

RecordTS PRODUCT & LICENSING GUIDE

INTRODUCING RECORDTS

Brought to you by **TSFactory**



<http://www.tsfactory.com>

Copyright Notice and Trademark

© 2017 TSFactory LLC. All Rights Reserved.

RecordTS and the TSFactory logo are registered trademarks or trademarks of TSFactory LLC, or its affiliated entities.

Information in this document is subject to change without notice. Companies, names, and data used in examples herein are fictitious unless otherwise noted. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of TSFactory LLC.

Every effort has been made to ensure the accuracy of this manual. However, TSFactory LLC makes no warranties with respect to this documentation and disclaims any implied warranties of merchantability and fitness for a particular purpose. TSFactory LLC shall not be liable for any errors or for incidental or consequential damages in connection with the furnishing, performance, or use of this manual or the examples herein. The information in this document is subject to change without notice.

Version 2.0 – Updated December 28th, 2017

End User License Agreement

RecordTS by TSFactory LLC is protected by an End User License Agreement. To view the agreement, visit the company website at www.tsfactory.com, under RecordTS Documentation.

RecordTS Product & Licensing Guide

Abstract

RecordTS is a software solution intended to record Microsoft Windows remote desktop sessions. This guide will explore the various product offerings and licensing, and also help you to select the appropriate products and options for your business needs.

A Quick Review of RecordTS and Session Recording

RecordTS is a man-in-the-middle session recording solution that resides in between the user's remote desktop client and the Windows server, terminal server or workstation where their desktop is hosted. RecordTS intercepts the remote desktop traffic and passes it on. It makes a copy of the session traffic and stores it to a database for later playback.

At the very heart of remote access is the terminal server. This is a server that is configured to host user desktops using Microsoft Terminal Services, now known as Remote Desktop Services or RDS. This server can also be a normal Windows server or Workstation. Users log in remotely to their desktops from either a workstation or terminal using Remote Desktop Connection client software. The client software talks to the server using the Remote Desktop communications protocol or RDP. The user may share the server with other users who are all isolated and protected from each other.

Windows Server or Terminal Server?

In the case of all Windows servers, it is normal to have system administrators remotely connect to the servers for routine maintenance. In such cases, Microsoft allows up to two admins to log in remotely for administrative purposes. While this normal operation is not referred to as a "terminal server", it still uses terminal services to serve up desktops.

Typically, servers hosting many desktops are referred to as "terminal servers". In this guide we will differentiate normal Windows servers as such and any server hosting multiple user desktops as terminal servers.

The RecordTS Product Lineup

RecordTS is licensed per user and recorder (or server) per yearly subscription or perpetual (permanent) licensing. User licenses are pulled from a common pool and are considered concurrent connections. Each recorder that is installed will pull a license from the common server license pool. Dashboards are also licensed, but typically only one is required in most installations.

RecordTS v4 is offered in two base products with several add-on options. The base products are:

RecordTS v4 Single Server Edition

This product is for customers that have only **ONE** terminal server.

It is a complete all-in-one package including database and installs everything for you onto one server.

It comes licensed for one recorder and 25 concurrent users. Additional users may be added at any time.

RecordTS v4 Enterprise Edition

This is the standard base product for Windows terminal servers, Citrix XenApp v6.5 and Citrix XenDesktop v7.

It comes licensed for one recorder and 50 concurrent users. Additional recorders and users may be added at any time. The customer must provide their own database or use the RecordTS Storage Server (supplied).

Product Add-ons

Additional recorders and users can be added at any time while a subscription is active or the user owns a permanent license.

Subscription Licensing vs. Perpetual Licensing

Perpetual licensing is the preferred licensing model currently. Subscription licensing allows customers the option to lease the product on a yearly basis, but requires continuous internet access to the license server. This can be a problem for some customers, so in cases where internet access is not allowed or limited, permanent licensing is recommended.

A Word About Databases and Storage

Currently, three types of databases are currently supported:

Microsoft SQL Server 2012 or higher (full version)

PostgreSQL Server v9 or higher

RecordTS Storage Server (supplied with product)

The customer is required to install one of these databases for use with RecordTS. The database may be located anywhere within their network as long as the recorders and dashboard can access the database server. It is possible to install the database on an active terminal server, but not recommended due to disk space requirements and the extra load put on the terminal server.

