



TechSmith Relay™ (Self-Hosted) Release Notes

Version 4.4.0

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What's New in 4.4.0

The following is a summary of the new features and updates in TechSmith Relay (Self-Hosted) 4.4.0.

Release Overview

TechSmith launched a new offering called TechSmith Relay that is a fully cloud-based video creation tool and media hosting portal. That product uses the same back end as Camtasia Relay, so we have decided to bring Camtasia Relay under the TechSmith Relay umbrella to reduce confusion with our other products. Camtasia Relay is now known as TechSmith Relay (Self-Hosted). Along with this change comes a new brand identity for the product, featuring a new logo, color scheme, and graphics.

For more information on the new TechSmith Relay offering, please visit: <http://www.techsmith.com/techsmith-relay.html>.

Updates to TechSmith Relay Recorder, TechSmith Fuse, and Publish Destinations

- ▶ Updated Snagit and Camtasia outputs to TechSmith Relay.
- ▶ Camtasia quizzes and tables of contents now pass through and are published on Screencast.com.
- ▶ TechSmith Fuse can now wirelessly send videos and images into Snagit and Camtasia.
- ▶ Publish outputs to Mediasite, Kaltura, and YouTube have been updated.

Fixes and Updates

- ▶ Improved LDAP performance for log in.
- ▶ Authenticated SMTP email capability for notifications.
- ▶ Fixed an issue with server performance graph data.
- ▶ Added support for additional characters in the title and descriptions of videos.
- ▶ Fixed an issue with the frame rate of Android TechSmith Fuse videos.
- ▶ Removed support for Windows XP and SQL Server 2003.

For information on upgrading database servers, see this support article: <https://support.techsmith.com/entries/86229443>.

What's New in 4.3.1

The following is a summary of the new features and updates in Camtasia Relay 4.3.1.

You may want to review the current known issues for Camtasia Relay 4.3.1. You can find the list of known issues in the [TechSmith Support Center](#).

Release Overview

Camtasia Relay 4.3.1 is a maintenance release that addresses bugs, adds and updates plug-in support, as well as introducing a new system panel on the administrator website.

General

- ▶ Added ability to remove presentations from presentation history lists
- ▶ New EduVision Plug-In: Added ability to publish to EduVision
- ▶ Kaltura Plug-In: Added ability to select player
- ▶ New system panel information including summary of processing presentations, number of invalid publishing destinations, and number of unique client machines that have connected to the server
- ▶ The workflow for allowing presenters to provide their own publishing account information has been simplified
- ▶ Relay Recorders: simplified profile selection for presenters associated with only one profile
- ▶ Added ability to hide feedback link in emails to Presenters

Fixes and Updates

- ▶ Frame rate of source content will now be maintained in the output
- ▶ Fixed caption coloring
- ▶ SmartPlayer optimizations and fixes
- ▶ Improved speech-to-text model
- ▶ We have changed the file naming of output files to shorten the overall length.
 - The new names follow this pattern: <title>_ _ YYYYMMDD_HHMMSS_<encoding id>.html
 - Example: Profile_Test_by_Camtasia_Relay_ _ 20130611_104804_7.html

In order to help you prepare for the future, we wanted to share our plan to change our system requirements in future versions of Relay. The following changes should be expected in future releases:

- ▶ Dropping support for all 32-bit server operating systems including:
 - Windows Server 2003 (all editions)
 - Windows Server 2008

- NOTE: We will continue to support Windows Server 2008 R2 (64 bit) and Windows Server 2012 (64 bit)
- ▶ Dropping support for Microsoft SQL Server 2005 (all editions)
- ▶ Dropping support for Microsoft Internet Explorer 7
- ▶ Dropping support for Microsoft Office 2003 PowerPoint Plug-in
- ▶ Elimination of Info Gathering Tool – to be replaced with in-product information and graphs

NOTE: At this time we are not considering changing the requirements for the Windows or Mac recorders

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

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You may want to review the current known issues for Camtasia Relay 4.1.0. You can find the list of known issues in the TechSmith Support Center:

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.