



Communications Division

NexLog Screen Agent Manual

■ NexLog Recorder Software 2.8

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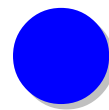
Revision History

This section summarizes significant changes, corrections, and additions to the document. The history appears in chronological order with the most recent document listed first. Documents are identified by part number and applicable software (SW) version.

This section tracks documentation changes. For a description of new software features and improvements introduced in a release, see the product release notes on the Eventide company website.

January 18, 2017

142218–02	2.8.2	Completely revised to account for new Screen Agent paradigm.
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1. Introduction to Screen Agent

The Eventide Screen Agent 2.8 is an application that screen records workstation systems to a designated recorder. The screen recordings are then made available for playback through Eventide's Media Works Plus software. This manual provides details on how to install and configure NexLog Recorder Software 2.8.

Use of NexLog Recorder Software 2.8 may be subject to purchase of add-on licenses per NexLog recorder, please contact service@eventide.com to discuss your needs.

1.1. Screen Agent System Requirements

Screen Agent for Windows supports Windows 7 or Windows 10

Minimum system requirements for Screen Agent:

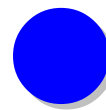
- 3GB of RAM
- Intel i3 2.2ghz or equivalent
- Playback requires Adobe Flash

Screen Agent is also available for Linux. Contact support@eventide.com to inquire about the Linux version of Screen Agent.

1.2. Screen Playback and Export

Screen playback and export is available via MediaWorks Plus and MediaAgent. It requires Adobe Flash. It is not supported in MediaWorks Mobile. See the MediaWorks Plus manual for information about Screen playback and export.





2. Prerequisite: Setting up a Screen Recording Interface

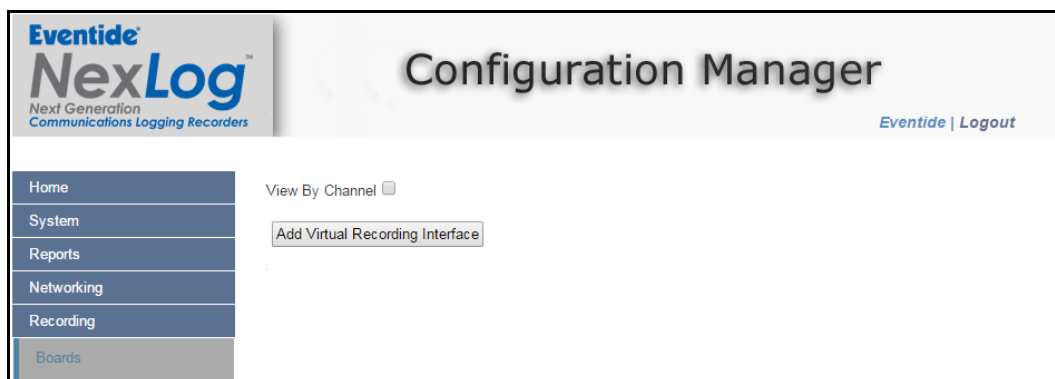
Before setting up screen recording on a workstation, you will need to add a Screen Recording Interface to the recorder via the Configuration Manager. The Screen Recording Interface holds all the channels that workstations can use for screen recording. One channel will correspond to the screen recording taking place on a single workstation.

To set up a screen recording interface, you will first need to have a license key for a specific number of screen channels. Once the license key add-on is in place on the recorder, you can add a Screen Recording Interface.

The steps for adding a Screen Recording Interface are provided below:

1. Log into the Configuration Manager of the NexLog system you will be recording to
2. Navigate to Recording → Boards (as seen below in *Figure 1*) and click the 'Add Virtual Recording Interface' button

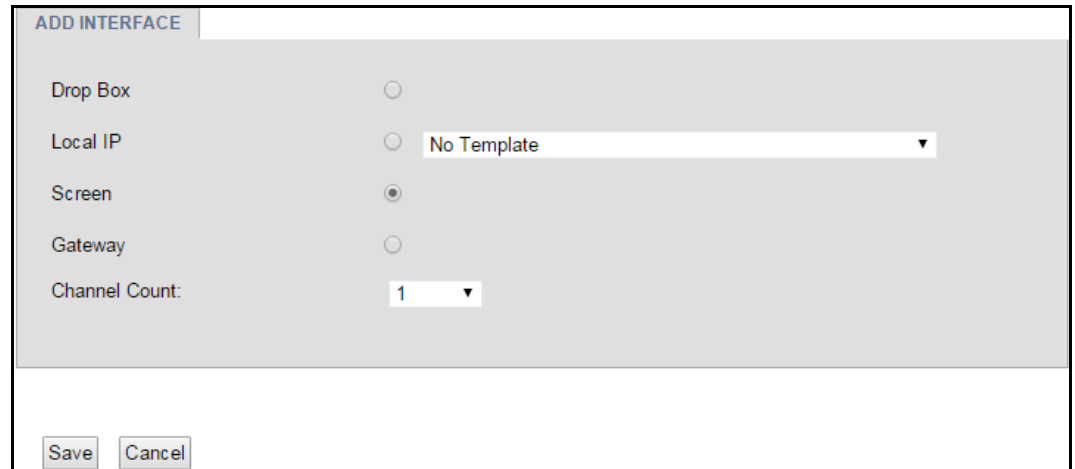
Figure 1. Configuration Manager: Accessing the Boards Page



3. You will then see an 'ADD INTERFACE' tab with 'Screen' being selected by default and a 'Channel Count' of 1. You can change the 'Channel Count' value up to the number allowed by the Screen Recording Channel license key addon. Once done, click 'Save'

Note: If you are migrating from the pre-2.8.0 Screen Capture client, you should set the channel count to 0; the migration process will seamlessly add channels as each old board is transferred to the new version.

Figure 2. Configuration Manager: Setting up a Screen Recording Interface



The screenshot shows a configuration window titled 'ADD INTERFACE'. It contains five radio button options: 'Drop Box', 'Local IP', 'Screen', 'Gateway', and 'Channel Count'. The 'Screen' option is selected. To the right of the 'Local IP' option is a dropdown menu showing 'No Template'. Below the radio buttons is a 'Channel Count' field with a dropdown menu showing '1'. At the bottom of the window are 'Save' and 'Cancel' buttons.

4. After clicking 'Save', you will see a Screen Recording Interface. Click on the '+' icon to expand the interface and view the channels associated with it. The number of channels that you see is based on what you provided for the 'Channel Count' field.



Figure 3. Configuration Manager: Screen Recording Interface with Channels

Home

System

Basic Reports

Enhanced Reports

Networking

Recording

Boards

Replace Board

Retention Settings

Resource Groups

Custom Fields

Call Suppression

Geo-Location

NG911

Archiving

Alerts and Logs

Users and Security

Utilities

Quality Factor Software

Change Password

View By Channel ☐

Screen Agent Interface

10 Channels

Enabled

ACTIVITY

TRV TRIGGER

NAME

ENCODING

DETECT TYPE

TRV HOLD TIME

SERIAL

MORE

1

28V

Channel 1

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

2

28V

Channel 2

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

4

28V

Channel 4

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

5

28V

Channel 5

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

6

28V

Channel 6

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

7

28V

Channel 7

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

8

28V

Channel 8

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

9

28V

Channel 9

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

10

28V

Channel 10

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

11

28V

Channel 11

VNC

ON

5 Sec

Screen iow354FjvL0f0CTs

+

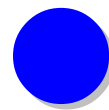
Local IP Recording (sip template)

1 Channel

Enabled

Add Virtual Recording Interface

You have now completed the setup of a Screen Recording Interface in the Configuration Manager. You can proceed to Section 3. Getting Started with Screen Agent for steps on how to download and run the Screen Agent installer.



3. *Getting Started with Screen Agent*

3.1. Installing on a Workstation

We will now guide you through how to perform a successful installation of 'NexLog Recorder Software 2.8' on a workstation. The sub-sections below include details on pre-installation steps, how to access the Screen Agent installer, and how to run the installer.

3.1.1. Pre-Installation: Uninstall Previous Versions

Before installing 'NexLog Recorder Software 2.8', you should check for any previous versions of Eventide's screen recording software on the client. If you have any installations that are of versions 2.5 or below, then you must uninstall them before moving on to the sub-section 3.1.2 How to Access the Installer below.

3.1.2. How to Access the Installer

Once you have ensured that all previous versions of the screen recording software have been uninstalled, you can download and run the installer for 'NexLog Recorder Software 2.8'.

Follow the steps below to download the installer file:

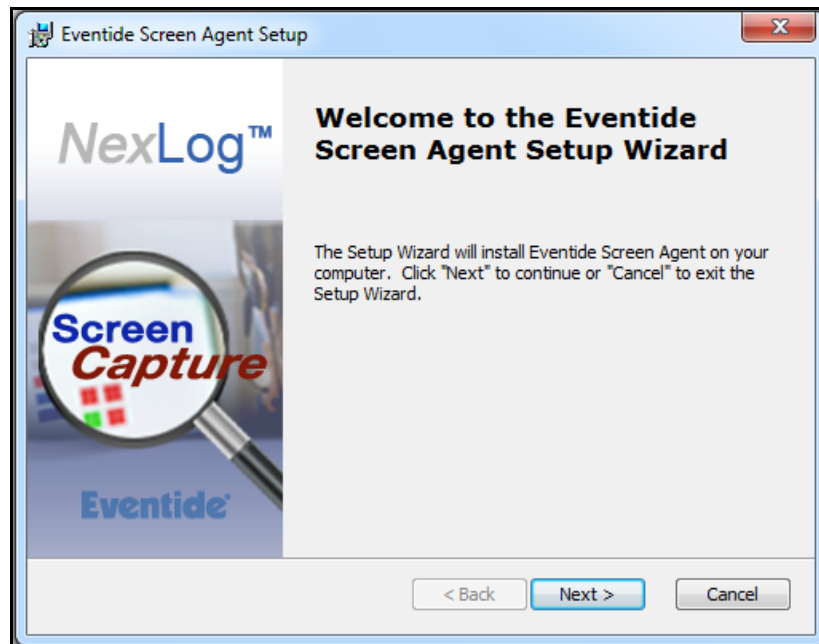
1. Download 'NexLog Recorder Software 2.8' either from the dealer website or from the welcome page of the NexLog Recorder, to the client you wish to install the software on.
2. Open the MSI and follow the step-by-step guide of the installation procedure below in section 3.1.3 Running the Installer.



