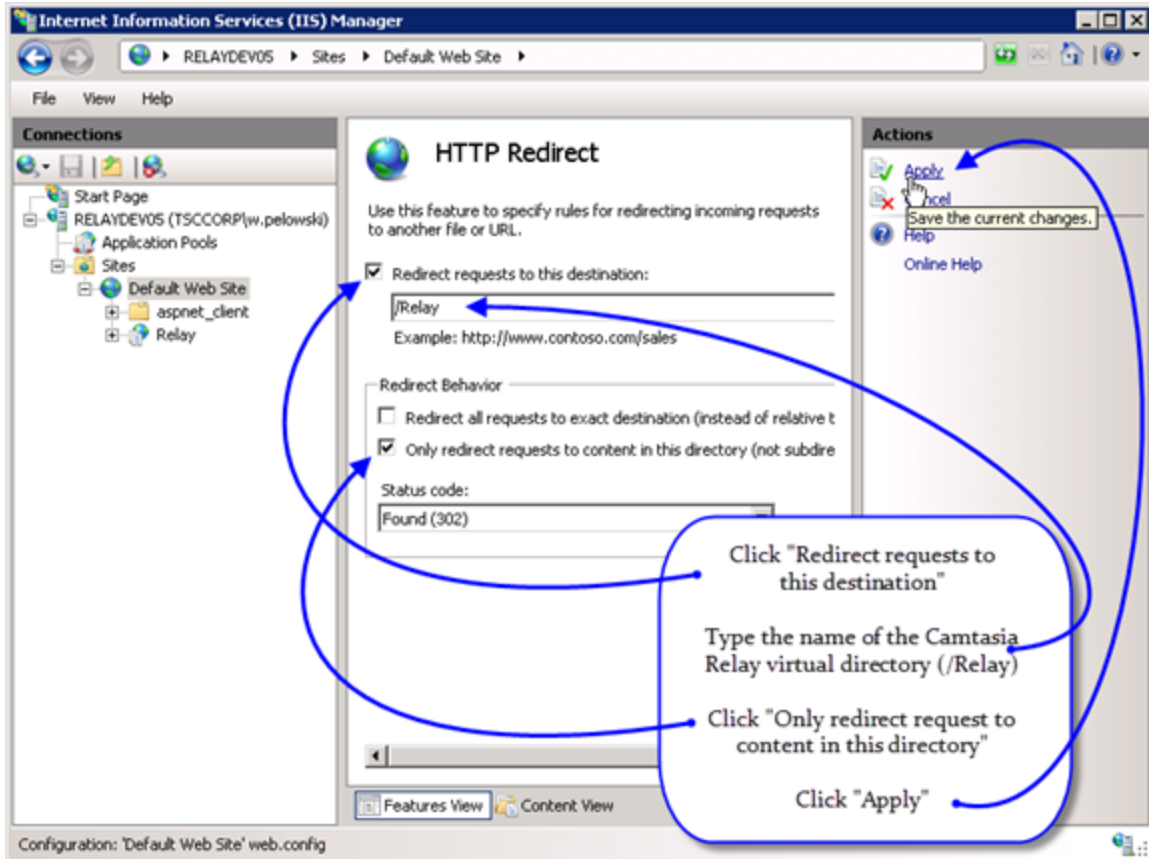
Official instructions for enabling HTTP Redirection capability in IIS7 can be found at: <http://www.iis.net/ConfigReference/system.webServer/httpRedirect>

The ability to create an HTTP Redirection is not installed by default for IIS7. If you do not see the option available in the IIS Manager, follow the instructions in the link shown above.

1. Open the IIS Manager.
2. Select the website that contains the Camtasia Relay virtual directory.
3. Click **HTTP Redirect**.



4. Click **Redirect requests to this destination**.
5. Type the name of the Camtasia Relay virtual directory subdirectory: `/Relay`
6. Click **Only redirect requests to content in this directory (not subdirectories)**.
7. Click **Apply**.



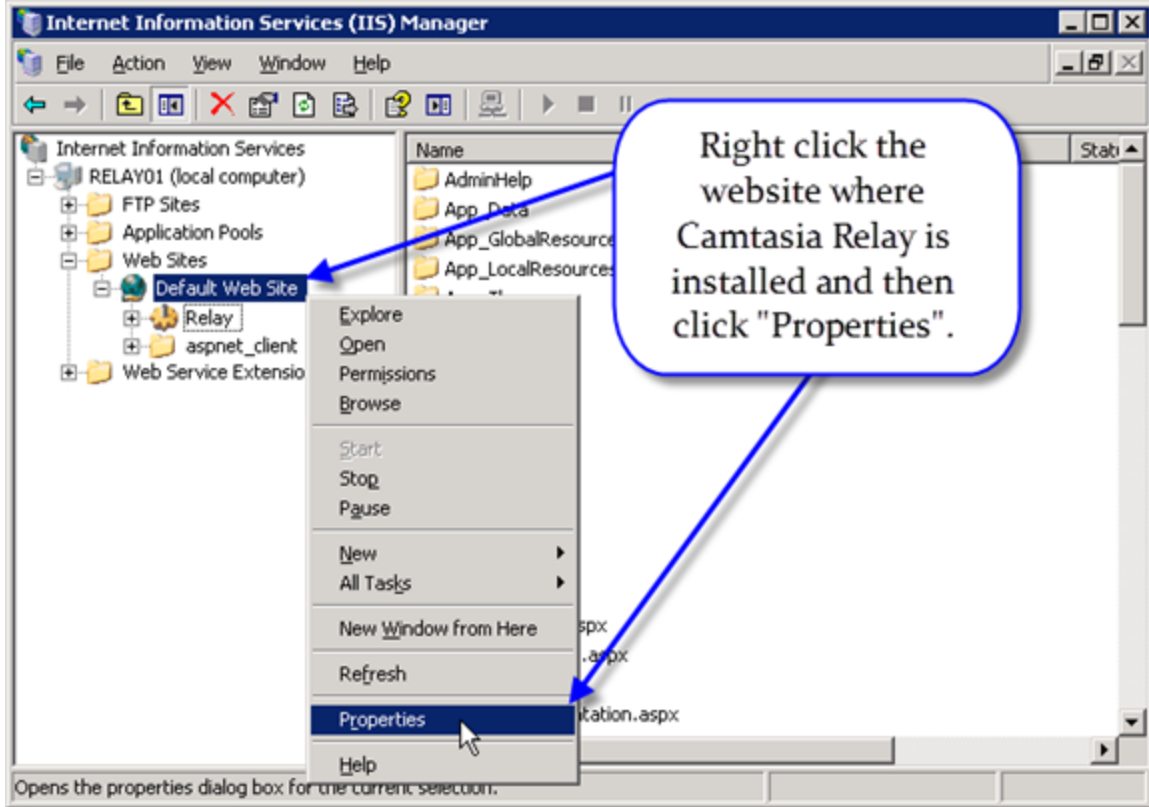
8. Test the redirect in a web-browser after making these changes by visiting the Fully Qualified Domain Name of the system.

IIS 6 Instructions (Windows Server 2003)

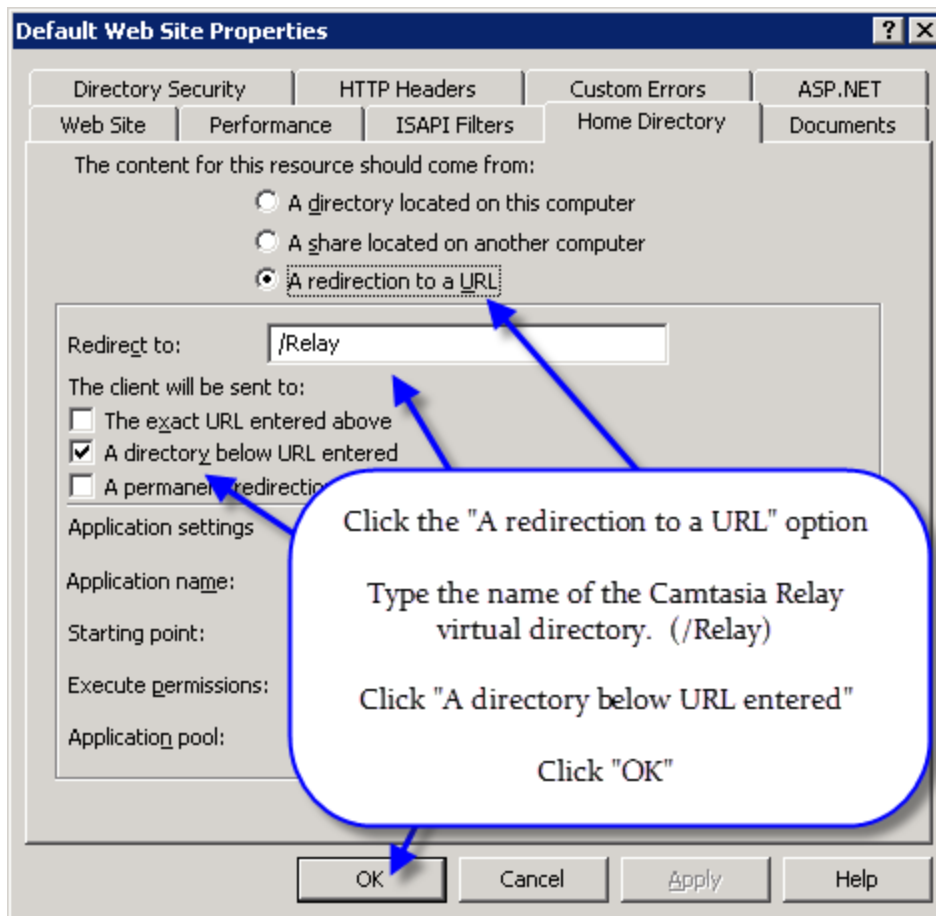
Official instructions for creating a website redirection in IIS6 can be found at:
<http://technet.microsoft.com/en-us/library/cc736641%28WS.10%29.aspx>

Instructions

1. Open the IIS Manager.
2. Right-click the website that contains the Camtasia Relay virtual directory.
3. Click **Properties**.



4. Click **A redirection to a URL**.
5. Type the name of the Camtasia Relay virtual directory (`/Relay`) into the Redirect to textbox.
6. Click **A directory below URL entered**.
7. Click the **OK** button.



8. Test the redirect in a web-browser after making these changes by visiting the Fully Qualified Domain Name of the system.

Custom Bumper Videos

During the Camtasia Relay trial, a 5-second “bumper video” is added to both the beginning and end of the presentations to indicate the server is in a trial mode.

Some customers have requested the ability to append their own videos to the beginning and end of presentations after purchase. While this is currently not a supported feature, you can add bumper videos, provided that the following conditions are acknowledged:

- ▶ The video will be added at both the beginning AND end of all presentations.
- ▶ Only one video can be used for ALL presentations sent through the system.
- ▶ The bumpers are ALWAYS applied. There is no option to not apply the bumper video.
- ▶ Bumper videos should be at least 5 seconds long.

If all of those options are acceptable and you wish to “brand” your videos with a bumper video:

1. Create a bumper video that uses TechSmith TSC2 codec. The video must be 15fps and be in AVI format.

You can use Camtasia Studio from TechSmith to create and export in this format.

2. Export the video into 4 different resolutions: 320x240, 640x480, 800x600, and 1024x768.
3. Go to [install dir]\TechSmith\Relay Server\Manager\ and create a new folder called `bumpervideos`.
4. Copy the following default bumper videos into the new folder:
 - 320trialmode.avi
 - 640trialmode.avi
 - 800trialmode.avi
 - 1024trialmode.avi
5. Copy your videos over the bumper videos using the respective naming.
6. Run the following SQL statement against the Relay database.

```
INSERT INTO Relay412.dbo.tblConfig (confName, confValue,
createdOn, createdByUser, modifiedOn, modifiedByUser,
modifiedByModule, modificationCount)

VALUES ('UseBumperVideos', 'True', GETDATE(), 'Original
Record', GETDATE(), 'Original Record', 'Original Record', 0)
```

For more information, see [Running SQL Statements](#) .

7. Send a sample presentation through the system to ensure the bumper videos are added correctly.

HTML Container Customizations

Be sure to make backups of all files before you make any edits. If these files are corrupted in any way, this can cause your Web Outputs to fail. Also take special care when modifying the Flash or Silverlight object code in the html.

The following files are the HTML containers for both the Silverlight/WMV output and the Flash/MP4 output. These HTML containers can be modified if there is a consistent look and feel that you want to follow with these containers.

```
[installdir]\TechSmith\Relay Server\Manager\Media\silverlight_
index.html

[installdir]\TechSmith\Relay Server\Manager\Media\swf_flv_
index.html
```

HTML Container Variables

In the files mentioned above, there are a few variables that get used to refer to some strings that the server uses when making replacements in the code. It replaces these variables with their string equivalents:

- ▶ `$MovieName` is replaced with the movie name
- ▶ `$MovieWidth` is replaced with the movie width
- ▶ `$MovieHeight` is replaced with the movie height

Example

If you wanted to provide a download link at the bottom of the page to the source video you could include the following code before the `</body>` tag:

Flash

```
<div><a href="$MovieName.mp4" style="color: #fff;">Click here to  
download this video.</a></div>
```

Silverlight

```
<div><a href="$MovieName.wmv" style="color: #fff;">Click here to  
download this video.</a></div>
```

Branding the Camtasia Relay Website

Branding the Camtasia Relay website requires some basic knowledge of Cascading Style Sheets. This document outlines some of the most important styles that can be overwritten for the website to be branded according to your needs.

The Process

Re-branding the Camtasia Relay involves the following steps.

1. Create the following directory and copy the graphics you would like to use into the directory.

```
[install dir]\TechSmith\Relay Server\Web\App_  
Themes\Standard\8_CustomStyles\images
```

2. Make a copy of the following file and directory and move the file copy to the directory.

```
[install dir]\TechSmith\Relay Server\Web\App_  
Themes\Standard\8_CustomStyles\custom.css  
[install dir]\TechSmith\Relay Server\backups\
```

3. Edit the following file to point to the new graphics.

```
[install dir]\TechSmith\Relay Server\Web\App_  
Themes\Standard\8_CustomStyles\custom.css
```

4. Review the changes.

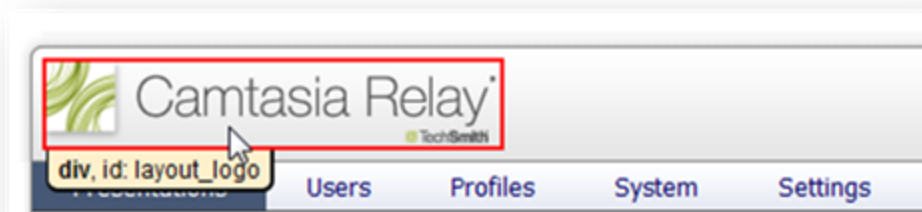
The CSS Properties

The following properties are those that you will likely need or want to change to make these modifications.

```
background-image: url('images/image.png');  
background-position: top left;  
background-color: #eee;  
width: 200px;  
height: 50px;  
top: 5px;  
right: 10px;  
bottom: 0px;  
left: 20px;
```

The Styles

Header Logo



The logo in the header can be modified to include your own logo.

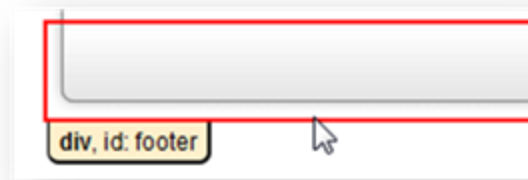
```
#layout_logo  
{  
width: 229px;  
height: 44px;  
position: absolute;  
background: url('../images/sprites/relay.sprite.1.2.0.png') no-  
repeat -36px -2px;  
left: 0px;
```

```
top: 13px;
```

```
}
```

It is recommended that you keep the image height of 55 pixels or less so as not to stretch out the header.

Footer

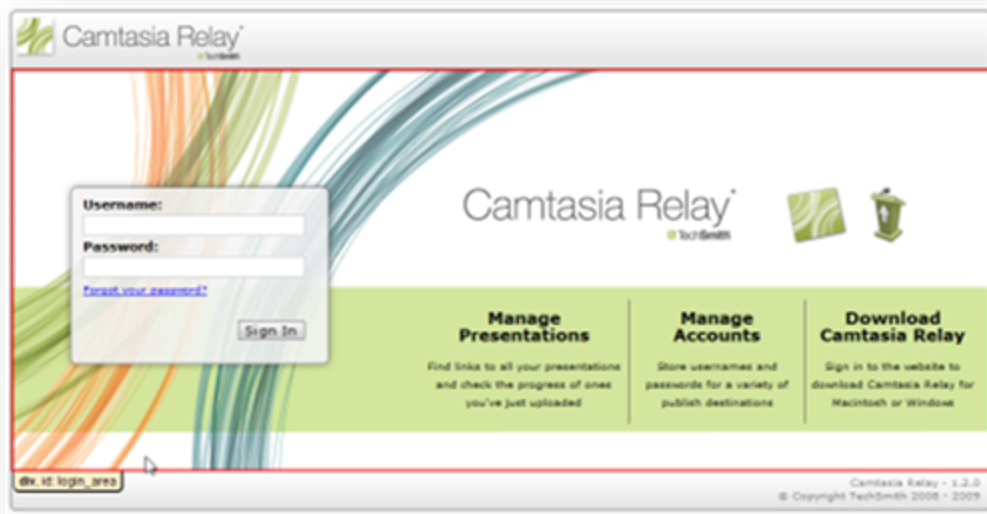


The footer can be modified to include additional content. TechSmith does however highly recommend that you not change or affect the product information in the lower right corner.

```
#footer  
  
{  
  color: #777777;  
  font-size: 0.75em;  
  height: 40px;  
  line-height: 0.8em;  
  margin-bottom: 15px;  
  padding-right: 5px;  
  padding-top: 9px;  
  text-align: right;  
}
```

It is recommended that you keep footer graphics under 30 pixels tall.

Login Page

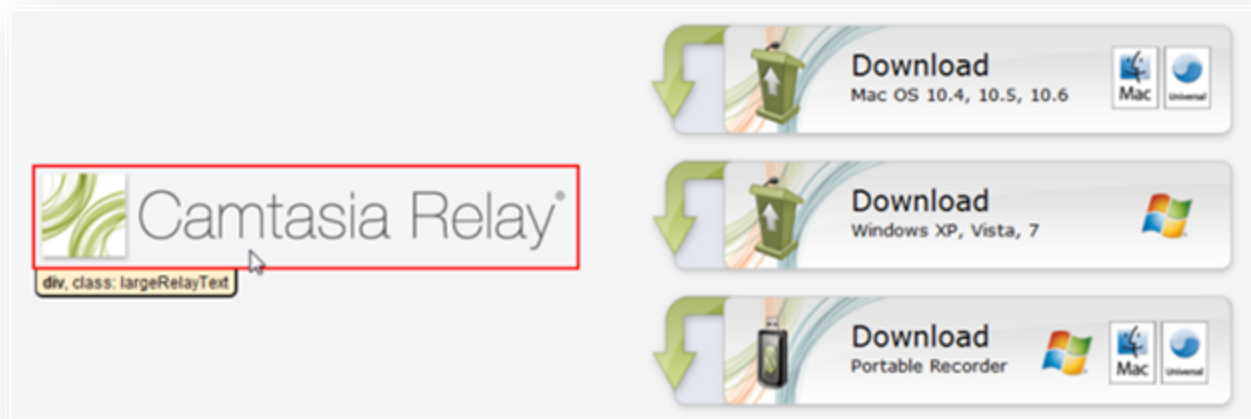


The login page is primarily one large background graphic. To change the look of this page you may wish to start with the graphic and make necessary modifications to it, and then save a copy of it into your images directory as a replacement.

```
#login_area
{
background-image: url(../Images/Layout/login_page.png);
background-position: left top;
background-repeat: no-repeat;
height: 400px;
position: relative;
width: 980px;
}
```

The #greenbar element may also require modification.

Recorder Download Page



```
.largeRelayText
{
background-image: url(../images/layout/large_relay_text.png);
background-repeat: no-repeat;
height: 77px;
margin-left: 20px;
margin-right: 50px;
width: 409px;
}
```

CSS Resources and Tools

W3Schools.com	http://www.w3schools.com/default.asp Free resource that can help you learn various web programming languages like CSS. To better understand the properties listed in the “CSS Properties” section, please refer to this website.
Firebug Add-on for Firefox	http://getfirebug.com/ Can help you easily determine which of the stylesheets that Camtasia Relay uses, or which style, is causing the behavior you view in the website. It allows you view overriding CSS values without actually modifying the files.

Sample Configuration CSS File

```
/*  
  
All of the following styles were created for the purposes of  
branding the Camtasia Relay website. The images for these styles  
are stored in the following directory...  
  
c:\Program Files\TechSmith\Relay Server\Web\App_Themes\Standard\8_  
CustomStyles\images  
  
*/  
  
/* Replace the Logo in the header with one that fits the  
institution */  
  

```



```
        background-image: url('images/largelogo.png');
        background-repeat: no-repeat;
        width: 335px;
        height: 520px;
        margin-left: 20px;
        margin-right: 50px;
    }

/* Add a small graphic to the footer */

#footer
{
    background-image: url('images/smalllogo.png');
    background-position: top left;
    background-repeat: no-repeat;
    height: 30px;
}
```

MIME Types on Servers

MIME types (Internet media types) are how file formats are identified on the Internet. Your web browser uses these MIME types to be able to use file formats that are not HTML. A media type is has two parts: a type and a subtype. Types can be application, audio, image, message, model, multipart, text. The Subtype are the extensions such as for type image the subtype is jpeg (image/jpeg) or for type audio a subtype is MP4 (audio/MP4). The MIME types that your server can provide are set by IIS or Apache not inside Relay.

List of available MIME types from IANA:

<http://www.iana.org/assignments/media-types>

The hosting of the Camtasia Relay generated outputs is not a function of the Camtasia Relay server. These instructions are provided to help administrators make these changes on the media server. This should not be the same machine as the Camtasia Relay server.

IIS

- ▶ MIME types in IIS (reference list of MIME types on bottom of page):
<http://technet.microsoft.com/en-us/library/bb742440.aspx>
- ▶ How to add a MIME type in IIS 7.0:
[http://technet.microsoft.com/en-us/library/cc725608\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc725608(WS.10).aspx)
- ▶ How to add a MIME type in IIS 6.0:
[http://technet.microsoft.com/en-us/library/cc786786\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc786786(WS.10).aspx)

Apache

Apache MIME Module:

http://httpd.apache.org/docs/2.2/mod/mod_mime.html

In Apache the server is based on configuration files you can either specify these in the main configuration file or you can create a secondary file that hold all your MIME types separately by putting a “TypesConfig” Directive in the main configuration file. The TypesConfig Directive accepts a file path which contains a configuration file of MIME types.

- ▶ To specify the file path for the MIME configuration file:

```
TypesConfig file-path
```

- ▶ To add MIME types to your configuration files you need too add them in the format:

```
AddType [MIME-type extension] [extension]
```

- ▶ EXAMPLE

```
AddType mp4 video/mp4
```

Once you have updated your configuration files you can check to make sure all your configuration is working properly before restarting apache and implementing the configuration by:

```
Apachectl configtest
```

or

```
httpd -t
```

XML and CONFIG Files on the Server

The following list shows the paths and descriptions of the .XML and .CONFIG files on the Camtasia Relay server.

- ▶ Web Log File Modifications

C:\Program Files\TechSmith\Relay Server\Web\web.log4net.config

Sets the logging levels for the Relay Administration Website. Logs, by default go to <RelayInstallDir>\Logs but they may be configured to go to a different directory.

```
<file value="C:\Program Files\TechSmith\Relay
Server\Logs\WebDebug.log"/>

<file value="C:\Program Files\TechSmith\Relay
Server\Logs\WebError.log"/>
```

By default, 10 logfiles each are maintained for web debugging and web errors. Each logfile can contain up to 10 Megabytes of data before a new logfile is started. Once the 11th logfile is begun, the oldest logfile is automatically deleted from the system. To change these values and retain more or less data, use these settings (note that the settings for debug logging and error logging can be set independently):

```
<maximumFileSize value="10MB"/>

<maxSizeRollBackups value="9"/>
```

By default debug logging is turned off, and only errors are written there. Generally, when website errors are written to these files, they are also written to the server's Event Log. However, these logs generally contain more information than the terse event log entries do. Customers may opt to enable debug logging by changing the file like so:

```
<appender-ref ref="DebugAppender"/>

<appender-ref ref="ErrorAppender"/>
```

Note that doing this has shown to degrade system performance, particularly in the area of disk I/O. Changes to the logging settings are dynamic and take effect immediately without restart of any services or the server.

