

Camtasia Relay[®]

Upgrade Guide

Release 1.2

September 2009

© 2009 TechSmith Corporation.
All rights reserved.

Contents

Upgrade to a New Release	1
Upgrade from 1.0 to 1.2	2
Upgrade from 1.1 to 1.2	4
Move from 32-bit to 64-bit Windows Server 2008.....	5
Upgrade Recorders.....	7

Upgrade to a New Release

This document covers three specific upgrade cases:

- ▶ **Upgrade from 1.0 to 1.2**
- ▶ **Upgrade from 1.1 to 1.2**
- ▶ **Move from 32-bit to 64-bit Windows Server 2008**

The installer detects your current setup and will present you with different screens depending on what release you are upgrading from.

Installers

There are two Camtasia Relay installers available:


- ▶ **Relay_Server_Setup_1.2.EXE**
Use this installer for upgrading Camtasia Relay on a **32-bit** server operating system.
- ▶ **Relay_Server_Setup_1.2_x64.EXE**
Use this installer for upgrading Camtasia Relay on a **64-bit** server operating system.

If you need additional assistance, you can contact TechSmith Technical Support at <http://support.techsmith.com/>. Additional contact information is provided at <http://www.techsmith.com/contact.asp>.


Camtasia Relay Recorders

For information about how to upgrade Camtasia Relay recorders, please see **Upgrade Recorders** on page **7**.

Upgrade from 1.0 to 1.2

 We recommend that you backup your current database before starting any upgrade. This upgrade will modify your existing Camtasia Relay database.


1. Run the installer and follow the instructions in the installer to complete the upgrade, entering information and clicking **Next** to proceed.
2. If it is not yet installed on the server, you are prompted to install .NET Framework 3.5 with Service Pack 1. This will likely be the longest part of the installation, if it is not already installed.

 This process involves a server reboot at the end, so to minimize downtime for the Camtasia Relay server, you may want to schedule this accordingly.


3. After the server reboots, log/remote into it. The Camtasia Relay server upgrade continues.
4. The installer prompts you to choose either the *Express* setup or the *Advanced* setup. Choose one based on the following:
 - The Advanced setup allows an administrator to choose an external database server for the Camtasia Relay system, to add another server to an existing Camtasia Relay server team, and provides the ability to separately configure the SQL database authentication and the password for the “Relay” SQL user.
 - If you have no interest in these options, we recommend you use the Express setup.
5. If you want to maintain all of your existing profiles, users, and publishing destinations in the system, use the **Keep my existing Relay Database** option.

This option is recommended. The information from your current database will be imported into the new Camtasia Relay 1.2 database structure.

6. If your server has two separate hard drives, we recommend that you set your media folder to a different drive than the program destination folder.
7. Verify the accuracy of the fully qualified domain name for the server.

 This name should match what is specified for the SSL certificate. If this information is specified incorrectly and the setup continues, you must contact TechSmith Technical Support (<http://support.techsmith.com/>) for instructions for changing the FQDN for the server.

8. The server will prompt for the password for the “RelayAdmin” user which is used as the default admin account for the Camtasia Relay website. In the “Express setup” this password is also used as the password for the “Relay” SQL user for the database.


 If you wish to use different passwords for the RelayAdmin user and the Relay SQL user, go back in the installer and choose the **Advanced setup** option.

Considerations


- ▶ All server settings are preserved during the upgrade.
- ▶ All user information is preserved.
- ▶ All profiles and publish settings are preserved.
- ▶ Job information (i.e. presentations) **ARE NOT** preserved.
- ▶ 1.0.x recorders will not work with a 1.2 server.
 - Presenters running on the Windows operating system will be able to record and submit presentations, but they will not upload to the server. The recorder will appear offline and run as not connected to the server. Once presenters install the new version, any submitted presentations will then upload to the server.
 - Presenters running on Mac operating systems receive a message to download a new recorder, but there is a known bug that crashes the recorder when you click the button to download the upgrade. These presenters need to download and install the 1.2 recorder to do any further recording.
- ▶ When the user installs a 1.2 recorder and has 1.0 jobs pending on their computer, the 1.0 jobs will convert to 1.2 jobs and submit automatically. The titles and descriptions are preserved, but the user and profile **ARE NOT** preserved. The presentation is uploaded to the server as an Upload and Decide Later presentation with a guest user that has the original presenter's email address. This allows the administrator to push through or delete the jobs, and it also allows the presenters to log in and see their old jobs.

A result of this is that jobs in a pending state (Needs Attention or Error) before upgrade are uploaded again. Depending on the server settings, the presenter and administrator may get an email saying a guest has uploaded a presentation on the presenter's behalf.


Upgrade from 1.1 to 1.2

 We recommend that you backup your current database before starting any upgrade. This upgrade will modify your existing Camtasia Relay database.