3.1.3. Running the Installer

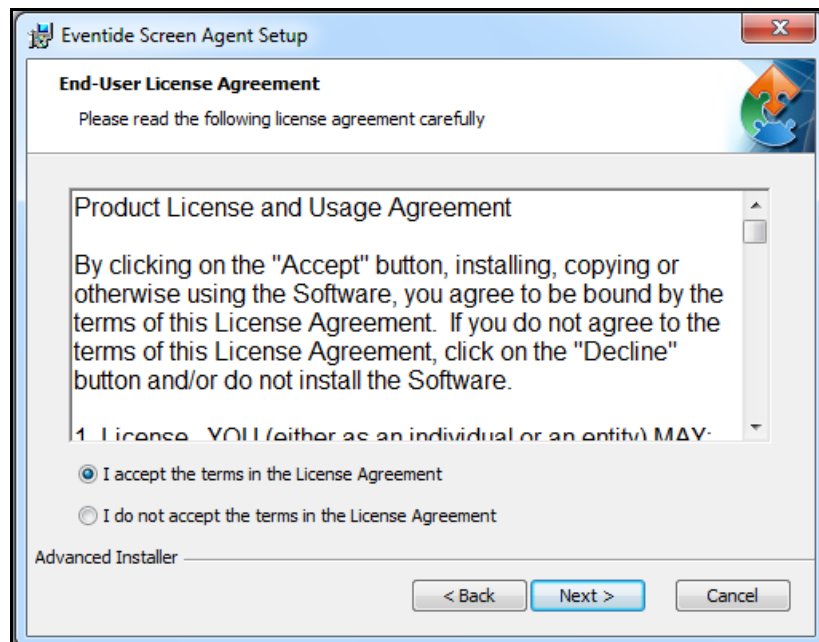
1. After opening the MSI file, you will see the welcome step below (Figure 4). Click 'Next' to continue.

Figure 4. Screen Agent Installer: Welcome Step



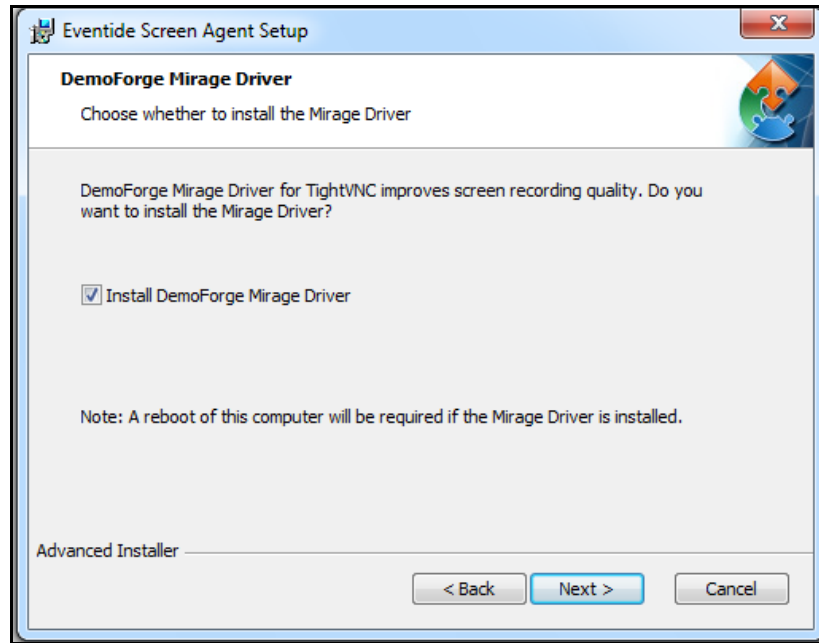
2. After reading through the license agreement, select 'I accept the terms in the License Agreement' and click 'Next'

Figure 5. Screen Agent Installer: License Agreement



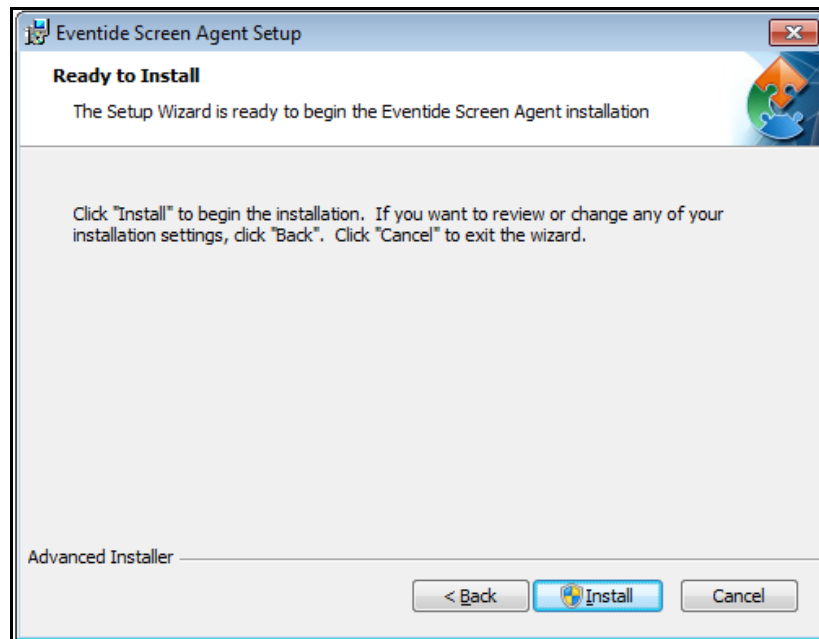
3. If you would like to include Mirage Driver as a part of your installation then keep the box checked and click 'Next'. Mirage Driver provides superior quality for screen recordings on Windows 7. It is not useful on Windows 10, and thus not offered.

Figure 6. Screen Agent Installer: Installing DemoForge Mirage Driver



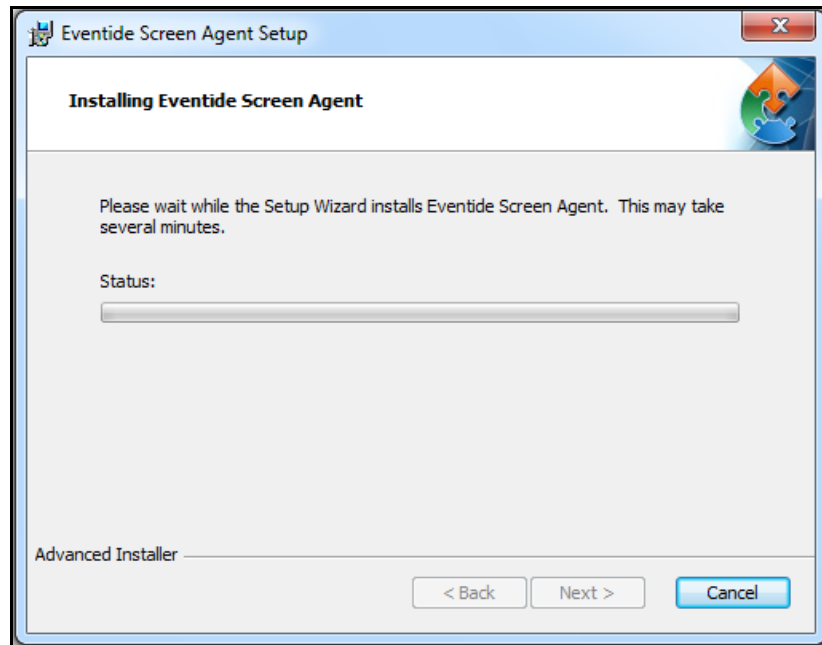
4. At this point you can go back to review your installation settings by clicking the 'Back' button. If you are satisfied with your settings, click 'Install'.

Figure 7. Screen Agent Installer: Ready to Install Step



5. You will see a status bar to indicate how far along you are into the installation

Figure 8. Screen Agent Installer: Installer Status



Once the installation is complete, you will be given the opportunity to configure your screen recording. Follow the steps below in section *3.2 Configuring a Workstation* on page 10 to configure a workstation based on your recording needs. Regardless of whether you choose to configure now, you will be prompted to reboot your system to complete the installation.

Note: Some antivirus software may interact poorly with Screen Agent. If possible, the antivirus software should be configured to ignore the Eventide Screen Agent service.

3.2. Configuring a Workstation

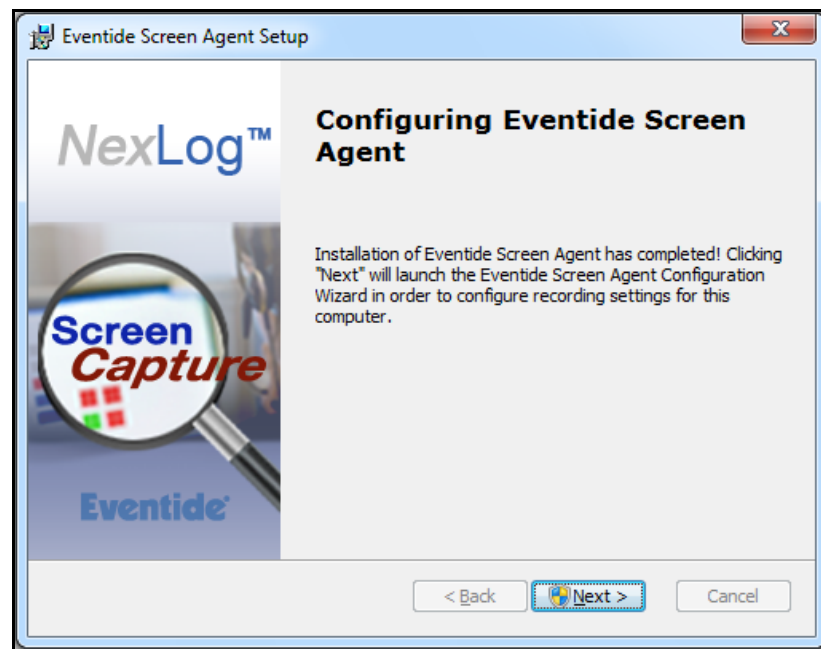
After an installation is complete, you will need to configure the Screen Agent software on your workstation to complete the setup for screen recording. To do this, you must run the Screen Agent Configuration Wizard. In the sub-sections below, we will guide you through how to access the configuration wizard as well as the different configuration options available and how each one can apply to specific scenarios relevant to you.

3.2.1. How to Access the Configuration Wizard

After an installation is complete, you will need to configure the workstation to complete the setup for screen recording. To do this, you must run the Screen Agent Configuration Wizard. Below are the two ways you can access the configuration wizard:

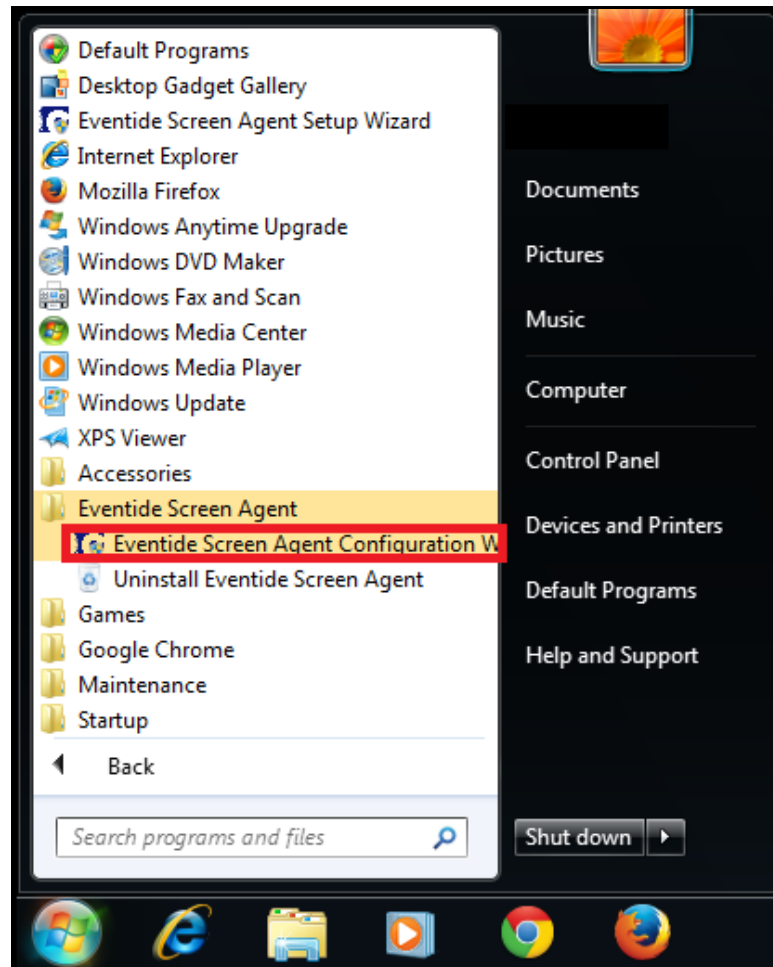
1. Directly after a successful installation you will see the screen below (*Figure 9*) which leads to the running of the configuration wizard

Figure 9. Screen Agent Installer: Launching the Configuration Wizard



2. You can also access the Configuration Wizard through the Windows Start menu. To do this, click on the Windows Start menu → 'All Programs' → 'Eventide Screen Agent' → 'Eventide Screen Agent Configuration Wizard' (as seen below in *Figure 10*). After you click on 'Eventide Screen Agent Configuration Wizard', the window seen in *Figure 9* above will open and you can then start running through the configuration steps.