Product Feature Comparison Chart

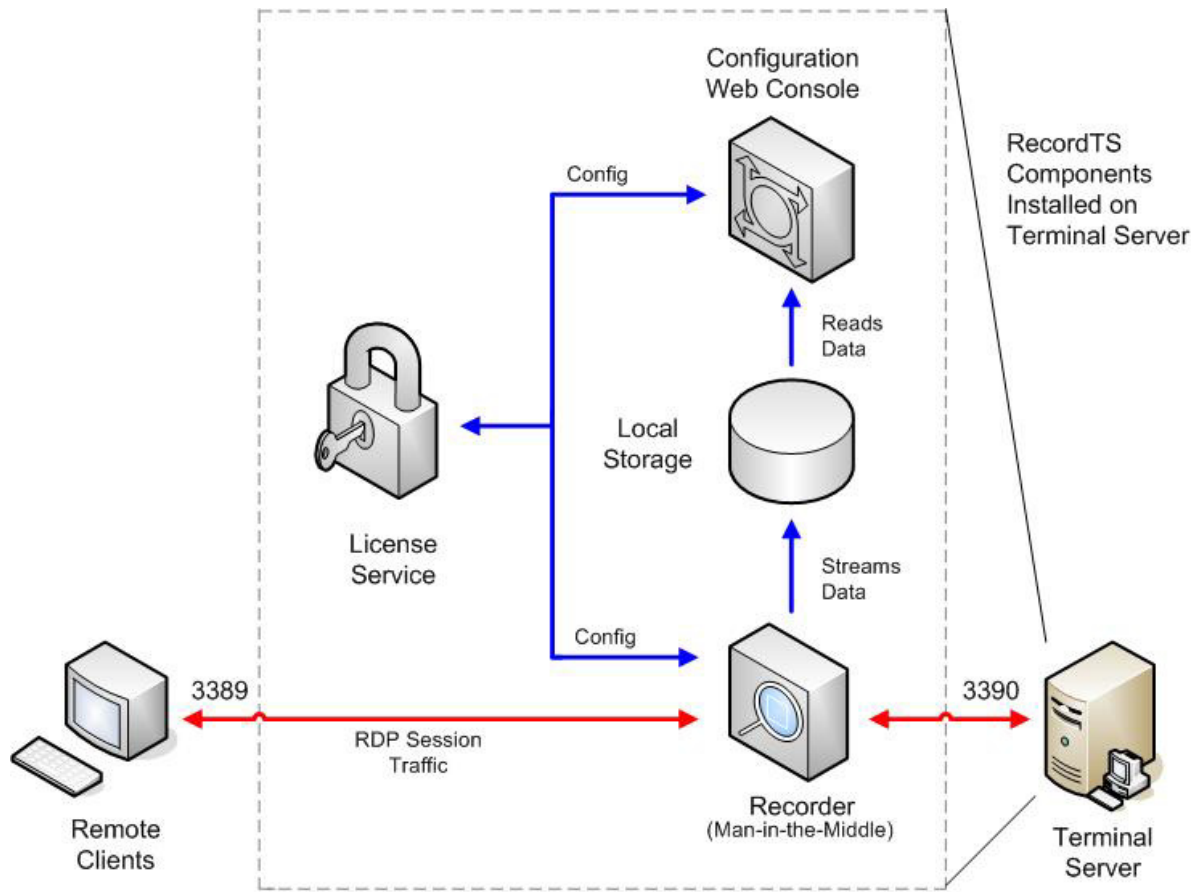
Solutions:	Small Office	Enterprise	Citrix XenApp v6.5	Citrix XenDesktop v7
	RecordTS v4 Single Server Edition	RecordTS v4 Enterprise Edition	RecordTS v4 Enterprise Edition	RecordTS v4 Enterprise Edition
Supported OS	Win2008R2 Win2012R2 Win2016	Win2008R2 Win2012R2 Win2016	Win2008R2	Win2012R2 Win2016
Host Software	RDS	Terminal Services	XenApp	XenDesktop
Base Licenses	1 server 25 users	1 server 50 users	1 server 50 users	1 server 50 users
Expansion Limits	1 server 100 users	200+ servers 10,000+ users	350+ servers 20,000+ users	350+ servers 20,000+ users
Supported Databases	RTS Storage Server	RTS Storage Server MS SQL Server 2012 MS SQL Server 2014 postgreSQL v9+	RTS Storage Server MS SQL Server 2012 MS SQL Server 2014 postgreSQL v9+	RTS Storage Server MS SQL Server 2012 MS SQL Server 2014 postgreSQL v9+
Advanced Security	No	Yes	Yes	Yes
Reporting	No	Yes	Yes	Yes
Auto Purge	No	Yes	Yes	Yes
Data Buffering	No	Yes	Yes	Yes

