

Camtasia Relay[®]

Release Notes

Release 2.0

April 2010

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Introduction

This document covers the following for Camtasia Relay 2.0:

- ▶ **What's New**
New features and updates in Release 2.0
- ▶ **Changes for Current Users**
How the new features and updates may affect current users.
- ▶ **Help and Support Resources**
How to locate additional help and support.

What's New

The following is a summary of the new features and updates in Camtasia Relay 2.0.

System

The general updates to Camtasia Relay include:

- ▶ Microsoft Silverlight encoding format
- ▶ Support for the Windows Server 2008 R2 operating system
- ▶ Support for Microsoft SQL Server 2008
- ▶ Support for searching on slide and audio content in Silverlight and Flash outputs
- ▶ Transcription of presentation audio to provide a full audio search
- ▶ Silverlight and Flash encoding formats include thumbnail images in the Table of Contents and included in search results to allow users to find content visually
- ▶ Search data (including presentation audio transcription) included in XML file
- ▶ Updated recorder SSL handling to improve security
- ▶ Improved performance for large-scale deployments of the Camtasia Relay Recorder

Server

Updates to the server and website include:

- ▶ Usability enhancements of the administrator and presenter websites
- ▶ Dashboard web page to show administrators the status of the Camtasia Relay system at a glance
- ▶ Improved profile creation process helps with future profile management
- ▶ Variables to help simplify the management of profiles, publish destinations, publish accounts, and notifications
- ▶ Customizable email and LMS notifications
- ▶ Notification support for the Moodle LMS
- ▶ Support for multiple LMS servers
- ▶ Support for publishing to WebDAV destinations over SSL (https)
- ▶ Improved LDAP integration for better performance
- ▶ Camtasia Relay website can now be installed on websites other than the IIS Default Web Site

Recorder

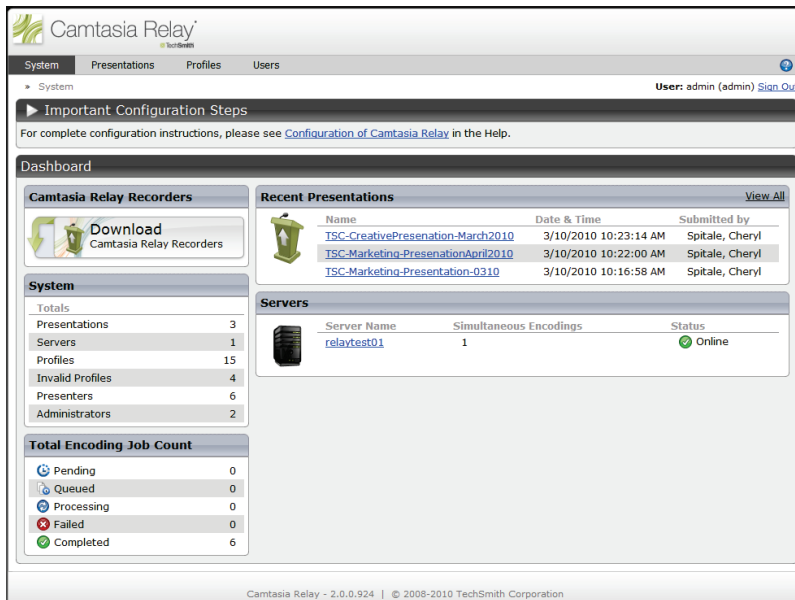
- ▶ Updated display selection
- ▶ New audio device selection provides an “at a glance” view of all attached devices and their audio levels
- ▶ Slide content is captured for use with search and XML
- ▶ Removed support for underperforming audio devices (sampling rates lower than 44.1 kHz)
- ▶ Usability enhancements to the recorder interface available during recording
- ▶ Post-recording review window can be resized to provide a better look at the presentation preview

Changes for Current Users

The following covers important changes that may directly affect the way you work with Camtasia Relay.

Website Changes

- ▶ All the website menus have changed.
- ▶ The landing page is now a *Dashboard*, which gives you a quick glance at the overall Camtasia Relay system and alerts you to any issues that need to be resolved.



The screenshot shows the Camtasia Relay Dashboard interface. At the top, there is a navigation menu with 'System', 'Presentations', 'Profiles', and 'Users'. The user is identified as 'admin (admin)' with a 'Sign Out' link. Below the navigation is a 'System' section with 'Important Configuration Steps' and a link to the help page. The main dashboard area is divided into several sections:

- Camtasia Relay Recorders:** A 'Download' button for 'Camtasia Relay Recorders'.
- Recent Presentations:** A table listing recent presentations.

Name	Date & Time	Submitted by
TSC-CreativePresentation-March2010	3/10/2010 10:23:14 AM	Spitale, Cheryl
TSC-Marketing-PresentationApril2010	3/10/2010 10:22:00 AM	Spitale, Cheryl
TSC-Marketing-Presentation-0310	3/10/2010 10:16:58 AM	Spitale, Cheryl
- Servers:** A table showing server status.