- ▶ Database Connection Information - Website

```
C:\Program Files\TechSmith\Relay Server\Web\web.config
```

Information contained in this file is pertinent to the Relay Administration Website. Generally customers should not need to modify this file. One piece of information that may be of interest to customers is the

Relay Database Connection string. Please see the “Migrating from one SQL Server to Another” section for more information:

```
<connectionStrings>

  <add name="RelayConnectionString"
    connectionString="Data Source=server\RELAY; Initial
    Catalog=Relay20; User Id=Relay;
    Password=RelayPassword Pooling=True;" />

</connectionStrings>
```

► Database Connection Information – Manager Service

```
C:\Program Files\TechSmith\Relay Server\Manager\data.config
```

This file contains the database connection string that the Relay Manager Service uses to communicate to the database. The transcriber, encoder, publisher, and notifier processes also utilize this connection string. If the connection string is changed in this file, it must also be changed in the website’s web.config file as well. Please see the “Migrating from one SQL Server to Another” section for more information.

```
<add name="RelayConnectionString" connectionString="Data
Source=server\RELAY; Initial Catalog=Relay20; User Id=Relay;
Password=RelayPasswd Pooling=True;"/>
```

► Server Endpoint Information

```
C:\Program Files\TechSmith\Relay
Server\Manager\endpoint.config
```

The data in this file associates a particular Camtasia Relay server instance with a row in the endpoint table in the database. Customers typically will not need to modify this file.

```
C:\Program Files\TechSmith\Relay
Server\Manager\manager.log4net.config
```

Sets the logging levels for the Relay Manager Service. Logs, by default go to <RelayInstallDir>\Logs but they may be configured to go to a different directory.

```
<file value="C:\Program Files\TechSmith\Relay
Server\Logs\ManagerDebug.log"/>

<file value="C:\Program Files\TechSmith\Relay
Server\Logs\ManagerError.log"/>
```

By default, 10 logfiles each are maintained for manager service debugging and manager service errors. Each logfile can contain up to 10 megabytes of data before a new logfile is started. Once the 11th logfile is begun, the oldest logfile is automatically deleted from the system. To change these values and retain more or less data, use these settings (note that the settings for debug logging and error logging can be set independently):

```
<maximumFileSize value="10MB"/>
<maxSizeRollBackups value="9"/>
```

By default debug logging is turned off, and only errors are written there. Generally, when manager service errors are written to these files, they are also written to the server's Event Log. However, these logs generally contain more information than the terse event log entries do. Customers may opt to enable debug logging by changing the file like so:

```
<!--COMMENT THE FOLLOWING LINE TO TURN OFF DEBUG (VERBOSE)
LOGGING-->
<appender-ref ref="DebugAppender"/>
<appender-ref ref="ErrorAppender"/>
```

Note that doing this has shown to degrade system performance, particularly in the area of disk I/O. Changes to the logging settings are dynamic and take effect immediately without restart of any services or the server.

► Manager Service Configuration File

```
C:\Program Files\TechSmith\Relay
Server\Manager\manager.exe.config
```

Information contained in this file is pertinent to the Relay Manager Service. Generally customers should not need to modify this file.

► Notification Process Configuration File

```
C:\Program Files\TechSmith\Relay
Server\Manager\RelayNotifier.exe.config
```

Information contained in this file is pertinent to the Relay Notification Process. Generally customers should not need to modify this file.

► Encoder Process Configuration File

```
C:\Program Files\TechSmith\Relay
Server\Manager\RelayEncoder.exe.config
```

Information contained in this file is pertinent to the Relay Encoder Process. Generally customers should not need to modify this file.

▶ Publisher Process Configuration File

```
C:\Program Files\TechSmith\Relay  
Server\Manager\RelayPublisher.exe.config
```

Information contained in this file is pertinent to the Relay Publisher Process. Generally customers should not need to modify this file.

▶ Transcriber Process Configuration File

```
C:\Program Files\TechSmith\Relay  
Server\Manager\RelayTranscriber.exe.config
```

Information contained in this file is pertinent to the Relay Transcriber Process. Generally customers should not need to modify this file.

Security

The Security of the Camtasia Relay system is an important topic worthy of its own guide. The **Camtasia Relay Server Security Administrator Guide** contains a large variety of security related topics such as

- ▶ SSL
- ▶ Reducing Attack Surface
- ▶ Segregation of Duties
- ▶ Strong Passwords
- ▶ Server Hardening
- ▶ Firewall Rules
- ▶ And the various Security Features built into Camtasia Relay itself

A link to the Security guide and other resources can be found in the **Appendix A: Additional Help and Related Documentation**.

TechSmith Sales Support

For pre-sales activities, activation information, licensing information, and other sales related questions, please call our Sales team.

The following information is available on the TechSmith website by clicking **Contact** in the upper right corner. Always refer to that location for latest, most accurate information.

Sales:+ 1.517.381.5901

Toll Free in the U.S. & Canada: 888.750.0685

Sales Contact Form: <http://www.techsmith.com/about/salescontact.asp>

Appendix A: Additional Help and Related Documentation

We hope you have found this Technical Reference Guide helpful, but it is only one of many help resources available to you as a user of Camtasia Relay. The following are some additional resources for you as use the Camtasia Relay product.

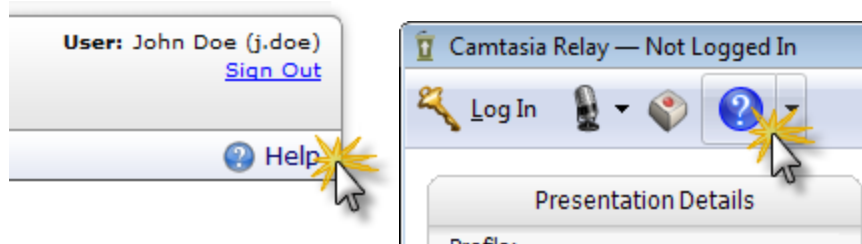
Feedback

If you would like to offer feedback on or suggestions of topics to cover in this or any other Camtasia Relay documentation, please send an email to relayhelp@techsmith.com.

Camtasia Relay Website and Recorder Help

For day-to-day administration of Camtasia Relay, please see the Camtasia Relay Website Help. This help is available after logging into the Camtasia Relay website as an administrator. Just click a Help link, available on each web page, to open the Camtasia Relay Administrator Help.

For help with the Camtasia Relay recorder, please install and open the Camtasia Relay recorder or open the portable recorder to access help for the recorder.



Related Documentation

The following PDF documents are available for download from the [TechSmith website](#):

- ▶ [Camtasia Relay Installation Guide](#)
Learn how to install the Camtasia Relay server.
- ▶ [Camtasia Relay Upgrade Guide](#)
Learn how to upgrade Camtasia Relay.
- ▶ [Camtasia Relay Administrator Website Help](#)
Walk through the configuration of Camtasia Relay and find administration information to help you keep Camtasia Relay running smoothly
- ▶ [Camtasia Relay Server Security Administrator Guide](#)
Learn about ways to help secure your Camtasia Relay server.
- ▶ [Camtasia Relay Release Notes](#)
See a summary of the new features and updates. Learn about how those features affect current users.

TechSmith Learning Center

The TechSmith Learning Center contains a wealth of free resources for each one of TechSmith's products, including Camtasia Relay. We encourage you to visit the site, choose the section that most interests you and then watch a video or read an article.

The Camtasia Relay Learning Center is available at:

<http://www.techsmith.com/tutorial-camtasia-relay.html>

Appendix B: Glossary

A

AVI

Audio Video Interleave, (AVI), is a multimedia format introduced by Microsoft.

Attack Surface

In a web environment, Attack Surface refers to those components that are available to unauthenticated users.

Authentication

In a web environment, the method designed to allow a browser or other program to provide a user name and password as credentials when making a request.

B

Blackboard

In the context of this manual, Blackboard refers to the Blackboard Application Suite of e-learning software products from Blackboard, Inc.

Building Blocks

In the Blackboard Application Suite of software products, an extension to the standard suite that can be separately installed.

C

Camrec

A multimedia format developed by TechSmith Corporation.

Camtasia Relay

A software product for lecture capture from TechSmith Corporation.

Camtasia Studio

A video recording and editing software product from TechSmith Corporation.

CAPTCHA

Acronym for "Completely Automated Public Turing test to tell Computers and Humans Apart". A type of "challenge-response" test in which a computer asks a user question to ensure that the response is not being generated by a computer.

Certificate Authority or Certification Authority

A trusted third party entity such as VeriSign -- that issues digital certificates to be used as part of a security plan.

D

DMZ

Demilitarized Zone, also called Data Management Zone, is a part of a network that contains and exposes an organization's external services to a larger network, usually the Internet.

DTC

The Microsoft Distributed Transaction Coordinator (DTC or MSDTC) service is a component of Microsoft Windows that coordinates transactions that span multiple resource managers, such as databases, message queues, and file systems.

Dynamic Port

One from a set of predefined private port numbers to be used for communications between applications using the Internet's Transmission Control Protocol (TCP) or the User Datagram Protocol (UDP).

E

Encode

In the context of this document, the process of converting a media recording from one format into another.

F

Firefox

An open source browser available from Mozilla Corporation.

Firewall

That part of a computer network designed to block unauthorized access while permitting authorized communications.

Flash

A multimedia platform from Adobe Systems, Inc, Flash is often used to add animations and video to web pages and rich internet applications.

FTP

File Transfer Protocol is a network protocol used to exchange files between computers or over the internet.

G

Group ID or Media Group ID

A 10-digit number used iTunes U to direct produced media to a specific instructor's class.

I

IIS

Internet Information Services from Microsoft, Corporation is a set of internet-based services used within Microsoft Windows and including FTP, FTPS, SMTP, NNTP and HTTP/HTTPS.

iPod

A brand of portable media player designed and marketed by Apple Corporation.

IPSec

Internet Protocol Security is a suite protocols for securing communications on the Internet.

J**Jing**

A software product from TechSmith Corporation for capturing screen and video images.

K**Keynote**

In the context of this document, a software product for creating and producing presentations from Apple Corporation.

KMS

Key Management Service from Microsoft Corporation is used to activate computers running Windows Vista, Windows 7, and Windows Server 2008.

L**LDAP**

Lightweight Directory Access Protocol is an application protocol for querying and monitoring directory services running over TCP/IP.

LDAPS

Lightweight Directory Access Protocol implemented over a Secure Sockets Layer (SSL).

Leopard

The code name version 10.5 of the operating system Mac OS X from Apple Corporation.

M**M4A**

An alternate file extension tag (to MP4) for MPEG-4 files.

M4V

An alternate file extension tag (to MP4).

Media Group ID

A 10-digit number used iTunes U to direct produced media to a specific instructor's class.

Morae

Usability testing software from TechSmith Corporation.

MOV

A multimedia format originally based on the QuickTime format from Apple Corporation.

MPEG

Moving Picture Experts Group a group formed by the International Organization for Standardization (ISO) to set standards for audio and video compression and transmission.

MP3

A patented digital audio encoding format.

MP4 or MPEG-4

A multimedia container format originally based on the QuickTime format from Apple Corporation.

P**PDF**

A file format created by Adobe Systems for document exchange.

Port 443

The default port used by HTTPS (Hypertext Transfer Protocol Secure).

Port 80

The default port used by HTTP (Hypertext Transfer Protocol).

Portable Recorder

In the context of this document, one of the options for using the Record portion of the Camtasia Relay lecture capture software product. Instead of installing the Record software on a computer, it can be loaded on to a portable device, such as a thumb drive.

PowerPoint

Software for creating and producing presentations from Microsoft Corporation.

Presenter Account

In the context of this document, an account within the Screencast media-hosting site from TechSmith Corporation to be used by people recording presentations using the software product Camtasia Relay.

Production Preset

Within the lecture capture software product Camtasia Relay, the ability to specify recording settings prior to making the recording.

Profile for Camtasia Relay

Within the lecture capture software product Camtasia Relay, a profile is used to specify

publishing formats and destinations for presentations that are submitted for processing.

Publish Destination

Within the lecture capture software product Camtasia Relay, the destination that will hold the processed lecture including FTP servers, network drives (File system) iTunes U, and TechSmith's media-hosting site, Screencast.com.

R**Real Media**

A multimedia container format created by RealNetworks.

S**Safari**

A web browser that runs on computers from Apple Corporation.

Screencast.com

A media hosting site owned and operated by TechSmith Corporation.

ScreenDraw

In software products from TechSmith Corporation, the feature that allows the user to use the cursor to make freehand drawings on an image.

SCW or Security Configuration Wizard

A software component in Windows Server 2003 SP1 from Microsoft Corporation used to configure server security.

Self-Signed Certificate

In computer security, an identity certificate that is signed by its own creator as being legitimate.

sFTP

In computer security, Secure File Transfer Protocol (sFTP) refers to the practice of running normal FTP over secure shell connections.

Shared Secret

In cryptography, a piece of information known only to the two parties involved in a secure communication.

SmartFocus

A tool within software products developed by TechSmith Corporation to intelligently zoom into specific areas of an image during screen capture.

SMTP

Simple Mail Transfer Protocol is an Internet standard for electronic mail transmission across Internet Protocol networks.

Snagit

A screen capture program developed by TechSmith Corporation.

Snow Leopard

The code name for version 10.6 of the operating system Mac OS X from Apple Corporation.

SPI or Stateful Packet Inspection

A firewall that keeps track of the state of network connections traveling across it -- including as TCP streams and UDP communication.

SQL Server

Microsoft SQL Server is a relational model database server produced by Microsoft.

SSL or Secure Sockets Layer

(Replaced by Transport Layer Security (TLS)) A cryptographic protocol that provides security for communications over networks such as the Internet.

Stateful Packet Inspection

A firewall that keeps track of the state of network connections traveling across it -- including as TCP streams and UDP communication.

T**TCP**

Transmission Control Protocol is one of the core protocols of the Internet protocol suite.

TLS or Transport Layer Security

A cryptographic protocol that provides security for communications over networks such as the Internet.

U**UDP**

User Defined Protocol is part of the set of network protocols used to transmit information over the internet.

Uploader

The part of Camtasia Relay that transfers a completed lecture from the recorder to the server.

W**WAF**

A web application firewall (WAF) is an appliance, server plugin, or filter that applies a set of rules to an HTTP conversation.

WebDAV or Web-based Distributed Authoring and Versioning

A set of extensions to the Hypertext Transfer Protocol (HTTP) that allows users to edit and

manage files collaboratively on remote World Wide Web servers.

Windows Media Video or WMV

A proprietary compressed video format developed by Microsoft.

Windows Portable Media Device

A class of portable media devices that integrate directly with Windows Media Player.

WMV or Windows Media Video

A proprietary compressed video format developed by Microsoft.

X

XML or Extensible Markup Language

A set of rules for encoding documents electronically.

Y

YouTube

A video sharing website where users can upload and share videos.

TechSmith Tech Support

In the event you have an issue that cannot be answered with the Camtasia Relay Help and documentation, please follow the steps below when working with TechSmith Tech Support.

Step 1: Knowledge Base Search

Before contacting TechSmith for Technical Support, please make sure to search the Knowledge Base on the Support Center (<http://support.techsmith.com>). It is possible that the issue is a known issue and there is already an answer available.

Before running a search, select Camtasia Relay and the version number in the dropdown lists.

Step 2: Submit a Question

If you are unable to find an answer to your issue, you can send a question to Tech Support.

1. On the Support Center page (<http://support.techsmith.com>), click **Ask a Question**.
2. Fill in the requested information, making sure to select your current Product Version, Operating System, and Problem Type.

For a question regarding a program error, please select **Other** under Problem Type.

3. If you are a first-time user, you are prompted to create a user account.

Tips for Submitting a Question

- ▶ When opening a support ticket, please include as much information regarding the nature of the problem as possible.

- ▶ To speed up the debugging process, attach one or more of the following to the support ticket:
 - Screenshots
 - Application logs
 - Other diagnostic information
 - Event Viewer logs

These are particularly useful. The steps in [How to Export Event Viewer Logs](#) explain how to export the logs for Camtasia Relay components.

Step 3: Call Tech Support

The Camtasia Relay Tech Support team is ready and waiting for your questions. Should you have problems that you cannot solve using the resources provided, please give us a call and we will be happy to assist.

The following information is available on the TechSmith website by clicking Company > Contact Us. Always refer to that location for latest, most accurate information.

Phone: +1.517.381.2300 (ext. 784)

Toll Free in the U.S. & Canada: 800.517.3001 (ext. 784)

Tech Support Website: <http://support.techsmith.com>

Running SQL Statements

During calls with TechSmith Technical Support or additional configuration of the system, it may be necessary to run Transact SQL (T SQL) statements against this database.

To do this, we recommend the following:

1. Install SQL Server Management Studio Express.
 - If you installed the Express Edition (default with the Camtasia Relay install), you can find this by visiting the following URL and searching for “SQL Server Management Studio Express Edition”:

<http://www.microsoft.com>
 - If you have a full version of SQL Server 2005 or 2008, you can install SQL Server Management Studio from your SQL Server installation disc.

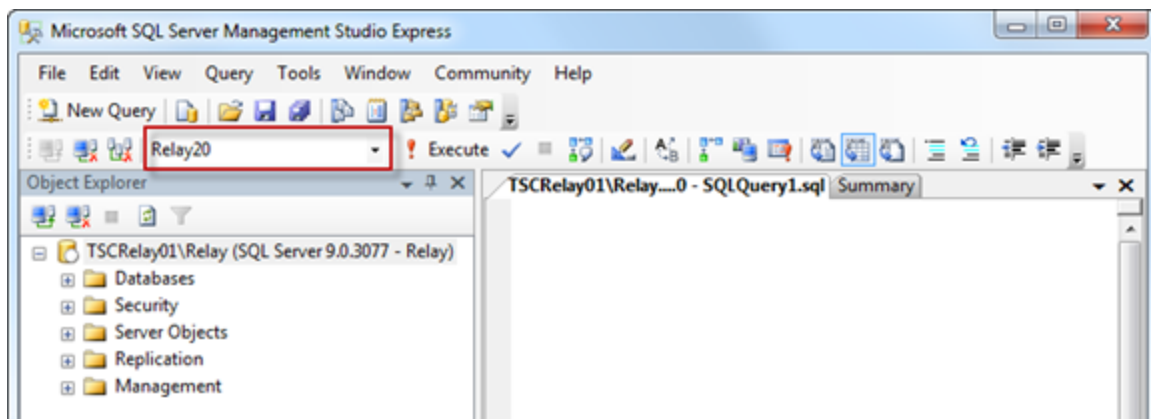
Camtasia Relay supports SQL Server Management Studio Express 2005 SP2 or 2008 SP1. Management Studio can be setup and attached for local or remote management (depending on network and machine settings) of the relay database.

2. Connect to the database either using SQL Server Authentication or Windows Authentication.

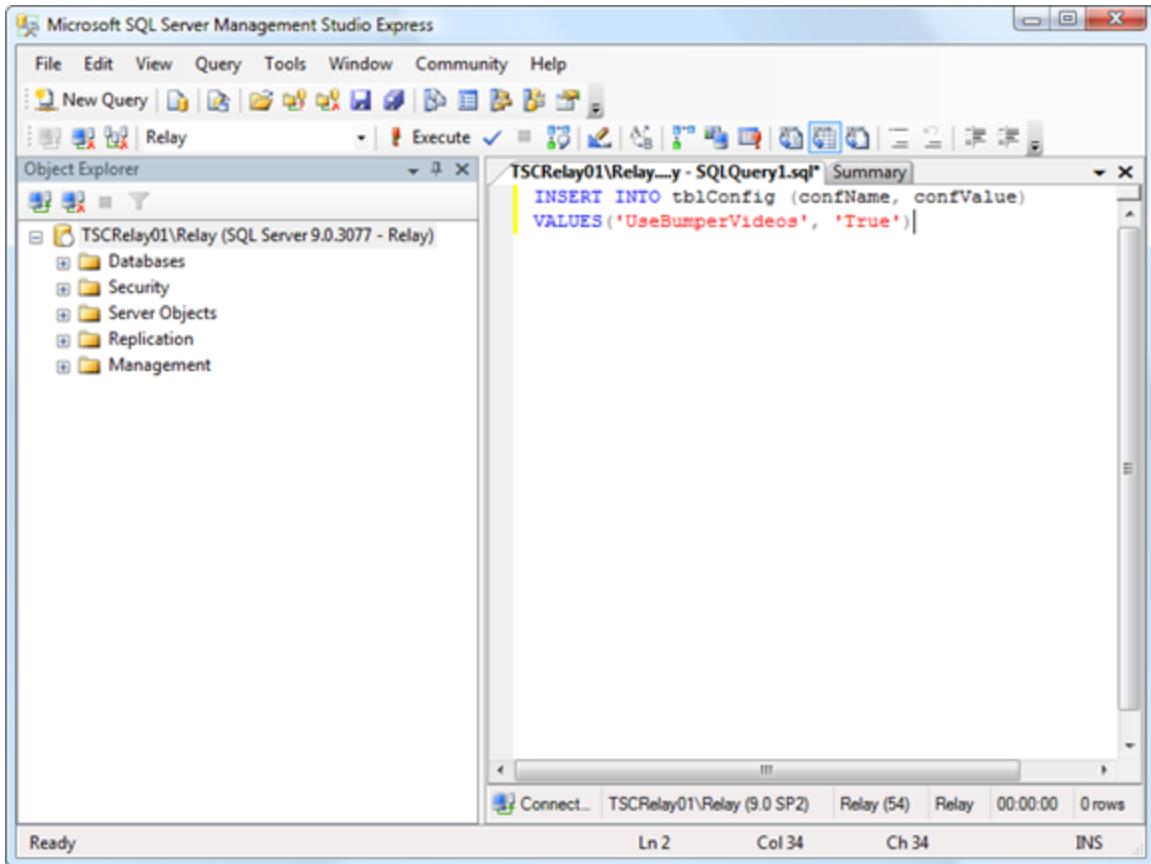
The authentication method largely depends on how the SQL Server was configured. Your Relay instance will have a login of “Relay” and a password that was supplied during the installation of Camtasia Relay.



3. Click the "New Query" button to open a new query.
4. Make sure you select the correct Camtasia Relay database from the database dropdown list.