APPENDIX A:

Typical Network Topologies

SMALL OFFICE, SINGLE SERVER INSTALL

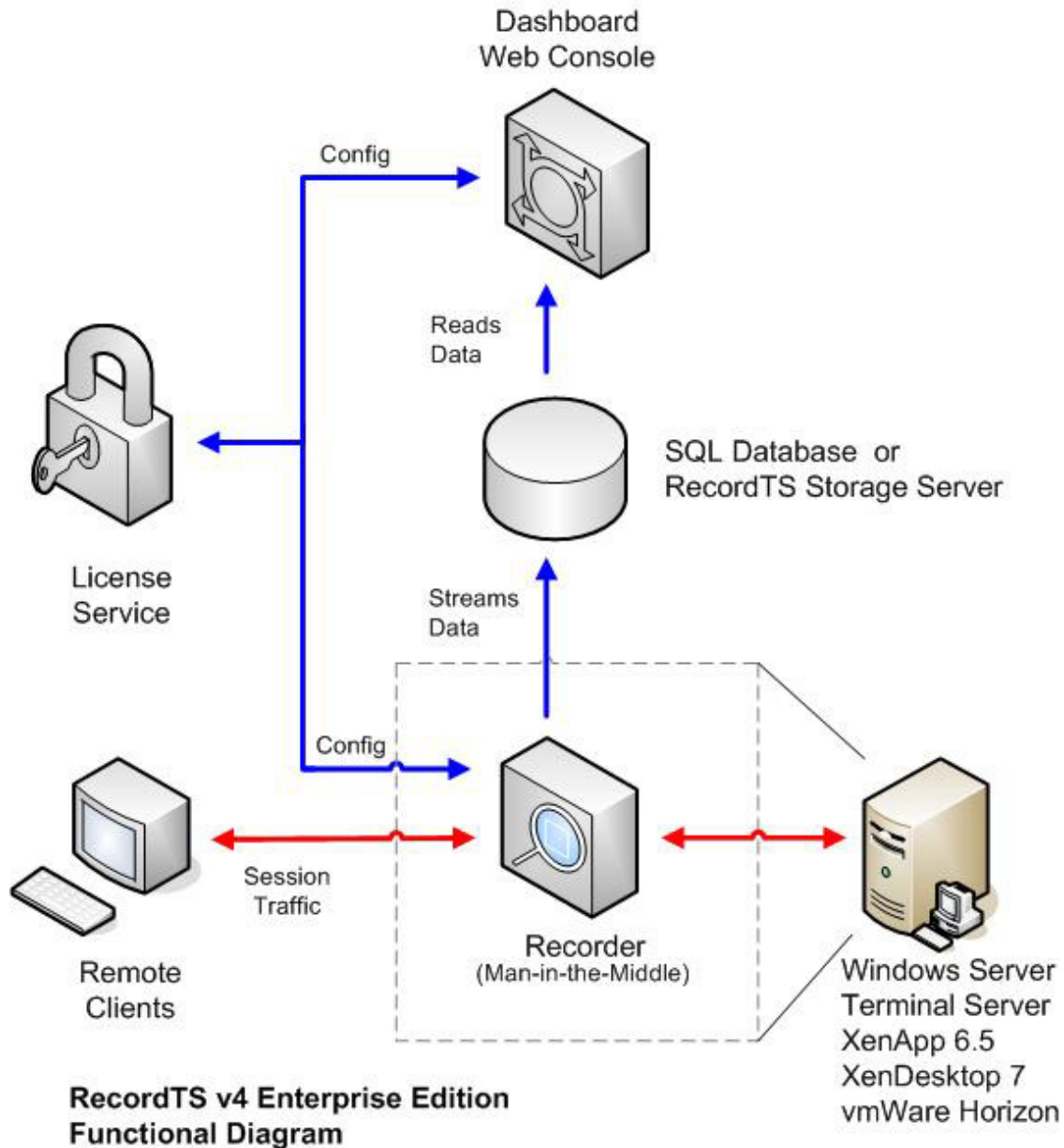
In small offices with only one server, RecordTS would be completely installed on the terminal server. This is a self-contained configuration that is easy to roll out and maintain.



