



TechSmith Relay™ (Self-Hosted) Teaming Servers

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An Overview of Teaming

Teaming is the process of linking together multiple TechSmith 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 TechSmith Relay.

Teaming Benefits

Adding new servers to a TechSmith 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 TechSmith Relay Server team to transcode up to 10 different media formats at any given time. The TechSmith Relay solution works to intelligently determine which server is least busy when a new presentation is ready to be uploaded and processed.

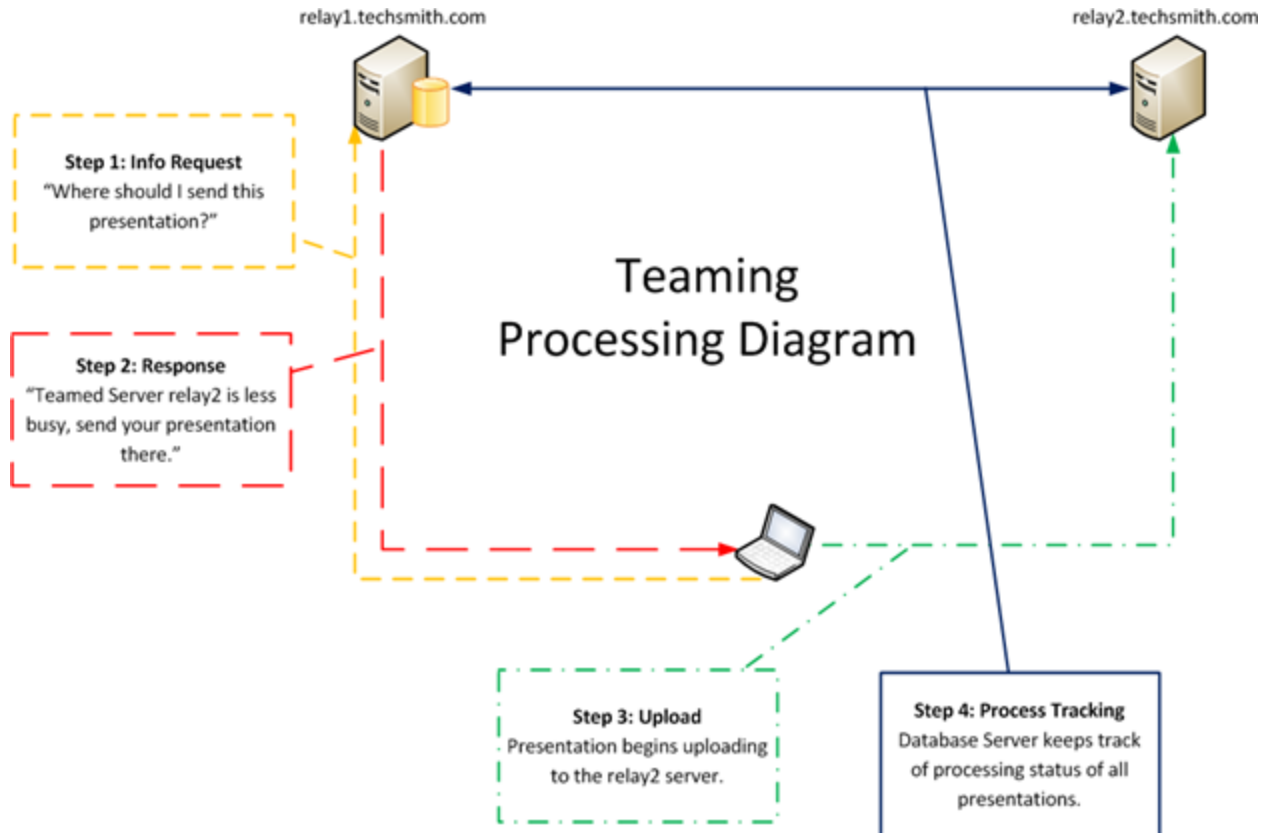
Servers do not have to be of the same encoding level. One-encoding, three-encoding, and seven-encoding servers are interchangeable in a team environment. As usual, servers with more encoding levels can process more presentations in a given day than their lower encoding counterparts.