1. Log in to the Camtasia Relay website as an administrator.
2. Go to **System > Servers**.
3. Select each server and click **Take Server Offline**. This will let the servers continue to process all existing presentations but not accept any additional presentations.
4. When all encoding and publishing jobs have moved to **Completed**, click **Shutdown**.

 Any presentations that are not completed will be canceled. After Camtasia Relay is upgraded and the server brought back online, all canceled jobs are automatically retried.

5. Run the installer and follow the instructions in the installer to complete the upgrade.
An upgrade from 1.1 to 1.2 only requires your input for database authentication.

 If you did not previously shut down the server(s), the installer informs you that they will be shut down.

6. When the upgrade is complete, repeat the upgrade on all teamed servers. The upgrade process automatically restarts the Camtasia Relay servers.

Considerations

- ▶ All server settings, users, profiles, publish settings, and presentations are preserved.
- ▶ 1.1 recorders connect and interact with a 1.2 server properly.
- ▶ The installer sees all the servers in the team and, if needed, shuts them down during the install.

Move from 32-bit to 64-bit Windows Server 2008

Before beginning, you should have SQL Server Management Studio installed on both the 32-bit and 64-bit servers. We also recommend that you backup your current database before starting any upgrade. This upgrade will modify your existing Camtasia Relay database.

On the 32-bit Server

1. Log in to the Camtasia Relay website as an administrator.
2. Go to **System > Activation** and write down your license key.
3. Select each server and click **Take Server Offline**. This will let the servers continue to process all existing presentations but not accept any additional presentations.
4. When all encoding and publishing jobs have moved to **Completed**, click **Shutdown**.

Any presentations that are not completed will be canceled. After Camtasia Relay is upgraded and the server brought back online, all canceled jobs are automatically retried.

5. Run the installer for 32-bit operating systems, `Relay_Server_Setup_1.2.exe`, and follow the instructions in the installer to complete the upgrade. This will upgrade the database to 1.2.
The installer detects your current setup and will present you with different screens depending on what release you are upgrading from.
 - If you are upgrading from a 1.0.x release, see [Upgrade from 1.0 to 1.2](#) on page 2 for information.
 - If you are upgrading from the 1.1 release, see [Upgrade from 1.1 to 1.2](#) on page 4 for information.
6. Back up the Camtasia Relay database using instructions found here: <http://msdn.microsoft.com/en-us/library/ms187510%28SQL.90%29.aspx>.
7. Copy the backup file to the 64-bit server.
8. Copy the contents of the media directory from the old server to the new server.

The media directory on the new server must be the same as the old server.

9. Log in to the Camtasia Relay website on the 32-bit server as an administrator.
10. Go to **System > Activation** and click **Deactivate** to free the license code for use on the 64-bit server.
11. Rename the old server so that you can use the old name on the 64-bit server. For more information, see: <http://support.microsoft.com/kb/295017>
12. Uninstall Camtasia Relay from the 32-bit server.

On the 64-bit Server

1. Change the name of the computer to the original 32-bit server name.
2. Install Camtasia Relay using the installer for 64-bit operating systems, `Relay_Server_Setup_1.2_x64.exe`, making sure to:
 - Set the media directory the same as what it was on the 32-bit server.
 - Use the same Relay SQL user password as on the 32-bit server's database.

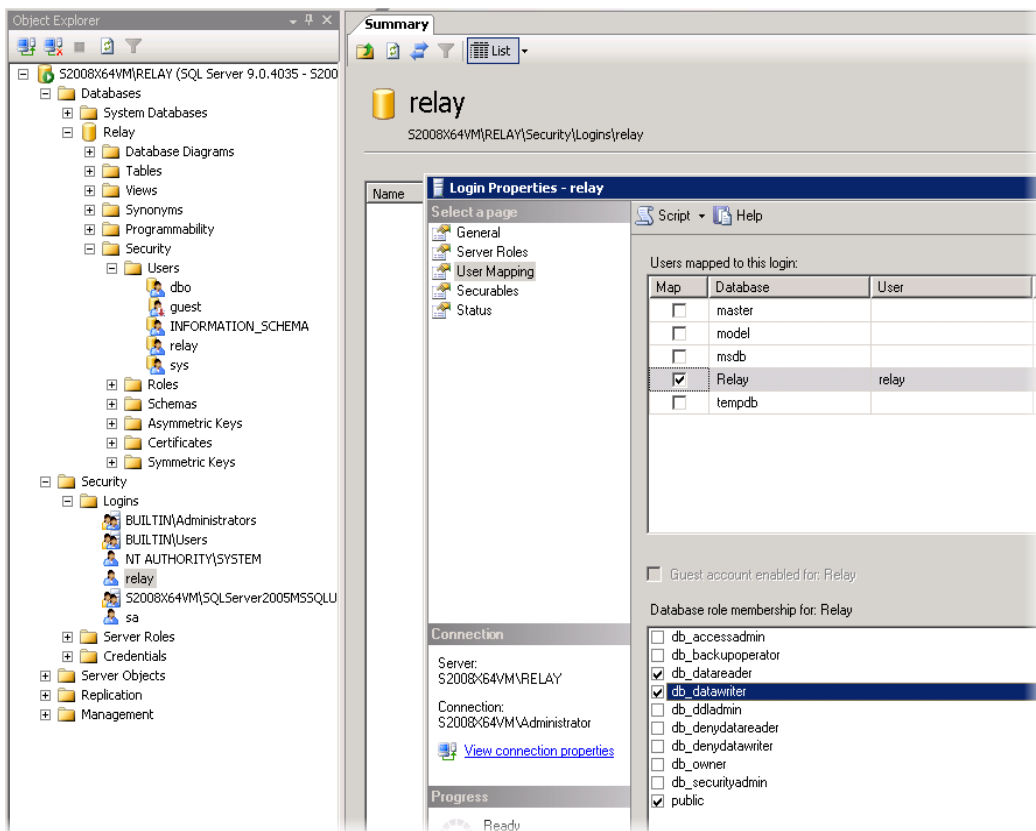
The Camtasia Relay website and manager service will not be able to access the database unless the Relay SQL password on the 64-bit server is the same password that was used on the 32-bit server's database.

