

Record**TS**

Support Bulletin

Exporting Raw Session Data

RECORDTS v5 - all versions

Brought to you by **TSFactory**



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RecordTS Support Bulletin

Overview

This paper outlines a procedure for exporting raw session data in the cases where a session file in its native format (i.e. RDP, ICA or MP4) is required by the support team.

Products affected in this bulletin

RecordTS v5 Single Server Edition

RecordTS v5 Enterprise Edition

RecordTS v5 Single Server Edition

Log into the RecordTS Single Server Edition Configuration webconsole.

Here are some examples of where to find the shortcut icon:

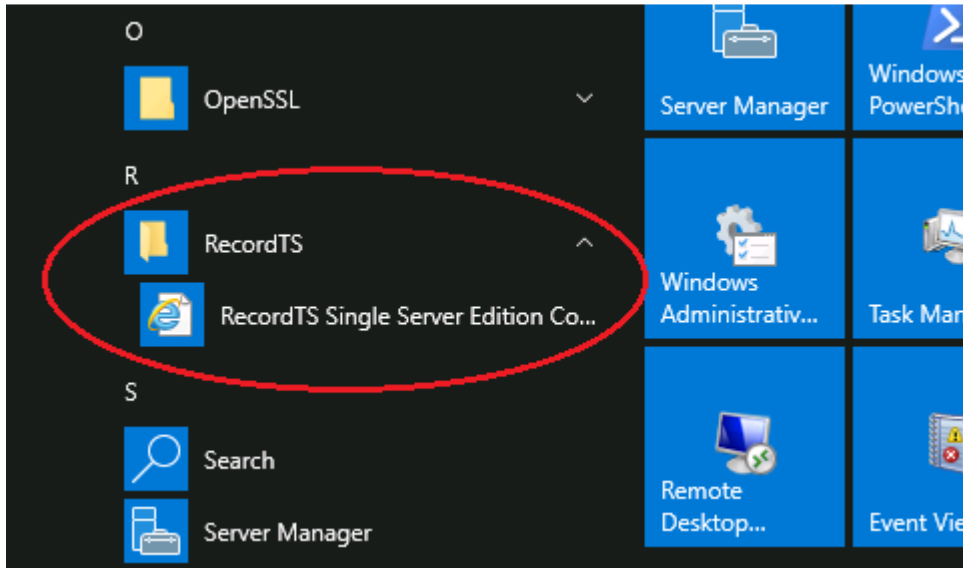


Figure 1.1 – RecordTS Configuration Webconsole (Server 2019)

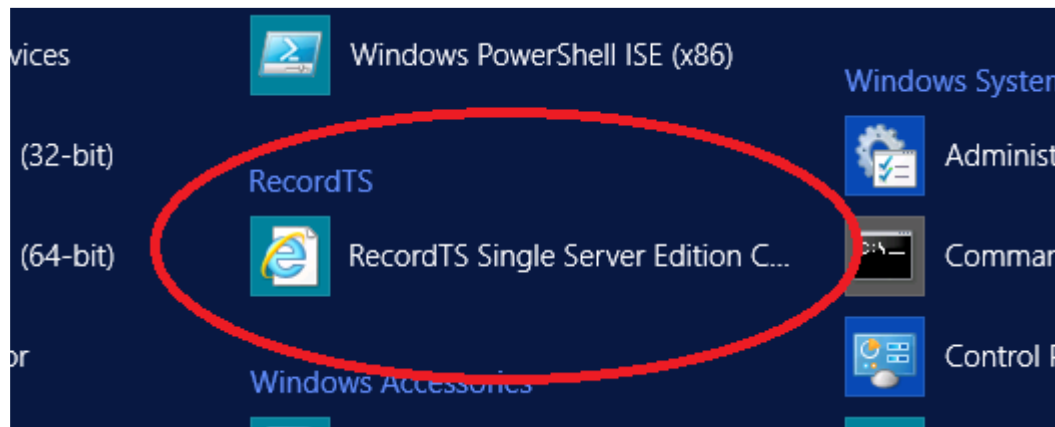
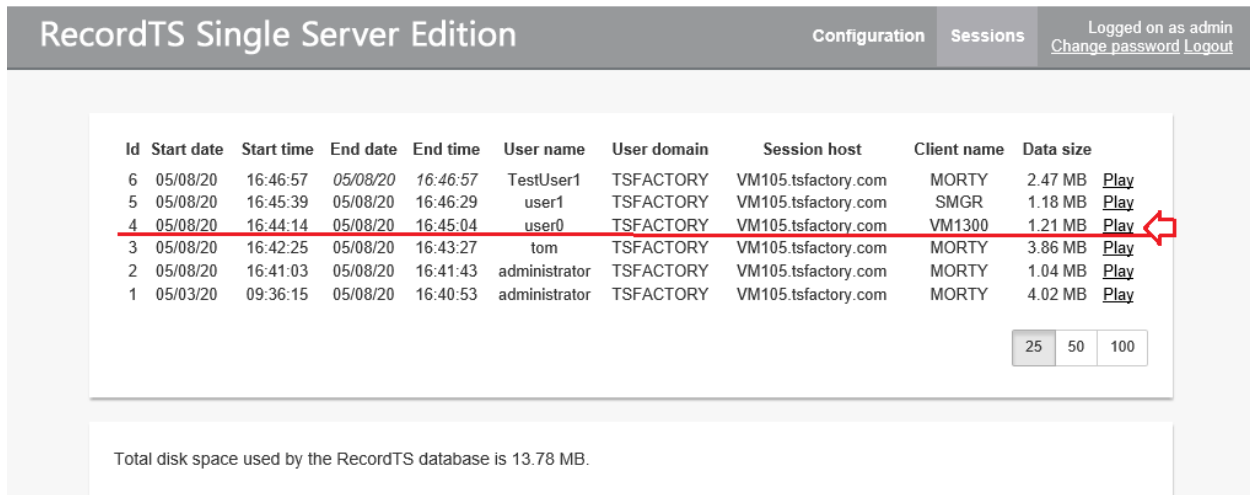


