

# Camtasia Relay<sup>®</sup>

## Server Installation Guide

**Release 1.2**

**September 2009**

© 2009 TechSmith Corporation.  
All rights reserved.

# Contents

Installation Introduction .....	1
System Requirements.....	2
System Requirements in Detail .....	3
Server Installation .....	5
Install the Camtasia Relay Server .....	5
Add a Server to the Team .....	5
Prerequisite Resources .....	6
Strong Passwords.....	7
Server Configuration .....	8
Email Server Configuration.....	8
Configuration Steps .....	8
Important Administrator Information.....	9
3rd Party Legal Notices.....	11

# Installation Introduction

This document will help you to install the Camtasia Relay server. The installer will walk you through the installation steps. This document will help provide supporting information and links to help you find more information about the prerequisites. You will be prompted to install most of the prerequisites during installation.

## Installation Topics

- ▶ [System Requirements](#)
- ▶ [Server Installation](#)
- ▶ [Add a Server to the Team](#)
- ▶ [Prerequisite Resources](#)
- ▶ [Strong Passwords](#)
- ▶ [Server Configuration](#)
- ▶ [Important Administrator Information](#)

## Setup Options

The installation files install the Camtasia Relay server, 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 will create and use a local SQL Server instance named "Relay".
- ▶ **Advanced setup**  
Use this option to:
  - Use an existing SQL Server instance for Camtasia Relay.
  - Add an additional server to an existing Camtasia Relay server team.
  - Have more control over the setup process.

# System Requirements

## Server

- ▶ Camtasia Relay Server requires a server running Windows Server 2003 (Service Pack 2 or later) (32-bit) or Windows Server 2008 (Service Pack 1 or later) (32-bit and 64-bit).


Camtasia Relay Server is not compatible with the 64-bit version of Windows Server 2003.


 TechSmith doesn't recommend running Camtasia Relay on Virtual Machines, and we cannot support running Camtasia Relay server on Windows XP or Windows Vista operating systems.

- ▶ 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 recorder (client) communication with the Relay server.

We recommend you begin with a fresh install of Windows Server 2003/2008, install all related Windows patches from <http://update.microsoft.com> and then install the Camtasia Relay server. The software installer will walk you through the process of setting up the server.

- ▶ 100 GB + of hard disk space. Unprocessed recordings consume space until they are published (at which time the original recording is deleted). As a rough guideline, a 1-hour recording requires between 1-2 GB of space.
- ▶ More processing cores mean more simultaneous encoding potential, and therefore, faster encoding and publishing.

 The number of simultaneous encoding depends on the license. See the [Camtasia Relay Pricing page](#) on the [TechSmith Corporation website](#) for more information.

 Camtasia Relay will reserve 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 3 simultaneous recordings. This achieves the fastest performance, and is faster than if all 4 cores were dedicated to encoding recordings.

## Browser Requirements

To access the Camtasia Relay web application, you'll need:

- ▶ Internet Explorer 7 or higher
- ▶ Firefox 2.x or higher
- ▶ Safari 3.x or higher

## Camtasia Relay Recorder (Windows)

- ▶ Supported operating system versions:
  - Windows XP with SP 2 or SP3 (32-bit)
  - Windows Vista (32-bit)
  - Windows 7 (32-bit)
- ▶ A fast processor is important if recording a great deal of screen activity, but not as critical for recording things like PowerPoint presentations.
- ▶ A good microphone is important.

## Camtasia Relay Recorder (Macintosh)

- ▶ Supported operating system versions:
  - OSX 10.4.11
  - OSX 10.5.x
  - OSX 10.6.x
- ▶ Presenters can use PPC or Intel-based Macintosh computers.
- ▶ 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.
- ▶ Macintosh laptops usually don't have powered audio-in ports, so powered microphones are especially important if Presenters don't want to record using the built-in microphone.