Figure 10. Screen Agent Configuration Wizard: Accessing the Configuration Wizard



3.2.2. Choosing Your Configuration Option

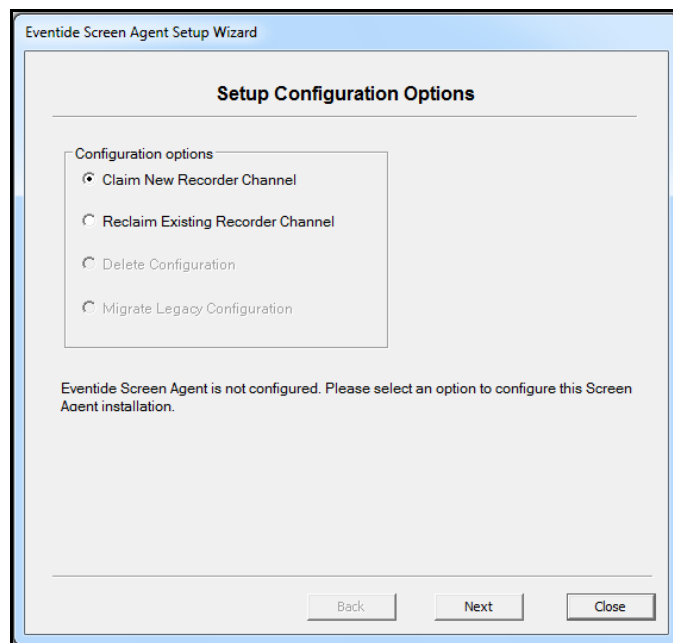
Once you have accessed the Screen Agent Configuration Wizard (as seen in Figure 9), click 'Next' so that you are taken to the step which provides the different configuration options. These include options for an initial setup of the software, reclaiming a channel if your workstation is replaced, upgrading from an older version to the latest Screen Agent version, and removing a workstation. The sub-sections below provide more details on each one of these scenarios and step-by-step guides for each of the configuration options.

3.2.2.1. Setting up a Workstation for the First Time

If you are setting up 'NexLog Recorder Software 2.8' on a workstation for the first time, you will need to select the 'Claim New Recorder Channel' option. A "claim" results in a channel on the Screen Recording Interface in the Configuration Manager being locked such that only your workstation can record to it. When claiming a channel, you can also select the recording mode and other specific recording configurations. You can use this option if you are configuring your system directly after an installation or if you haven't already configured your client previously. Follow the steps below to claim a new recorder channel:

1. Run the Eventide Screen Agent Configuration Wizard. Refer to section 3.2.1 How to Access the Configuration Wizard on page 10 for details on how to do this.
2. Select 'Claim New Record Channel' and click 'Next'.

Figure 11. Screen Agent Configuration Wizard: Configuration Options



3. Provide a 'Recorder IP' and a 'Channel Name'. If the Screen Recording Interface in the Configuration Manager requires authentication then you must provide a 'Username' and a 'Password'. If not, you can leave these fields blank. Refer to *Appendix B: Screen Recording Interface Authentication* on page 39 to check if authentication is required.

Figure 12. Screen Agent Configuration Wizard: Claim New Recorder Channel

Eventide Screen Agent Setup Wizard

Claim New Recorder Channel

Recorder IP

Channel Name

Credentials

Username

Password

The recorder may be configured to require credentials. Please enter them here if required.

Recording Mode

☒ Off Maximum Call Duration minutes

☐ On

☐ Script Screen Activity Timeout seconds

☐ Screen Activity

Back Next Close

4. Select a Recording Mode with corresponding time settings and click 'Next'. Refer to Appendix C: Screen Agent Recording Modes on page 40 for more details on Recording Modes.

Figure 13. Screen Agent Configuration Wizard: Claim New Recorder Channel

Eventide Screen Agent Setup Wizard

Claim New Recorder Channel

Recorder IP

Channel Name

Credentials

Username

Password

The recorder may be configured to require credentials. Please enter them here if required.

Recording Mode

☒ Off Maximum Call Duration minutes

☐ On

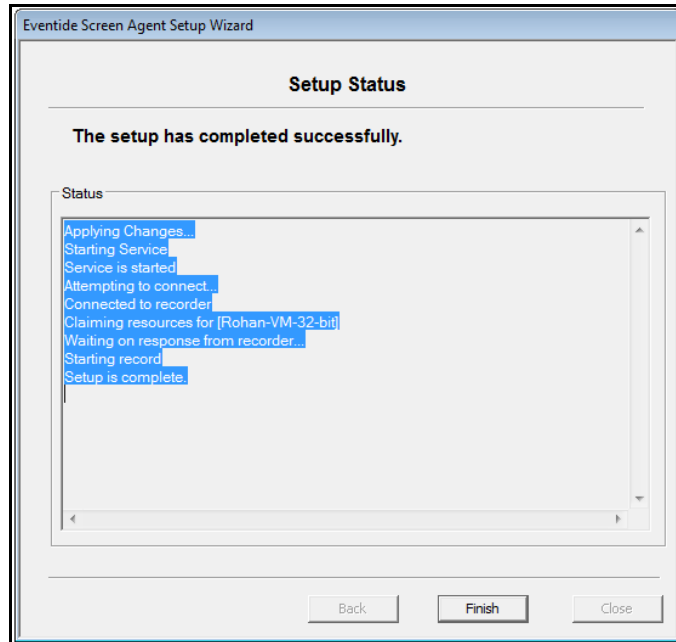
☐ Script Screen Activity Timeout seconds

☐ Screen Activity

Back Next Close

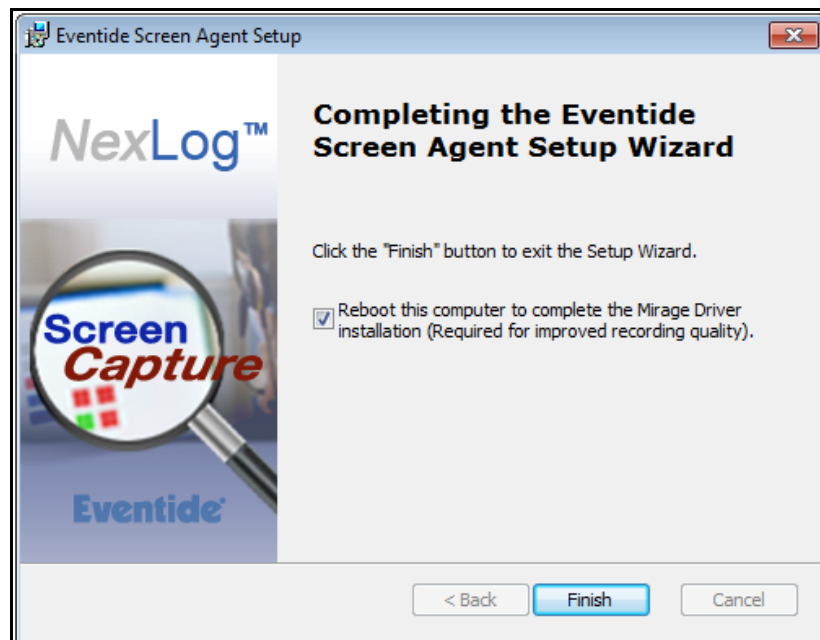
5. Once the Setup Status indicates a successful configuration, click 'Finish'.

Figure 14. Screen Agent Configuration Wizard: Claiming Channel Complete



6. If you were running the Configuration Wizard directly after an installation, you will see the prompt below indicating that a reboot is recommended. The reboot is needed to provide the best possible recording quality. If you decide to reboot now, keep the box checked and click 'Finish'.

Figure 15. Screen Agent Installer: Reboot to Complete Installation



3.2.2.2. Replacing a Workstation by Reclaiming

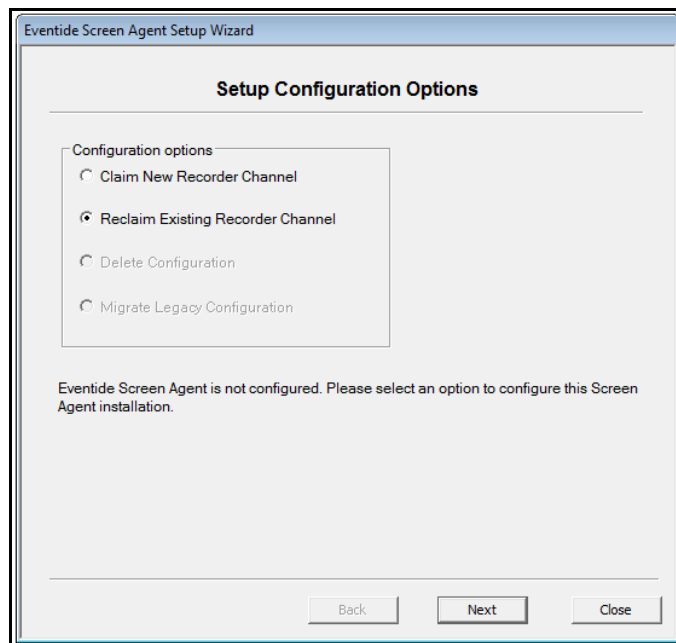
The configuration client also allows one to “reclaim” a channel. This is usually used if a PC at a workstation is replaced by new hardware, but can also be useful if someone accidentally deleted the configuration, or uninstalled and then reinstalled Screen Agent on a previously configured PC.

This will reclaim the channel previously used and record with the configuration that was set up on your last system. The channel you are trying to reclaim cannot already be claimed, so a Recorder administrator will have to unclaim the channel before this action can happen. Refer to Appendix A: Claim/Unclaim a Channel in the Configuration Manager on page 37 to check whether a channel is already claimed and how to perform a claim/unclaim on the boards page for the Configuration Manager.