Figure 1.2 – RecordTS Configuration Webconsole (Server 2012R2)

Navigate to the Sessions tab and select a session from the list.



Id	Start date	Start time	End date	End time	User name	User domain	Session host	Client name	Data size	
6	05/08/20	16:46:57	05/08/20	16:46:57	TestUser1	TSTFACTORY	VM105.tsfactory.com	MORTY	2.47 MB	Play
5	05/08/20	16:45:39	05/08/20	16:46:29	user1	TSTFACTORY	VM105.tsfactory.com	SMGR	1.18 MB	Play
4	05/08/20	16:44:14	05/08/20	16:45:04	user0	TSTFACTORY	VM105.tsfactory.com	VM1300	1.21 MB	Play
3	05/08/20	16:42:25	05/08/20	16:43:27	tom	TSTFACTORY	VM105.tsfactory.com	MORTY	3.86 MB	Play
2	05/08/20	16:41:03	05/08/20	16:41:43	administrator	TSTFACTORY	VM105.tsfactory.com	MORTY	1.04 MB	Play
1	05/03/20	09:36:15	05/08/20	16:40:53	administrator	TSTFACTORY	VM105.tsfactory.com	MORTY	4.02 MB	Play

Total disk space used by the RecordTS database is 13.78 MB.

Figure 1.3 – Sessions List

Click on the Play button for the selected session. A new tab will open with the webplayer playing the selected session. Copy only the UUID portion of the URL from the browser search field.