## System Requirements in Detail

### Camtasia Relay Server Minimum Specifications

1 Core		4 Cores		8 Cores	
<b>OS:</b>	Windows Server 2003 32-bit with SP2 or Windows Server 2008 32-bit with SP1	<b>OS:</b>	Windows Server 2003 32-bit with SP2 or Windows Server 2008 32-bit with SP1	<b>OS:</b>	Windows Server 2003 32-bit with SP2 or Windows Server 2008 32-bit with SP1
<b>CPU:</b>	2.0 GHz Pentium or equivalent	<b>CPU:</b>	2.0 GHz Pentium or equivalent (4 Cores)	<b>CPU:</b>	2.0 GHz Pentium or equivalent (8 Cores)
<b>RAM:</b>	1 GB	<b>RAM:</b>	2 GB	<b>RAM:</b>	2 GB
<b>HD Space Free:</b>	100 GB	<b>HD Space Free:</b>	100 GB	<b>HD Space Free:</b>	100 GB

### Camtasia Relay Server Recommended Specifications

4 Cores		8 Cores	
<b>System:</b>	Dedicated Server	<b>System:</b>	Dedicated Server
<b>OS:</b>	Windows Server 2008 32-bit with SP2	<b>OS:</b>	Windows Server 2008 64-bit with SP1
<b>CPU:</b>	2.4 GHz Pentium or equivalent (4 Cores)	<b>CPU:</b>	2.4 GHz Pentium or equivalent (8 Cores)
<b>RAM:</b>	4 GB	<b>RAM:</b>	4+ GB
<b>HD Space Free:</b>	250 GB	<b>HD Space Free:</b>	250 GB
<b>HD Config:</b>	RAID-1 (mirrored)	<b>HD Config:</b>	RAID-1 (mirrored)

## Camtasia Relay Recorder Specifications (PC)

PC – Minimum		PC – Recommended	
<b>OS:</b>	Windows XP SP2	<b>OS:</b>	Windows XP SP2, SP3 or Vista
<b>CPU:</b>	1.0 GHz Pentium or equivalent	<b>CPU:</b>	2.0 GHz Pentium or equivalent
<b>RAM:</b>	512 MB	<b>RAM:</b>	1 GB
<b>HD Space Free:</b>	2 GB/hr	<b>HD Space Free:</b>	2 GB/hr
<b>Microphone:</b>	Internal/External	<b>Microphone:</b>	Internal/External
<b>Install Space:</b>	25 MB	<b>Install Space:</b>	25 MB

## Camtasia Relay Recorder Specifications (Macintosh)

Mac – Minimum		Mac -Recommended	
<b>OS:</b>	OSX 10.4.11	<b>OS:</b>	OSX 10.5.x or higher
<b>CPU:</b>	Power PC 1.42 GHz (G4)	<b>CPU:</b>	Intel-based 2.16 GHz
<b>RAM:</b>	512 MB	<b>RAM:</b>	2 GB
<b>HD Space Free:</b>	2 GB/hr	<b>HD Space Free:</b>	2 GB/hr
<b>Microphone:</b>	Powered Microphone	<b>Microphone:</b>	Powered Microphone
<b>Install Space:</b>	25 MB	<b>Install Space:</b>	25 MB


# Server Installation

Server installation topics include:

- ▶ [Install the Camtasia Relay Server](#)
- ▶ [Add a Server to the Team](#)
- ▶ [Prerequisite Resources](#)
- ▶ [Strong Passwords](#)


## Install the Camtasia Relay Server

To install the first server, use the following process.

 To add a second or additional server to a team, see [Add a Server to the Team](#).

1. Designate a Windows 2003 or 2008 server to run Camtasia Relay.
2. Double-click the Camtasia Relay server installer.
3. Follow the instructions in the installation wizard.

The installer scans for prerequisite components and indicates which components you need to install. See [Prerequisite Resources](#) for links to information about each item.

 If using a remote database for Camtasia Relay and a network firewall, you need to open TCP port 1433 and UDP port 1434. If using a host-based firewall such as Windows firewall then add exceptions for the SQL Server and SQL Browser executables.

4. When installation is complete, the website opens in a web browser. Log in as an administrator and complete [Server Configuration](#).