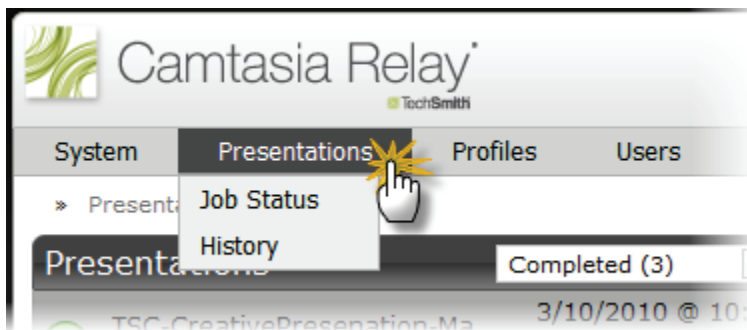
Server Name	Simultaneous Encodings	Status
relaytest01	1	Online
- System Totals:** A summary of system components.

Totals	Count
Presentations	3
Servers	1
Profiles	15
Invalid Profiles	4
Presenters	6
Administrators	2
- Total Encoding Job Count:** A summary of encoding jobs.

Job Status	Count
Pending	0
Queued	0
Processing	0
Failed	0
Completed	6

The footer of the dashboard indicates 'Camtasia Relay - 2.0.0.924 | © 2008-2010 TechSmith Corporation'.

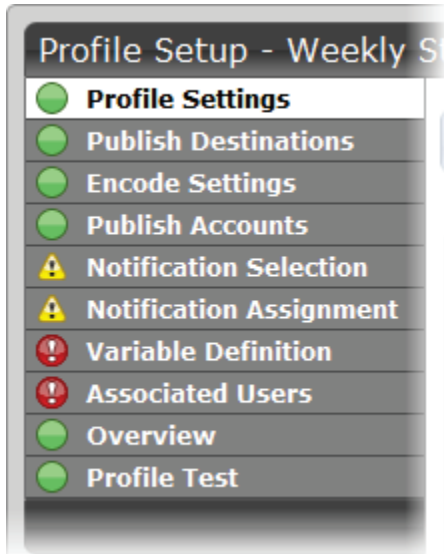
- ▶ Unlike previous versions of Camtasia Relay, the top level menu item takes you to a unique page.






The screenshot shows the top navigation menu of the Camtasia Relay website. The menu items are 'System', 'Presentations', 'Profiles', and 'Users'. The 'Presentations' menu is currently open, showing sub-items: 'Job Status' and 'History'. A mouse cursor is pointing at the 'Presentations' menu item. Below the menu, there is a 'Presentations' section with a 'Completed (3)' status and a list of presentations, including 'TSC-CreativePresentation-Ma' dated '3/10/2010 @ 10:2'.

Profile Creation and Management Changes

- ▶ The profile creation process has changed. Before you can set up a profile, you must first define the publish destinations, publish accounts, and notifications you want to use. If you do not, you will have to leave the profile creation process to set these up.
- ▶ A profile appears as a page with a set of 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 will 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.

- ▶ You can test a profile to verify its behavior right from the profile, instead of having to download and install a recorder, record a test presentation, and then submit the presentation. Click the Profile Test tab of a profile to access this option.

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 (global or profile level), 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.

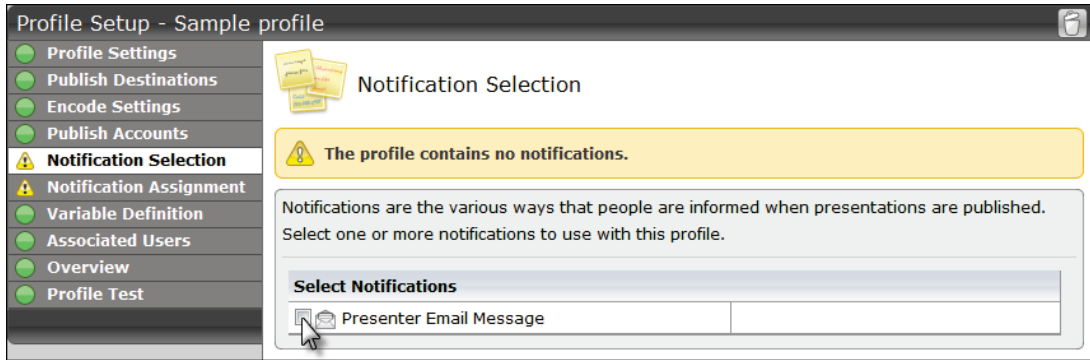
Notifications

In previous versions of Camtasia Relay, you could not customize the email notifications that were sent when presentations were published. Camtasia Relay 2.0 now allows you to create custom notifications and decide if you want to send them at all.

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.