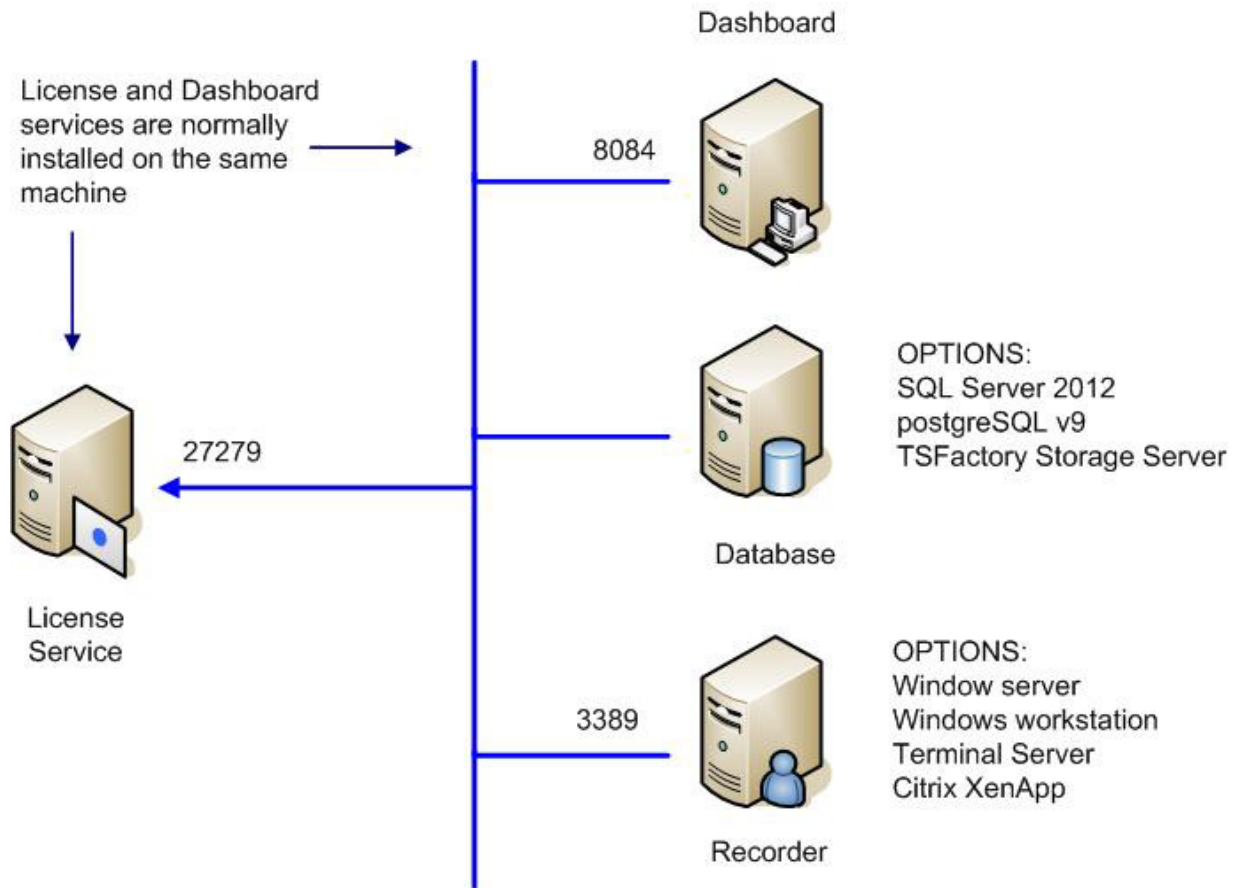
RecordTS v4 Single Server Edition - internal logical framework

ENTERPRISE CONFIGURATIONS

In offices with more than one server to record, RecordTS components would be installed on different machines. The license service and Dashboard should be collocated and the Recorder installed on each machine being recorded. The database should be located on its own machine, but may be collocated with Dashboard.