## Add a Server to the Team

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 using a network firewall, 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.
2. Designate a Windows 2003 or 2008 server to team to an existing Camtasia Relay installation.
3. Double-click the Camtasia Relay server installer.
4. When you get to the *Select Setup Type* page of the wizard, select **Advanced setup** and click **Next**.
5. On the *Select Advanced Installation Type* page, select **Add this server to an existing Camtasia Relay team**, and click **Next**.
6. Install prerequisites and click **Next**.

7. 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**.
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**.

## Prerequisite Resources

Prerequisites you must install or setup prior to installing Camtasia Relay include the following:

- ▶ **IIS**
- ▶ **SSL Certificate**
- ▶ **QuickTime**
- ▶ **Desktop Experience Feature on Windows Server 2008**

### IIS

You are prompted to configure IIS first. For more information,

- ▶ For XP: <http://www.iis.net/downloads/default.aspx?tabid=34&q=6&i=1289>
- ▶ For Vista: <http://learn.iis.net/page.aspx/28/installing-iis-70-on-windows-vista/> and <http://technet.microsoft.com/en-us/library/cc770525.aspx>
- ▶ For Server 2003:  
IIS 6.0 - <http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/750d3137-462c-491d-b6c7-5f370d7f26cd.mspx?mfr=true>  
IIS 7.0 - <http://technet.microsoft.com/en-us/library/aa998483.aspx>
- ▶ For Server 2008: <http://technet.microsoft.com/en-us/library/cc730716.aspx>
- ▶ The Official Microsoft IIS Site: <http://www.iis.net/>
- ▶ Installing IIS 6.0:  
<http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/750d3137-462c-491d-b6c7-5f370d7f26cd.mspx?mfr=true>

### SSL Certificate

For information from Microsoft on how to implement SSL in IIS:

- ▶ <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 7.4.1 or greater to process presentations sent to the server from Mac OS users. Camtasia Relay does not ship with the QuickTime codec. If QuickTime version 7.4.1 (or later) is not detected, you will be prompted to download QuickTime. We recommend that you do not allow automatic updating of QuickTime.

You can download QuickTime at <http://www.apple.com/quicktime/download/>.

### Desktop Experience Feature on Windows Server 2008

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 Vista operating system, see <http://technet.microsoft.com/en-us/library/cc772567.aspx>.

## Strong Passwords

All passwords should first meet your organizations password complexity rules.

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. 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 strong, or hard-to-guess, passwords. Strong passwords should:

- ▶ Have 8 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>.

### 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.

**Important:** 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>.

# 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 uses the email server to notify designated Camtasia Relay Administrators of server and presentation problems. Camtasia Relay also emails presenters when their presentations are published.

 If you do not know the email server address, you can skip this step and enter it after Camtasia Relay is completely installed. (**System > Email Server Configuration**).

The configuration includes:

- ▶ The SMTP email server address. (Required)
- ▶ The SMTP email server port.
- ▶ The email address that shows in the *Reply To* field of email notifications.
- ▶ The email address of the Relay Administrator user. This email address will receive notifications from the server when action is needed from an administrator. (Required)

 If you change the email address in the *Relay Admin user email* field, the email address associated with the Relay Administrator user will also be changed. Likewise, if you edit the email address of the Relay Administrator on the Users page, this email address will also change.

## Configuration Steps

Next, you will see the *Configuration Steps* page. This page shows the major steps to configure Camtasia Relay. These steps are:

1. Activate the Camtasia Relay server.
2. Verify the installation.
3. Create profiles.
4. Add Users to Camtasia Relay.
5. Roll-out Camtasia Relay.

You can more information about all of these steps in the Help for the Camtasia Relay website. Access the help after logging in as an administrator.

# Important Administrator Information

We want to help you get Camtasia Relay set up and rolled out successfully. Here are some important high-level topics to review.