5. Type or paste the SQL statement into the window that then hit **Execute** or press the **F5** key.





Camtasia Relay®

Server Security Administrator Guide

Version 4.3.0

April 2013

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Table of Contents

Introduction	1
Reduce Attack Surface	1
Segregation of Duties	2
Keep Patches Up-to-Date for All Components	2
Know Your Servers	2
Suggested Workflow for this Guide	4
Server Hardening Quick Start Guide	5
Firewall Rules	6
Ports Required by Publishing Destination	6
Add a Windows Firewall Exception	7
Conditional Ports	7
Local SQL Server	7
Remote SQL Server Ports	8
Use Dynamic Ports / List SQL Server as an Exception	8
Use Static Ports	8
Firewall Rules Resources	9
Windows Server Hardening	10
Required Server Roles	10
Installing the Application Server Role	10
Resources for Installing and Configuring the Application Server Role	11
Security Configuration Wizard	11
IIS Hardening	12
Windows Server 2008 / IIS 8	12
Remove Unnecessary HTTP headers	12
Remove Unnecessary Extensions	12
Remove Unnecessary HTTP Methods	12
Windows Server 2003 / IIS 6	12
Configure SSL	13
Request a Server Certificate in Windows Server 2008	14
Bind a Server Certificate to the Relay Web Site in Windows Server 2008	14

Request a Server Certificate in Windows Server 2003	14
Bind a Server Certificate to the Relay Web Site in Windows Server 2003	15
Disable Older Versions of SSL and Weak Ciphers	15
Disable SSLv2 and PCT 1.0 on Windows Server 2003 / IIS 6	15
Disable Weak Ciphers on Windows Server 2003 / IIS 6	16
SSL Resources	16
SQL Server Hardening	17
Disable Unused SQL Services	17
Restrict SQL Server Protocols	17
Restrict Remote Access	17
Restrict Remote Logons	17
Disable Null Sessions (Anonymous Logons)	18
Secure Communication Between Relay and SQL	18
SSL	18
IPSec	19
Server Auditing	19
SQL Server Security	19
Resources for SQL Server Hardening	20
Camtasia Relay Security Features	21
Forgotten Password Policy	21
About Forgotten Password for Users Managed by Relay	22
Account Lockout	22
Password Complexity Rules	23
Recorders Ignore SSL Certificate Errors	23
Expire Recorder Authentication Codes	24
Using a Self-Signed Server Certificate with Camtasia Relay Recorders	25
PC - Adding Self-Signed Certificate to Trusted Store	25
Using MMC Certificate Manager Snap-in to Export a Server Certificate from Server	25
Using MMC Certificate Manager Snap-in to Import a Server Certificate to a Client	26
Mac - Adding Self-Signed Certificate to Trusted Store	26
Modifying Uploader Configuration to Ignore Server Certificate Errors	27
LDAP over SSL	27

WebDAV Publishing over SSL	28
Cryptography Used by Camtasia Relay	28
SSL	28
Cryptography Used by the Recorder	28
Cryptography Used by the Server	29
About the Private Key Used for Symmetric Encryption	29
Configuration Protection Tool	29
Exporting Camtasia Relay's Private Key	31
How to Create a Relay Team Exported Settings XML File	31
Add a New Server to a Camtasia Relay Team	31
Backing up Camtasia Relay's Database	32
Changing the encryption key for a Team of Servers	32
Repairing an Encryption Key Error for a Team of Servers	32
Managing Camtasia Relay's Private Key	32
Install a New Private Key	33
Changing a Team's Private Key	33
Importing a Private Key from a Teamed Server	34
Overriding a Team's Private Key	34
Managing Camtasia Relay's Connection String	35
Changing a Server's Connection String	35
Encrypting the Connection String in CONFIG Files	35
Tools	38
Network/Server Security Assessment	38
General Server Security Resources	39
Appendix A: SQL Server Security	40

Introduction

The purpose of this guide is to help Camtasia Relay administrators securely deploy and manage Camtasia Relay within their organization's network environment. The target audience for this guide is Camtasia Relay administrators who manage the server environment in which Camtasia Relay is hosted but also desire some assistance in making these servers more secure.

This guide provides high-level guidance for hardening Windows Server, IIS, SQL Server, and Camtasia Relay so the environment hosting Camtasia Relay is more secure against attacks. In many cases, the default settings for these components will be appropriate for your organization but this guide should help those administrators who wish to put in the extra effort to further improve their security. Please note that this document is not an extensive guide for hardening your organization's servers against attacks, this guide is only intended to help you get started. Where possible, we provide links to resources to help you further secure the environment where Camtasia Relay is hosted.

Please note that network security is outside the scope of this guide. This document does not provide any guidance on network security issues such as designing a secure network architecture for Camtasia Relay Server(s) (and associated components), network monitoring, or the use of network security appliances such as firewalls, intrusion detection/prevention systems (IDS/IPS), web application firewalls (WAF), etc. This guide is not intended to supersede your organization's network security policies and procedures; it is meant to complement them.

Also note this guide does not discuss several areas of server security such as setting up appropriate access control to the physical machine, auditing policies/log monitoring, and maintaining server backups. Administrators are encouraged to seek out additional resources to accomplish these tasks.

Every organization's network, policies, and business needs are different. Administrators should take care that any configuration changes do not conflict with your organization's business needs, policies, and applicable standards and regulations.

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Reduce Attack Surface

The majority of recommendations in this guide deal with disabling (or not installing) services not needed by Camtasia Relay to reduce the attack surface of your Camtasia Relay deployment. Attack surface can be intuitively defined as the number of ways in which an attacker can enter the system and potentially cause damage. The rationale behind reducing attack surface is simple: if a service is not needed then it should be removed or disabled so that an attacker cannot target that service. Removing unneeded services also makes hardening components easier (for example, patch management is simplified as there are fewer services that require patching.)

There are usually multiple ways to adjust the settings for many of the components discussed in this guide. We typically only present one set of steps for changing these settings. Please use whatever method you feel is appropriate to manage configuration settings.

Segregation of Duties

Camtasia Relay should only be deployed on a dedicated server. Other services such as mail, DNS, or other web applications should not be hosted on the server hosting Camtasia Relay. This simplifies configuration and administration. Segregation of duties also helps to ensure that security weaknesses in one service do not lead to compromises of other services hosted on the same server (since those services are instead hosted on other servers.)

Keep Patches Up-to-Date for All Components

Update all components in your network with the most recent patches from their respective vendors, if possible. This includes Windows Server, IIS, SQL server, Camtasia Relay, LDAP server software, email server software, etc. Keeping all components up to date helps ensure that your network is protected against previously discovered-and-fixed vulnerabilities; detailed information and exploit code is widely available for many of these previously discovered-and-fixed vulnerabilities. For many components (for example, Windows Server, SQL Server), automatic updates are available so that the system automatically detects and installs new patches and updates.

Strong Passwords

Many of the components involved in hosting Camtasia Relay (including Windows Server accounts, SQL Server users, and Camtasia Relay accounts) rely on passwords for distinguishing authorized users from everyone else. Attackers commonly attempt to guess passwords to gain access to these systems as an authorized user. These attacks are typically executed using automated scripts that try thousands of passwords including common passwords, dictionary words, and random combinations of characters. One of the best defenses against password guessing attacks is the use strong, or hard-to-guess, passwords. Strong passwords should:

- ▶ Have 8 characters in length or more
- ▶ Combine letters, numbers, and symbols
- ▶ Not include words from the dictionary
- ▶ Be different than your username or account name
- ▶ Be different than passwords used for other systems

For more suggestions and information on strong passwords, please see the article: **Strong Passwords and Password Security** at <http://www.microsoft.com/protect/yourself/password/create.mspx>.

Know Your Servers

Security is about risk management and trade-offs; in the case of server hardening, increasing security is about managing the risk of an attacker taking advantage of an enabled service with the trade-off of not being able to use that service if it is disabled. An important prerequisite for server hardening is the detailed knowledge of the purpose of the server, its services, and hosted applications and how these services and applications are used by your organization. With this information, you can make informed and intelligent decisions about how to manage your servers' configurations in order to increase security. In other words, we would like to reiterate that every organization's network, policies, and business needs are different. Server administrators should

take care that any configuration changes made do not conflict with your organization's business needs, policies, and applicable standards and regulations.

Suggested Workflow for this Guide

We suggest the following workflow for installing Camtasia Relay and server hardening.

1. **Install Windows Server.** Start with a fresh install to reduce the number of installed services and therefore reduce the server's attack surface.
2. **Install Camtasia Relay Server.** To install the Camtasia Relay Server, you need to install a number of prerequisites. This guide contains suggestions for securely configuring several of these prerequisites.
 - a. Enable the Application Server Role. If you are installing the Application Server Role prerequisite, see [Installing the Application Server Role](#).
 - b. Acquire a Server SSL Certificate. If you are installing the prerequisite SSL certificate see [Configure SSL](#).
3. **Server Hardening.** After installing Camtasia Relay, follow the suggestions in this guide to further secure Camtasia Relay's hosting environment. If you are new to managing Camtasia Relay and server security see [Server Hardening Quick Start Guide](#). Otherwise we suggest you follow this guide in the presented order, starting with [Firewall Rules](#) through [Camtasia Relay Security Features](#).

Server Hardening Quick Start Guide

There is a lot to do when hardening your network and servers against attacks and the amount of work required can be intimidating at first. There are many configuration changes suggested in this guide and many more possible improvements that can be found in other resources.

To help you get started quickly, this section lists the five things, at minimum, you should do to improve the security of Camtasia Relay's environment:

- ▶ **Patch Your Servers.**

Update all components to the latest patch level, especially Windows Server and SQL Server and enable automatic updates if possible.

- ▶ **Use Restrictive Firewall Rules.**

Set Firewall rules to "Deny All" and only open the ports specified in the section "Firewall Rules" for servers hosting Camtasia Relay.

- ▶ **Use and Enforce Strong Passwords.**

Use strong passwords for the Windows Server administrator account, SQL Server users, and Camtasia Relay administrator accounts.

- ▶ **Enable Only the Application Server Role.**

Enable only the Application Server role on any Windows Servers hosting Camtasia Relay. No other roles should be enabled. See [Installing the Application Server Role](#).

- ▶ **Use a Valid Server SSL Certificate.**

Obtain a valid server certificate for SSL from a well-known Certificate Authority. See [Configure SSL](#).

These five items should help you quickly get started on improving the security of the servers hosting Camtasia Relay. Once you feel comfortable with these five items you can move on to other items in this guide and suggestions from other resources.

Firewall Rules

The following ports are always required for Camtasia Relay to work properly.

Component	Protocol	Ports	Direction
Camtasia Relay Web Application and Service	TCP	80, 443	Incoming
DNS	TCP/UDP	53	Outgoing
NTP	UDP	123	Outgoing

Additional ports may also be required by the operating system or other software (for example, port 1663 for Windows KMS activation.)

Ports Required by Publishing Destination

Depending upon the publishing destinations used by your Camtasia Relay profiles, you may need to open the following ports.

Publishing Destination	Protocol	Ports	Direction
Screencast.com	TCP	80, 443	Outgoing
FTP	TCP	Add the executables “w3wp.exe” and “Relay-Publisher.exe” as exceptions. (See below for more details.)	Outgoing
File System	N/A	Check the “File and Printer Sharing” checkbox under Windows Firewall Exceptions.	N/A
File System (Microsoft File Sharing SMB)	TCP/UDP	135-139	Outgoing
File System (Direct-hosted SMB)	TCP/UDP	445	Outgoing
iTunes U	TCP	80,443	Outgoing

FTP Publishing

FTP Publishing requires you to add the following executables as outgoing exceptions to Windows Firewall:

- ▶ w3wp.exe (located at C:\WINDOWS\system32\inet_srv by default)
- ▶ RelayPublisher.exe (located at C:\Program Files\TechSmith\Relay Server\Manager by default)

If configuring a network firewall, the TCP port 21 outgoing and the ephemeral port range (TCP 1024 through 4999 outgoing) should be open for FTP publishing.

Add a Windows Firewall Exception

To access a program through the Windows firewall:

1. In the Windows Firewall dialog box, on the Exceptions tab, click **Add Program**.
2. Click **Browse**, and navigate to the program executable you wish to access through the firewall, and click **Open**.
3. Click **OK** twice to close the Windows firewall program.

Conditional Ports

Depending upon the configuration of Camtasia Relay and the features enabled, you may need to open the following ports.

Feature	Protocol	Ports	Direction
Email Notification / SMTP	TCP	25 (default SMTP port) or Specified SMTP port	Outgoing
LDAP Authentication	TCP	389 (default LDAP port) or 636 (default LDAP SSL) or Specified LDAP port	Outgoing
Blackboard Notification	TCP	80, 443	Outgoing

- ▶ If email notification is enabled, the SMTP port specified in the SMTP configuration must be open (outgoing) between all Camtasia Relay servers and the designated SMTP server.
- ▶ If LDAP authentication is enabled, the LDAP port specified in LDAP configuration must be open (outgoing) between all Camtasia Relay servers and the designated LDAP server.
- ▶ If Blackboard notification is enabled, then ports 80 and 443 must be open (outgoing) between all Camtasia Relay servers and the designated Blackboard server.

Local SQL Server

You do not need to open ports if Camtasia Relay uses an instance installed on the same machine. However, by default, Camtasia Relay will attempt to connect using TCP/IP and if the appropriate firewall ports are not open (see [Remote SQL Server Ports](#)) then this connection will fail.

To enable Camtasia Relay with restrictive firewall rules, change the Camtasia Relay Server's configuration files:

- ▶ **data.config** (located in the Manager directory of Camtasia Relay's installation directory, typically `C:\Program Files\TechSmith\Camtasia Relay\Manager\`)
- ▶ **web.config** (located in the Web directory of Camtasia Relay's installation directory, typically `C:\Program Files\TechSmith\Camtasia Relay\Web\`)

For each of these files, do the following:

1. Open `.config` in a text editor.
2. Find the connection string for the `relay` instance. For example:

```
<add name="RelayConnectionString" connectionString="Data
Source=<servername>\RELAY; Initial Catalog=Relay; User
Id=relay; Password=<password>; Pooling=True;" />
```

3. Change the server name to `(local)` and save the file.

The Camtasia Relay Configuration Protection Tool can also be used to change the connection string in both the `data.config` and `web.config` file. Please see [Configuration Protection Tool](#) in the Camtasia Relay Security Features section for more information.

Remote SQL Server Ports

If Camtasia Relay is deployed in a teaming configuration or is configured to use a remote SQL server you must choose to either:

- ▶ list the SQL server executable as an exception to blocked programs or
- ▶ configure the database engine to use a specific TCP/IP port and open this port on servers hosting Camtasia Relay and SQL server.

We recommend listing the SQL server executable as an exception for simplicity.

Use Dynamic Ports / List SQL Server as an Exception

By default, Camtasia Relay uses dynamic ports to access the named 'relay' instance. To continue to use dynamic ports you can list the SQL Server executable (`Sqlservr.exe`) and SQL Browser as exceptions to the blocked programs on the server hosting the database. Please note that only one instance of SQL Server can be accessed in this way. See [Add a Windows Firewall Exception](#) to add SQL Server and SQL Browser as exceptions to Windows Firewall rules.

By default, SQL Server (Relay) is located at `C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Binn\Sqlservr.exe` and SQL Browser is located at `C:\Program Files\Microsoft SQL Server\90\Shared\sqlbrowser.exe`. Note that these file paths are dependent on the SQL installation but in most cases the directory structure should be similar. For example, SQL Server (Relay)'s location could change based on the instance identifier in the path (MSSQL.1 in the example above.)

Note that under the Scope tab of the firewall rule, access could be restricted to only allow access from Camtasia Relay servers for increased security.

On the application server hosting Camtasia Relay (not the SQL Server), it is easiest to create a rule that allows full access to the remote SQL server. When using a named instance, SQL Server binds multiple dynamic ports and it is difficult to create a set of firewall rules that will cover all of the possible ports in order to allow the Camtasia Relay server to communicate with the remote SQL Server. Therefore it is easiest to create a rule to allow the Camtasia Relay Server full outbound access to the remote SQL Server.

Use Static Ports

You may want to use static ports by configuring the database engine to use a specific TCP/IP port and then opening this port on servers hosting Camtasia Relay and SQL server. Please see the following resources for more information on configuring static ports.

- ▶ **How to Configure a Firewall for SQL Server Access:**
[http://msdn.microsoft.com/en-us/library/ms175043\(SQL.90\).aspx](http://msdn.microsoft.com/en-us/library/ms175043(SQL.90).aspx)
- ▶ **How to Configure a Server to Listen on a Specific TCP Port (SQL Server Configuration Manager):**
[http://msdn.microsoft.com/en-us/library/ms177440\(SQL.90\).aspx](http://msdn.microsoft.com/en-us/library/ms177440(SQL.90).aspx)

Firewall Rules Resources

- ▶ **Service overview and network port requirements for the Windows Server system**
<http://support.microsoft.com/kb/832017>
- ▶ **Windows 2003 - Windows Firewall Technical Reference**
<http://technet.microsoft.com/en-us/library/cc779199.aspx>
- ▶ **Windows Firewall Center**
<http://technet.microsoft.com/en-us/network/bb545423.aspx>

Windows Server Hardening

Securing the Windows Server operating system is an important part of securing your network. A few steps can reduce the attack surface of Windows Server. After installing Camtasia Relay, you should:

- ▶ Delete or disable unused system accounts.
- ▶ Disable the Windows guest account.
- ▶ Rename the administrator account.
- ▶ Enforce a strong password policy for all accounts. For instructions on how to configure a password policy, please see the article **Enforcing Strong Password Usage throughout Your Organization** at <http://technet.microsoft.com/en-us/library/cc875814.aspx>.

In addition to simple steps, properly configuring the roles and services on the server can further help secure it.

Required Server Roles

When installed on Windows Server 2003/2008, Camtasia Relay requires that the Application Server role be enabled. No other roles are required.

Installing the Application Server Role

Windows Server 2008

Follow the directions for installing the application server role (<http://technet.microsoft.com/en-us/library/cc754684.aspx>) and install only the server role services specified in step number seven below.

To install the Application Server role:

1. Select Start > Server Manager.
2. If the User Account Control dialog box appears, confirm that the action it displays is what you want, and click **Continue**.
3. On the Action menu, select **Add Roles**.
4. The Add Roles Wizard appears. Click **Next**.
5. The Select Server Roles page appears. Select the Application Server check box and click **Next**. If the Add Features Required for Application Server dialog appears, click **Add Required Features**.
6. Information about the Application Server role appears. Familiarize yourself with the information, and click **Next**.
7. On the Select Role Services page, only install the Web Server (IIS) support service role. Other service roles are not required by Camtasia Relay. Select Web Server (IIS) support and click **Next**. If the Add Required Services dialog appears, verify the services to be added are appropriate and click **Next**.
8. Click Install to begin installing the Application Server role with the options that appear on the page. When the installation process is finished, the status of the installation appears on the Installation Results page.

Windows Server 2003

Use the following procedure to install the application server role:

To install the Application Server role:

1. Select Start > Server Manager.
2. Click **Add or remove a role**.
3. The Configure Your Server Wizard appears. Click **Next**.
4. Select Application server (IIS, ASP.NET) and click **Next**.
5. On the Application Server Options page, select the Enable ASP.NET checkbox. Click **Next**. (Do not check FrontPage Server Extensions.)
6. On the Summary of Selections page, click **Next**.
7. The Windows Components Wizard will appear. Insert your Windows Server Service Pack 2 CD when prompted.

Resources for Installing and Configuring the Application Server Role

- ▶ **Running IIS 6.0 as an Application Server on Windows Server 2003**

<http://technet.microsoft.com/en-us/library/cc756814.aspx>

- ▶ **Installing and Configuring Application Server on Windows Server 2008**

<http://technet.microsoft.com/en-us/library/cc731311.aspx>

Security Configuration Wizard

Disable Unnecessary Services

If you are installing Camtasia Relay on a new installation of Windows Server 2008 then the default services installed for the operating system and the application server role are most likely appropriate for your organization. If you install Camtasia Relay on Windows Server 2003, especially an older installation of Windows Server or alongside other applications (note this both violates the principle of segregation of duties and the Camtasia Relay specifications), then it may be appropriate to disable unneeded services in order to further harden your server.

Use the Security Configuration Wizard to disable unneeded services and further harden Windows Server 2003. Please see the articles (such as the SCW Quick Start Guide) under **Security Configuration Wizard for Windows Server 2003** at

<http://www.microsoft.com/windowsserver2003/technologies/security/configwiz/default.mspx>.

The Security Configuration Wizard is also available for Windows Server 2008 and is very similar to the Security Configuration Wizard used for Windows Server 2003.

Windows Server Auditing

It may be useful to monitor successful/failed logons, policy changes, and resource access for the Windows Server hosting Camtasia Relay. You can use the Security Configuration Wizard to choose specific resources to audit. Alternatively, you can use Windows server's Administrative tools to edit the local security policy. Refer to the Windows Server documentation for help using the Security Configuration Wizard.

- ▶ **Security Configuration Wizard for Windows Server 2003**

<http://www.microsoft.com/windowsserver2003/technologies/security/configwiz/default.mspx>

- ▶ **Security Configuration Wizard for Windows Server 2008**

<http://technet.microsoft.com/en-us/library/cc771492.aspx>

IIS Hardening

To access IIS settings for the Camtasia Relay web site: Click **Start** and navigate through Administrative Tools and click **Internet information Services (IIS) Manager**.

Windows Server 2008 / IIS 8

Remove Unnecessary HTTP headers

Remove unneeded HTTP headers that may be configured in IIS such as “X-Powered by ASP.NET”.

1. In IIS Manager, select the server name on the left.
2. Double click on **HTTP Response Headers**.
3. Select any items listed in the table and click **Remove**.
4. The HTTP Response Headers removal confirmation dialog appears. Click **Yes**.

Remove Unnecessary Extensions

1. In IIS Manager, select the server name on the left.
2. Double-click on **Handler Mappings**.
3. Remove any entries in the table with a **Path** value of *.rem, *.asmx, trace.axd, and WebAdmin.axd as well as the OPTIONS Verb Handler.
 - a. Select the entry you wish to remove.
 - b. Click **Remove**.
 - c. The Confirm Remove dialog appears. Click **Yes**.

Remove Unnecessary HTTP Methods

On Windows Server 2008, we consider it unnecessary to remove any HTTP verbs. The HTTP verbs enabled by default should be appropriate.

Windows Server 2003 / IIS 6

Remove Unnecessary HTTP Headers

Remove unneeded HTTP headers that may be configured in IIS such as “X-Powered by ASP.NET”.

1. In IIS Manager, right-click on Web Sites and click **Properties**.
2. Navigate to the HTTP Headers tab.
3. Select any items in the Custom HTTP headers box and click **Remove**.
4. You may be prompted to also remove the custom header from child websites. Click **Yes**.

Remove Unnecessary Extensions

Camtasia Relay requires the following application extensions to be enabled: .ashx, .aspx, .axd, .config, .jrpc, .svc, and .merge. All other extensions can be safely removed.

1. In IIS Manager, click on the plus symbol next to Web Sites.
2. Click the plus symbol next to the website where Camtasia Relay will be installed (“Default Web Site” for Express installation).
3. Right-click Relay and select **Properties**.

4. The Relay Properties page appears. Go to the Virtual Directory tab.
5. Click on the **Configuration** button on the right side of the page.
6. Remove all extensions except: `.ashx`, `.aspx`, `.axd`, `.config`, `.jrpc`, `.svc`, and `.merge`.
 - a. Select the application extension and click **Remove**.
 - b. A confirmation dialog appears. Confirm that the action it displays is what you want, and click **Yes**.

Remove All HTTP Methods Except GET, POST, and HEAD

For all remaining extensions, remove all HTTP methods except `GET`, `POST`, and `HEAD`.

1. In IIS Manager, click on the plus symbol next to Web Sites.
2. Click the plus symbol next to the website where Camtasia Relay will be installed (“Default Web Site” for Express installation).
3. Right-click on Relay and select **Properties**.
4. The Relay Properties page appears. Go to the Virtual Directory tab.
5. Click on the **Configuration** button on the right side of the page.
6. Remove all HTTP methods except `GET`, `POST`, and `HEAD` for the extensions: `.ashx`, `.aspx`, `.axd`, `.config`, `.svc`, and `.merge`.
 - a. Select the application extension to change and click **Edit**.
 - b. In the Limit to: text box, remove any words that are not `GET`, `HEAD`, `POST`.
7. Remove all HTTP methods except `POST` for the extensions: `.jrpc`.
 - a. Select the application extension `.jrpc` and click **Edit**.
 - b. In the Limit to: text box, remove any words that are not `POST`.

Restart IIS for changes to take effect

You must restart IIS for the changes you made (removing HTTP headers, removing unnecessary extensions, removing HTTP methods) to take effect.

1. Click **Start** and navigate through Administrative Tools and click on **Services**.
2. The Services window appears. Find IIS Admin Service in the list.
3. Right-click on IIS Admin Services and click **Restart**.
4. You are prompted to restart other services (World Wide Web Publishing Services and HTTP SSL). Click **Yes**.

Configure SSL

Camtasia Relay requires SSL in order to protect users’ sensitive data in-transit and to provide assurance that users are communicating with the right server. With SSL, all data transmitted to the website is encrypted and integrity-protected. To enable SSL, a valid SSL server certificate is needed.