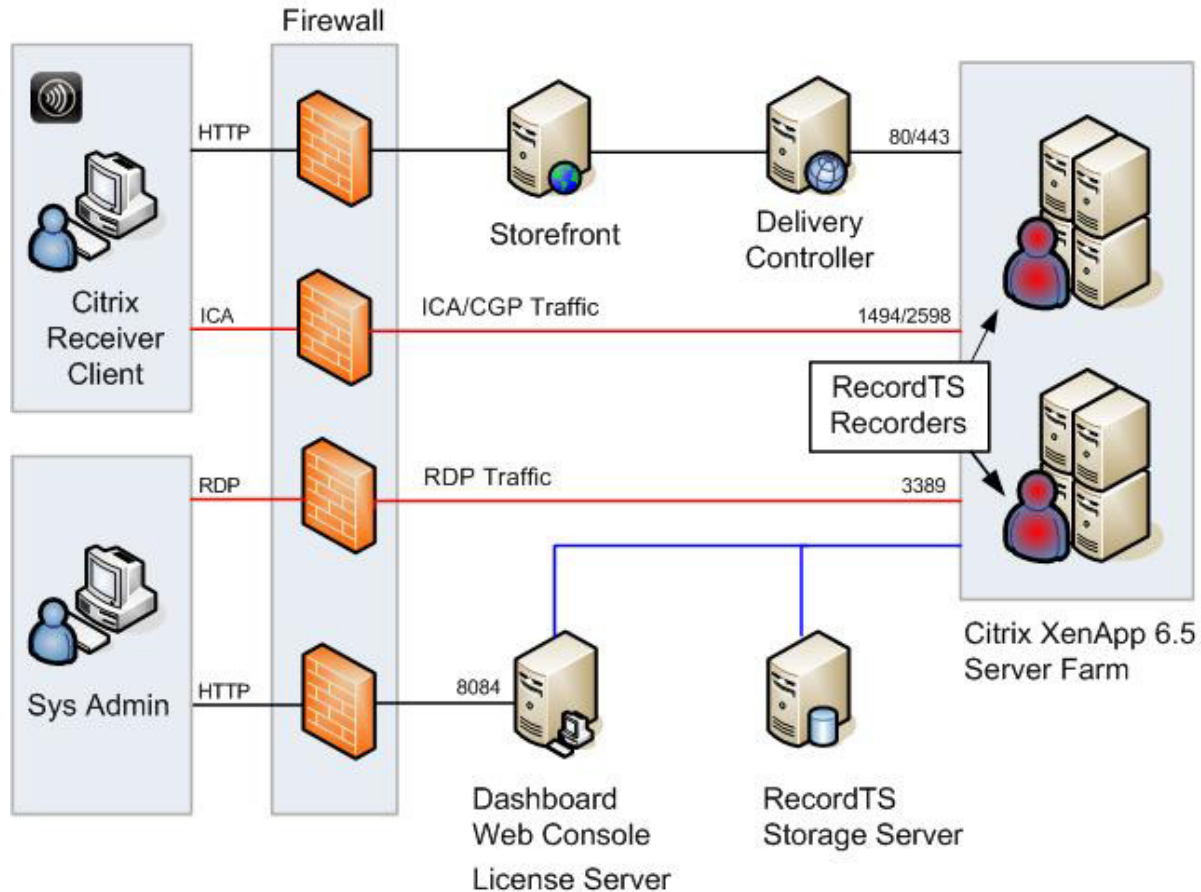
ENTERPRISE FUNCTIONAL NETWORK DIAGRAM



RecordTS v4 Network Configuration

ENTERPRISE CONFIGURATION: CITRIX XENAPP v6.5

For customers using Citrix XenApp v6.5, RecordTS recorders are installed on each of the XenApp servers. Dashboard and License Server are installed on a separate server (preferred). RecordTS Storage Server (or a SQL database) is installed on its own server with enough drive space to required store session data.



RecordTS v4 for Citrix XenApp 6.5 - Network Configuration

ENTERPRISE CONFIGURATION: CITRIX XENDESKTOP v7

For customers using Citrix XenDesktop v7, RecordTS recorders are installed on each of the VDA machines. Dashboard and License Server are installed on a separate server (preferred). RecordTS Storage Server (or a SQL database) is installed on its own server with enough drive space to required store session data.