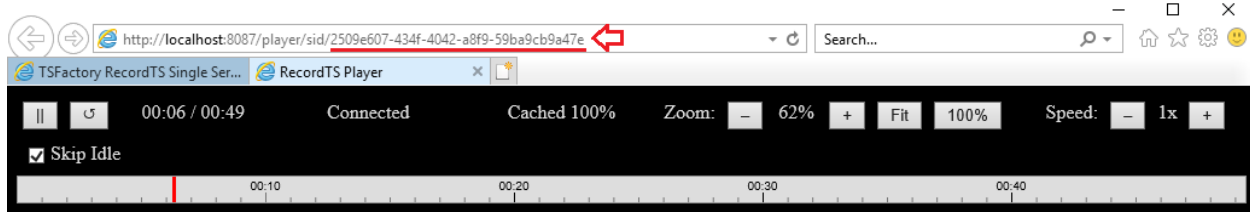


Figure 1.4 – UUID Portion of Player Tab URL

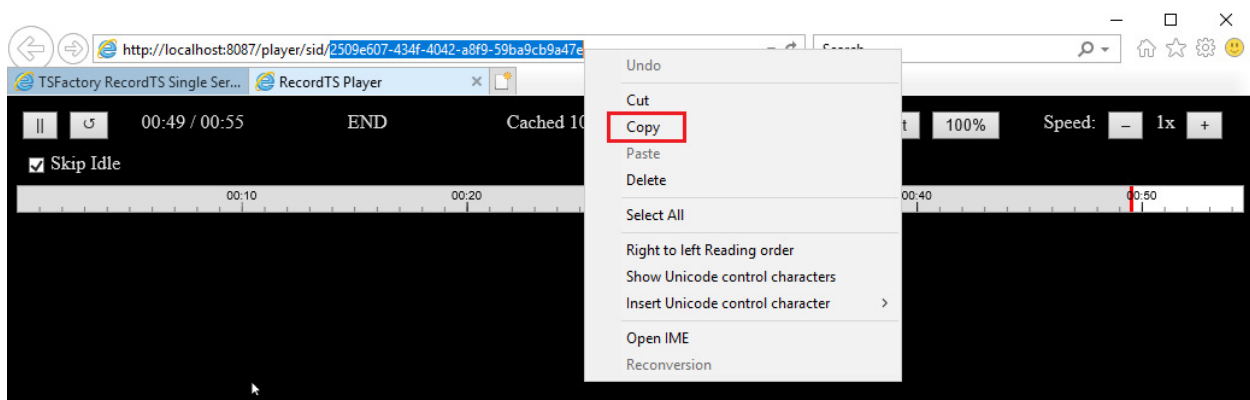


Figure 1.5 – Copy Session UUID

Open a new tab in the same browser window and enter this URL into the browser search window:

`http://localhost:8087/rest/storage/archive/UUID`

Replace "UUID" with the copied session UUID number.

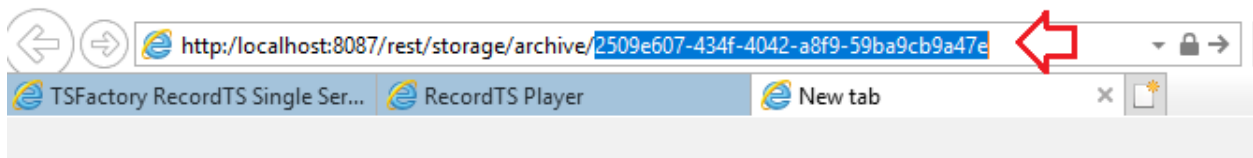


Figure 1.6 – Paste UUID into URL

Hit enter and a file dialog should appear at the bottom of the window. Use the down arrow next to the Save button to drop down a submenu. From this select "Save as".

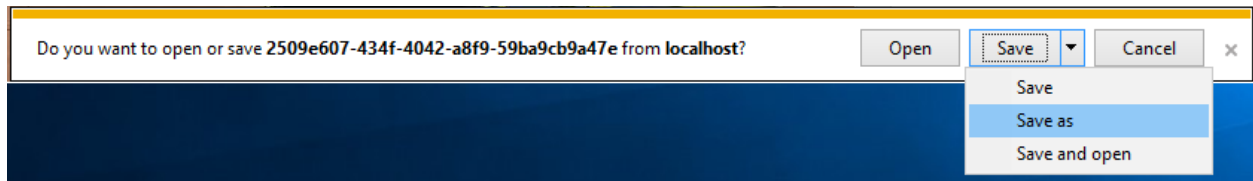
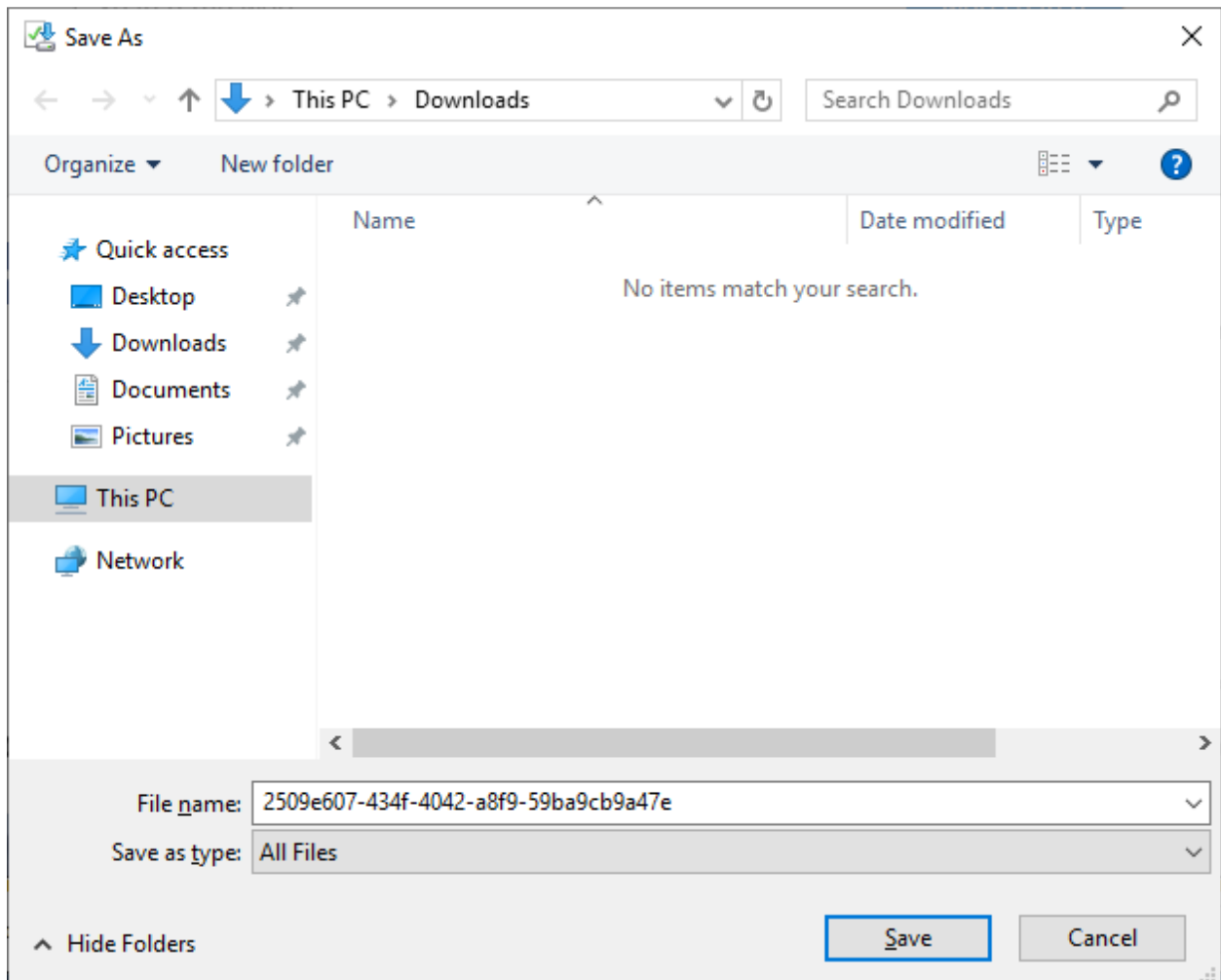