There are three ways to obtain a server certificate:

- ▶ Purchase a server certificate from a commercial Certificate Authority (CA).
- ▶ Request a server certificate from your organization’s internal CA.
- ▶ Create a self-signed server certificate for test purposes. Self-signed certificates should not be used for any purpose other than testing.
 - Using a self-signed certificate will result in users’ browsers warning them about visiting the Camtasia Relay web application and in some cases may block them from visiting Camtasia

Relay altogether.

- Using a self-signed certificate opens a web server up to certain network-level (man-in-the-middle or server spoofing) attacks which can result in an attacker gaining access to user data (passwords for example) as well as the ability to modify user requests.

We urge you to use a server certificate well-known Certificate Authority, if possible.

Request a Server Certificate in Windows Server 2008

1. Click **Start** and navigate through Administrative Tools and then click **Internet information Services (IIS) Manager**.
2. In the Connections pane, click on server name.
3. In Features View of the Relay site, double-click **Server Certificates**. See the Microsoft article **Configuring Server Certificates in IIS 7.0** (<http://technet.microsoft.com/en-us/library/cc732230.aspx>) for further instructions on obtaining, installing, and managing server certificates.

Bind a Server Certificate to the Relay Web Site in Windows Server 2008

1. In IIS Manager, click the plus symbol next to server name.
2. Click the plus symbol next to Sites.
3. Click **Default Web Site**.
4. Click **Bindings**.
5. The Site Bindings page appears. Click **Add**.
6. The Add Site Binding page appears. Select **https** from the dropdown menu.
7. Select the server certificate to add to the Relay web site from the SSL certificate dropdown menu.
8. Click **View** to view the server certificate. Review the certificate information to ensure the certificate is valid and the information is correct. Click **OK** when you are finished reviewing the certificate.
9. Click **OK**.

Request a Server Certificate in Windows Server 2003

To request a certificate in the first two situations, use the Web Server Certificate Wizard.

1. Click **Start** and navigate through Administrative Tools and then click **Internet information Services (IIS) Manager**.
2. Click the plus symbol next to Web Sites.
3. Right-click Default Web Site and click **Properties**.
4. The Default Web Site Properties page appears. Go to the Directory Security tab.
5. Click the **Server Certificate** button.
6. The Web Server Certificate Wizard appears. Using the Web Server Certificate Wizard you can request a server certificate from your organization's internal CA or from a commercial CA.

See Microsoft's article **Certificates_IIS_SP1_Ops** (<http://technet.microsoft.com/en-us/library/cc757474.aspx>) article for further instructions on obtaining, installing, and managing server certificates.

Bind a Server Certificate to the Relay Web Site in Windows Server 2003

1. In IIS Manager, click the plus symbol next to the server name.
2. Click the plus symbol next to Web Sites.
3. Right-click Default Web Site and click **Properties**.
4. Go to the Directory Security tab.
5. Click the **Server Certificate** button.
6. The Web Server Certificate Wizard appears. Click **Next**.
7. Select the Assign an existing certificate radio button. Click **Next**.
8. Select the server certificate to install and click **Next**.
9. Review the certificate information to ensure the certificate is valid and the information is correct. Click **Next** when you are finished reviewing the certificate.
10. Click **Finish**.

Disable Older Versions of SSL and Weak Ciphers

Older versions of the SSL protocol have well-known vulnerabilities and should no longer be used. Certain ciphers, used to perform encryption, are also no longer considered secure and should not be used.

On Windows Server 2008, both SSLv2 and PCT 1.0 are disabled by default. Furthermore the ciphers enabled by default on Windows Server 2008 are appropriate.

Windows Server 2008 SSL Ciphers: <http://technet.microsoft.com/en-us/library/cc766285.aspx>

On Windows Server 2003, both older versions of SSL and certain ciphers should be disabled by following the directions below.

Disable SSLv2 and PCT 1.0 on Windows Server 2003 / IIS 6

1. Click **Start**, click **Run**, type `regedt32`, and click **OK**.
2. In Registry Editor, locate the following registry keys:
 - HKey_Local_Machine\System\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\PCT 1.0\Server
 - HKey_Local_Machine\System\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\SSL 2.0\Server
3. For each key, do the following:
 - a. On the Edit menu, select New > **DWORD Value**.
 - b. In the Value Name box, type `Enabled`, and then press Enter.
 - c. Double-click the value to edit its current value.
 - d. Type `00000000` in Hexadecimal Editor to set the value of the new key equal to "0".
 - e. Click **OK**. Restart the computer.

Resource: <http://support.microsoft.com/kb/187498/en-us>

Disable Weak Ciphers on Windows Server 2003 / IIS 6

1. Click **Start**, click **Run**, type `regedt32`, and click **OK**.
2. In Registry Editor, locate the following registry keys:
 - `HKey_Local_Machine\System\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\RC2_40/128`
 - `HKey_Local_Machine\System\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Ciphers\RC4_40/128`
3. For each key, do the following:
 - a. On the Edit menu, click New > **DWORD Value**.
 - b. In the Value Name box, type `Enabled`, and then press Enter.
 - c. Double-click the value to edit its current value.
 - d. Type `00000000` in Hexadecimal Editor to set the value of the new key equal to "0".
 - e. Click **OK**. Restart the computer.

Resource: <http://support.microsoft.com/kb/245030>

SSL Resources

▶ **Configuring Server Certificates in IIS 6.0**

<http://technet.microsoft.com/en-us/library/cc757474.aspx>

▶ **Configuring Server Certificates in IIS 7.0**

<http://technet.microsoft.com/en-us/library/cc732230.aspx>

▶ **TechSmith Support Center: How can I create a self signed SSL certificate for use with Relay?**

http://techsmith.custhelp.com/cgi-bin/techsmith.cfg/php/enduser/std_adp.php?p_faqid=1999

▶ **SSLDigger**

<http://www.foundstone.com/us/resources/proddesc/ssldigger.htm>

You can use this freely available tool to check your server for weak SSL ciphers and to determine if you have older versions of SSL installed.

▶ **Microsoft SSLDiagnostics**

<http://www.microsoft.com/Downloads/details.aspx?FamilyID=cabea1d0-5a10-41bc-83d4-06c814265282&displaylang=en>

You can use this freely available tool to help diagnose problems with your SSL configuration on Windows Server 2003.

SQL Server Hardening

Hardening the SQL database server helps ensure that your users' data is protected from attackers. Similar to securing Windows Server, several simple steps can help reduce the attack surface of SQL server. You should:

- ▶ Delete or disable unused system accounts.
- ▶ Disable the Windows guest account.
- ▶ Rename the administrator account.
- ▶ Enforce a strong password policy for all accounts.
- ▶ Ensure that SQL Server is using the most up to date Service Pack and patches. (Camtasia Relay expects SQL Server Express 2005 Service Pack 3 or later.)

Disable Unused SQL Services

The services **SQL Server (Relay)** and **SQL Server Browser** are needed. On a new install of SQL Server these should be the only services installed. If you configure Camtasia Relay to use a SQL Server that has other SQL services enabled and these services are no longer needed, then you may wish to disable them.

Restrict SQL Server Protocols

Restricting what protocols can be used to access SQL server reduces the attack surface the database.

1. Click **Start** and navigate to the Microsoft SQL Server program group, through Configuration Tools to click on **SQL Server Configuration Manager**.
2. Expand SQL Server 2005 Network Configuration and click **Protocols for RELAY**.
3. Disable SQL Server Protocols for RELAY:
 - a. **Remote SQL Server Deployment:** Make sure that TCP/IP and Shared Memory are the only SQL Server protocols that are enabled. Right click on the protocols you wish to enable and click **Enable**; right click on any protocols you wish to disable and click **Disable**.
 - b. **Local SQL Server Deployment:** Make sure that Shared Memory is the only SQL Server protocol enabled.
4. Expand SQL Native Client Configuration and click **Client Protocols**.
5. Disable Client Protocols:
 - a. **Remote SQL Server Deployment:** Make sure that TCP/IP and Shared Memory are the only SQL Server protocols that are enabled.
 - b. **Local SQL Server Deployment:** Make sure that Shared Memory is the only SQL Server protocol enabled.

Restrict Remote Access

Restrict Remote Logons

Use the Local Security Policy tool to remove the "Access this computer from the network" user right from the Everyone group to restrict who can log on to the server remotely.

1. Click **Start** and navigate through Administrative Tools and then click **Local Security Policy**.
2. Click the plus symbol next to Local Policies.

3. Click **User Rights Assignment**.
4. Double-click the **Access this computer from the network** entry in the list.
5. The Access this computer from the network Properties page appears. Select **Everyone from the list and click Remove**.
6. Click **OK**.

Disable Null Sessions (Anonymous Logons)

Null sessions allow for anonymous access which can allow an attacker to connect to your server without authentication.

Restrict null sessions by setting `RestrictAnonymous=1` in the registry at the following location.

```
HKLM\System\CurrentControlSet\Control\LSA\RestrictAnonymous=1
```

Secure Communication Between Relay and SQL

You may need to take steps to protect the communication between Camtasia Relay and a remote SQL server (such as when using Camtasia Relay's teaming features.) The communication should either be encrypted (for example, by using SSL or IPSec) or the remote SQL server should be deployed such that attackers cannot intercept traffic to and from the SQL server.

In the case of deploying the SQL server such that attackers cannot intercept traffic to and from the SQL server, the Camtasia Relay Server should be deployed in a demilitarized zone (DMZ) in your network and this DMZ should be physically or logically segmented from the internal network by a stateful packet inspection (SPI) firewall or other network security device. The point-to-point communication between any Camtasia Relay Servers and the remote SQL server should not be across any public network. The remote SQL server should be placed in a more secure portion of your network than the DMZ and should not be publicly accessible, if possible.

In the case of using SSL or IPSec to encrypt Camtasia Relay's communication with a remote SQL server, the following instructions should help you get started.

SSL

1. Obtain a valid SSL Certificate for SQL Server. See [Configure SSL](#) for more information on how to obtain and configure a server certificate. In order for SQL server to use the SSL certificate it must meet certain requirements, which are listed here: [http://technet.microsoft.com/en-us/library/ms189067\(SQL.90\).aspx](http://technet.microsoft.com/en-us/library/ms189067(SQL.90).aspx).
2. Configure SQL Server to use the SSL certificate.
 - a. Before SQL Server can be configured to use the SSL certificate, the account used to run the SQL Server service must be given permission to access the SSL certificate. This account is typically the 'NetworkService' account. Microsoft's freely available `WinHttpCertCfg` tool can be used to grant the NetworkService access to the certificate. Please note that this tool must be used with the same Windows account used to install the certificate. For information on using the `WinHttpCertCfg` tool see the following resources:

- i. [http://msdn.microsoft.com/en-us/library/aa384088\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa384088(VS.85).aspx)
- ii. <http://blogs.technet.com/mscom/archive/2007/05/30/how-to-get-sql-to-accept-the-cert-or-a-day-or-two-in-the-life-of-an-mscom-debug-engineer-part-2.aspx>
- b. Once the certificate has been installed in server's certificate store and the SQL server service's account has access to the certificate, SQL can be configured to use this certificate. See the instructions here on how to configure SQL to SSL: [http://technet.microsoft.com/en-us/library/ms189067\(SQL.90\).aspx](http://technet.microsoft.com/en-us/library/ms189067(SQL.90).aspx). Alternatively:
 - i. Click **Start**, in the Microsoft SQL Server 2005 program group, point to Configuration Tools, and then click **SQL Server Configuration Manager**.
 - ii. Click the plus symbol next to SQL Server 2005 Network Configuration.
 - iii. Right click **Protocols for RELAY** and select **Properties**.
 - iv. On the Certificate tab, select the appropriate SSL certificate.
 - v. On the Flags tab, select **Force Encryption: Yes**.
 - vi. Click **OK**.

IPSec

Alternatively, IPSec may be used to encrypt communication between Camtasia Relay and a remote SQL server. It should be noted though that configuring and deploying IPSec may be considered much more complicated and heavily dependent upon your organization's network architecture. The following resources may help you configure IPSec.

▶ **IPSec Overview:**

<http://technet.microsoft.com/en-us/network/bb531150.aspx>

▶ **Data Access Security – Secure Communication:**

http://msdn.microsoft.com/en-us/library/aa302392.aspx#secnetch12_securecommunication

▶ **How To: Use IPSec to Provide Secure Communication Between Two Servers:**

<http://msdn.microsoft.com/en-us/library/aa302413.aspx>

▶ **Using IPSec for Network Protection:**

<http://technet.microsoft.com/en-us/library/cc512617.aspx>

Server Auditing

It may be useful to monitor successful/failed logons, policy changes, and resource access for the Windows Server hosting your SQL server. See **Windows Server Auditing** for instructions on setting up auditing.

SQL Server Security

You can change or verify many advanced settings to increase the security of SQL Server. The default settings created by the Camtasia Relay installer are appropriate in many cases. However, if you (1) are using a remote SQL database with Camtasia Relay and (2) the remote SQL Server used by Camtasia Relay has other database instances installed (in the past or currently), and (3) you are comfortable using SQL Server Manager to manage SQL server configuration settings, then it may be appropriate to further secure SQL server using

these advanced settings. If so, see [Appendix A: SQL Server Security](#) for suggestions on securely configuring SQL server.

Resources for SQL Server Hardening

Security Considerations for SQL Server: <http://msdn.microsoft.com/en-us/library/ms161948.aspx>

Camtasia Relay Security Features

Camtasia Relay includes several features you can configure to increase the security of Camtasia Relay user accounts.

Forgotten Password Policy

You can allow users managed by Camtasia Relay to change their password if they have forgotten their password.

When this feature is enabled, Camtasia Relay can provide a link to your organization's forgotten password solution and/or allow users managed by Camtasia Relay (not LDAP users) to change their forgotten password. You can configure Camtasia Relay's forgotten password policy on the Camtasia Relay website on the [User Account Security Settings page \(/Relay/SecuritySettings.aspx\)](/Relay/SecuritySettings.aspx).

The table below describes the behavior of the forgotten password feature for each possible configuration.

Configuration	User Type	Behavior
LDAP Forgotten Password Link Enabled Only	Users managed by LDAP Users managed by Relay	Users who follow the forgotten password link on the website will be redirected to the specified URL for your LDAP system's forgotten password solution. Users who follow the forgotten password link on the recorder will be redirected to <code>~/Relay/ContactAdmin.aspx</code> which will include a link to the specified URL.
Camtasia Relay Forgotten Password Enabled Only	Users managed by LDAP	Users who follow the forgotten password link on the website and recorder will be sent to <code>~/Relay/ForgotPassword.aspx</code> where the user can submit a CAPTCHA-protected form to request that a unique link be sent to the email address stored for their account. The email sent to users managed by LDAP will instruct them to contact their administrator.
	Users managed by Relay	Users who follow the forgotten password link on the website and recorder will be sent to <code>~/Relay/ForgotPassword.aspx</code> where the user can submit a CAPTCHA-protected form to request that a unique link be sent to the email address stored for their account. The email sent to users managed by Camtasia Relay will contain a unique link that is active for a short amount of time. The forgotten-password link leads to a second CAPTCHA-protected form (<code>~/Relay/NewPassword.aspx</code>) that users can use to change their password.

About Forgotten Password for Users Managed by Relay

Enabling this feature increases the attack surface of Camtasia Relay.

When this feature is enabled, users managed by Camtasia Relay can submit a CAPTCHA-protected form to request that a unique link be sent to the email address stored for their account. This unique link is active for a short amount of time; this duration is configured by the Camtasia Relay administrator using the User Account Security Settings at `~/Relay/SecuritySettings.aspx`. The forgotten-password link leads to a second CAPTCHA-protected form (`~/Relay/NewPassword.aspx`) that users can use to change their password.

An attacker may attack this feature by attempting to guess the unique link and if successful, changing a user's password. Therefore the form employs a number of defenses. CAPTCHA should help to prevent brute-force guessing. The link's short duration also limits the number of guesses an attacker can possibly try during the link's lifetime. Lastly, the password change form reports the same results for valid links and invalid links.

To help prevent an attacker from using Camtasia Relay to send unwanted email to users, the forgotten password feature restricts how often a forgotten password email will be sent to users. If a user (or attacker) requests a forgotten password email for a user and the link from this email is not successfully used to change the user's password then Camtasia Relay will not send the user another forgotten password email for an admin-specified time.

Account Lockout

To prevent an attacker from using a brute-force attack to guess users' passwords, you can enable account lockout. With account lockout enabled, both users managed by Camtasia Relay and users who authenticate via LDAP can be locked out of Camtasia Relay after a number of failed login attempts.

Note that account lockout applies equally to presenters and administrators, including the "relayadmin" account. If your organization intends to use account lockout then additional Camtasia Relay administrator accounts should be created to help prevent a denial-of-service attack against administrators. In a denial-of-service lockout attack, an attacker would use a script to continually attempt to login as an administrator account with bad passwords, causing the account to be locked out so that Camtasia Relay administrators could never log in to that account.

Also note there is not currently a way for administrators to unlock user accounts using the web application. Users must either wait for admin-specified duration for their account to be unlocked or if the "Enable CAPTCHA to unlock" option is enabled, the user can unlock their account and login if they successfully complete the CAPTCHA challenge and provide the correct username and password.

There are a number of settings that must be configured for account lockout.

Setting	Description
Lock account after _____ failed login attempts	Determines how many times a user can attempt to login within a short time period (also specified by the administrator) before their account is locked.
Lock account for _____	Determines how long a user's account will be locked. After this time period has passed the user will be able to log-in (by providing the correct password)

Setting	Description
____ minutes	<p>assuming that the user does not fail to log-in again (by providing an incorrect password) within the short time period which may result in the user's account being locked again.</p> <p>If the forgotten password feature is enabled, a user's account will be unlocked when a user changes their forgotten password using the feature.</p>
Reset login attempts after ____ minutes	<p>Determines the short time period in which a number of login attempts will lock out a user.</p>
Enable CAPTCHA to unlock	<p>If a user attempts to log-in to the website using a locked out account, they will be redirected to a CAPTCHA-protected log-in form. If a user provides the correct username, password, and solution to the CAPTCHA challenge, their account will be unlocked and the user will be logged in.</p>

Password Complexity Rules

If password complexity rules are enabled then users managed by Camtasia Relay will be required to provide strong passwords. It is very important to enable this feature to help protect Camtasia Relay users against password guessing attacks. If this feature is not enabled then user passwords are not subjected to any standard of quality.

Please note that users who have set their password prior to enabling this feature may have passwords that do not meet the password complexity rules. Camtasia Relay currently does not warn users or force a password change if their current password does not meet the standard of the password complexity rules. Also note that passwords set for users by an administrator are not subject to password complexity rules. It is the administrator's responsibility to ensure that any administrator-set user passwords are strong passwords.

Password complexity rules are enforced when a logged-in presenter changes their password using the Camtasia Relay web application. If the forgotten password feature is enabled then password complexity rules are also enforced when a user changes their forgotten password using the unique link.

Recorders Ignore SSL Certificate Errors

The Recorder Security tab of the User Account Security Settings page (~[/Relay/SecuritySettings.aspx](#)) includes the option having Camtasia Relay recorders ignore server certificate errors. By default, Camtasia Relay recorders will not connect to a Camtasia Relay server with an invalid server certificate. When "Ignore Server Certificate Errors" is enabled, the Camtasia Relay recorder ignores all server certificate errors when connecting to a Camtasia Relay server.

After the "Ignore Server Certificate Errors" has changed, the Camtasia Relay recorders will be unavailable for several minutes until they are rebuilt to reflect the security change. All Recorders installed before changing this option must be updated or they may fail to connect to the Camtasia Relay server. Presenters must download and install the new recorder.

Alternatively, for presenters using the PC recorder, a change can be made to the Recorder's `UploaderService.config` file rather than having presenters download and install the new recorder. Follow these instructions to edit the `UploaderService.config` file on a machine where the PC Recorder is installed:

1. Navigate to the uploader directory of the PC recorder's installation directory (`C:\Program Files\TechSmith\Camtasia Relay\Uploader\` by default.)
2. Open the `UploaderService.config` file in a text editor.
3. Change the value of the following line in the file:

True indicates that the Recorder should ignore certificate errors when connecting to the Camtasia Relay server. **False** indicates that the Recorder will fail to connect if the Camtasia Relay server has an invalid server certificate.

```
<IgnoreSslCertificateErrors>True</IgnoreSslCertificateErrors>
```

4. Restart the Uploader Service by executing (double-click) the "`RestartUploader.cmd`" command (in the uploader directory). This command requires Administrative privileges on the machine.

For presenters using the Mac recorder a change can be made to the Mac recorder's `Uploader.plist` file rather than having presenters download and install a new recorder. Follow these instructions to edit the `Uploader.plist` file:

1. Navigate to the `Content\Resources` directory of the Mac recorder's installation directory.
2. Open the `Uploader.plist` file in a text editor.
3. Change the value of `IgnoreSslCertificateErrors` to true or false accordingly.
4. Restart the Uploader service.

The Camtasia Relay Recorder's "Ignore Certificate Errors" feature should only be used for testing purposes (for example, when using a self-signed server certificate when you are unable to or do not wish to add the self-signed certificate to the trusted certificate store.) If possible a valid server certificate should be obtained from a well-known Certificate Authority.

Please note that using an invalid server certificate makes certain network-level (man-in-the-middle or server spoofing) attacks which can result in an attacker learning user passwords or modifying user requests before they reach the Camtasia Relay server. We urge you to use a server certificate from a well-known Certificate Authority, if possible.

Expire Recorder Authentication Codes

The Recorder Security tab of the User Account Security Settings page (`~/Relay/SecuritySettings.aspx`) includes the option having the authentication codes used by Camtasia Relay recorders expire. By default, authentication codes never expire. Authentication codes uniquely identify presenters. When a presenter authenticates using the Camtasia Relay recorder, the Camtasia Relay server assigns that presenter an authentication code. The Camtasia Relay recorder uses this authentication code when communicating with the server to associate presentations with the authenticated presenter; the Camtasia Relay server verifies this authentication code before allowing a recorder to upload a presentation.

If an attacker were able to learn a presenter's authentication code, that attacker could potentially upload presentations as that presenter. By specifying a lifetime for authentication codes, administrators can limit the window when an attacker (who has learned a presenter's authentication code) can upload presentations as that presenter.

Note that presenters using the “Remember Me” functionality on the PC recorder will need to log out and log in again once their authentication code has expired. Otherwise their presentations will upload as a guest presentation.

Presenters using the Mac recorder’s “Remember Me” feature do not have to log out and log in again; the Mac recorder securely stores the presenter’s password using Keychain and uses the stored password to obtain a fresh authentication code whenever the recorder is started.

Using a Self-Signed Server Certificate with Camtasia Relay Recorders

The Camtasia Relay Recorders will fail to connect to a Camtasia Relay Server with an invalid server certificate by default. If your organization is using a self-signed server certificate on the Camtasia Relay server then you have several options to allow recorders to connect to the server.

- ▶ Add the self-signed server certificate to clients’ trusted certificate stores, or
- ▶ Modify the recorder’s configuration to ignore all server certificate errors.

Please note that if the self-signed server certificate is added to a client’s trusted certificate store then users on that client machine should be able to use a web browser to connect to the Camtasia Relay server website without having to click through a server certificate warning.

PC - Adding Self-Signed Certificate to Trusted Store

On individual client machines, the “Certificate Manager” snap-in for the Microsoft Management Console (MMC) can be used to install the certificate to the client machine’s trusted certificate store.

Alternatively, Windows features such as Active Directory Group Policy (see <http://technet.microsoft.com/en-us/library/cc725911%28WS.10%29.aspx> for more information) can be used manage certificate settings on client machines. Using Group Policy, the self-signed server certificate could be pushed to the certificate stores of clients on the domain, allowing Recorders installed on those client machines to connect to the Camtasia Relay server. (Of course, if your organization is capable of using Group Policy to manage certificate settings it is likely you are also capable of setting up an internal Certificate Authority and obtaining a server certificate for Camtasia Relay from this internal CA; this scenario is preferable to using a self-signed certificate.)

Using MMC Certificate Manager Snap-in to Export a Server Certificate from Server

Follow these instructions to export the server’s certificate to a file which can then be copied to PC client machines and imported in order to allow the Camtasia Relay recorder installed on these clients to connect to a server with a self-signed certificate.