Easy deployment

Connecting another server to the team is easy. Simply go through the *Advanced Installation* of TechSmith 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 TechSmith 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.



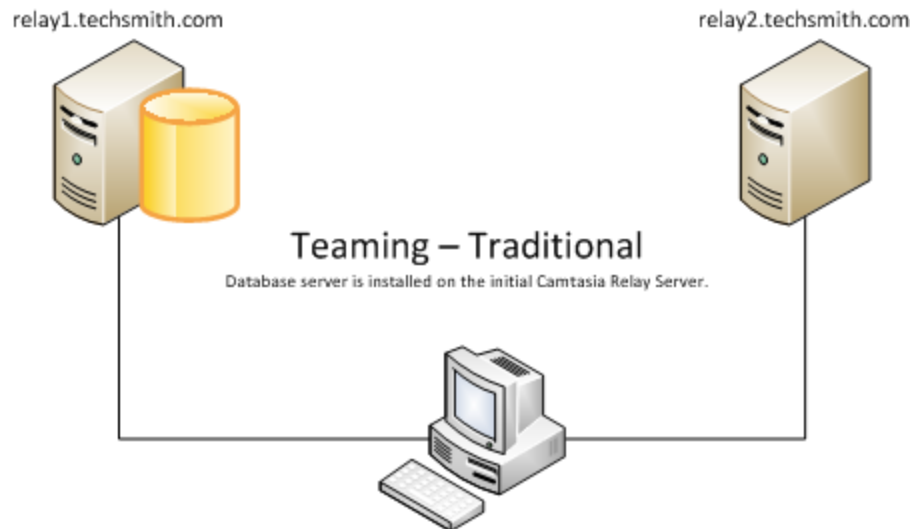
Setting Up Teaming

For instructions on how to enable teaming for TechSmith Relay please refer to the section *Add a Server to the Team* in the TechSmith Relay Installation Guide, available by clicking the **Help** button during installation, or from the documentation page on the [TechSmith Relay tutorials section of the TechSmith website](#).

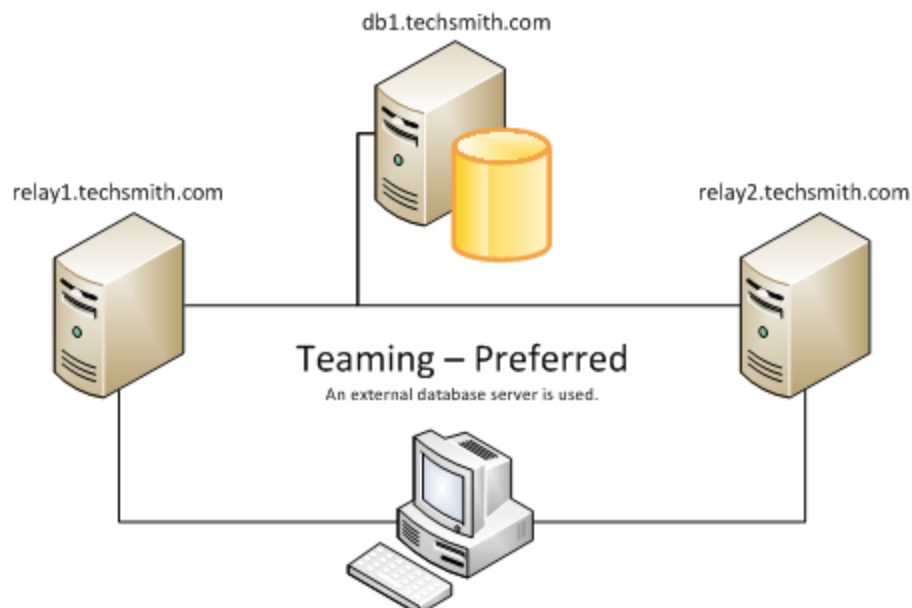
Teaming Configurations

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 TechSmith 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 TechSmith Relay server. (Please refer to the section *Back Up the TechSmith Relay Database* in the Technical Reference Guide, available on the [TechSmith 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 TechSmith 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 TechSmith 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.