Below are the steps involved in reclaiming a channel:

1. Run the Eventide Screen Agent Configuration Wizard. Refer to section 3.2.1 How to Access the Configuration Wizard on page 10 for details on how to do this.
2. Select ‘Reclaim Existing Recorder Channel’ and click ‘Next’.

Figure 16. Screen Agent Configuration Wizard: Configuration Options



3. Select the channel from the 'Recorder System Channel ID' drop-down corresponding to what was previously used to record this workstation. Provide the 'Recorder IP Address' previously used to record this workstation. Provide a 'Username' and a 'Password' if required. Refer to *Appendix B: Screen Recording Interface Authentication* on page 39 to check if a Screen Recording Interface requires authentication. When done, click 'Next'.

Figure 17. Screen Agent Configuration Wizard: Reclaim Existing Recorder Channel

The screenshot shows the 'Eventide Screen Agent Setup Wizard' window. The title bar says 'Eventide Screen Agent Setup Wizard'. The main heading is 'Reclaim Existing Recorder Channel'. Below this, it says 'Select a System Channel ID to reclaim:'. There are three input fields: 'Recorder System Channel ID' with a dropdown menu showing '1', 'Recorder IP Address' with a text box containing '...', and a 'Credentials' section with 'Username' and 'Password' text boxes. To the right of the 'Username' and 'Password' fields, there is a note: 'The recorder may be configured to require credentials. Please enter them here if required.' At the bottom, there are three buttons: 'Back', 'Next', and 'Close'.

4. Once the channel has been successfully reclaimed, click 'Finish'.

Figure 18. Screen Agent Configuration Wizard: Reclaiming Channel Complete

The screenshot shows the 'Eventide Screen Agent Setup Wizard' window. The title bar says 'Eventide Screen Agent Setup Wizard'. The main heading is 'Setup Status'. Below this, it says 'The setup has completed successfully.' There is a 'Status' section with a list of steps: 'Applying Changes...', 'Restarting Service', 'Service restarted', 'Attempting to connect...', 'Connected to recorder', 'Reclaiming existing channel 1', 'Waiting on response from recorder...', and 'Setup is complete.' At the bottom, there are three buttons: 'Back', 'Finish', and 'Close'.



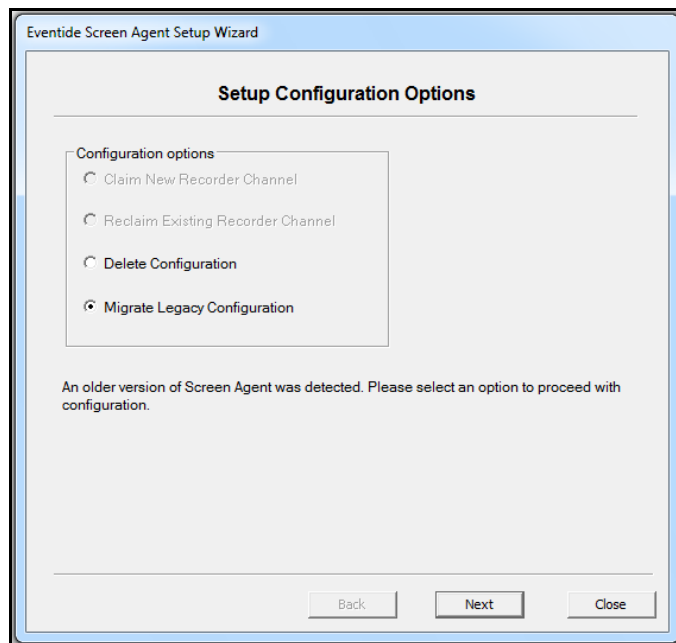
3.2.2.3. Upgrading Screen Capture Software from Version 2.7 or Lower

If you have upgraded from a screen recording software that is version 2.7 or lower to a more recent version, the Configuration Wizard will provide you with an option to migrate the configuration that was set up with the old version of the software. You will first need to uninstall the previous version from your workstation and then install the latest Screen Agent client. Once this is done, you will be given the option to migrate your legacy configuration.

Below are the steps to perform a migration of a legacy configuration:

1. Run the Eventide Screen Agent Configuration Wizard. Refer to section 3.2.1 *How to Access the Configuration Wizard* on page 10 for details on how to do this.
2. If you have had a previous version of screen recording software and uninstalled it, you will see the 'Migrate Legacy Configuration' option available. Select this migration option and click 'Next'.

Figure 19. Screen Agent Configuration Wizard: Configuration Options



3. If the Screen Recording Interface in the Configuration Manager requires authentication, then you will need to provide a 'Username' and a 'Password'. Refer to *Appendix B: Screen Recording Interface Authentication* on page 39 to check if a Screen Recording Interface requires authentication. After you are done, click 'Next'.

Figure 20. Screen Agent Configuration Wizard: Migrate Legacy Configuration

The screenshot shows the 'Eventide Screen Agent Setup Wizard' window with the title 'Migrate Legacy Configuration'. It contains a 'Credentials' section with 'Username' and 'Password' input fields. A note states: 'The recorder may be configured to require credentials. Please enter them here if required.' Below this is a confirmation question: 'Are you sure you want to migrate Eventide Screen Capture Legacy configuration to the latest version?'. At the bottom are 'Back', 'Next', and 'Close' buttons.

4. Once the Setup Status indicates that the migration has completed successfully, you can click 'Finish'.

Figure 21. Screen Agent Configuration Wizard: Migrating Configuration Complete

The screenshot shows the 'Eventide Screen Agent Setup Wizard' window with the title 'Setup Status'. It displays the message 'The setup has completed successfully.' Below this is a 'Status' section with a list of steps: 'Applying Changes...', 'Starting Service', 'Service is started', 'Attempting to connect...', 'Connected to recorder', 'Migrate from legacy configuration', and 'Setup is complete.' At the bottom are 'Back', 'Finish', and 'Close' buttons.



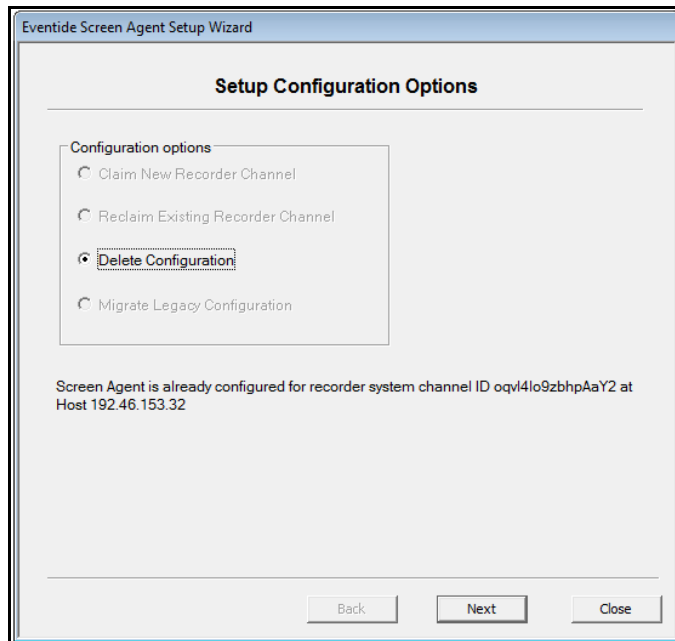
3.2.2.4. Deleting Configuration

If your client is already configured to record, you have the option to delete the configuration so that it is no longer screen recording. This will require you to either 'Claim a New Recorder Channel' or 'Reclaim an Existing Recorder Channel' to start recording on the workstation again.

Below are the steps to delete a Screen Agent configuration:

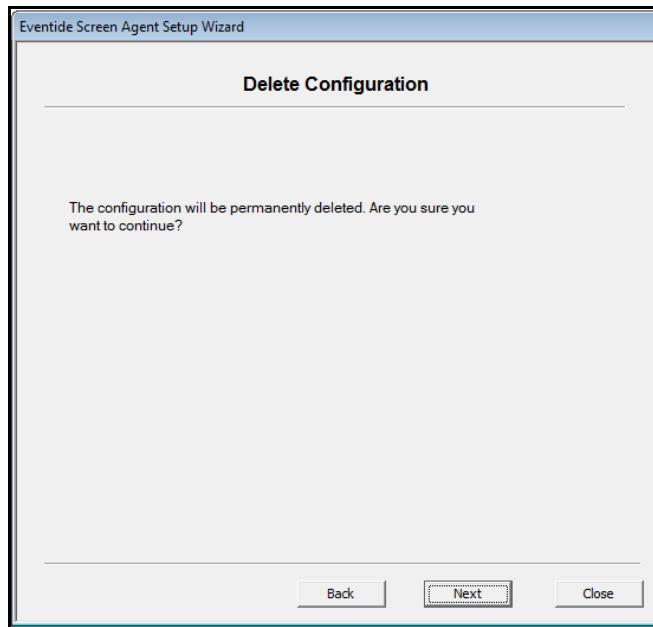
1. Run the Eventide Screen Agent Configuration Wizard. Refer to section 3.2.1 How to Access the Configuration Wizard on page 10 for details on how to do this.
2. If your client is already configured to record to a recorder, you will see 'Delete Configuration' as the only option available to select. Click 'Next'.

Figure 22. Screen Agent Configuration Wizard: Configuration Options



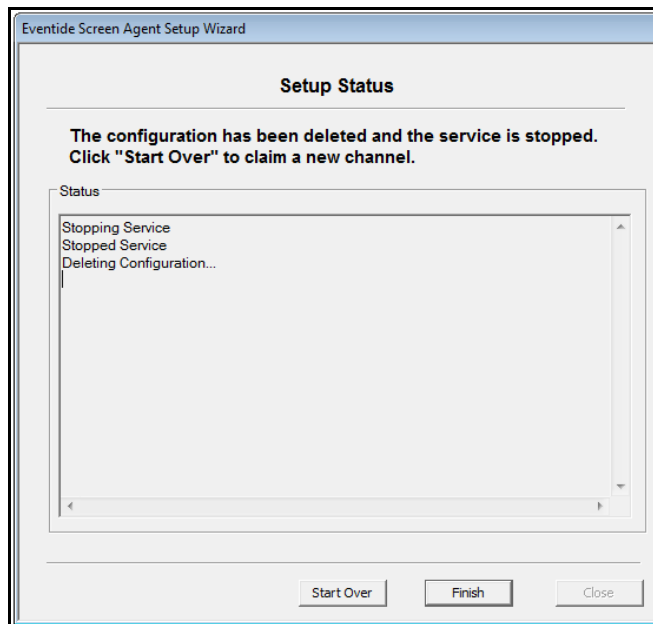
3. You will be asked if you are sure you want to delete the configuration. Click 'Next'.

Figure 23. Screen Agent Configuration Wizard: Delete Configuration



4. Once the configuration has been deleted you will have the option to 'Start Over' or 'Finish'. If you click 'Start Over', you will be taken to the Setup Configuration Options step and allowed to select either 'Claim New Recorder Channel' (section 3.2.2.1) or 'Reclaim Existing Recorder Channel' (section 3.2.2.2). If you click 'Finish', you will exit the Configuration Wizard.