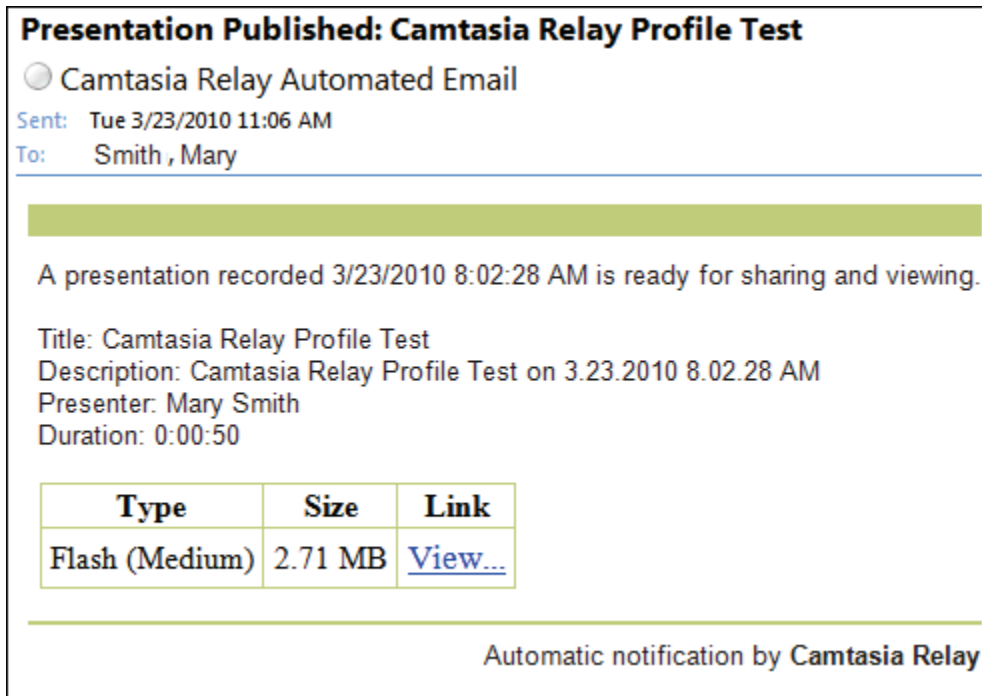
- ▶ You can configure three types of notification servers:
 - **BlackBoard:** Posts notifications directly to BlackBoard
 - **Email:** Sends notifications through the email server.
 - **Moodle:** Posts notifications to Moodle.
- ▶ You can use variables to allow for a single notification to be used for multiple uses.
- ▶ You can use pre-configured “Details Templates” to include presentation information inside notifications. The templates are based by recipient type: admin, presenter, and viewer. You can also choose to not include these details.
- ▶ In previous versions of Camtasia Relay, profiles always included notifications to the presenter. If you would like to keep sending notifications for published presentations, you can use the preconfigured *Presenter Email Message* notification. This notification uses variables so it can be used for all presenters. To add the preconfigured notification to profiles:
 - a. Click **Profiles**.
Profiles created in previous versions of Camtasia Relay show up in the list with a *Warning* icon, because there are no notifications selected.
 - b. Click a profile in the list to open it.

- c. On the *Notification Selection* tab, enable the **Presenter Email Message** checkbox.



- d. Click **Save**.
- e. On the *Notification Assignment* tab, select the publish destination/encoding combinations you want to include in the email.
- f. Click **Save**.

When the profile is used to process a presentation, the presenter receives an email like the following:




Transcription of Presentation Audio

When setting up a profile, you have the option to **Transcribe presentation audio for full audio search**.

When you enable this option, it runs a transcription process for all the audio in a presentation. This data is then available:

- ▶ As a search option when the presentation is published to a Flash or Silverlight player. Choose one of the Web or Silverlight encoding options to make this available for viewers.
- ▶ If you enable the XML file (when available for an encoding type), the transcription text is available in the file. You can use this metadata for other uses, such as searching within a media server.

 Turning on transcription adds time to presentation processing.

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), and
- ▶ 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.

Searching

Searching is only available when the presentation is encoded in one of the Flash or Silverlight formats. The items that are included in the search are:

- ▶ **Presentation audio** (optional): 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 2008 and 2009
 - ◆ Slide title and slide body (includes text such as in paragraphs, text boxes, and bulleted lists)
 - PowerPoint 2004 and 2008 (Mac)
 - ◆ Slide title and slide body (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.
 - PowerPoint 2003 and 2007 (Windows)
 - ◆ Slide title and slide body (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 are captured but **are not** available for searching or in the XML file. The text captured from presenter notes are used **only** to help with transcription accuracy.

Recorder SSL Handling

By default, Camtasia Relay recorders now 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, a new 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.

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**

The Camtasia Relay Learning Center is available at: <http://www.techsmith.com/learn/relay/default.asp>.

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 Administrator Guide**

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 Upgrade Guide**

Learn how to upgrade Camtasia Relay.

▶ **Known issues**

For the most up to date list of known issues please go to:


http://techsmith.custhelp.com/cgi-bin/techsmith.cfg/php/enduser/std_adp.php?p_faqid=2432

▶ **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>

▶ **Camtasia Relay Help on Screencast.com**

Informal videos created to address common tasks and sticking points that administrators might run into with Camtasia Relay. We will be adding new videos as needed. To make sure you find out about newly added videos, you may want to subscribe to our  [RSS feed](#).

▶ **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.