1. Launch MMC. Windows Start > Run and type in mmc.
2. In MMC, under the File menu select Add / Remove Snap-in.
3. In the left hand pane, select Certificates and click Add. When prompted, select ‘Computer Account’ and click Next.
4. When prompted to select a computer, make sure that Local Computer is selected and click Finish.
5. Click OK.
6. Expand the Certificates. Several different types of certificate stores should be displayed (Personal, Trusted Root Certificates, etc.)
7. Expand the Personal certificate store.
8. Click “Certificates”

9. Right click on the self-signed certificate used by the Camtasia Relay server. Select **All Tasks** and click on **Export**. The Certificate Export Wizard appears.
10. Click Next.
11. Select “No, do not export the private key.” Click Next.
12. Select the format you wish export the certificate in (DER encoded binary X.509 should be selected by default and should be suitable.)
13. Provide a location and name for the certificate export file to be saved to. Click Next.
14. Click Finish.
15. Copy the exported certificate file to clients.

Using MMC Certificate Manager Snap-in to Import a Server Certificate to a Client

Follow these instructions to import a server certificate to a PC client’s certificate store.

1. Copy the exported certificate file to the client machine.
2. Launch MMC. Windows Start > Run and type in mmc.
3. In MMC, under the File menu select Add / Remove Snap-in.
4. In the left hand pane, select Certificates and click Add. When prompted, select ‘Computer Account’ and click Next.
5. When prompted to select a computer, make sure that Local Computer is selected and click Finish.
6. Click OK.
7. Expand the Certificates. Several different types of certificate stores should be displayed (Personal, Trusted Root Certificates, etc.)
8. Expand the Personal certificate store.
9. Right click on “Certificates”. Select **All Tasks** and click on **Import**. The Certificate Import Wizard appears.
10. Click Next.
11. Browse to the certificate file to be imported (from step 1.) Click Next.
12. Verify that the Personal certificate store is selected for “Place all certificates in the following store” option and click Next.
13. Click Finish.
14. In Internet Explorer, open the Tools > Internet Options menu. Click on the Content tab. Click ‘Clear SSL state’.
15. The recorder should now be able to connect to the server. If the recorder is unable to connect, close the recorder, restart the Uploader service and open the recorder again.

Mac - Adding Self-Signed Certificate to Trusted Store

Follow these instructions to add a server certificate to a Mac client’s certificate store.

1. Copy the exported certificate file to the client machine.
2. If using OSX 10.6, open the certificate file. Expand the Trust node and set Secure Socket Layer (SSL) to **Always Trust**.
3. Launch Keychain.
4. On Keychain’s File menu, select **Import Items**. A file browse dialog appears.
5. Select the exported certificate file (from step 1.)

6. On the Destination Keychain dropdown, select the option appropriate for your operating system version:
 - OSX 10.6, 10.7: Select **System**
7. Click **Open**. A confirmation dialog appears.
8. Review the details of the certificate and verify they are correct for the Camtasia Relay server. Click **Always Trust**. An administrator username/password dialog appears.
9. Type an administrator's name and password and click **OK**.
10. Select the System Keychain and verify that the imported certificate appears in the list.
11. The Recorder should now be able to connect to the server. If the Recorder is unable to connect, restart the Recorder and it should be able to connect.

Modifying Uploader Configuration to Ignore Server Certificate Errors

The configuration file for both Mac and PC Recorder's Uploader service can be modified to

Follow these instructions to edit the `UploaderService.config` file on a machine where the PC recorder is installed:

1. Navigate to the Uploader directory of the PC recorder's installation directory (`C:\Program Files\TechSmith\Camtasia Relay\Uploader\` by default.)
2. Open the `UploaderService.config` file in a text editor.
3. Change the value of the following line in the file:

True indicates that the recorder should ignore certificate errors when connecting to the Camtasia Relay server. **False** indicates that the recorder will fail to connect if the Camtasia Relay server has an invalid server certificate.

```
<IgnoreSslCertificateErrors>True</IgnoreSslCertificateErrors>
```

4. Restart the Uploader Service by executing (double-click) the "`RestartUploader.cmd`" command (in the Uploader directory). This command requires Administrative privileges on the machine.

For presenters using the Mac recorder a change can be made to the Mac recorder's `Uploader.plist` file. Follow these instructions to edit the `Uploader.plist` file:

1. Navigate to the `Content\Resources` directory of the Mac recorder's installation directory.
2. Open the `Uploader.plist` file in a text editor.
3. Change the value of `IgnoreSslCertificateErrors` to true or false accordingly.
4. Restart the Uploader service.

This option can also be enabled for clients downloaded from the server in the future using the Recorder Security tab of the User Account Security Settings page (`~/Relay/SecuritySettings.aspx`) of the Camtasia Relay website. See the [Recorders Ignore SSL Certificate Errors](#).

LDAP over SSL

If your organization's LDAP server is deployed in such a way that an attacker may intercept the traffic between Camtasia Relay and the LDAP server then SSL should be used to protect LDAP communications. In this case, SSL is needed to protect the master LDAP user credentials stored and used by Camtasia Relay, as well as the credentials of users that authenticate using LDAP, as they are transmitted to the LDAP server.

1. During LDAP configuration, check the **Use secure authentication (SSL)** option.
2. For convenience and LDAP over SSL testing purposes, Camtasia Relay's LDAP integration feature also offers the ability to "Trust all certificates". Only select this option for testing purposes (for example, when using a self-signed server certificate when you are unable to or do not wish to add the self-signed certificate to the trusted certificate store.) If possible a valid server certificate should be obtained from a well-known Certificate Authority.

Please note that using a self-signed certificate makes certain network-level (man-in-the-middle or server spoofing) attacks which can result in an attacker learning LDAP passwords or modifying user requests before they reach the LDAP server. We urge you to use a server certificate from a well-known Certificate Authority, if possible.

WebDAV Publishing over SSL

If your deployment of Camtasia Relay uses WebDAV publishing and network architecture is such that an attacker may be able to intercept traffic between Camtasia Relay and the WebDAV server then SSL should be used for WebDAV publishing.

1. When adding or configuring a WebDAV publishing destination, begin the URL of the server with `https://`
2. For convenience and testing purposes, Camtasia Relay's WebDAV publishing feature also offers the ability to "Trust all certificates". Only select this option for testing purposes (for example, when using a self-signed server certificate when you are unable to or do not wish to add the self-signed certificate to the trusted certificate store.) If possible a valid server certificate should be obtained from a well-known Certificate Authority.

Please note that using a self-signed certificate makes certain network-level (man-in-the-middle or server spoofing) attacks which can result in an attacker learning the password used for WebDAV server publishing. We urge you to use a server certificate from a well-known Certificate Authority, if possible.

Cryptography Used by Camtasia Relay

Camtasia Relay uses several forms of cryptography to protect your data while it is in transition and at rest.

SSL

SSL is used to protect communications between the recorder or browser and the Camtasia Relay server. In this case SSL helps protect against an attacker learning usernames and passwords when an administrator or presenter logs in (as well as other sensitive information when communicating with the Camtasia Relay website.) Please see the SSL section below for more information.

SSL can also be used to encrypt traffic between the Camtasia Relay and LDAP server as well as between Camtasia Relay and some types of publishing destination servers (sFTP, WebDAV over SSL, Screencast.com, and iTunesU.)

Cryptography Used by the Recorder

The SHA512 hash algorithm is used by the Camtasia Relay Recorder in the following cases:

- ▶ On the PC client, to store a hash of a presenter's password when the presenter chooses to use the "Remember Me" feature. (The Mac client uses the Keychain for the "Remember Me" feature.)

- ▶ On both clients, to calculate a message digest of requests that will be sent to the server. This message digest helps prevent message tampering and to ensure that only authorized clients use the server's web service to authenticate, retrieve profile information, and upload presentations.

Cryptography Used by the Server

The SHA1 hash algorithm is used by the Camtasia Relay server in the following cases:

- ▶ For the server's web service, to calculate and verify the message digest for web service requests.

The SHA384 hash algorithm is used by the Camtasia Relay server in the following cases:

-For users managed by Camtasia Relay, users' passwords are salted and hashed multiple times and the resulting hash value is stored in the database.

The Rijndael symmetric (private key) encryption algorithm is used in the following cases:

- ▶ To encrypt the master LDAP password, if provided during LDAP configuration. The encrypted password is stored in the database and is decrypted by the server when the master LDAP password is required for LDAP authentication (such as when Camtasia Relay must resynchronize a user managed by LDAP.)
- ▶ To encrypt publishing destination passwords (as well as iTunesU shared secrets), if provided for a publishing destination. The encrypted password is stored in the database and is decrypted by the server when publishing.

About the Private Key Used for Symmetric Encryption

The private key used to encrypt the master LDAP password and publishing destination passwords is stored in the Windows registry under HKEY_LOCAL_MACHINE/SOFTWARE/TechSmith/Camtasia Relay Server/Key. The private key is generated at random during installation of the first Camtasia Relay team member unless an encryption key is already present in the registry.

The encryption key is not stored in plaintext form; it is protected using Windows Data Protection API (DPAPI, see <http://msdn.microsoft.com/en-us/library/ms995355.aspx> for more information.) The Camtasia Relay server uses the DPAPI to have the Windows Local Security Authority encrypt the encryption key. Only applications running on the same Windows Server will be able to decrypt the value stored in the registry. Therefore when adding a new Camtasia Relay server to an existing team, administrators must first export the private key from an existing team member; the configuration protection tool (see below) can be used to export the private key to an XML file. The installer will prompt for this XML file when adding a new server to a Camtasia Relay server.

Please note that the encryption key is strongly tied to the data stored in the database. If the encryption key is lost, Camtasia Relay will be unable to decrypt the master LDAP password or publishing destination passwords. When Camtasia Relay fails to decrypt a publishing destination password, that publishing destination will be put into an error state (as well as any profiles that use that publishing destination.)

In order to determine whether or not a Camtasia Relay server has the same encryption key as other team members, a salted SHA384 hash of each server's plaintext encryption key is stored the database as well as a hash of the team's correct key. If a server's hash does not match the correct key's hash, the server will be put into an "Encryption Key Error" state. The configuration protection tool can be used to repair this error.

Configuration Protection Tool

The Camtasia Relay Configuration Protection Tool can be used to:

- ▶ Export the private key used to encrypt publishing destination credentials to an XML file. This XML file is required when adding a new server to a Camtasia Relay team.
- ▶ Manage the private key
 - Install a new private key on a server
 - Change the key used by a team
 - Override (reset) the key used by a team
- ▶ Manage the connection string used by Camtasia Relay
 - Change the connection string in Camtasia Relay's CONFIG files in one place
 - Encrypt the connection string in Camtasia Relay's CONFIG files.

The configuration protection tool (`ConfigurationProtectionTool.exe`) is located in the Utilities directory of the Camtasia Relay installation directory (`C:\Program Files\TechSmith\Camtasia Relay\Utilities` by default.)

Launch the configuration protection tool by double-clicking on the `ConfigurationProtectionTool.exe`.

When starting, the configuration protection tool (CPT) attempts to find Camtasia Relay's CONFIG files in the specified installation directory (initially based on where the tool was launched from.) The status window will be updated with an error message if CPT is unable to find the .config files. The installation directory must be corrected before any other action can be taken. If the installation directory is correct, the "Load Current Server Settings" button will check the registry and several database values to determine whether or not the server has the correct encryption key.

The status icons (below the "Load Current Server Settings" button) will be updated.

Icon	Description
Able to Connect to SQL	Indicates whether or not CPT can connect to the Relay database, using the connection string in the SQL Connection tab. "Load Current Server Settings" initializes the connection string using the connection string stored in the <code>web.config</code> file.
Database has an encryption key configured	<p>A yellow question mark (unknown) is shown when CPT is unable to connect to SQL.</p> <p>A red X indicates that there is no record in the database for the hash of the team's correct encryption key (see the <i>About the Private Key Used for Symmetric Encryption</i> section above.)</p> <p>A green checkmark indicates that there is a hash of the team's correct encryption key in the database.</p>
Server has an encryption key	<p>A red X indicates that there is no value for the encryption key in the registry.</p> <p>A green checkmark indicates that the server has an encryption key stored in the registry under <code>HKEY_LOCAL_MACHINE\SOFTWARE\TechSmith\Camtasia Relay Server\Key</code>.</p>
Encryption key is correct	<p>A yellow question mark (unknown) is shown when CPT is unable to connect to SQL.</p> <p>A red X indicates that the hash of the server's encryption key stored in the database does NOT match the team's correct encryption key. A red X can also indicate that there is no record in the database for the hash of the server's</p>

Icon	Description
	<p>encryption key (see the <i>About the Private Key Used for Symmetric Encryption</i> section above.)</p> <p>A green checkmark indicates that the hash of the server's encryption key stored in the database matches the team's correct encryption key.</p>

After connecting to the Camtasia Relay database, the configuration protection tool retrieves the status of each endpoint in the team and determines whether or not each endpoint has the correct encryption key.

The key status tab shows the condition of each server: the server's status (Online, Offline, Error, Encryption Key Error, etc.), whether the server has the correct key (a check indicates that the server does have the correct key), and the last error message saved for that endpoint. You can use CPT's key status tab to quickly determine which endpoints have the correct encryption key; this can be useful when changing a team's encryption key or when troubleshooting encryption key errors.

Exporting Camtasia Relay's Private Key

The configuration protection tool can be used to export a server's encryption key and connection string to an XML file. The configuration protection tool can also import these settings from the XML file, which can then be installed to the server using the SQL Connection and Encryption tabs.

There are a number of scenarios in which you will need to export a server's encryption key:

- ▶ Adding a new server to a Camtasia Relay team
- ▶ Backing up the database
- ▶ Changing the encryption key for a team of servers
- ▶ Repairing an encryption key error for a team of servers

How to Create a Relay Team Exported Settings XML File

1. Access a Camtasia Relay server that has the correct encryption key installed.
2. Launch the configuration protection tool (in the Utilities directory of the Camtasia Relay installation directory)
3. Browse to the correct installation directory of Camtasia Relay, if necessary.
4. Click the "Load Current Server Settings" button. All status icons should be green for the existing server.
5. On the Import / Export tab, click the "Export Settings to File" button. Choose a location and filename for the file.
6. Move the XML file to the server that needs to use it. Be sure to delete the XML file from all Camtasia Relay servers when you are finished using the XML file.

Add a New Server to a Camtasia Relay Team

When installing a new server that will be added to an existing team of Camtasia Relay servers, the installer will prompt for a "Relay Team Exported Settings" XML file. This XML can be created using the configuration protection tool:

1. Create a Relay Team Exported Settings XML File using the directions above.
2. Copy the XML file produced by CPT to the local file system of the new server.
3. Browse to the XML file when prompted during the install process.

The installer will set the encryption key in the registry so the Camtasia Relay server can encrypt and decrypt publishing credentials.

4. Once the installer has finished, delete the XML file.

Backing up Camtasia Relay's Database

Since some records in Camtasia Relay's database are encrypted using the private key if a database is going to be backed up and later restored on a machine that does not have the encryption key installed in the registry (or the same key installed in the registry) then a "Relay Team Exported Settings" file is necessary.

1. Create a Relay Team Exported Settings XML File using the directions above.
2. Store the XML file with the database backup.

If restoring the database to a server that does not have the encryption key installed in the registry (or the same key installed in the registry) then you will need to use the configuration protection tool to install the encryption key to that server. See "Install a New Private Key" below.

Changing the encryption key for a Team of Servers

After you've changed a team's private key on one server (See "Changing a Team's Private Key" below), you'll need to export the encryption key to the XML file, copy the XML file to other team members, and use the configuration protection to install the encryption key on those servers (See "Install a New Private Key" below.)

Repairing an Encryption Key Error for a Team of Servers

If you need to override (reset) a team's private key (see "Overriding a Team's Private Key" below), you'll need to export the encryption key to each other server on the team. Once you've overridden the team's private key on one server, you'll need to export the encryption key to the XML file, copy the XML file to other team members, and use the configuration protection to install the encryption key on those servers (See "Install a New Private Key" below.)

Managing Camtasia Relay's Private Key

The Camtasia Relay Configuration Protection Tool can be used to manage the private key for a single server or a team of servers. You may wish to use the configuration protection tool's key management features when:

- ▶ Changing the encryption key for a team of servers
- ▶ Importing an encryption key from a teamed server
- ▶ Repairing an encryption key error for a team of servers

After pressing the "Load Current Server Settings" or The "Load Current Key" button, your server's current encryption key will appear in the "Current encryption key:" text field if an encryption key is installed in the expected location of the registry.

The "Generate New Key" button generates a new encryption key that can be to either install, change, or override Camtasia Relay's encryption key. The generated key appears in the "New encryption key" text field.

The "Load Relay 1.0-1.2 Key" button loads the encryption key that was used for all Camtasia Relay 1.0, 1.1, and 1.2 installations.

All installations of Camtasia Relay 1.0, 1.1, and 1.2 used the same encryption key. If you installed Camtasia Relay 2.0 as an upgrade to Camtasia Relay version 1.0, 1.1, or 1.2 then

your server/team uses this same key. Press the “Load Relay 1.0-1.2 Key” button and compare the version of the “New encryption key” and “Current encryption key” fields, if they match then your team is using the same encryption used by any deployment of Camtasia Relay versions 1.0, 1.1, or 1.2.

For security reasons, if your server/team is using the 1.0/1.1/1.2 encryption key, you may wish to change your server/team to using a random encryption. Please see “Changing a Team’s Private Key” below.

Install a New Private Key

The “Install New Key” button takes the value in the “New encryption key” text field and installs it as the encryption key for the server where the configuration protection tool is running.

The value of the “New encryption key” text field is encrypted using Windows Data Protection API and then stored in the registry under `HKEY_LOCAL_MACHINE\SOFTWARE\TechSmith\Camtasia Relay Server\Key`. A salted SHA384 hash of the encryption key is also stored in the database.

- ▶ Installing a new private encryption key on server using “Install New Key” does not change the encryption key on other servers in a team and does not change the encryption key used to encrypt publishing destination credentials.
- ▶ If the hash of the server’s encryption key does not match the hash of team’s correct encryption key, the server will be put into an “Encryption Key Error” state and will not accept uploads of any new presentations. This encryption key error can be repaired by installing the team’s correct encryption key to the server (see “Importing a Private Key from a Teamed Server” below.)

Changing a Team’s Private Key

The “Change Key” button can only be used if the server has correct encryption key installed. “Change Key” takes the value in the “New encryption key” text field and installs it as the encryption key for the server where the configuration protection tool is running.

The value of the “New encryption key” text field is encrypted using Windows Data Protection API and then stored in the registry under `HKEY_LOCAL_MACHINE\SOFTWARE\TechSmith\Camtasia Relay Server\Key`. A salted SHA384 hash of the encryption key is also stored in the database for both the server and as the team’s correct encryption key.

The previous correct encryption key is used to decrypt all publishing destination with passwords (and the master LDAP password) and then the new correct encryption key is used to encrypt these credentials again before they are updated in the database. If the configuration protection tool fails to decrypt and re-encrypt all publishing destinations you will be given the choice of committing or reverting the changes; if the changes are committed any publishing destinations (and corresponding profiles) where the password was not decrypted and re-encrypted successfully will be put into an error state. This error state can be repaired by accessing the publishing destination on the Camtasia Relay website, entering the correct password, and saving the publishing destination.

“Change Key” only installs the new encryption key to the server on which the configuration protection tool is running. All other team members will be put into an “Encryption Key Error”

state and will not accept uploads of any new presentation. This encryption key error can be repaired by creating a Relay Team Exported Settings XML File using the directions above (under “How to Create a Relay Team Exported Settings XML File”), copying this file to each teamed server, importing the private key (follow the direction under Importing a Private Key from a Teamed Server below.)

Importing a Private Key from a Teamed Server

When changing or overriding a team’s encryption key, it is necessary to export the new encryption key to other teamed servers.

1. On the server where the key was changed or overridden (and the server’s encryption key is now the correct key), create a Relay Team Exported Settings XML File using the directions above.
2. For each teamed servers that does not have the correct encryption key installed (or is in the “Encryption Key Error” state.)
 - a. Copy the XML file (from step 1) to the local file system.
 - b. Launch the configuration protection tool.
 - c. Browse to the correct installation directory of Camtasia Relay, if necessary.
 - d. Click “Load Current Server Settings”.
 - e. On the Import/Export tab, click “Browse” and select the XML file (from step a) on the local file system
 - f. On the Encryption tab, click the “Install New Key” button. The server should now have the correct encryption key and no longer be in the Encryption Key Error state.
 - g. Delete the XML file from the local file system.

Overriding a Team’s Private Key

When working with a Camtasia Relay database that has publishing destinations that have been encrypted with an encryption key that has been lost (that is, no servers have the same encryption key installed and there are no Relay Team Exported Settings XML files that contain the same encryption key as the database), the team’s encryption key will need to be overridden. Overriding a team’s encryption key is intended to be a last resort, when there is no other way to repair an encryption key error.

The value of the “New encryption key” text field is encrypted using Windows Data Protection API and then stored in the registry under `HKEY_LOCAL_MACHINE\SOFTWARE\TechSmith\Camtasia Relay Server\Key`. A salted SHA384 hash of the encryption key is also stored in the database for both the server and as the team’s correct encryption key.

After overriding a team’s encryption key, all servers in the team will be unable to decrypt existing publishing destinations’ passwords for since these credentials were encrypted using a different encryption key. When Camtasia Relay processes a presentation and attempts to publish to one of these publishing destinations, the publishing will fail and the publishing destination (and corresponding profiles) will be put into an error state. This error state can be prevented (or repaired) by accessing the publishing destination on the Camtasia Relay website (on a server with the correct encryption key), entering the correct password, and saving the

publishing destination.

Managing Camtasia Relay's Connection String

The connection string used to connect to Relay's SQL database is stored in two different CONFIG files located within Camtasia Relay's installation directory:

- ▶ `data.config` (located in the Manager directory of Camtasia Relay's installation directory, typically `C:\Program Files\TechSmith\Camtasia Relay\Manager\`)
- ▶ `web.config` (located in the Web directory of Camtasia Relay's installation directory, typically `C:\Program Files\TechSmith\Camtasia Relay\Web\`)

The configuration protection tool can be used to update the connection string in both files, allowing the admin to edit the connection string in one place. The configuration protection tool can also be used to easily encrypt the connection string information in each CONFIG file.

The "Load Current Connection String" button (and "Load Current Server Settings") initializes the connection string fields using the connection string stored in the `web.config` file.

The "Test Connection" button uses the connection string in the "Connection String:" text field to connect to Camtasia Relay's SQL database. The configuration protection tool's status icons will be updated appropriately depending on the result of the connection test.

Changing a Server's Connection String

After loading the server's current connection string, make changes using the "Integrated Security" checkbox and Data Source, Initial Catalog, SQL User Name, and Password fields.

After changing and testing the connection string, use the "Install" button to update Camtasia Relay's CONFIG files with the new connection string.

Encrypting the Connection String in CONFIG Files

If the "Encrypt Connection String on Install" checkbox is checked when the "Install" button is pressed, the connection string will be encrypted using the Windows Data Protection API. An example of a encrypted connection string appears below:

```
<connectionStrings
  configProtectionProvider="DataProtectionConfigurationProvider">
  <EncryptedData>
    <CipherData>
```

```
Value>AQA-
AANCMnd8BFdERjHoAwE/Cl+sBA-
AAAMmjWWyn5RE+
a5cEL5aJt3QQAAAAACAAAAAADZgAAw

AAAA-
BAAA-
ADic5eCCQn5GDI78nq6fZOuAAAAASAAACgAAAAEAAAAABw/
c0XaxibkDLrdwBAb+ZVwAQAAaOeuPfy5m5p

dr3HLeKpBG/+XFe/5YcM3vwg72kZueevwJ+/-
FB+04Qwc17FHYnYphLY
IcvIJnulMQAstRNbRNxDn+QdGVn6m7LYwSI

A/W+rLtdi/DCWD21heYG2kB3yPQ3TFnB8JUjn-
3av17Pfmzn
49DT-
oksYfXZbS3jaN3aD/2FdtSZO947c5mq1CC16Y-
ri

NcEbCs+8tv36YKF1Dt9Q-
Z/O67duWMaQkSggu7RP7mX8FV3+gKX5VOzH
RMGwpNSYUWxdaYrQHhfsEF902xHdNssgalZ

FVIJ3NqEI-
UZaIW4yuEl3NWuOiSr/-
zonizAvW2TKqmkMnokHOjoVz+3P
Z3rCXRcpReO8ujB4TGQXrfpmJGqtRu2qq1O

vwJtzop-
DaWQky-
eYDMXWc1GmZL4xToS0Ft1T/cCnOPy8bsCzSFVQ9447
9yo0bIqeYKG+xOUidH0UZfJ0nCk062Qf1BC

jiQa-
Aur2g//Bkm-
2haLcYomvjYjo8KUAAAA95vU+wanIWur+udyeFnb
/2ZSdHs=</CipherValue>

</CipherData>

</EncryptedData>

</connectionStrings>
```

The .NET framework will automatically decrypt the connection string for use by Camtasia Relay but if an attacker was able to somehow read the `web.config` file over the Internet, they would not be able to read the connection string information.