<b>How to Obtain the Camtasia Relay Recorder</b>	<p>There are three ways to obtain the Camtasia Relay Recorder:</p> <ul style="list-style-type: none"> <li>▶ Administrators can download the recorders from <b>System &gt; Recorder Download</b>.</li> <li>▶ Administrators can also obtain the files at:           <ul style="list-style-type: none"> <li>{base url}/Relay/Downloads/WinCamtasiaRelay.exe (Windows)</li> <li>{base url}/Relay/Downloads/MacCamtasiaRelay.zip (Mac)</li> <li>{base url}/Relay/Downloads/PortableCamtasiaRelay.zip (Portable)</li> </ul> </li> </ul> <p>The server URL is hard coded into the recorder. If you have multiple Camtasia Relay servers and are distributing the files to Presenters (end users) make sure Presenters are installing recorders from the corresponding servers.</p> <ul style="list-style-type: none"> <li>▶ Administrators and presenters can download the Camtasia Relay Recorder from the Camtasia Relay website.</li> </ul>
<b>Administrators Cannot Make Recordings</b>	<p>Administrators cannot make recordings or log in to the Camtasia Relay recorder. To record, you must create a presenter account. The presenter account cannot have the same email address as the administrator account.</p> <p>💡 If you are using LDAP, instead of creating a new user in LDAP, create a new user on the Camtasia Relay website</p>
<b>Configuration Steps</b>	<p>After you install the Camtasia Relay server there are no users, profiles, presentations, or publish destinations. You are directed to a Configuration Steps page that explains the steps you need to take to ready Camtasia Relay for use. You can get back to these steps at <b>System &gt; Configuration Steps</b>.</p> <p>You can also follow through the entire process in the help.</p>
<b>Set Up Publish Destinations</b>	<p>Your publish destination choice(s) may impact the types of encodings you assign to profiles and whether presenter-supplied account information is required.</p> <p>All publish destinations require some kind of authentication. Camtasia Relay uses two categories—<b>Default account</b> (usually administrator-supplied credentials) and <b>Use Presenter account</b> (usually presenter-supplied credentials).</p> <p><b>Examples</b></p> <ul style="list-style-type: none"> <li>▶ You want to have WMV files sent to an FTP server. You are the person that knows the IP address, username, password, and would likely specify sub-folders for users. In this case, you would supply the credentials in a <b>Default account</b>.</li> <li>▶ Presenters have their own FTP server or network drive. In this case you don't know the presenter's publish destination information so instead of creating a default account, choose <b>Use Presenter account</b>.</li> </ul> <p>Presenters can access the Camtasia Relay website to enter their own information. If they make a recording without entering their information they receive an email with a link to the part of the website where they can enter their information.</p>

<b>Good Profiles are Critical</b>	<p>Profiles determine record quality, encoding format(s) and publishing destinations. All presenters must select a Profile before they can upload their presentations to the server.</p> <p>The Camtasia Relay recorder comes with an Upload and Decide Later Profile. This profile sends the recording to the Camtasia Relay server, but the recording is not processed in any way. It stays in the <b>Needs Attention</b> state on the server until the administrator (you) or the presenter does something with it. The Upload and Decide Later profile is primarily used by guest presenters and authorized presenters who do not know their password.</p> <p>Before naming profiles, remember that presenters choose which profile to use by title only. You will want to consider carefully how you will name profiles. The profile title is the only thing presenters can see in the recorder. The profile description is only visible on the website.</p> <p><b>Good example names:</b> CHM-141, BIO-101, Quarterly reports, Personal Recordings</p> <p><b>Not-so-good example names:</b> MP4 output, John Presenter, 10142</p>
-----------------------------------	---

## 3rd Party Legal Notices

### MP3 Codec

Supply of this product does not convey a license nor imply any right to distribute content created with this product in revenue-generating broadcast systems (terrestrial, satellite, cable and/or distribution channels), streaming applications (via internet, intranets and/or other networks), other content distribution systems (pay-audio or audio-on-demand applications and the like) or physical media (compact discs, digital versatile discs, semiconductor chips, hard drives, memory cards and the like). An independent license for such use is required. For details, please visit <http://mp3licensing.com>

### Apache License

Copyright 2008 TechSmith Incorporated, All Rights Reserved Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at

<http://www.apache.org/licenses/LICENSE-2.0>

Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

### RealNetworks

RealNetworks® technology is provided under license from RealNetworks, Inc., copyright © 1995-2003 RealNetworks, Inc. and/or its suppliers. P.O. Box 91123, Seattle, Washington 98111-9223, U.S.A. Patents Pending. All rights reserved. RealNetworks is a registered trademark of RealNetworks, Inc.