Figure 24. Screen Agent Configuration Wizard: Deleting Configuration Complete





4. Performing Actions on a Workstation via the Recorder

You can remotely perform actions on a workstation such as changing configuration settings, performing a software upgrade, or restarting the workstation's screen recording. The sub-sections below provide details on how to accomplish each of these by logging into the Configuration Manager and accessing a workstation's corresponding screen channel.

4.1. Accessing/Configuring Screen Channels via the Recorder

1. Screen channels can be found in the Configuration Manager by going to Recording → Boards. Click on the '+' icon next to the Screen Recording Interface to expand interface and display its associated screen channels (as seen below in Figure 25). Click on the gear icon to access the client's 'EDIT CHANNEL' tab.

Figure 25. Configuration Manager: Screen Recording Interface with Channels

Home	There are 2 active alarms in the system Expand Go						
System	View By Channel <input type="checkbox"/>						
Basic Reports	Screen Agent Interface 10 Channels Enabled						
Enhanced Reports							
Networking							
Recording							
Boards							
Replace Board							
Retention Settings							
Resource Groups							
Custom Fields							
Call Suppression							
Geo-Location							
NG911							
Archiving							
Alerts and Logs							
Users and Security							
Utilities							
Quality Factor Software							
Change Password							

ACTIVITY	TRV TRIGGER	NAME	ENCODING	DETECT TYPE	TRV HOLD TIME	SERIAL	MORE
1	28V	Channel 1	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	
2	28V	Channel 2	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	
3	28V	Channel 3	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	
4	28V	Channel 4	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	
5	28V	Channel 5	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	
6	28V	Channel 6	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	
7	28V	Channel 7	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	
8	28V	Channel 8	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	
9	28V	Channel 9	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	
10	28V	Channel 10	VNC	ON	5 Sec	Screen DgkLhCWhuZnBDut	

[Add Virtual Recording Interface](#)



2. In the 'EDIT CHANNEL' tab (as seen below in *Figure 26*), you can view current configurations and change their settings.

Figure 26. Configuration Manager: Edit Channel Tab

EDIT CHANNEL

Channel 51 SCREEN ACTIVITY VNC

Screen Activity Timeout(secs): 60

Screen agent address: unassigned

Screen Agent Version: upgrade

Restart Service: restart

Claimed for screen agent: ☐ Enable

Remove Wallpaper: ☒ Enable

Use Recorder Time: ☐ Enable

Bits Per Pixel: 16

Frames Per Second: 10

Keyframe Period(secs): 30

Bandwidth Limit(KBps): 100

Max Recording Duration(secs): 300 ☒ Enable

Activity Timeout(secs): ☐ Enable

Inactivity Timeout(secs): ☐ Enable

Metadata Missing Alert(count): 4 ☐ Enable

Default Call Type: SCREEN

Config Text

Metadata Cache Timeout Uses ☐ Enable

Save Cancel

Below is an explanation for each field that is displayed in the 'EDIT CHANNEL' tab:

- **Screen Activity Timeout(secs):** This only appears if you select 'SCREEN ACTIVITY' as your Recording Mode. The value provided for this field corresponds to how long recording will take place after the last keyboard or mouse activity on the client.
- **Screen agent address:** This is the IP address of the workstation associated with the channel
- **Screen Agent Version:** This is the build version of the Screen Agent software being used on the workstation. As seen in Figure 26, there is an



'upgrade' button associated with this field. This button allows you to remotely upgrade to a newer version of the Screen Agent software. For more details on this button, refer to section 4.2 Upgrading a Client on page 24.

- **Restart Service:** This field has a 'Restart' button associated with it which allows you to remotely restart screen recording on a workstation. For more details on this button, refer to section 4.3 on page 26.
- **Claimed for Screen Agent:** This field has a checkbox to indicate whether the channel is claimed. If it is claimed, then it is reserved exclusively for screen recording a specific workstation. If already checked, you can uncheck the box to free it up for another workstation to claim it (discussed in sub-section 3.2.2.1 on page 12) or so that it can be reclaimed (discussed in sub-section 3.2.2.2 on page 15).
- **Remove Wallpaper:** This provides a checkbox so that you can choose whether the workstation's wallpaper is removed when screen recording starts. If checked, the workstation's background will change to completely black. By default, it is checked.
- **Use Recorder Time:** By default, the timestamps of calls and events on the channel is based on the time on the PC; we recommend that all systems involved (Recorder, Windows PCs, etc) be synced to the same time source. If for any reason that is not possible and the PC time is considered unreliable, it is possible to configure the channel to use the NexLog recorder's time as the basis for timestamps; in the case of a disconnect, the client will use the last known offset as the basis for timing on calls that start or stop during the disconnect.
- **Bits Per Pixel:** This is the color depth setting of the recordings. By default it is 16 bits, but you can choose a lower value of 8 bits or a higher value of 32 bits. A higher value for this field would result in higher recording quality but also higher data consumption. So depending on the amount of storage on your recorder, you may want to adjust this value.
- **Frames Per Second:** This is used to manage how many frames of the client recording are sent to the recorder a second. A higher value for this field would result in higher recording quality but also higher data consumption. So, depending on the amount of storage on your recorder, you may want to adjust this value. The default is set to 10 frames per second.
- **Keyframe Period(secs):** This is used to manage how often a keyframe (in seconds) is sent to the recorder. A lower value for this field would result in better recording quality but also higher data consumption. Depending on the amount of storage on your recorder, you may want to adjust this value. The default is set to 30.

- **Bandwidth Limit:** This limits the data consumption per second of this channel, by adaptively adjusting recording quality to slow the framerate when screen activity is unusually complex, such as someone watching a movie trailer or video. The default setting is 100kbps, which should be well over what normal office use of a 1080p screen at default recording frames per second and keyframe period will consume.
- **Max Recording Duration(secs):** This field is used to set how long (in seconds) each individual record on a channel will last.
- **Activity Timeout(secs):** Timeout value in seconds. When set, alert #3001 (“Channel was active for more than X seconds”) is issued if a channel is continuously active for longer than the timeout value. The factory default is to disable this function. This setting does not affect the actual recording of the call. It simply issues an alert.
- **Inactivity Timeout(secs):** Timeout value in seconds. When set, alert #3002 (“Channel was inactive for more than X seconds”) is issued if there is no activity on the channel for longer than the timeout value. The factory default is to disable this function. This setting does not affect the actual recording of the call. It simply issues an alert.
- **Metadata Missing Alert(count):** This is an advanced field setting for metadata integration. It is rarely used for screen recordings.
- **Default Call Type:** This field indicates what type of call types are associated with the channel. For screen recording channels, the value will be “SCREEN”.
- **Config Text:** This field does not apply to screen recordings.
- **Metadata Cache:** This is an advanced field setting for metadata integration. It is rarely used for screen recordings.

4.2. Upgrading a Client via the Recorder

If Eventide introduces a new software version of Screen Agent, it will be included in the next version of the NexLog Recorder software and it will be possible to “push” this upgrade from the recorder to any configured workstation.

You can perform an upgrade in the following way:

1. Go to the ‘EDIT CHANNEL’ page of the specific client that you are trying to upgrade. Refer to section 4.1 Accessing/Configuring Screen Channels via the Recorder on page 21 for how this can be done.
2. When you reach the ‘EDIT CHANNEL’ page, make a note of the ‘Screen Agent Version’ and then click the ‘upgrade’ button when you are ready. This will cause a call break in recording and will not take more than a few minutes before the channel resumes recording normally again.



Figure 27. Configuration Manager: Performing a Client Upgrade

EDIT CHANNEL

Screen Agent 1 ON VNC

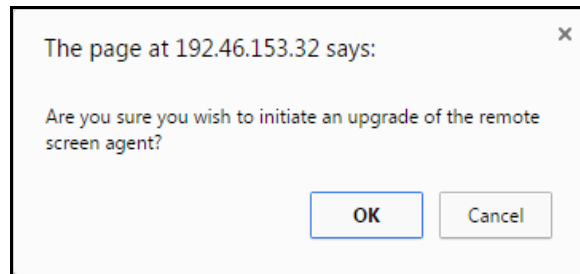
Screen agent address: 192.46.153.130

Screen Agent Version: 2.5.5.2258 **upgrade**

Restart Service: restart

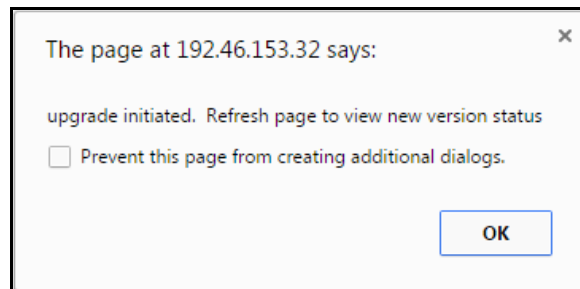
3. You will then see the pop-up asking if you are sure you want to upgrade. Click 'OK'.

Figure 28. Configuration Manager: Pop-up to Confirm Initiation of an Upgrade



4. There will be another pop-up. Click 'OK'.

Figure 29. Configuration Manager: Pop-up Informing How to check if Upgrade was Successful



5. To check if the upgrade took place successfully, click on Recording → Boards. This will cause a refresh of the page. Now go back to the 'EDIT CHANNEL' page and check whether the number corresponding to the 'Screen Agent Version' field (seen above in Figure 27) has increased. Nothing will happen if you are attempting an upgrade to an older version or the same version of the client software.

4.3. Restarting Screen Agent for a Client via the Recorder

The Configuration Manager also provides the option to remotely restart recording on a workstation.

You can restart the Screen Agent software on a client by performing the following steps:

1. Go to the 'EDIT CHANNEL' tab of the specific client whose Screen Agent software you want to restart. Refer to section 4.1 Accessing/Configuring Screen Channels via the Recorder on page 21 for how this can be done.
2. In the 'EDIT CHANNEL' tab, you will see a 'restart' button. Clicking on it will cause a call break in recording and will not take more than a few minutes before the channel is back to recording normally.



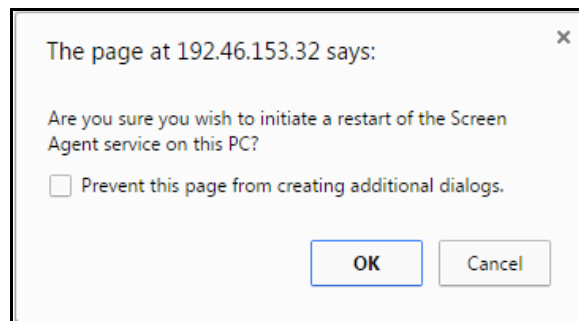
Figure 30. Performing a Client Restart



The screenshot shows the 'EDIT CHANNEL' window. At the top, there is a tab labeled 'EDIT CHANNEL'. Below it, there is a section with three dropdown menus: 'Screen Agent 1', 'ON', and 'VNC'. Below these, there are two rows of information: 'Screen agent address: 192.46.153.130' and 'Screen Agent Version: 2.5.5.2258' with an 'upgrade' button next to it. At the bottom, there is a 'Restart Service:' label followed by a red button labeled 'restart'.