Tools

Network/Server Security Assessment

Administrators should regularly run network security assessment tools such as Nessus, Nikto, and Nmap against their servers to identify known vulnerabilities. These tools aren't perfect but they are freely available (and attackers will be running them against your server). Because these vulnerabilities are publicly known and can be easily identified using these tools, it is especially important to patch your servers and protect against these vulnerabilities. Of course, these tools cannot replace the security assessment of a network security specialist but they should help administrators identify and eliminate some well-known vulnerabilities.

- ▶ <http://www.nessus.org/download/>
- ▶ <http://www.cirt.net/nikto2>
- ▶ <http://nmap.org/>

General Server Security Resources

- ▶ Windows Server 2003
<http://technet.microsoft.com/en-us/library/cc706993.aspx>
- ▶ Windows Server 2008
<http://technet.microsoft.com/en-us/library/dd349801.aspx>
- ▶ Windows Server 2003 Security Guide
<http://www.microsoft.com/downloads/details.aspx?FamilyID=8a2643c1-0685-4d89-b655-521ea6c7b4db&DisplayLang=en>
- ▶ Windows Server 2008 Security Guide
 - <http://technet.microsoft.com/en-us/library/cc264463.aspx>
 - <http://www.microsoft.com/downloads/details.aspx?familyid=FB8B981F-227C-4AF6-A44B-B115696A80AC&displaylang=en>
- ▶ Windows Server 2003 Security Compliance Management Toolkit
<http://technet.microsoft.com/en-us/library/cc163140.aspx>
- ▶ Windows Server 2008 Security Compliance Management Toolkit
<http://technet.microsoft.com/en-us/library/cc514539.aspx>

Appendix A: SQL Server Security

You can change or very many advanced settings to increase the security of SQL Server. The default settings created by the Camtasia Relay installer are appropriate in many cases. However, if you (1) are using a remote SQL database with Camtasia Relay and (2) the remote SQL Server used by Camtasia Relay has had other databases installed in the past or currently, and (3) you are comfortable using SQL Server Manager to manage SQL server configuration settings, then it may be appropriate to further secure SQL server using these advanced settings.

The settings below are typically accessed using SQL Server Manager.

SQL Authentication

Camtasia Relay requires SQL authentication be enabled in order to connect to a remote SQL server. Many resources on securing SQL server may advise you to disable SQL authentication; do not disable SQL authentication as Camtasia Relay will no longer be able to connect to the remote SQL server.

Delete or Disabled Unused SQL Users

Unused accounts should be deleted to prevent an attacker using them and their privileges in the event that the attacker gains access to the server.

Relay uses the SQL users “relay”. All other SQL Users should be deleted or disabled from the Relay instance with the exception of the following default required users: “dbo”, “guest”, “sys”, and “INFORMATION_SCHEMA”.

Least Privilege SQL User

The Camtasia Relay SQL user “relay” requires the following SQL service privileges: datareader and datawriter. No other permissions should be granted. The Camtasia Relay installer should configure the SQL server with least privilege but you should verify that the SQL user has only the privileges listed above and no other.

Use a Strong sa (System Administrator) password

The default system administrator (sa) account has been the subject of countless attacks. It is the default member of the SQL Server administration fixed server role sysadmin. Make sure you use a strong password for this account.

Do not grant permissions for the public role

All databases contain a public database role. Every other user, group, and role is a member of the public role. You cannot remove members of the public role. Instead, do not grant the permissions for the public role that grant access to your application's database tables, stored procedures, and other objects. Otherwise, you cannot get the authorization that you want using user-defined database roles because the public role grants default permissions for users in a database.

Remove the sample databases

Any sample databases, if present, (for example, Pubs and Northwind) should be removed using SQL Server Manager.



Camtasia Relay®

Camtasia Integration

Version 4.3.0

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Table of Contents

Camtasia Relay and Camtasia Studio	1
The Basics	1
Automatically Produce Multiple Formats and Destinations	1
Full Editing Capability with Camtasia Relay Recording	3
Record with Camtasia Relay, Edit with Camtasia Studio, Publish with Camtasia Relay	4
Camtasia Relay and Camtasia for Mac	6
Automatically Produce Multiple Formats and Destinations	6
Full Editing Capability with Camtasia Relay Recording	7
Record with Camtasia Relay, Edit with Camtasia for Mac, Publish with Camtasia Relay	9

Camtasia Relay and Camtasia Studio

Harness the editing power of Camtasia Studio in Camtasia Relay!

Edit Camtasia Relay videos in Camtasia Studio, and then send back to Camtasia Relay for distribution. They play nicely together so your content flows seamlessly from one Camtasia to another.

There are several ways to use Camtasia Studio with Camtasia Relay, depending on what you are trying to do. Find which option will work best for you:

- ▶ **Automatically Produce Multiple Formats and Destinations**
- ▶ **Full Editing Capability with Ease of Camtasia Relay Recording**
- ▶ **Record with Camtasia Relay, Edit with Camtasia Studio, Publish with Camtasia Relay**

The procedures that follow assume that you are already familiar with Camtasia Studio and Camtasia Relay. To learn about Camtasia Studio or Camtasia Relay, please refer to the in-product help or the [TechSmith Learning Center](#).

The Basics

- ▶ The Camtasia Relay recorder must be installed on the same computer as Camtasia Studio in order for the Camtasia Relay production preset to appear in the Camtasia Studio Production Wizard.
- ▶ Camtasia Relay profile settings take precedence over Camtasia Studio Presets. When processing and publishing presentations with Camtasia Relay, the final formats and publish locations are dictated by profile settings.
- ▶ The CAMPROJ file used in Camtasia Studio is rendered to AVI before it uploads to Camtasia Relay for processing; some features available when working in Camtasia Studio are disregarded when producing through Camtasia Relay because they are not compatible with the AVI file type.

Automatically Produce Multiple Formats and Destinations

Summary

1. Record: Camtasia Studio
2. Edit: Camtasia Studio
3. Produce: Camtasia Relay

When to Use

- ▶ You are familiar with Camtasia Studio and its recording and editing features.
- ▶ You would like to use Camtasia Relay to efficiently publish a variety of video formats and/or to multiple locations.
- ▶ You are familiar with Camtasia Studio and your workplace requires all videos to be published to locations under the control of a network administrator (via a Camtasia Relay profile).

<p>Advantages</p>	<ul style="list-style-type: none"> ▶ Ability to use ScreenDraw and other Camtasia recording effects. ▶ Ability to use SmartFocus (not available in Camtasia Relay recordings). ▶ Recording file (CAMREC) is saved locally and ready for immediate editing in Camtasia Studio. ▶ Camtasia Relay production saves the person editing from having to make processing and publishing decisions. ▶ Camtasia Relay production saves time if you want multiple video formats and automated publishing to multiple destinations.
<p>Considerations</p>	<ul style="list-style-type: none"> ▶ When recording, select Full Screen as the recording dimensions. ▶ In Camtasia Studio, choose dimensions that match your largest Camtasia Relay profile. If you are uncertain, select Recording Dimensions as the preset (in Project Settings). Later, Camtasia Relay will use your profile to determine final dimensions and formats. ▶ Cannot use Flash hotspots, quizzes, survey, end actions (lose when converted to AVI). ▶ Closed captions are available when producing with Camtasia Relay only when the selected profile supports captions (Flash and Silverlight encode settings). ▶ Camtasia Studio first produces an AVI file and then sends it to Camtasia Relay, where it is processed and published as dictated in the selected profile.

How To

1. Open Camtasia Studio. In the Welcome dialog box, click **Record the screen**.
2. Click **Full Screen** in the Camtasia Recorder.
3. Click the **Record** button.
4. Give your presentation. When finished, click **Stop**.
5. In the Preview window, click **Save and Edit**.
6. When prompted, select **Recording Dimensions** in the Dimensions dropdown list and click **OK**.
7. Edit the presentation with Camtasia Studio.

Note: Do not add Flash hotspots, quizzes, surveys, or end actions; these items are not supported.

8. From the Produce and share dropdown list, select **Share to Camtasia Relay**.
9. Log in with a Camtasia Relay presenter username and password.
10. Select a profile. Enter a title and description. Click **Submit**.

See the Camtasia Relay recorder help or [Camtasia Relay Learning Center](#) for more information about what happens after a presentation is submitted.

Full Editing Capability with Camtasia Relay Recording

Summary

1. Record: Camtasia Relay
2. Edit: Camtasia Studio
3. Produce: Camtasia Studio

<p>When to Use</p>	<ul style="list-style-type: none"> ▶ Multiple presenters record and one or more experienced Camtasia Studio users do the editing. ▶ Since the presenters just record, submit the presentation, and walk away, this option works great for conferences or quality control. ▶ This workflow can come in handy when presenting on a computer that does not have Camtasia Studio, but you want to edit and produce with Camtasia Studio.
<p>Advantages</p>	<ul style="list-style-type: none"> ▶ Presenters use the simple Camtasia Relay recorder and others can edit with Camtasia Studio. ▶ Can record on both Mac and Windows operating systems and then edit and produce the presentation on a computer running on a Windows operating system. ▶ Full editing capabilities of Camtasia Studio.
<p>Considerations</p>	<ul style="list-style-type: none"> ▶ Cannot use SmartFocus, ScreenDraw, or other Camtasia Recorder features (not available in Camtasia Relay recordings). ▶ Each video format must be produced individually; no automatic production and publishing as when using Camtasia Studio for production. ▶ Profile required: A profile that generates a Camtasia Studio recording (CAMREC) and publishes to a location where the person doing the editing can retrieve it.

How To

1. Open the Camtasia Relay recorder.
2. Log in with a presenter username and password.
3. Select a profile. Make sure to choose one that creates a CAMREC.
4. Enter a title and description.
5. Click the **Record** button.
6. Give your presentation. When finished, click **Stop**.
7. Review the presentation and click **Submit**.
8. When the CAMREC is ready, locate the file and copy it to your computer.
9. Open Camtasia Studio. In the Welcome dialog box, click **Import media**.
10. Locate the CAMREC file and click **Open**.

11. Drag the capture to the timeline and select Recording Dimensions in the Dimensions dropdown list and click **OK**.
12. Edit and produce the presentation with Camtasia Studio.

See the Camtasia Studio help or the Camtasia Studio Learning Center for information about editing and producing.

Record with Camtasia Relay, Edit with Camtasia Studio, Publish with Camtasia Relay

Summary

1. Record: Camtasia Relay
2. Edit: Camtasia Studio
3. Produce: Camtasia Relay

When to Use	<ul style="list-style-type: none"> ▶ The ease of the recording and publishing with Camtasia Relay is needed, but there is also a need for editing beyond just trimming the beginning and ending of the presentation. ▶ A designated editor receives a CAMREC of the presentation and publishes back to Camtasia Relay because there is a need for multiple formats and/or publish destinations. ▶ A presentation recorded with Camtasia Relay unexpectedly needs a more involved edit than available with Camtasia Relay.
Advantages	<ul style="list-style-type: none"> ▶ Presenters use the simple Camtasia Relay recorder. ▶ Presentations are processed and published automatically based on the selected profile. ▶ Video can undergo advanced editing and still be efficiently produced in numerous formats and locations.
Considerations	<ul style="list-style-type: none"> ▶ When recording, select Full Screen as the recording dimensions. ▶ Camera video from Camtasia Relay recorder is not included in the file sent to Camtasia Studio. ▶ In Camtasia Studio, choose dimensions that match your largest Camtasia Relay profile. If you are uncertain, select Recording Dimensions as the preset (in Project Settings). Later, Camtasia Relay will use your profile to determine final dimensions and formats. ▶ Cannot use Flash hotspots, quizzes, survey, end actions (lose when converted to AVI). ▶ Cannot use SmartFocus (not available when recording with Camtasia Relay). ▶ Camtasia Studio first produces a n AVI file and then sends it to Camtasia Relay, where it is processed and published as dictated in the selected profile.

- | | |
|--|---|
| | <p>► Profiles required: One profile that generates a Camtasia Studio recording (CAMREC) and publishes to a location where the person doing the editing can retrieve it; a second profile to designate the formats and publishing destinations for the final presentations.</p> |
|--|---|

How To

1. Open the Camtasia Relay recorder.
2. Log in with a presenter username and password.
3. Select a profile. Make sure to choose one that creates a CAMREC.
4. Enter a title and description.
5. Click the **Record** button.
6. Give your presentation. When finished, click **Stop**.
7. Review the presentation and click **Submit**.
8. When the CAMREC is ready, locate the file and copy it to your computer.
9. Open Camtasia Studio. In the Welcome dialog box, click **Import media**.
10. Locate the CAMREC file and click **Open**.
11. Drag the capture to the timeline and select Recording Dimensions in the Dimensions dropdown list and click **OK**.
12. Edit and produce the presentation with Camtasia Studio.

Note: Do not add Flash hotspots, quizzes, surveys, or end actions; these items are not supported.

See the Camtasia Studio help or Camtasia Studio Learning Center for information about editing with Camtasia Studio.

13. From the Produce and share dropdown list, select **Share to Camtasia Relay**.
14. Log in with a Camtasia Relay presenter username and password.
15. Select a profile. Enter a title and description. Click **Submit**.

See the Camtasia Relay recorder help or [Camtasia Relay Learning Center](#) for more information about what happens after a presentation is submitted.

Camtasia Relay and Camtasia for Mac

Harness the editing power of Camtasia for Mac in Camtasia Relay!

Edit Camtasia Relay videos in Camtasia for Mac, and then send back to Camtasia Relay for distribution. They play nicely together so your content flows seamlessly from one Camtasia to another.

There are several ways to use Camtasia for Mac with Camtasia Relay, depending on what you are trying to do. Find which option will work best for you:

- ▶ **Automatically Produce Multiple Formats and Destinations**
- ▶ **Full Editing Capability with Ease of Camtasia Relay Recording**
- ▶ **Record with Camtasia Relay, Edit with Camtasia for Mac, Publish with Camtasia Relay**

Note: The procedures that follow assume that you are already familiar with Camtasia for Mac and Camtasia Relay. To learn about Camtasia for Mac or Camtasia Relay, please refer to the in-product help or the [TechSmith Learning Center](#).

The Basics

- ▶ The Camtasia Relay recorder must be installed on the same computer as Camtasia for Mac in order for the Share to Camtasia Relay option to appear.
- ▶ Camtasia Relay profile settings take precedence over Camtasia for Mac production options. When processing and publishing presentations with Camtasia Relay, the final formats and publish locations are dictated by profile settings.
- ▶ Some features available when working in Camtasia for Mac are disregarded when producing through Camtasia Relay. Only markers and closed captions are passed through and only when the selected profile supports these options (Flash or Silverlight encoding types only).

Automatically Produce Multiple Formats and Destinations

Summary

1. Record: Camtasia for Mac
2. Edit: Camtasia for Mac
3. Produce: Camtasia Relay

When to Use	<ul style="list-style-type: none"> ▶ You are familiar with Camtasia for Mac and its recording and editing features. ▶ You would like to use Camtasia Relay to efficiently publish a variety of video formats and/or to multiple locations. ▶ You are familiar with Camtasia for Mac and your workplace requires all videos to be published to locations under the control of a network administrator (via a Camtasia Relay profile).
Advantages	<ul style="list-style-type: none"> ▶ Ability to use SmartFocus (not available in Camtasia Relay recordings). ▶ Recording file (CMREC) is saved locally and ready for immediate editing

	<p>in Camtasia for Mac.</p> <ul style="list-style-type: none"> ▶ Camtasia Relay production saves the person editing from having to make processing and publishing decisions. ▶ Camtasia Relay production saves time if you want multiple video formats and automated publishing to multiple destinations.
Considerations	<ul style="list-style-type: none"> ▶ When recording, select Full Screen as the recording dimensions. ▶ Camera video recorded in Camtasia Relay recorder is not included with the file sent to Camtasia for Mac. ▶ In Camtasia for Mac, choose canvas dimensions that match your largest Camtasia Relay profile. If you are uncertain, select the same dimensions that were used during recording. Later, Camtasia Relay will use your profile to determine final dimensions and formats. ▶ Closed captions and markers are available when producing with Camtasia Relay only when the selected profile supports captions (Flash and Silverlight encoding types only). ▶ Camtasia for Mac first produces a video file and then sends it to Camtasia Relay, where it is processed and published as dictated in the selected profile.

How To

1. Open Camtasia for Mac.
2. Select to record the **Full Screen**.
3. Click the **Record** button.
4. Give your presentation. When finished, click **Stop**.
5. Camtasia for Mac adds the recording file (CMREC) into the Media Bin and on the timeline

By default, full screen recordings appear at 50% of their original size on the canvas. Adjust this size as needed.

6. Edit the presentation with Camtasia for Mac.
7. Select the option to share to Camtasia Relay.
8. Log in with a Camtasia Relay presenter username and password.
9. Select a profile. Enter a title and description. Click **Share**.

See the Camtasia Relay recorder help or [Camtasia Relay Learning Center](#) for more information about what happens after a presentation is submitted.

Full Editing Capability with Camtasia Relay Recording

Summary

1. Record: Camtasia Relay
2. Edit: Camtasia for Mac

3. Produce: Camtasia for Mac

When to Use	<ul style="list-style-type: none"> ▶ Multiple presenters record and one or more experienced Camtasia for Mac users do the editing. ▶ Since the presenters just record, submit the presentation, and walk away, this option works great for conferences or quality control. ▶ This workflow can come in handy when presenting on a computer that does not have Camtasia for Mac, but you want to edit and produce with Camtasia for Mac.
Advantages	<ul style="list-style-type: none"> ▶ Presenters use the simple Camtasia Relay recorder and others can edit with Camtasia for Mac. ▶ Can record on both Mac and Windows operating systems and then edit and produce the presentation on a computer running on a Mac operating system. ▶ Full editing capabilities of Camtasia for Mac.
Considerations	<ul style="list-style-type: none"> ▶ Cannot use SmartFocus (not available in Camtasia Relay recordings). ▶ Camera video recorded in Camtasia Relay recorder is not included with the file sent to Camtasia for Mac. ▶ Each video format must be shared individually; no automatic production and publishing as when using Camtasia for Mac for production. ▶ Profile required: A profile that generates a Camtasia for Mac recording and publishes to a location where the person doing the editing can retrieve it. <div style="border: 1px solid black; padding: 5px; margin-top: 10px; text-align: center;"> <p>Camtasia Relay produces a ZIP file for the Camtasia for Mac recording files. The ZIP file, when opened on a Mac, automatically unzips into a directory.</p> </div>

How To

1. Open the Camtasia Relay recorder.
2. Log in with a presenter username and password.
3. Select a profile. Make sure to choose one that creates a Camtasia for Mac recording.
4. Enter a title and description.
5. Click the **Record** button.
6. Give your presentation. When finished, click **Stop**.
7. Review the presentation and click **Submit**.
8. When the Camtasia for Mac recording is ready, locate the file and copy it to your computer.
9. Open the ZIP folder.
10. Double-click to launch the CMPROJ in Camtasia for Mac.
11. Edit and produce the presentation with Camtasia for Mac.

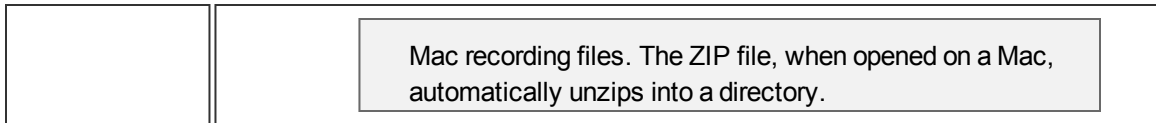
See the Camtasia for Mac help or Camtasia for Mac Learning Center for information about editing and producing.

Record with Camtasia Relay, Edit with Camtasia for Mac, Publish with Camtasia Relay

Summary

1. Record: Camtasia Relay
2. Edit: Camtasia for Mac
3. Produce: Camtasia Relay

When to Use	<ul style="list-style-type: none"> ▶ The ease of the recording and publishing with Camtasia Relay is needed, but there is also a need for editing beyond just trimming the beginning and ending of the presentation. ▶ A designated editor receives a Camtasia for Mac recording of the presentation and publishes back to Camtasia Relay because there is a need for multiple formats and/or publish destinations. ▶ A presentation recorded with Camtasia Relay unexpectedly needs a more involved edit than available with Camtasia Relay.
Advantages	<ul style="list-style-type: none"> ▶ Presenters use the simple Camtasia Relay recorder. ▶ Presentations are processed and published automatically based on the selected profile. ▶ Video can undergo advanced editing and still be efficiently produced in numerous formats and locations.
Considerations	<ul style="list-style-type: none"> ▶ When recording, select Full Screen as the recording dimensions. ▶ In Camtasia for Mac, choose canvas dimensions that match your largest Camtasia Relay profile. If you are uncertain, select the same dimensions that were used during recording. Later, Camtasia Relay will use your profile to determine final dimensions and formats. ▶ Cannot use SmartFocus (not available when recording with Camtasia Relay). ▶ Closed captions and markers are available when producing with Camtasia Relay only when the selected profile supports captions (Flash and Silverlight encoding types only). ▶ Camtasia for Mac first produces a video file and then sends it to Camtasia Relay, where it is processed and published as dictated in the selected profile. ▶ Profiles required: One profile that generates a Camtasia for Mac recording and publishes to a location where the person doing the editing can retrieve it: a second profile to designate the formats and publishing destinations for the final presentations. <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 10px;"> Camtasia Relay produces a ZIP file for the Camtasia for </div>



How To

1. Open the Camtasia Relay recorder.
2. Log in with a presenter username and password.
3. Select a profile. Make sure to choose one that creates a Camtasia for Mac recording.
4. Enter a title and description.
5. Click the **Record** button.
6. Give your presentation. When finished, click **Stop**.
7. Review the presentation and click **Submit**.
8. When the Camtasia for Mac recording is ready, locate the file and copy it to your computer.
9. Open the ZIP folder.
10. Double-click to launch the CMPROJ in Camtasia for Mac.
11. Edit the presentation with Camtasia for Mac.

See the Camtasia for Mac help or Camtasia for Mac Learning Center for information about with Camtasia for Mac.

12. Select the option to share to Camtasia Relay.
13. Log in with a Camtasia Relay presenter username and password.
14. Select a profile. Enter a title and description. Click **Share**.

See the Camtasia Relay recorder help or [Camtasia Relay Learning Center](#) for more information about what happens after a presentation is submitted.



Camtasia Relay®

Teaming Servers with Camtasia Relay

Version 4.3.0

April 2013

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Table of Contents

An Overview of Teaming	1
Teaming Benefits	1
How Teaming Works	2
Setting Up Teaming	3
Teaming Configurations	4
Teaming FAQ	5

An Overview of Teaming

Teaming is the process of linking together multiple Camtasia Relay servers together for more processing power and server redundancy. Teaming allows an organization to grow beyond a seven-simultaneous-encoding server for a tremendous amount of video processing power from Camtasia Relay.

Teaming Benefits

Adding new servers to a Camtasia Relay deployment can provide the following benefits.

More processing power

Teaming allows more presentations to be processed than ever before. Adding a three-encoding server to an existing seven-encoding server allows your Camtasia Relay Server team to transcode up to 10 different media formats at any given time. The Camtasia Relay solution works to intelligently determine which server is least busy when a new presentation is ready to be uploaded and processed.