3. Go **System > Activation** and enter your license key.
4. Stop the Relay Manager Service and IIS.
 - a. To stop the Relay Manager Service, open a command prompt and type:


```
net stop "Relay Manager Service"
```
 - b. To stop IIS, type:


```
iisreset /stop
```
5. Restore the Relay database using the instructions found here: <http://msdn.microsoft.com/en-us/library/ms186390%28SQL.90%29.aspx>. During this process, you must select to **Overwrite the existing database** when the option is presented.
6. In the *Object Explorer* pane of SQL Server Management Studio, go to **Relay Database Instance > Databases > Relay > Security > Users**.
7. Right-click the **relay** user and select **Delete**.
8. In the *Object Explorer* pane, go to **Relay Database Instance > Security > Logins**.
9. Right-click the **relay** user and select **Properties**.
10. In the *Login Properties* window, select the **User Mapping** page.
11. Assign the **relay** user within SQL Server to the **Relay** user inside of the Relay database.

 The user must have *db_datawriter* and *db_datareader* permissions.



12. To restart the Relay Manager Service, in the command prompt, type:


```
net start "Relay Manager Service"
```

13. To restart IIS, type:


```
iisreset /start
```

14. Log into the website as an administrator and go to **System > Servers**.
15. Select the server in the list of teamed servers and click **Bring Server Online**.

⚠ When you move the Camtasia Relay server from a 32-bit server to a 64-bit server, computers with previously installed recorders may not be able to connect to the server. Computers running the recorder may need to be restarted to allow the recorder to connect to the new server.

Upgrade Recorders

Following the upgrade of the server, you can notify the presenters that the new Camtasia Relay 1.2 recorder is available. The recorder is available from the Presenter's homepage after logging into the server. [To deploy the recorder in a Windows environment](#), the MSI can be used.

Presenters should close Camtasia Recorder running on their computer and then run the new recorder installation. The previous recorder is uninstalled and the new version is installed. They will not lose any saved recordings and any submitted recordings will upload after the upgrade.

Some important notes:

- ▶ **Mac OS 10.6 (Snow Leopard)**
Release 1.2 is the only Camtasia Relay recorder that runs on Mac OS 10.6 (Snow Leopard). You must inform presenters running this operating system to install the new version of the Camtasia Relay recorder.
- ▶ **Windows 7 Operating System**
Release 1.2 is the only Camtasia Relay recorder supported on the Windows 7 operating system. You must inform presenters running this operating system to install the new version of the Camtasia Relay recorder.
- ▶ **1.0.x Camtasia Relay Recorders (Windows)**
1.0.x recorders will be able to record and submit presentations, but they will not upload to the server. The recorder will appear offline and run as not connected to the server. Once presenters install the new version, any submitted presentations will then upload to the server.
- ▶ **1.0.x Camtasia Relay Recorders (Mac)**
Presenters running 1.0.x recorders on Mac operating systems receive a message to download a new recorder, but there is a known bug that crashes the recorder when you click the button to download the upgrade. These presenters need to download and install the 1.2 recorder to do any further recording.
- ▶ **1.1 Camtasia Relay Recorders**
Presenters running 1.1 recorders will not be notified through the Camtasia Relay recorder that a new version is available. They do not need to install the new recorder unless they are running either the Mac OS 10.6 or Windows 7 operating system.

⚠ If you move the Camtasia Relay server from a 32-bit server to a 64-bit server, computers with previously installed recorders may not be able to connect to the server. Computers running the recorder may need to be restarted to allow the recorder to connect to the new server.