3. You will then see a pop-up asking if you are sure you want to restart. Click 'OK'.

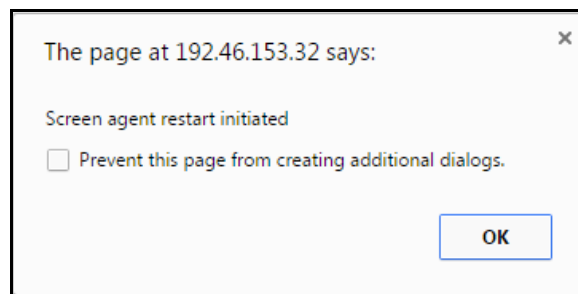
Figure 31. Pop-up to Confirm Initiation of a Restart



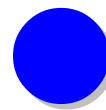
The screenshot shows a dialog box titled 'The page at 192.46.153.32 says:'. The text inside the dialog box reads: 'Are you sure you wish to initiate a restart of the Screen Agent service on this PC?'. Below the text, there is a checkbox labeled 'Prevent this page from creating additional dialogs.' and two buttons: 'OK' and 'Cancel'.

4. There will be another pop-up to indicate that the restart has been started. Click 'OK'.

Figure 32. Pop-up to Indicate the Initiation of a Restart



The screenshot shows a dialog box titled 'The page at 192.46.153.32 says:'. The text inside the dialog box reads: 'Screen agent restart initiated'. Below the text, there is a checkbox labeled 'Prevent this page from creating additional dialogs.' and one button: 'OK'.



5. Checking Your Screen Channel and Screen Recordings

You can check the state of your screen channel in the Configuration Manager and playback screen recordings in MediaWorks Plus. The sub-sections below provide more details on how both of these can be done.

5.1. Checking the State of Your Screen Channel

Once you have configured your client to have its screen recorded, you can verify that recording is taking place by going to the Configuration Manager and checking the state of the channel.

Below are the steps to follow for checking the status of a screen agent channel in the Configuration Manager:

1. Log in to the Configuration Manager and navigate to Recording → Boards.
Refer to section 4.1 Accessing/Configuring Screen Channels via the Recorder on page 21 for how this can be done.
2. Expand the Screen Recording Interface board by clicking on the '+' icon seen below in *Figure 33*

Figure 33. Configuration Manager: Unexpanded Screen Recording Interface



- Look for the channel number within a box under the 'ACTIVITY' column or the channel name provided for the specific client. The color of the box conveys the current state of the channel. Refer to Appendix D: Different States of a Screen Agent Channel on page 41 for details on the meaning of each color with respect to the channel's state.

Figure 34. Configuration Manager: Recording Screen Channel

Screen Agent Interface		10 Channels		Enabled			
ACTIVITY	TRV TRIGGER	NAME	ENCODING	DETECT TYPE	TRV HOLD TIME	SERIAL	MORE
1	28V	Screen Agent 1	VNC	ON	5 Sec	Screen DjgkLhCWZnBDut	

5.2. Playing Screen Recordings

You can access MediaWorks Plus to play screen recordings.

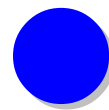
Below are the steps to access screen recordings in MediaWorks Plus:

- Log in to MediaWorks Plus
- Go to the 'Browse' tab (or open a new 'Browse' tab if one is not present). In the left pane you will see the name of the source for recordings. You can then expand to display the list of months, then expand to display the list of days, and finally expand to display the channels that have recordings on that day. Once you have selected the screen agent channel where recording is taking place, you will see all the recordings for that day in the pane on the right. Double-click any of these recordings for playback.

Figure 35. MediaWorks Plus: Accessing Screen Agent Records for Playback

Results as of 2015-09-03 15:23:49 (UTC -04:00:00)							
Source Name	Channel Name	Start Time	Duration	Caller Id	Connection ID	Dtmf	
NoxLog	Screen Agent 1	2015-09-03 15:22:27 -04:00	01:40		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:20:27 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:18:27 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:16:27 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:14:26 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:12:26 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:10:26 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:08:25 -04:00	02:03		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:06:25 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:04:25 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:02:25 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 15:00:24 -04:00	02:02		100000111		
NoxLog	Screen Agent 1	2015-09-03 14:58:24 -04:00	02:02		100000111		

MediaWorks Plus can also display events, such as *User Login*, *Screen Lock* and *Screen Unlock*, that are indicative of occurrences that might affect screen recording. They will display as icons on the timeline of the screen recordings, and they are visible as text in the Annotations column. For more details of the meaning behind each icon, refer to *Appendix E: Session Events* on page 42.



6. User and Agent Tracking

If the Screen Agent software is successfully configured, you can track which user is currently logged into a workstation along with their corresponding log in and log out times via Configuration Manager. This feature also allows you to tag screen recordings in MediaWorks Plus with the logged in workstation user as well as a corresponding agent. In sub-section 6.1, we provide more detail on how to access the user tracking information. In sub-section 6.2, we discuss how to set up tagging screen recordings with users and agents as well as where to access that information.

6.1. Setting Up an Agent Mapping Workstation

Claiming a channel will automatically create a new Agent Mapping Workstation, visible on the **Quality Factor: Agent Mapping** page of Configuration Manager. The Workstation Name will be **Screen Agent <ip address>** and the MAC Address will be **Screen Channel #**, starting from 0.

This will default to associating recordings on the newly claimed channel with the user name of the logged in Windows user on the Workstation PC. This requires a USER_ID custom field of type TEXT be present on the **Recording: Custom Fields** page of Configuration Manager.

To tag additional resources with the same user name, edit the Workstation and change the Channel Names and/or Channel Number field to include the additional resources. Number ranges (for example “6-11” to tag channel numbers 6 through 11 inclusive) and comma-delimited lists (for example: “6, 11” to tag only channel numbers 6 and 11) are supported.

6.2. Tracking Users in Configuration Manager

You can track which user is currently logged into a workstation that has the Screen Agent software running. To do this, log into Configuration Manager and go to Alerts and Logs → Client Activity. If a workstation has Screen Agent 2.8 or later installed, you will see an entry in the Client Activity table corresponding to a user on that workstation as well as a ‘LOG IN TIME’ or a ‘LOG OUT TIME’ (as seen below in Figure 36).



Figure 36. Client Activity Table

WORKSTATION	USER	CLIENT ID	LOGIN TIME	LOGOUT TIME	LICENSE IN USE	CLIENT TYPE	CLIENT ADDRESS
Screen Agent 19 2.46.153.100	Eventide Users	Screen Channel 0	2015-10-30 05:08:14	2015-10-30 15:12:40	1	MW	192.46.153.100

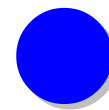
The Login and Logout times can be triggered by several different events that take place either on the workstation or on the recorder. Below is a table showing these events along with the corresponding Client Activity entry:

Table 1. Login and Logout Time Events

Event	Client Activity Entry
Log Off System	Log Out Time
Log On to System	Log In Time
Switch User - Sign out of a Session	Log Out Time
Switch User - Sign into another session	Log In Time
PC Shutdown	Log Out Time
PC Startup	Log In Time
Lock PC	Log Out Time
Unlock PC	Log In Time
Claiming a New Recorder Channel	Log In Time
Reclaiming an Existing Channel	Log In Time
Successful Migration of Configuration	Log In Time
Delete a Configuration	Log Out Time
Recorder Shutdown	Log Out Time
Recorder Startup	Log In Time
Upgrade Screen Agent Client Software	Log Out Time followed by a Log In Time once the upgrade has completed
Uninstall Screen Agent	Log Out Time

6.3. Agent and User Mapping

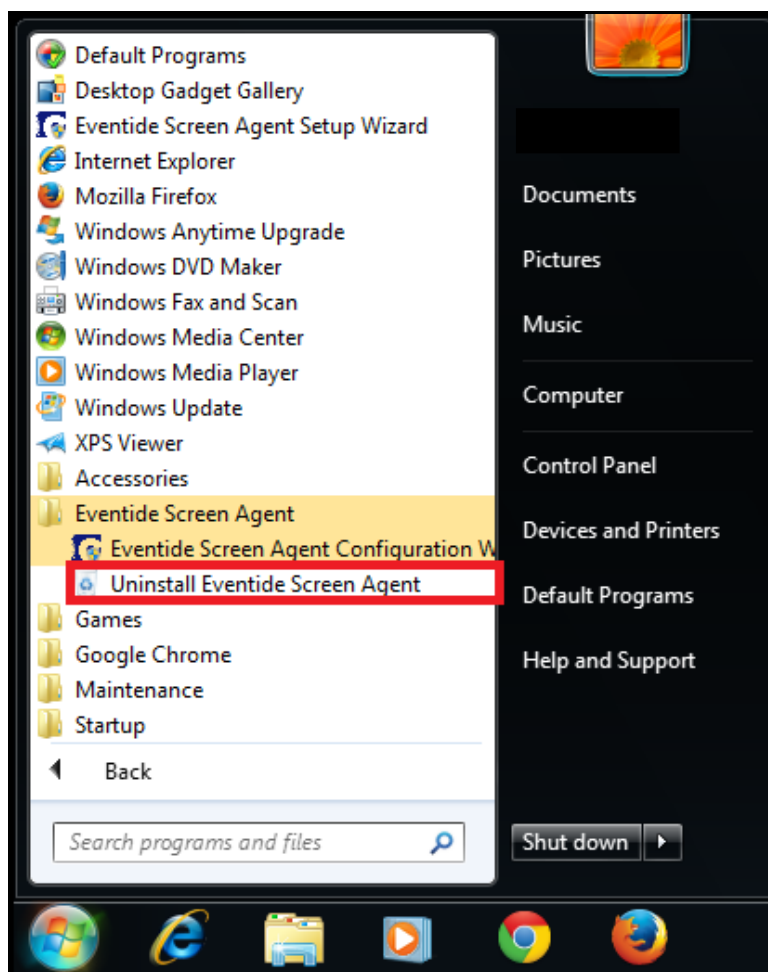
For more details on how to tag screen recordings with an Agent ID and a User ID in MediaWorks Plus, refer to section 3.3.5 Screen Agent and User Mapping in the Eventide Quality Factor manual.