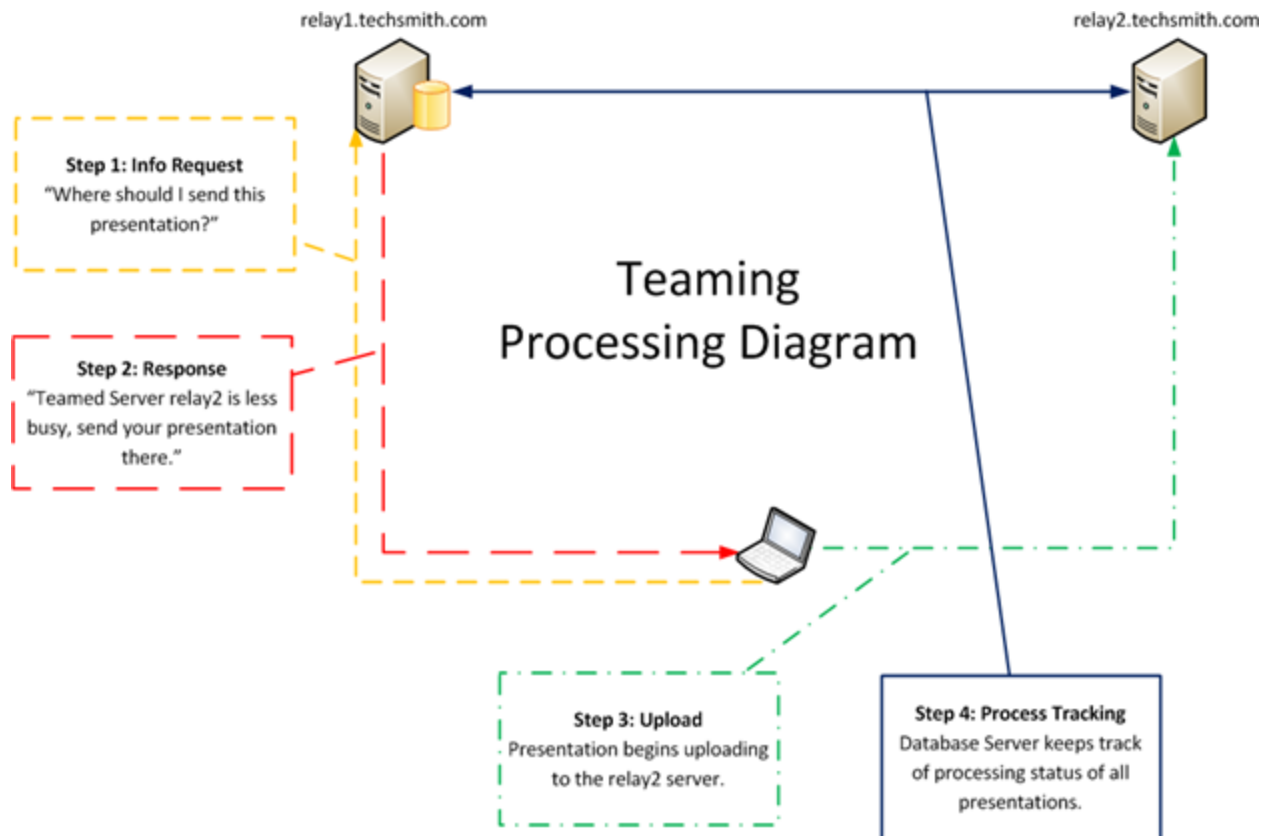
Servers do not have to be of the same encoding level. One-encoding, three-encoding, and seven-encoding servers are interchangeable in a team environment. As usual, servers with more encoding levels can process more presentations in a given day than their lower encoding counterparts.

Easy deployment

Connecting another server to the team is easy. Simply go through the *Advanced Installation* of Camtasia Relay and during the install process on the new server indicate that it is part of a team. Include the information necessary to connect it to the existing server or team of servers and the new server is made known to the clients that are already connected to Camtasia Relay.

How Teaming Works

When two or more servers are teamed together, the recorders communicate with one of the servers which then communicates to the database to determine which server in the team is the least busy based on the processing power of each server (in terms of simultaneous encodings) and the number of presentations currently in each server's queue. The presentation is assigned to the server that is determined to be "least busy." A basic algorithm is used to determine how much processing is in the queue, which takes into account factors like it taking far less time to transcode to an MP3 file than an MP4 or WMV file.



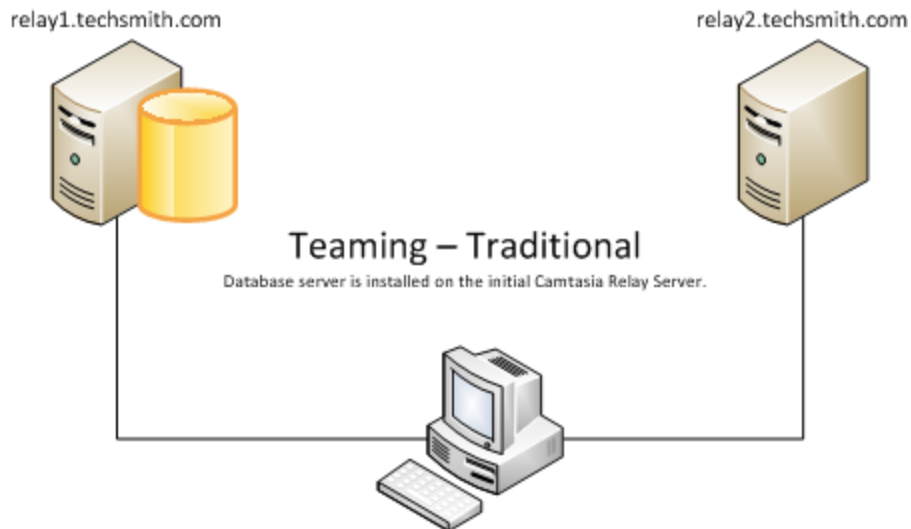
Setting Up Teaming

For instructions on how to enable teaming for Camtasia Relay please refer to the section *Add a Server to the Team* in the Camtasia Relay Installation Guide, available by clicking the **Help** button during installation, or from the documentation page on the [Camtasia Relay tutorials section of the TechSmith website](#).

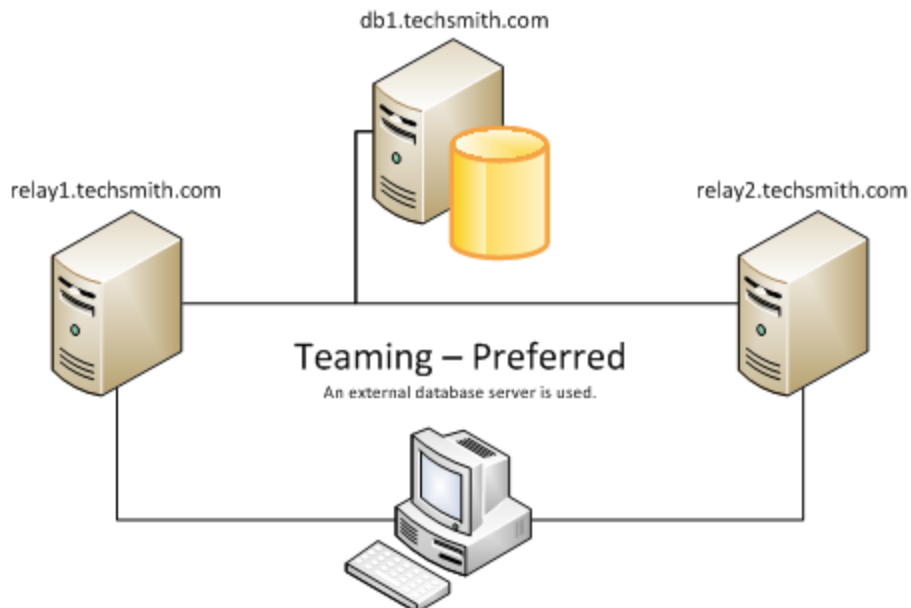
Teaming Configurations

When setting up a teamed server environment, it is highly suggested that you use the preferred configuration in which the database server is placed on an external server.

Traditional Configuration



Preferred Configuration



Teaming FAQ

Are there any pricing options that can be considered when purchasing multiple servers?

Yes. Please contact our sales team to discuss discounts that can be applied when purchasing multiple servers for a teamed environment.

Can teaming help me have geographically located Camtasia Relay servers for better upload speeds from different regions?

No. The teaming feature does not currently have any logic to determine the most responsive server according to geographical or bandwidth concerns. If you set up a teamed server environment with one server in the United States and another in China, it is altogether possible that a presentation submitted in China could get marked for upload to the United States server and vice-versa. In this situation, we would (according to current functionality) recommend using two different Camtasia Relay installations without teaming.

If I do not have servers teamed and a server experiences a hardware failure, what will occur?

We highly encourage regular/automated database backups of your Camtasia Relay server. (Please refer to the section *Back Up the Camtasia Relay Database* in the Technical Reference Guide, available on the [Camtasia Relay tutorials page on the TechSmith website](#).) With the restore of the database backup, a server could be returned to the processing step that it was at during the moment of the backup. Assuming that no data was available for the "Media" destination which is configured during Camtasia Relay server installation and is where all uploading, transcoding, and publishing is drawn from, presentations that were in process on the previous server would have to be re-uploaded to the server for processing. The local client machines still have the presentations on them so no source recordings are lost.

Does TechSmith recommend two three-encoding servers that are teamed together or one 7-encoding server?

It depends upon your needs. Two three-encoding servers can perform almost as well as one seven-encoding server. If system redundancy is a concern and you plan to have an external database server configured with your Camtasia Relay team, we would recommend using two three-encoding servers over one seven-encoding server. If you are concerned about overall performance, a seven-encoding server is recommended.



Camtasia Relay®

Kaltura Integration

Version 4.3.0

April 2013

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Table of Contents

Camtasia Relay Integration with Kaltura	iv
Configuration of Kaltura	v
Custom Data	v
Account Information	v
Content Categories	v
Configuration of Camtasia Relay	vii
Install the Kaltura Plug-In	vii
Create a Kaltura Publish Destination	vii
Create a Kaltura Publish Account	vii
Create a Profile to Publish to Kaltura	viii
Sharing Presentations with Kaltura	x
Sharing with Kaltura MediaSpace	x
Sharing with Kaltura Embed Code	x

Camtasia Relay Integration with Kaltura

Together, Camtasia Relay, Kaltura, and Kaltura MediaSpace provide a comprehensive solution for capturing and publishing lectures and other learning content.

This document covers how to implement a Camtasia Relay and Kaltura integration. Included are:

- ▶ Suggested best practices for using Camtasia Relay with Kaltura and Kaltura MediaSpace
- ▶ How to configure Camtasia Relay to publish presentations to Kaltura

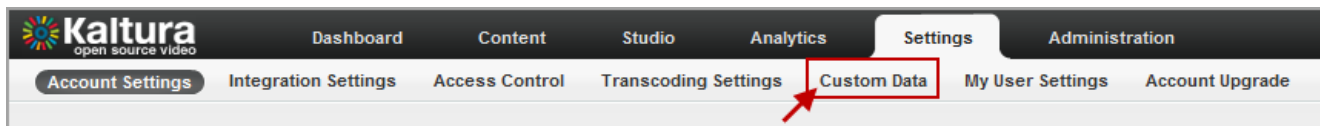
Configuration of Kaltura

Custom Data

Before Camtasia Relay can publish presentations to Kaltura, your Kaltura account must be set up to accept *Custom Data*. Custom Data allows Kaltura to accept important presentation information from Camtasia Relay.

To allow Camtasia Relay to publish to Kaltura, your Kaltura account must have Custom Data enabled.

To verify that this option is enabled, log in to your Kaltura administrator account and go to **Settings**. You should see a *Custom Data* tab.



If you do not see a *Custom Data* tab under *Settings*, please contact Kaltura support.

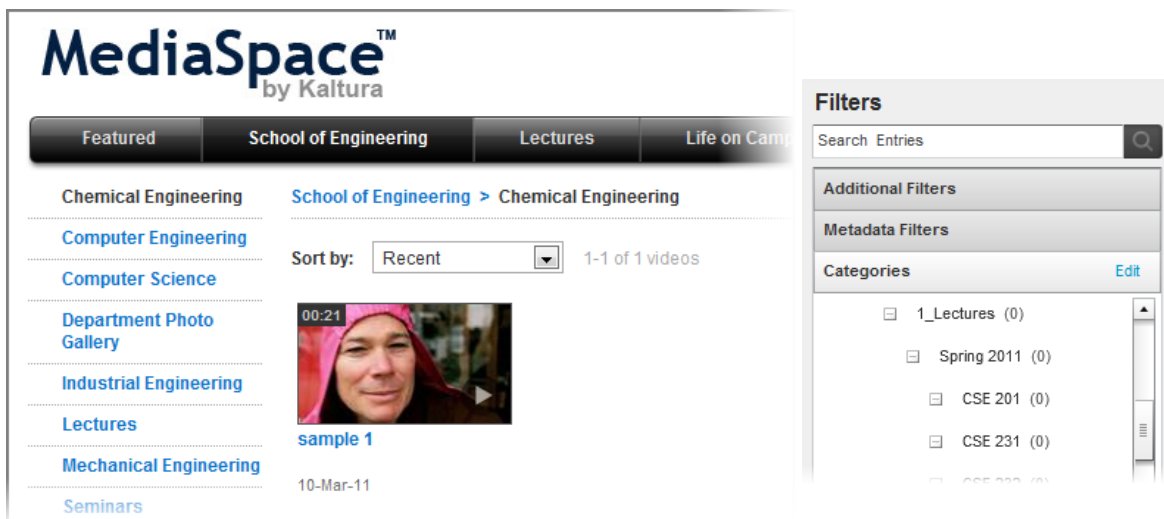
Account Information

When setting up a Kaltura publish destination in Camtasia Relay, you need to enter your Kaltura *Partner ID* and *Administrator Secret*.

To locate this information, log in to the Kaltura Management Console and go to **Settings > Integration Settings**. The information is listed on the page. You may want to make a note of it, or you can leave this window open to copy and paste the information into Camtasia Relay.

Content Categories

In the Kaltura Management Console, you can apply categories to content. Categories define where (which tab, hierarchy, etc.) a presentation is published on a Kaltura MediaSpace site and allow for filtering and managing presentations in your Kaltura account.



When you set up a Kaltura Publish Account in Camtasia Relay, you can designate which categories are automatically applied to presentations published with the account.

Prior to configuring Camtasia Relay to publish to Kaltura, you may want to take some time to figure out what categories you want to use and add them to your account in Kaltura. Log in to the Kaltura Management Console and go to **Content**. Categories are listed on the left.

For more information on configuring categories, see the Kaltura documentation or contact Kaltura support.

Configuration of Camtasia Relay

There are several steps to configure Camtasia Relay to publish presentations to Kaltura.

Install the Kaltura Plug-In

1. Log in to the Camtasia Relay website as an administrator.
2. Go to **System > Plug-Ins**.
3. Click **Verify**. The Camtasia Relay server verifies that it can load the plug-in. Once the plug-in is verified, an **Install** button appears.
4. Click **Install**.
If the plug in installs correctly, the button changes to a **Remove** button.

Create a Kaltura Publish Destination

1. Go to **Profiles > Publish Destinations**.
2. Click **Kaltura** on the left to create a new destination.
3. Enter a *Title* for the publish destination.
4. Enter the *Service URL*.
5. Enter the *Partner ID* and *Administrator Secret*.
To locate this information, log in to the Kaltura Management Console and go to **Settings > Integration Settings**.
6. Click **Save**.

The publish destination is saved and you are presented with a link to the Publish Account Setup for this destination.


Create a Kaltura Publish Account

Accounts for Kaltura publish destinations define how presentations are published to Kaltura and Kaltura MediaSpace™.

1. Enter a *Title* for the publish account.
This title is meant to help administrators understand what a specific account is meant for during profile creation. Try to use descriptive naming conventions for easy identification.
2. Enter the *Creator* for this account.
By default, the Creator field is filled in with the system variable *PresenterUserName*. This variable is replaced with the presenter's user name associated with a presentation during publishing. This variable is a great choice if user names are the same in both Camtasia Relay and Kaltura, as presentations will automatically map to the correct Kaltura user.
3. Enter any *Tags* for this account, using commas to separate entries.
Tags are searchable in Kaltura and Kaltura MediaSpace.
4. Enter any *Categories* associated with this account.
Categories define where (which tab, hierarchy, etc.) a presentation is published on a Kaltura MediaSpace site and allow for filtering and managing presentations in your Kaltura account.
5. Click **Save**.

Create a Profile to Publish to Kaltura

Camtasia Relay uses profiles to define how presentations are processed and where they are published.

1. Go to **Profiles**.
2. Click the **New Profile** button. 
The *Profile Setup* page opens.
3. Enter a title for the profile.
Remember that the profile title is the only thing presenters can see in the recorder. The profile description is only visible on the website. Consider carefully how you choose profile titles so that they convey their intended use to presenters.
4. Enter a description.
5. Select the *Transcription Settings*.
6. Click **Save**.
7. Click the **Publish Destinations** tab.
8. Select a Kaltura publish destination from those available.
9. Click **Save**.
10. Click the **Encode Settings** tab.
11. Select the types of encodings you want to publish to Kaltura.
XML is enabled automatically and must be included for all presentations published to Kaltura.
12. Click the **Publish Accounts** tab.
13. Select an account to use for each of the encodings for the publish destination.
The account currently set as the default account for the publish destination is automatically selected.
You can:
 - ▶ Keep the selected account.
 - ▶ Select another account.
 - ▶ Select **Use presenter account**.
This option allows presenters to enter their own credentials. Presenters need to log in to the Camtasia Relay website and enter their credentials.
 - ▶ Select **Use default account**.
This option allows the profile to access the default account information at the time of profile processing. You may want to use this option if the default account information changes from time to time.
14. Click **Save**.
15. Click the **Notification Selection** tab.
16. Select one or more notifications to use with the profile.
All configured notifications are shown for you to choose from.
17. Click **Save**.
18. Click the **Notification Assignment** tab.
19. Under each notification, all publish destination/encoding combinations for the profile are shown.
Select the encodings you want to assign to the notification.
20. Click **Save**.
21. Click the **Variable Definition** tab.
22. Enter a value for each profile variable used in this profile.

23. Click **Save**.
24. Click the **Associated Users** tab.
25. In the *Available Users* list, click to select a presenter.
26. Click Add to associate the presenter(s) with the profile.
27. If you would like to have this profile automatically associated with all new presenters as they are added to Camtasia Relay, enable the *Automatically associate this profile with new users* option.
28. Click **Save**.
29. Click the **Overview** tab to review the setup of a profile.
30. Click the **Profile Test** tab to process a sample presentation to verify that the profile behaves as you expect.

Sharing Presentations with Kaltura

There are two ways to share Camtasia Relay presentations that are published to Kaltura:

- ▶ With Kaltura MediaSpace
- ▶ Posting embed code to your website

For support and additional information on Kaltura or Kaltura MediaSpace, see the Kaltura documentation or contact Kaltura Support.

Sharing with Kaltura MediaSpace

If you have set up the Kaltura publish accounts in Camtasia Relay to use the categories in your MediaSpace website, the presentations are automatically published to the correct location and immediately available for viewing.



Sharing with Kaltura Embed Code

The Kaltura Management Console provides embed code to copy and paste to your website. To use this embed code:

1. Log in to the Kaltura Management Console.
2. Click **Content**.
3. Locate the media entry that you wish to use.
4. In the *Publish* column, click **Preview & Embed**.
5. When the *Embed* window opens, copy the text in the *Embed Code* field.
 - a. To use a Camtasia Relay themed player, the

This embed code can now be used to post on your website.



Camtasia Relay®

Mediasite Server Integration

Version 4.3.0

April 2013

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Table of Contents

Introduction	1
Mediasite Server 6 Integration Setup	2
Setup a Camtasia Relay Player	2
Setup a Presentation Template	4
Setup the Media Import Project	5
Mediasite Server 5.5 Integration Setup	6
Setup a Camtasia Relay Player	6
Setup a Presentation Template	7
Setup the Media Import Project	8
Camtasia Relay Integration Setup	12
Enable the Mediasite Plug-In	12
Create a New Mediasite Publishing Destination	13

Introduction

This document contains instructions on integrating your Camtasia Relay and Mediasite servers. In order for your Camtasia Relay server to publish presentations to a Mediasite server, some setup is required on both servers.

To prepare your Mediasite server for integration with Camtasia Relay:

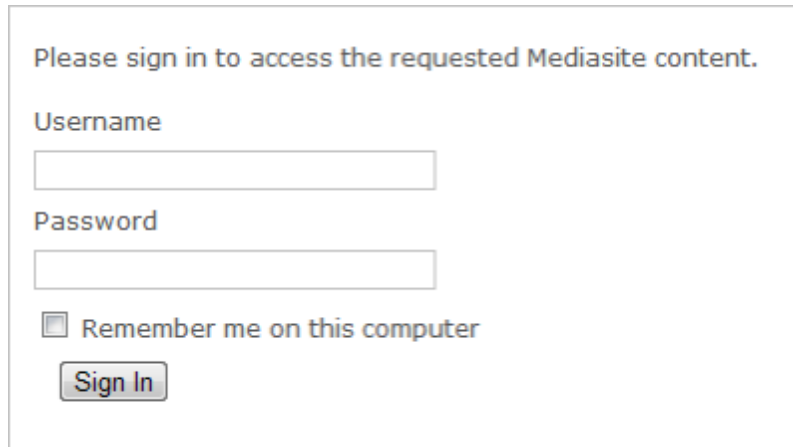
- ▶ [Mediasite Server 6 Integration Setup](#)
- ▶ [Mediasite Server 5.5 Integration Setup](#)

For instructions on how to prepare your Camtasia Relay server for integration with a Mediasite server:

- ▶ [Camtasia Relay Integration Setup](#)

Mediasite Server 6 Integration Setup

First, log in to your Mediasite Server Management Portal as an administrator.



Please sign in to access the requested Mediasite content.

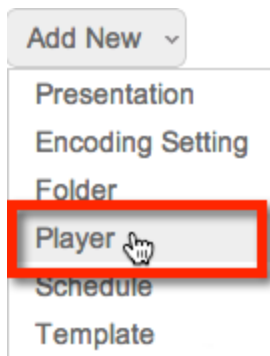
Username

Password

Remember me on this computer

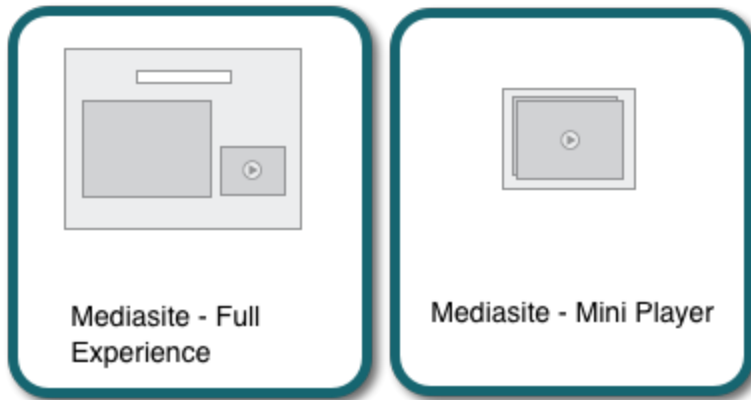
Setup a Camtasia Relay Player

1. Navigate to the folder where you want the player to reside.
2. Select **Add new > Player** from the menu at the top of the page.

