TechSmith®

Camtasia Relay®

Release Notes

Release 3.1.0

July 2011

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What's New in 3.1.0

The following is a summary of the new features and updates in Camtasia Relay 3.1.0.

> 💡 You may want to review the current known issues for Camtasia Relay 3.1. You can find the list of known issues in the TechSmith Support Center:
> **3.1.0: http://techsmith.custhelp.com/app/answers/detail/a_id/3152**

System

The general updates to Camtasia Relay include:

- Added support for TechSmith Fuse, an iOS recording client. It is available in the iOS App Store.
- The YouTube encoding now outputs to the original recording size (was 640x480).
- Updated the Drupal plugin to work with Drupal version 7.
- Updated to allow Drupal tagging.
- Fixed the following issues:
  - Fixed an issue where presentations coming from Camtasia for Mac weren't displaying captions for captioned presentations when published to Screencast.com.
  - Fixed an issue where Camtasia for Mac project file (CMPROJ) encodings failed when there are Unicode characters in the presentation title.
  - Fixed an issue where Camtasia for Mac project file (CMPROJ) encodings failed after being interrupted.

Server Website

Updates to the server and website include:

- Anonymous usage data and hardware information are now automatically sent to TechSmith. (This can be disabled on the website under System Options. Data is not sent if the server is behind a firewall.)
- Fixed the following issues:
  - Fixed a scripting error on the file system *Publish Destinations Setup* page.
  - Fixed an issue where a profile could be deleted when a presentation is in process.

Recorder

Updates to the recorder include:

- Improved recording performance on both Mac and PC recorders.
  - Increased frame rate of recordings from 10 to 15 frames per second.
  - Smaller file size for source recordings, especially when full motion video is recorded.
- The Mac recorder now supports OS 10.7 (Lion).
- Updated PC client installer.
- Fixed the following issues:
  - Fixed an issue where audio became unsynced when the CPU peaked.
  - Fixed an issue where changing Mac OS X Spaces during a recording caused a white bar to be recorded.

- Fixed an issue where the Mac OS X Dock was recorded during a slideshow.
- Fixed an issue where test recordings cleared out presentation metadata (profile, title, and description).

Previous 3.0.x Releases

> 💡 You may want to review the current known issues for Camtasia Relay 3.0.x. You can find the lists of known issues in the TechSmith Support Center:
> **3.0.0:** http://techsmith.custhelp.com/app/answers/detail/a_id/2798
> **3.0.1:** http://techsmith.custhelp.com/app/answers/detail/a_id/2946
> **3.0.2:** http://techsmith.custhelp.com/app/answers/detail/a_id/2996
> **3.0.3:** http://techsmith.custhelp.com/app/answers/detail/a_id/3086

Release 3.0.3

The following is a summary of the new features and updates in Camtasia Relay 3.0.3.

System

The general updates to Camtasia Relay include:

- Documented a new process for migrating Camtasia Relay to a new server in the *Camtasia Relay Upgrade Guide*
- Added the ability for administrators to specify (via XML or registry settings) the directory where Windows recorders hold the recording files on the local machine, to addresse support issues with roaming profiles and Deep Freeze type programs (process is documented in the *Camtasia Relay Technical Reference Guide*)
- Fixed the following issues:
  - Fixed an issue that caused the Information Gathering Application to crash and not allow customers to run the application
  - Fixed an issue to allow the Information Gathering Application send information back to TechSmith (if allowed by the customer)
  - Fixed an issue where Firefox 4, Internet Explorer 9 were not recognized by Information Gathering Application
  - Fixed an issue where presentations were incorrectly trimmed to a length of zero seconds
  - Fixed an issue where Camtasia Relay incorrectly thought an upload had completed when using roaming profiles

Server Website

Updates to the server and website include:

- Added a publish destination plug-in for publishing presentations to Kaltura and Kaltura MediaSpace
- Fixed the following issues:
  - Fixed an issue that causes speech-to-text transcription to fail
  - Fixed an issue where publishing and notification plug-ins were missing after an upgrade
  - Fixed an issue where upgrading from a 2.0 server with a modified encryption key put the server into a bad encryption state
  - Fixed an issue where Unicode Math symbols in a PowerPoint slide show cause the presentation to fail to publish to Screencast.com
  - Fixed an issue to where duplicate entries were found output file information of the xml metadata
  - Fixed an issue that caused the Caption Editor to crash Silverlight and Firefox

- Fixed an issue where double-clicking the timeline scrolls the timeline past the bounds of the video
- Fixed an issue where canceling a job creates an exception
- Fixed an issue where system variables for month and day were single digits when the number is less than ten
- Fixed an issue where line breaks did not show up in email notifications
- Fixed an issue where restarting the Camtasia Relay Manager service puts a server status to online
- Fixed the error text for converting a user that does not exist in LDAP