7. Uninstalling Screen Agent

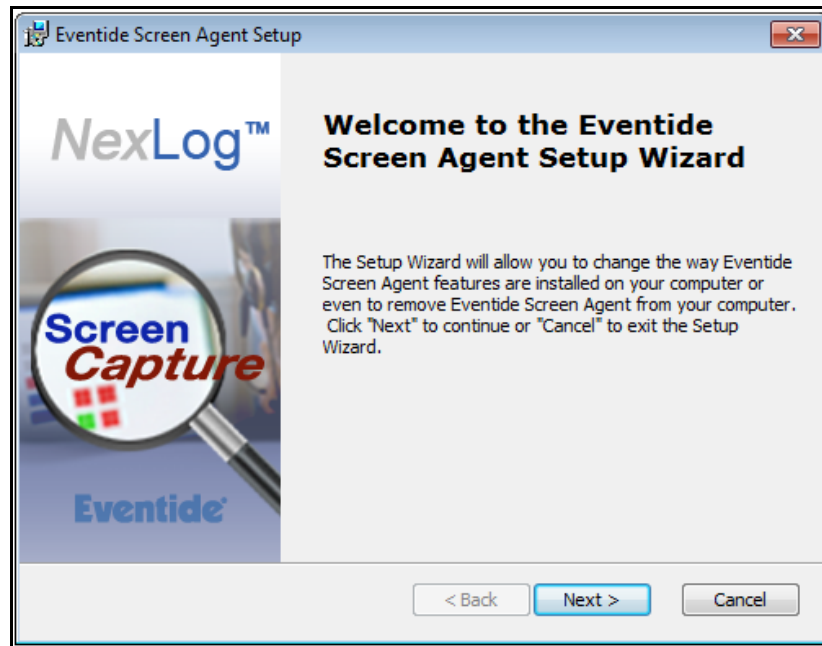
1. To access the uninstaller, click on the Windows Start menu → 'All Programs' → 'Eventide Screen Agent' → 'Uninstall Eventide Screen Agent'

Figure 37. Screen Agent Uninstaller: Accessing the Uninstaller



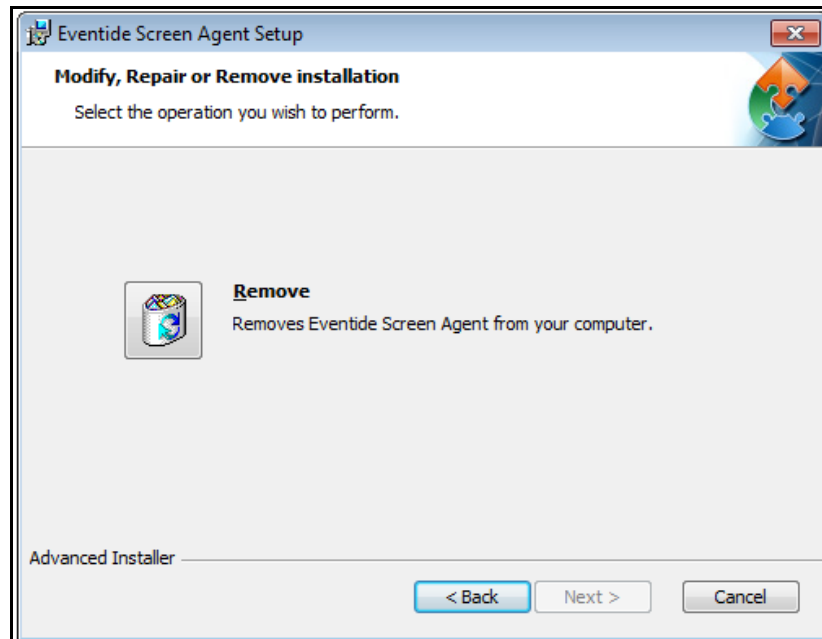
2. An Eventide Screen Agent Setup window will come up. Click 'Next'.

Figure 38. Screen Agent Uninstaller: Uninstaller Welcome Step



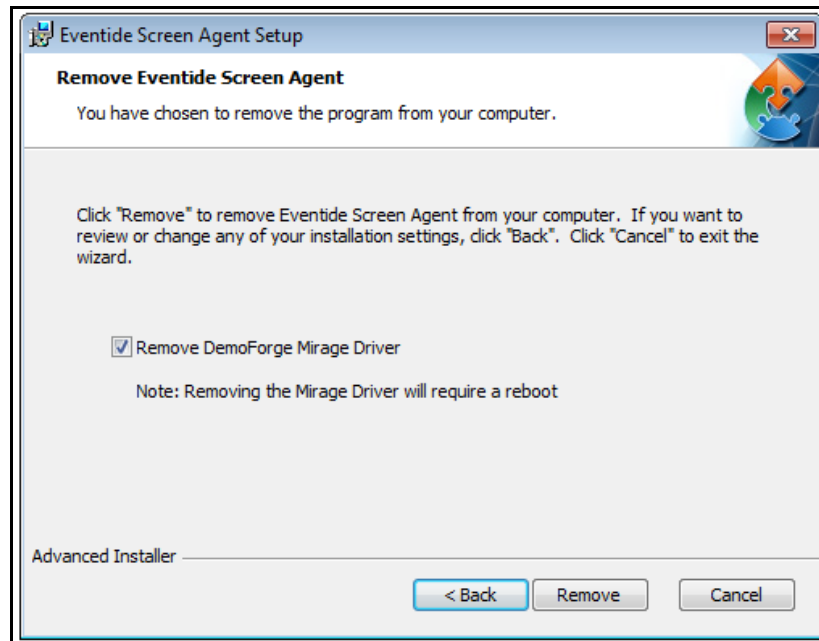
3. Click on the 'Remove Installation' icon

Figure 39. Screen Agent Uninstaller: Remove Step



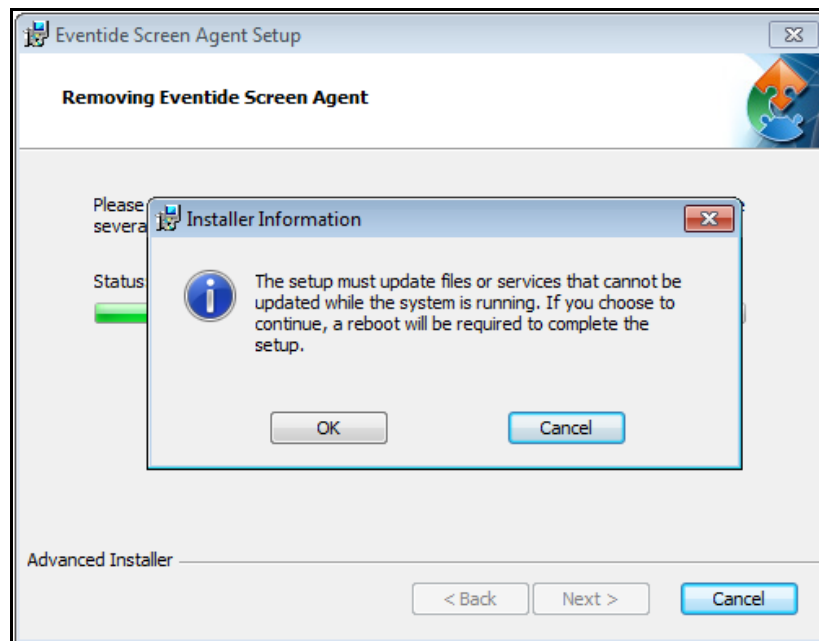
4. If you want to remove DemoForge Mirage Driver, keep the box below checked and click 'Remove'

Figure 40. Screen Agent Uninstaller: Confirm Removal



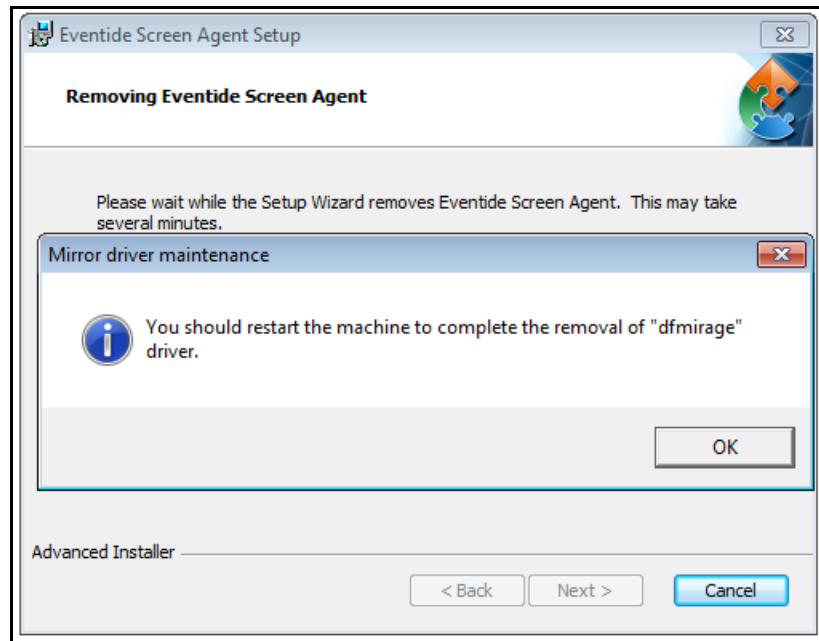
5. You will see a message telling you that a reboot will be required to complete the uninstallation. Click 'OK'.

Figure 41. Screen Agent Uninstaller: Reboot Warning



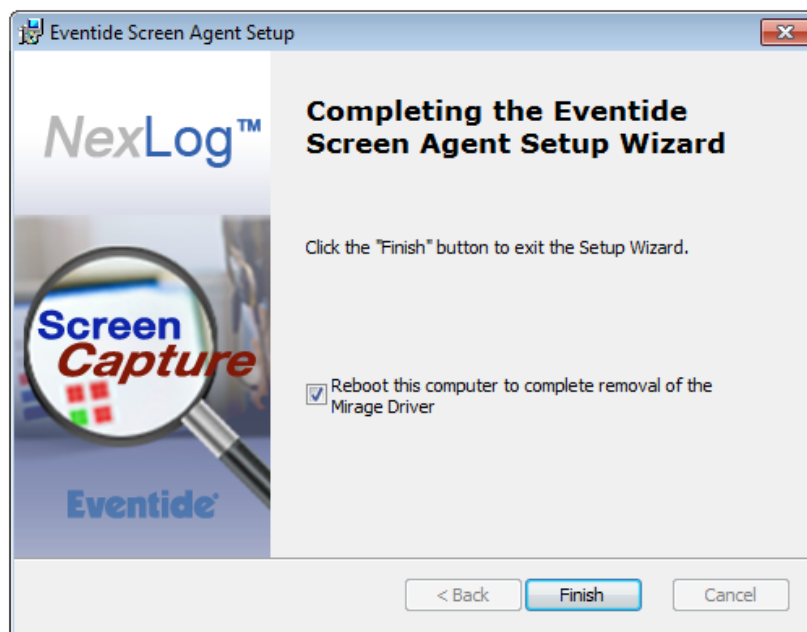
6. You will see the message below indicating that a restart will be required to remove DemoForge Mirage Driver. Click 'OK'.

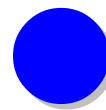
Figure 42. Screen Agent Uninstaller: Mirror Driver Maintenance Message



7. Before completing the uninstallation, you will need to perform a reboot to remove the Mirage Driver. If you choose to reboot immediately, you can keep the box below checked and click 'Finish'.

Figure 43. Screen Agent Uninstaller: Reboot to Complete Uninstallation





8. Reporting Problems

It is Eventide's policy to work directly with dealers. Your dealer must report your problem to Eventide with the following information in order to process the service/support request:

- Serial number(s) of the affected recorder(s).
- Software versions for the recorder(s).
- Severity of the issue, including a detailed description.
- Contact information (phone and email) for the dealer and on-site technician.

To contact Eventide customer service for support, call 201-641-1200 Option 6 followed by Option 2 (Communications/Recorders Division) or email service@eventide.com.