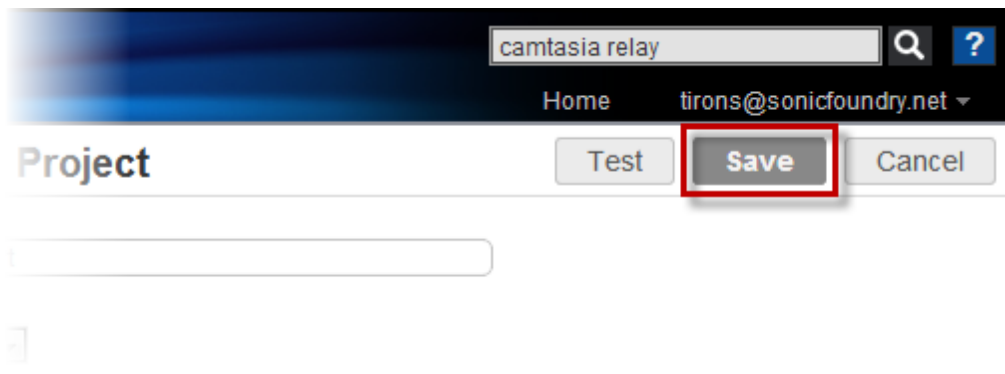


3. Add a Content Player with a name that provides context, such as "Camtasia Relay Content Player." Additionally, add an alternate name, a description of the player, and then select a player layout.

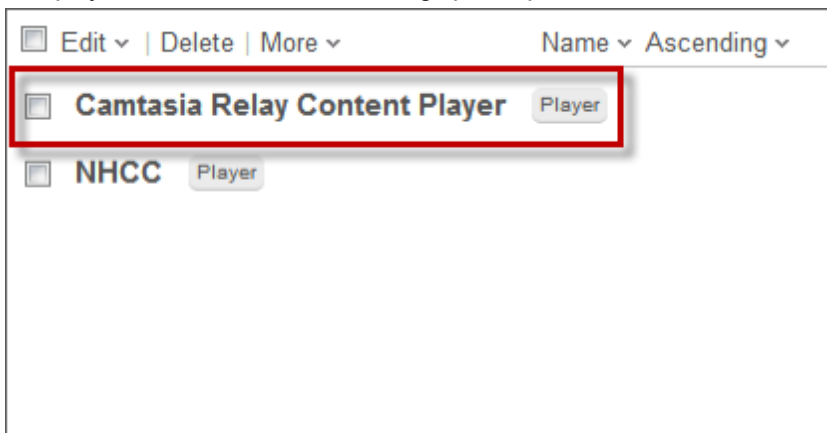
Typically, you should choose the *Mediasite-Full Experience* layout, but the *Mediasite-Mini Player* also works well if you plan to embed content elsewhere.



4. If you are using the full experience player, go to the Content Layout section and select *Video* for primary content and *Full Frame* for the initial content layout.
5. Click the **Save** button.

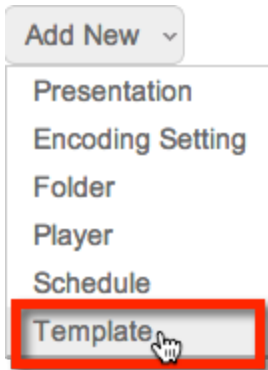


6. The player is now available for setting up new presentations and media import projects.



Setup a Presentation Template

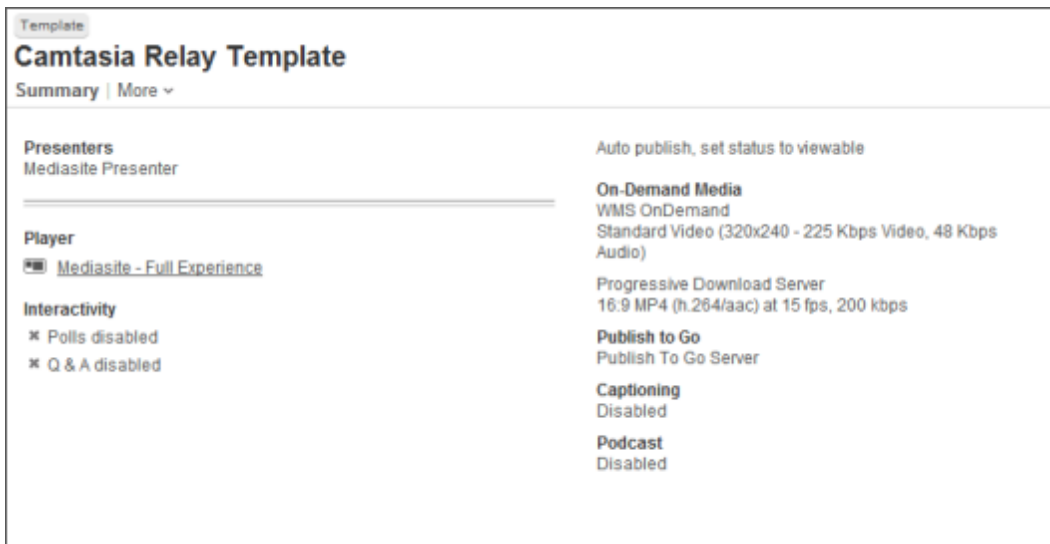
1. Select folder where you added the player and select Add new > Template from the menu.



2. Define the media settings from the available options, or click the **Go to Advanced Creation** link.
 - a. Give the template a name.
 - b. Select your time zone.
 - c. Select your target audience and encoding settings.
 - d. Select the Mediasite folder where the content is stored.
3. From the menu, choose the player that you created in the previous steps. Add at least one default presenter to the template.

Camtasia Relay automatically associates presentations with the correct presenters in Mediasite if the presenter exists in both Camtasia Relay and Mediasite.

4. When finished, click the **Save** button.
5. The new Presentation Template is available for presentations and media import projects.



Setup the Media Import Project

The integration between Camtasia Relay and Mediasite is predicated upon the content being imported into Mediasite via this Media Import Project. Camtasia Relay can send the media directly to an FTP location configured on the Mediasite EX server or another location that can be accessed by the Mediasite EX Server.

1. Select **Publishing** in the menu, and then select **Media Import** from the list of options.



2. Select **Add New**.
3. Give the project a suitable name, like "Camtasia Relay Media Import."
4. Select "External media import" for the type.
5. Choose an interval at which you would like the project to run.
6. Specify the location, username, and password of the content.
7. For the Presentation Template, choose the template created in the previous steps. It is recommended that you leave the "Delete file from dropbox after successful import" checkbox enabled. This removes the content from the temporary location after it has been imported into Mediasite.

The content that is produced by Camtasia Relay and exported to a location for Mediasite to ingest is not instantly available when it is published by Camtasia Relay. It must first be imported to Mediasite. The import project runs on a defined update interval of your choosing. If the content is not yet visible when your Camtasia Relay automatic notifications are sent, you should wait until the update interval has passed until once again checking the hyperlink for the media.

8. When you have completed adding information for the Media Import Project, click the **Save** button.
9. Your new Media Import Project is now viewable in the list and is running. When presentations are imported, they appear in the Imported Presentations content list if you select "Show imported presentations."

Mediasite Server 5.5 Integration Setup

1. Login to your Mediasite Server Management Portal as an administrator.

Please sign in to access the requested Mediasite content.

Username

Password

Remember me on this computer

Setup a Camtasia Relay Player

2. Click “Players” from the menu, and then click the “Add Player” link.
3. Add a Content Player with a name that makes sense in this context such as “Camtasia Relay Content Player”. Choose the “Silverlight – Video Only” Layout.

The screenshot shows the Mediasite Admin interface. At the top, there is a navigation bar with the Mediasite logo and the text 'by sonicfoundry'. Below the navigation bar, there are several tabs: Home, Presentations, Presenters, **Players**, Reports, Catalogs, and System. The main content area displays the configuration for a 'Camtasia Relay Content Player'. The player name is 'Camtasia Relay Content Player' and the layout is 'Silverlight - Video Only'. There are buttons for 'Edit', 'Security', 'Options', 'Add Like', and 'Delete'. On the right side, there is a sidebar with a search box and a list of tasks and reports. The footer of the page shows the Mediasite Server version (5.5.1 Build 6081), the date and time (4/20/2011 1:51 PM CDT), and the copyright information (© 2010 Sonic Foundry Inc.).

4. Click the “Save” button.

- You should now see the player in the list.

MediasiteAdmin sign out help

Home Presentations Presenters Players Reports Catalogs System

Home > Player List

Search by Keyword

▼ Players Add Player

1-10 (of 10) Player(s)
select all : none | delete | security...

Name ▲	Description	Owner
<input type="checkbox"/> Camtasia Relay Content Player		MediasiteAdmin
<input type="checkbox"/> Mediasite - Large Video, Very Small Slides	Default Player with 400x300 video area and 360x270 slide area.	MediasiteAdmin
<input type="checkbox"/> Mediasite - Small Video, Small Slides	Default Player with 240x180 video area and 500x375 slide area.	MediasiteAdmin
<input type="checkbox"/> Mediasite - Small Video, Small Slides (3 Banners)	Default Player with 240x180 video area and 500x375 slide area. Includes 3 banner areas.	MediasiteAdmin
<input type="checkbox"/> Mediasite - Standard Video, No Slides	Default Player with 320x240 video area, but no slides.	MediasiteAdmin
<input type="checkbox"/> Mediasite - Standard Video, Standard Slides	Default Player with 320x240 video area and 640x480 slide area.	MediasiteAdmin
<input type="checkbox"/> Mediasite - Very Large Video, No Slides	Default Player with 640x480 video area, but no slides.	MediasiteAdmin
<input type="checkbox"/> Mediasite - Very Small Video, Large Slides	Default Player with 200x150 video area and 1024x768 slide area.	MediasiteAdmin
<input type="checkbox"/> Mediasite - Wide Screen Video, Small Slides (3 Banners)	Default Player with 400x224 video area and 500x375 slide area. Includes 3 banner areas.	MediasiteAdmin
<input type="checkbox"/> Mediasite - Wide Screen Video, Standard Slides	Default Player with 400x224 video area and 640x480 slide area.	MediasiteAdmin

Search

Advanced Search

Mediasite Tasks

- Explore Presentations
- Add Presentation
- Add Presenter
- Add Player
- Add Catalog

Mediasite Reports

- Presentation Statistics
- Presenter Statistics
- User Statistics
- Server Statistics
- Authoring Statistics

Mediasite Server
Version 5.5.1 Build 6081
4/20/2011 1:51 PM CDT
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Setup a Presentation Template

- Click "Presentations" > "Templates" from the menu.

MediasiteAdmin sign out help

Home Presentations Presenters Players Reports Catalogs System

- Presentation Explorer
- Schedules
- Templates
- Poll Templates
- Media Import
- Recycle Bin

- Click the "Add Template" link.
- Give the template a name, choose your time zone, specify the folder in MediaSite where you would like the content stored, choose the player from the menu that you created in the previous steps, and then

select which presenters you'd like to have access to this presentation template.

Camtasia Relay will automatically associate presentations with the right presenters in Mediasite if the presenter exists in both Camtasia Relay and Mediasite.

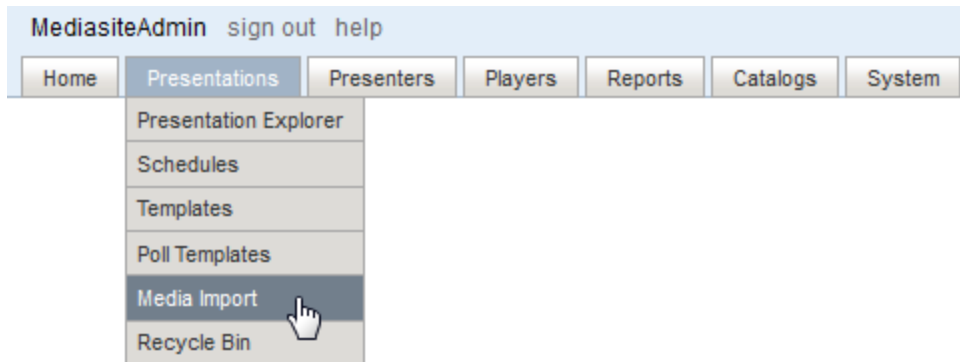
The screenshot shows the MediasiteAdmin interface. At the top, there's a navigation bar with 'Home', 'Presentations', 'Presenters', 'Players', 'Reports', 'Catalogs', and 'System'. The main content area is titled 'Camtasia Relay Presentations' and includes a profile picture of Rob Mowid, Mediasite Presenter, and Walter Pelowski. To the right, there are settings for the 'Player' (Camtasia Relay Content Player), 'Time Zone' (GMT-05:00 Eastern Time (US & Canada)), and 'Default Folder' (Camtasia Relay Content). Below this, there's a 'Publishing' section with options for 'Slide Server', 'On-Demand Media Server', 'Broadcast Server', and 'Encoding Profile'. A 'Publishing Options' section is also visible, set to 'Auto publish, set status to viewable'. At the bottom, there's an 'In Use By' section showing a table of users with columns for 'Name' and 'Owner'. The table lists 'Camtasia Relay Media Import' as the user and 'MediasiteAdmin' as the owner.

9. When done, click the “Save” button.
10. The new Presentation Template should now appear in the list.

Setup the Media Import Project

The integration between Camtasia Relay and Mediasite is predicated upon the content being imported into Mediasite via this Media Import Project. Camtasia Relay can send the media directly to an FTP location configured on the Mediasite EX server or another location that can be accessed by the Mediasite EX Server.

11. Click “Presentations” > “Media Import” from the menu.



12. Click the “Add Media Import Project” link.
13. Give the Project a suitable name like “Camtasia Relay Media Import” and choose an interval at which you would like the project to run. Specify the location, username, and password of the content. For the Presentation Template, choose the template created in the previous steps. It is recommended that you leave the “Delete file from dropbox after success import” checkbox checked. This will remove the content from the temporary location after it has been imported into Mediasite.

The content that is produced by Camtasia Relay and exported to a location for Mediasite to ingest, will not instantly be available when it is published by Camtasia Relay. It must first be imported. The import project will run on a defined “Update Interval” of your choosing. If the content is not yet visible when your Camtasia Relay automatic notifications are sent, you should wait at least until the update interval has passed until once again checking the hyperlink for the media.

While you can publish content recorded with Camtasia Relay anywhere for the Mediasite EX server to import, it is recommended that you use an FTP location on the EX server. This should result in faster overall turn-around times for your videos and fewer points of failure in the file transfer process.

MediasiteAdmin sign out help

Home Presentations Presenters Players Reports Catalogs System

Home > Media Import Project List > Camtasia Relay Media Import

Edit Security Delete

Project Name
Camtasia Relay Media Import

Update Interval
0 : 15 (h:mm)

▼ Dropbox

Location
ftp://mediasite.techsmith.com

Username
mediasiterelay

Password

▼ Import Options

Presentation Template
Camtasia Relay Presentations

Always use presenters from template

Delete file from dropbox after successful import

▼ Project Startup

Start the project immediately upon creation

Do not start the project (manual start)

Start the project on 4/20/2011 at 12:00 AM

Test Save Cancel


Search
Advanced Search

Mediasite Tasks
Explore Presentations
Add Presentation
Add Presenter
Add Player
Add Catalog

Mediasite Reports
Presentation Statistics
Presenter Statistics
User Statistics
Server Statistics
Authoring Statistics

Mediasite Server
Version 5.5.1 Build 6081
4/20/2011 1:42 PM CDT
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14. When you have completed adding information for the Media Import Project click the “Save” button.
15. Your new Media Import Project should appear on the list. When presentations begin getting imported you will see them in the “Imported Presentations” content container.

MediasiteAdmin [sign out](#) [help](#)


Home
Presentations
Presenters
Players
Reports
Catalogs
System

[Home](#) > [Media Import Project List](#) > **Camtasia Relay Media Import**

Camtasia Relay Media Import

Dropbox Location
ftp://mediasite.techsmith.com

Dropbox Username
mediasiterelay

Update Interval
This project is updated every 15 minute(s).

▼ Import Options

Presentation Template
Camtasia Relay Presentations

Always use presenters from template

Delete file from dropbox after successful import

Status
Pending

Import Status
0 running, 10 successful, 0 failed

Next Update
4/20/2011 1:42 PM CDT

Search

Advanced Search

Mediasite Tasks

- [Explore Presentations](#)
- [Add Presentation](#)
- [Add Presenter](#)
- [Add Player](#)
- [Add Catalog](#)

Mediasite Reports

- [Presentation Statistics](#)
- [Presenter Statistics](#)
- [User Statistics](#)
- [Server Statistics](#)
- [Authoring Statistics](#)

Mediasite Server
Version 5.5.1 Build 6081

4/20/2011 1:42 PM CDT
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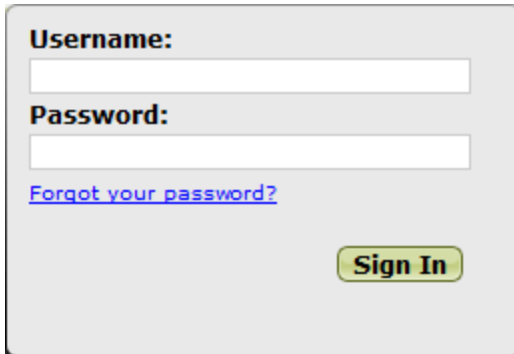
▼ Imported Presentations

1-10 (of 10) Imported Presentation(s)
[Delete import entries...](#)

Dropbox File Name	Status	Message	Last Modified ▾
407c4ca1-e0c3-4340-800b-388774dce17c.zip	Complete (Manage imported presentation)	The presentation import was successful.	4/1/2011 2:16 PM CDT
8aec9f4b-bad0-4ab4-92d4-786124ff7bdf.zip	Complete (Manage imported presentation)	The presentation import was successful.	3/14/2011 1:40 PM CDT
7d435550-450d-47bb-a3ff-759fc155a1f8.zip	Complete (Manage imported presentation)	The presentation import was successful.	3/14/2011 12:08 PM CDT
59da477c-a188-40b6-ae76-a95673332ad7.zip	Complete (Manage imported presentation)	The presentation import was successful.	3/14/2011 12:07 PM CDT
d1bd7b8b-fd45-43ab-8027-0fb1b15da980.zip	Complete (Manage imported presentation)	The presentation import was successful.	3/14/2011 10:02 AM CDT
5a92063f-bb9c-4aa8-b73b-2f8b1266343c.zip	Complete (Manage imported presentation)	The presentation import was successful.	3/14/2011 9:44 AM CDT
49f5ce37-716e-4e24-a3f0-beb86523b9b4.zip	Complete (Manage imported presentation)	The presentation import was successful.	3/11/2011 12:36 PM CST
37fc624f-62c9-4352-abe0-533217859dbb.zip	Complete (Manage imported presentation)	The presentation import was successful.	3/11/2011 12:15 PM CST
fbdeba1f-5d7a-4d45-a700-b44475cb107d.zip	Complete (Manage imported presentation)	The presentation import was successful.	3/11/2011 10:29 AM CST
a5fca306-3283-4616-b95a-cae2be098416.zip	Complete (Manage imported presentation)	The presentation import was successful.	1/19/2011 3:36 PM CST

Camtasia Relay Integration Setup

1. Log in to your Camtasia Relay website as an administrator.

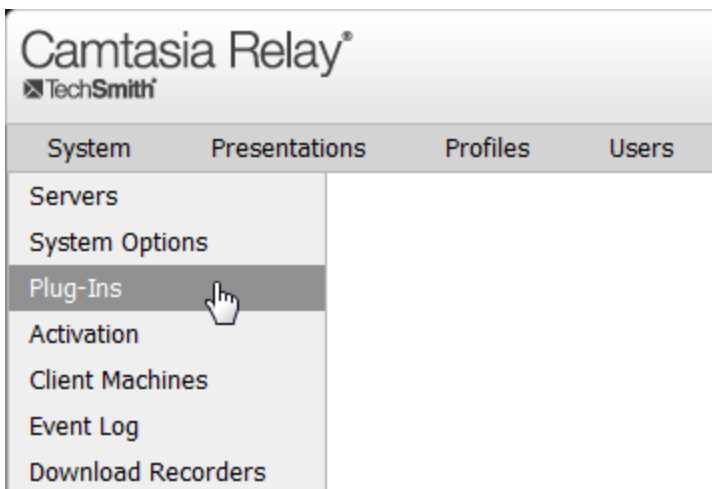


A login form with the following elements:

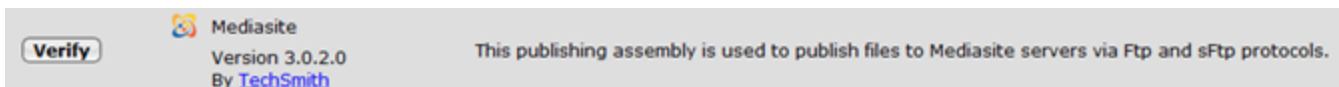
- Username:** A text input field.
- Password:** A text input field.
- [Forgot your password?](#) (blue link)
- Sign In** button (yellow button with black text)

Enable the Mediasite Plug-In

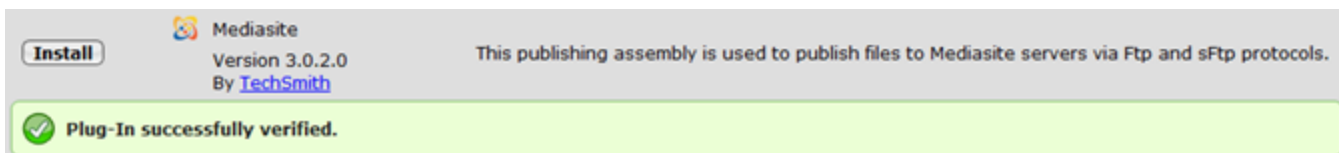
2. Click System > Plug-Ins from the menu.



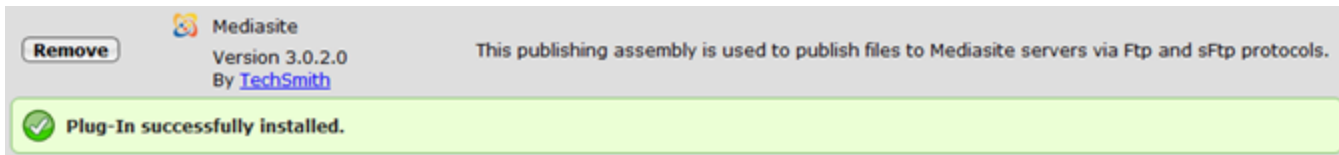
3. Look for the Mediasite plug-in and click the Verify button.



4. You should see an indication that the plug-in has been successfully verified. Next click the Install button.

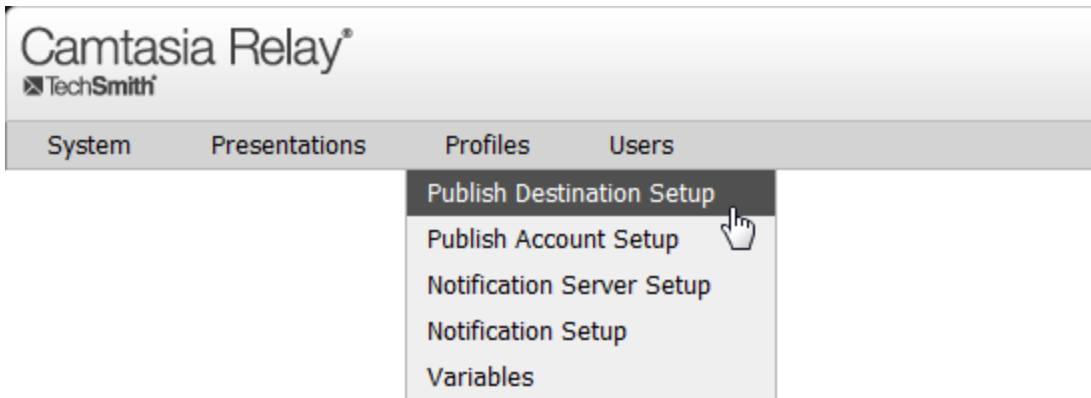


5. You should see an indication that the plug-in has been successfully installed.



Create a New Mediasite Publishing Destination

6. Click Profiles > Publish Destination Setup from the menu.



7. On the left menu look for the Mediasite node and click it.
8. Specify a title, hostname, path, and the viewer URL for the Mediasite FTP or sFTP destination that you have configured. This process is exactly the same as setting up an FTP or sFTP destination in

Camtasia Relay.



New Mediasite Destination

Title: *

Host: *


Example: ftp.media.company.com

Path:


Example: presentations\class

Mediasite Viewer URL: *

Example: http://mediasite.company.com/virtualdirectory/viewer

Protocol:

* required