Recorder

Updates to the recorder include the following fixes:

- Fixed an issue that caused presenters to not be able to access their profiles if there was a bad endpoint in the endpoint table
- Fixed an issue where Camtasia Relay does not inform the presenter that the portable recorder is already running when they attempt to launch the 3.0.2 recorder
- Fixed an issue where the Camtasia Relay recorder crashes when a USB audio device is removed and then plugged back in
- Fixed an issue where the Camtasia Relay recorder never updated profiles are when a presenter logged in and enabled the *Remember Me* checkbox
- Fixed an issue where the Camtasia Relay recorder asks to recover an abandoned recording that the presenter has already selected to discard
- Fixed an issue with long presentations that caused a presentation to be incomplete

Release 3.0.2

The following is a summary of the new features and updates in Camtasia Relay 3.0.2.

System

The general updates to Camtasia Relay include:

- New Camtasia Relay branding and icons
- Fixed the following issues:
    - Upgrade of Camtasia Relay resulted in an improper redirect on the server
    - Upgrade sometimes failed with Error 1001 - The log for database 'Relay202Temp' is not available

Server Website

Updates to the server and website include:

- Added a publish destination plug-in for SharePoint servers to address an issue where using WebDAV to publish to SharePoint would fail deliver files in some cases
- Updated error messaging for Publish Account setup
- Fixed the following issues:
    - Caption editor failed to load large presentations
    - Standard install process for fresh servers could put asp.net in a bad state
    - Buttons on job status page were enabled when they should not be

- Broken buttons on the Plug-Ins page
- Activation page did not allow dashes in license codes
- Presenters were not prompted for Publish Account information if another presenter had manually selected a publishing account for the same profile
- Notifications reported the total duration of a presentation instead of the duration after trimming

Recorder

Updates to the recorder include:

- On Windows operating systems, the XML that is generated for upload with the presentation was refactored to address bugs and allow for future expansion
- Added a "white/black" list for DirectShow filters to address customer reported issue where the recording preview did not display after recording due to filters from other applications
- Changed the portable recorder application filenames to `Mac Camtasia Relay.app` and `PC Camtasia Relay.exe`
- Fixed the following issues:
  - Addressed a support issue where network issues resulted in crashes during upload
  - Temporary files for recording were not removed if the presenter choose to discard a recovered recording
  - Logging in to the recorder after choosing to resume a recovered recording deleted the recovered recording
  - On the Windows operating system, the recorder's cached requests xml was malformed
  - On the Windows XP operating system, the portable recorder failed with the error "The application failed to initialize properly"
  - In the add-in for PowerPoint, the button to disable/enable automatic audio level adjustment was not working when presenter notes were enabled in PowerPoint
  - The portable recorder crashed when trying to log in to the portable recorder on a Mac after logging in to the portable recorder on Windows
  - Presentations fail to upload if there was a hyperlink in the description
  - Reduced the amount of network traffic for the Mac recorder when it cannot upload

Release 3.0.1

The following is a summary of the new features and updates in Camtasia Relay 3.0.1.

System

The general updates to Camtasia Relay include:

- Added the ability to check MSQL password in the installer and allow for correction
- Added the ability to verify that the MSQL user has appropriate permissions during installation and allow for correction
- Installer shows an error if there is a encrypted connection string
- Installer updated to install Microsoft .NET Framework 4

Server Website

Updates to the server and website include:

- Improved Caption Editor stability
- Fixed an issue where the Flash player did not display captions if first caption is empty
- Fixed an issue where the Silverlight player did not display some characters properly
- LDAP integration:
    - Implemented solution for site with multiple identical user IDs
    - Improved support for non English characters
    - Added ability to allow empty email addresses
- Parenthesis in the output file names are now URL-encoded

Recorder

Updates to the recorder include:

- Updated the Windows recorder to better handle XML bugs that lead to broken recordings
- Fixed issue with Revolabs wireless USB solo microphone crashes the recorder if it is the default recording device
- Updated the Mac recorder to remove the requirement for a new user to enter an administrator password when logging in to a computer that already has the recorder installed

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/3/**.

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.

- Camtasia Relay System Documentation Library (PDF)

  This PDF includes all the above documents combined into one searchable library.

▶ **Known issues**

For the most up to date list of known issues for 3.0.1, go to:
http://techsmith.custhelp.com/app/answers/detail/a_id/2946

► **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 videos on Screencast.com**

These informal videos are 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**.

> You can also access the **Presenter Help videos** on Screencast.com. ⎯ **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**.