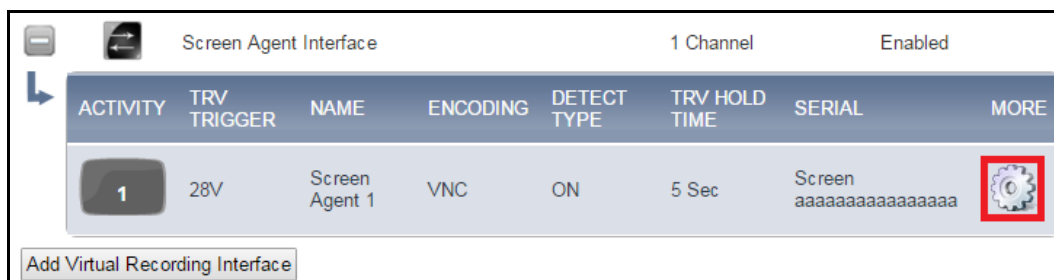
Appendix A: Claim/Unclaim a Channel in the Configuration Manager


Once a channel is claimed by a client, it is locked and cannot be claimed by another client. You may need to unclaim a channel prior to reclaiming it or to free it up so that another client can claim that channel.

Below are the steps to claim/unclaim a channel:

1. Log in to the Configuration Manager and go to Recording → Boards. Click on the gear icon (as seen below in *Figure 43*) of a specific channel under the Screen Recording Interface to take you to the 'EDIT CHANNEL' tab.

Figure 44. Configuration Manager: Screen Recording Interface



ACTIVITY	TRV TRIGGER	NAME	ENCODING	DETECT TYPE	TRV HOLD TIME	SERIAL	MORE
1	28V	Screen Agent 1	VNC	ON	5 Sec	Screen aaaaaaaaaaaaaaaa	

Add Virtual Recording Interface

2. As seen below in *Figure 44*, you can check or uncheck the 'Enable' box to claim/unclaim a channel. Once done, click 'Save'.

Figure 45. Configuration Manager: Claim/Unclaim a Channel

The screenshot displays the 'EDIT CHANNEL' configuration window in the Configuration Manager. On the left is a sidebar with navigation options: Networking, Recording, Boards, Replace Board, Retention Settings, Resource Groups, Custom Fields, Call Suppression, Geo-Location, NG911, Archiving, Alerts and Logs, Users and Security, Utilities, Quality Factor Software, and Change Password. The main panel is titled 'EDIT CHANNEL' and contains the following settings:

- Channel ID: abc
- Status: ON
- Protocol: VNC
- Screen agent address: 192.46.152.34
- Screen Agent Version: 2.5.5.2203 (with an 'upgrade' button)
- Restart Service: restart
- Claimed for screen agent:** ☐ Enable (highlighted with a red box)
- Remove Wallpaper: ☒ Enable
- Use Recorder Time: ☐ Enable
- Bits Per Pixel: 16
- Frames Per Second: 10
- Keyframe Period(secs): 30
- Max Recording Duration(secs): 60 ☒ Enable
- Activity Timeout(secs): ☐ Enable
- Inactivity Timeout(secs): ☐ Enable
- Metadata Missing Alert(count): 4 ☐ Enable
- Default Call Type: SCREEN
- Config Text: (empty text field)
- Metadata Cache: Timeout ☐ Uses ☐ ☐ Enable

At the bottom of the window are 'Save' and 'Cancel' buttons.





Appendix B: Screen Recording Interface Authentication

In the Configuration Manager, you can set if authentication is required to connect a workstation to a recorder for screen recording.

Below are the steps to set the requirement for authentication:

1. Log in to the Configuration Manager and go to Recording → Boards. Click on the top row of the Screen Recording Interface (i.e. anywhere within the area highlighted by the red box below in *Figure 45*) to take you to the 'EDIT BOARD' page.

Figure 46. Configuration Manager: Screen Recording Interface

Screen Agent Interface

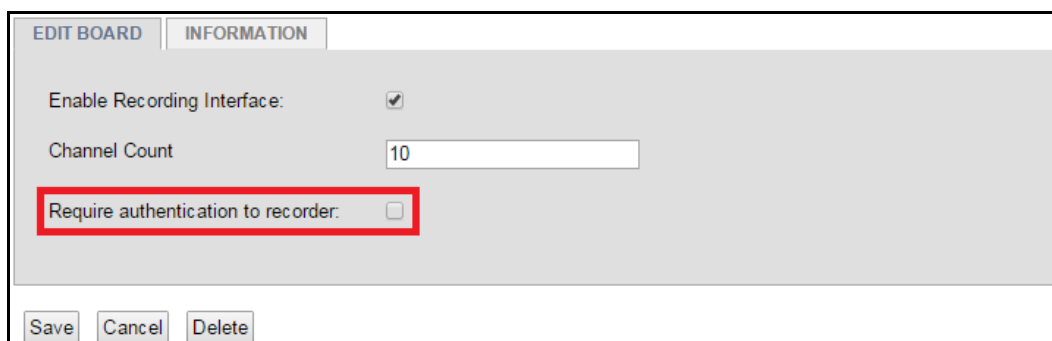
10 Channels

Enabled

ACTIVITY	TRV TRIGGER	NAME	ENCODING	DETECT TYPE	TRV HOLD TIME	SERIAL	MORE
1	28V	Screen Agent 1	VNC	ON	5 Sec	Screen DjgkLhCW huZnBDut	

2. As seen below in *Figure 46*, you can check or uncheck the 'Require authentication to recorder' box. It is unchecked by default. Once done, click 'Save'.

Figure 47. Configuration Manager: Edit Board Page



EDIT BOARD

INFORMATION

Enable Recording Interface:

☒

Channel Count

10

Require authentication to recorder:

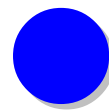
☐

Save

Cancel

Delete

If authentication is required, non-admin users require the

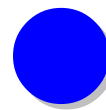


Appendix C: Screen Agent Recording Modes

There are four different recording modes in the Screen Agent Configuration Wizard that can be chosen to set up how recording will take place. They are as follows:

- *Off*: The client will be connected to the recorder but no actual recording will take place.
- *On*: The client will be connected to the recorder and will record always. If this mode is selected, you will be able to choose a specific time for call breaking from the 'Maximum Call Duration' drop-down. All recordings in this mode will last a minimum of 10 seconds. Screen Agent does not record when the PC is locked or asleep.
- *Script*: The client will be connected to the recorder and recording will trigger when activated by a script. The most common application of Script mode is recording based on a schedule. Schedules for specific channels can be set up in the Configuration Manager. All recordings in this mode will last a minimum of 10 seconds. In script mode, the maximum call duration is ignored, up to the limit of 12 hours for a single call.
- *Screen Activity*: This is for when you want to set up recording that takes place based on client activity. If this mode is selected, you will be able to choose a specific time to continue recording after activity is detected. If for example you select 30 seconds as your 'Screen Inactivity Timeout', recording will stop 30 seconds after the last keyboard or mouse activity on the client. Recording will resume once keyboard or mouse activity is detected again. The 'Screen Inactivity Timeout' minimum and default value is 10 seconds.





Appendix D: Different States of a Screen Agent Channel

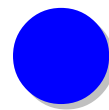
Under the Screen Recording Interface, the 'ACTIVITY' column displays a box along with the channel number within it. The color of this box conveys the current state of the channel.

Below is an explanation of what the different colors of the box under the 'ACTIVITY' column could mean:

1. RED: This means the channel is currently recording.
2. GREEN: This means the client is connected to the recorder but is configured in such a way that the channel is not currently recording.
3. GREY:

This could mean one of the following:

- The client is switched off
- The client is not currently connected to the recorder



Appendix E: Session Events

Sessions Events are system annotation records that Screen Agent logs when there are events such as a workstation user logging in to the PC, locking or unlocking the PC, or when a network disconnect occurs.

Events That Are Recorded:

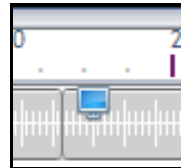
- **Client Shutdown** – The client service has shutdown. Either the PC was turned off or the Screen Agent service was turned off by an administrator.
- **Client Suspend** – The PC is in sleep mode.
- **Client Resume** – The PC has woken from sleep mode.
- **Console Disconnect** – This screen has stopped recording because an Remote Desktop session has started.
- **Console Connect** – This screen has resumed recording because the Remote Desktop session has finished.
- **Dropping Data** – Frames are being dropped because the service is backlogged by network congestion or disconnection and the available RAM for recording is full.
- **Stopped Dropping Data** – Network congestion or disconnection has resolved and the service is able to record again.
- **Log On** – User has logged on to the PC. It includes the name of the user.
- **Log Off** – User has logged off the PC.
- **Recorder Connect** – Recorder has connected to the PC.
- **Recorder Disconnect** – Recorder has disconnected to the PC.
- **Screen Lock** – The PC's screen is locked. Screen Agent does not record while the PC is locked.
- **Screen Unlock** – The PC's screen is now unlocked. Recording will resume when appropriate based on recording mode.



Viewing Session Events in MediaWorks Plus

They show up in the timeline as an icon of a computer monitor, which can be hovered over with the mouse to see the annotation text.

Figure 48. Session Event icon in Timeline



In the Annotations column, they can be read in the Call Grid:

Figure 49. Example of a Session Event in Call Grid and Timeline

Start Time ▾	Duration	Compression Type	Annotations
2017-09-16 23:54:44 -04:00	01:01	Screen Capture	
2017-09-16 23:53:44 -04:00	01:01	Screen Capture	
2017-09-16 23:52:44 -04:00	01:01	Screen Capture	
2017-09-16 23:51:44 -04:00	01:01	Screen Capture	
2017-09-16 23:50:51 -04:00	00:01	EVENT	"Recorder Connect"
2017-09-16 23:50:44 -04:00	01:02	Screen Capture	
2017-09-16 23:49:44 -04:00	01:01	Screen Capture	
2017-09-16 23:48:44 -04:00	01:01	Screen Capture	
2017-09-16 23:47:43 -04:00	01:01	Screen Capture	
2017-09-16 23:46:43 -04:00	01:01	Screen Capture	

2017-09-16 23:50:00 -04:00	2017-09-16 23:51:00 -04:00	2017-09-16 23:52:00 -04:00	2017-09-16 23:53:00 -04:00



Appendix F: Bandwidth and Retention

Screen recording takes up much more space than audio recording. To reduce the total space required, Screen Agent does not record while the PC is sleeping or locked.

There are options available to further control the amount of storage space screen recording consumes. The Screen activity recording mode will restrict recording to only times when the system is in use.

If a system has screen channels and audio channels, it is often useful to configure Resource Groups for the screen channels to customize retention settings for them.

Use Bandwidth Limiting to make sure each channel records a maximum of data per month. This limits the data consumption per second of this channel, by adaptively adjusting recording quality to slow the framerate when screen activity is unusually complex, such as someone watching a movie trailer or a music video. The default setting is 100kbps, which should be well over what normal office use of a 1080p screen at default recording frames per second and keyframe period will consume.

It's best to think in terms of screen resolution rather than total systems. A laptop could have a single small screen, whereas a desktop could be attached to 6 monitors. We find it easiest to work with the modern 1080p resolution standard as a single "screen" unit.

We allow up to 40 channels to be licensed for a single recorder and recommend recording no more than the equivalent of sixty 1080p screens across those 40 channels.

