Camtasia Relay®

Installation Guide

Version 4.3.0

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Table of Contents

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://ww-w.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:\P-rogram Files\TechSmith\Relay Server\Manager\`)
- web.config (located in the Web directory of Camtasia Relay's installation directory, typically `C:\P-rogram 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**
- Define specific ports: **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.
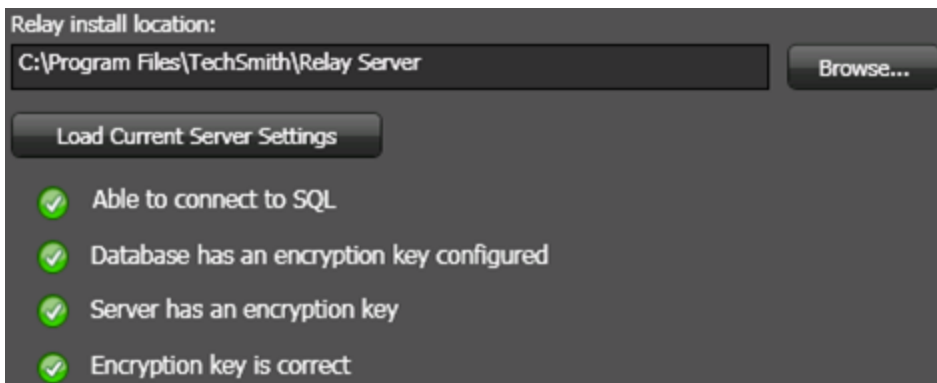
5. Click the **Import / Export** tab and click **Export Settings to File**. Choose a location and filename for the file.

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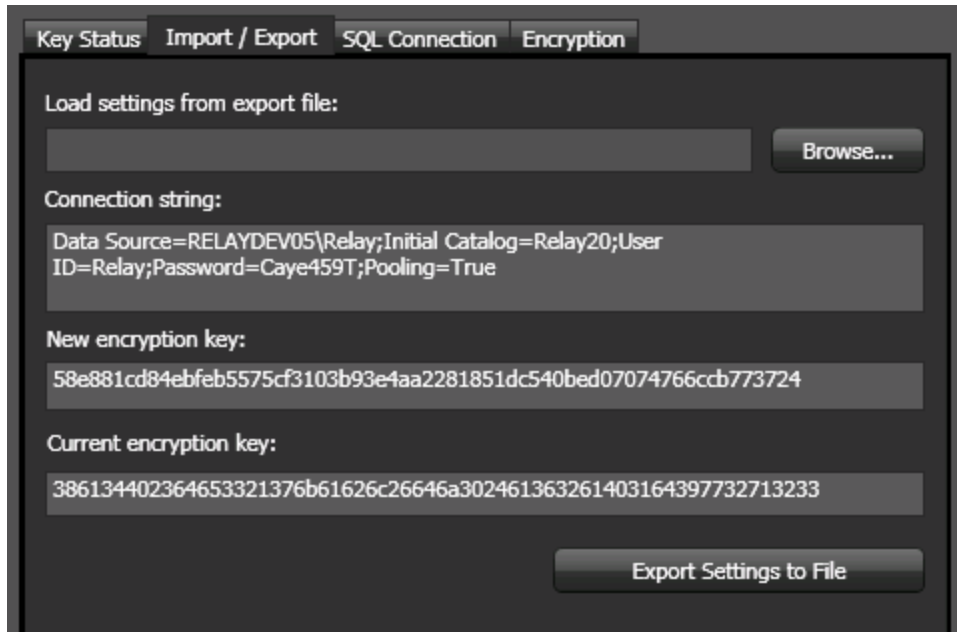7. Browse to the XML file when prompted during the install process on the Camtasia Relay Team
    Exported Settings File page of the installer.

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 Window 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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