Figure 1.7 – Save Session to Disk

Another file dialog should appear requesting a place to store the session file. Select a folder and filename (refer to the picture below) then Save.



The session file will be created in the folder with the filename you entered.

RecordTS v4 Enterprise Edition

Log into the RecordTS Dashboard Configuration webconsole.

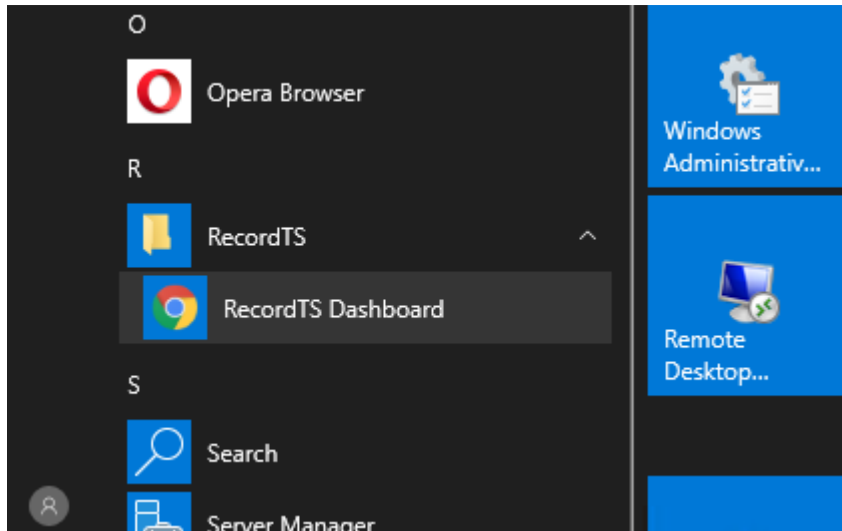


Figure 2.1 – RecordTS Dashboard Webconsole (Server 2019)

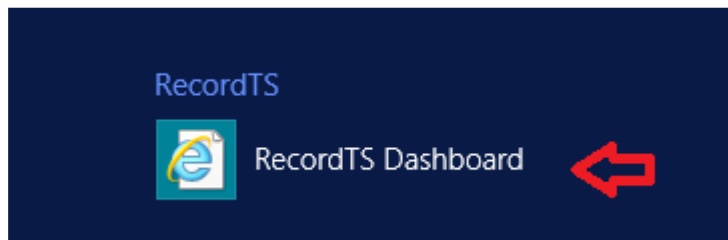


Figure 2.2 – RecordTS Dashboard Webconsole (Server 2012R2)

Log into Dashboard and navigate to the Sessions tab.

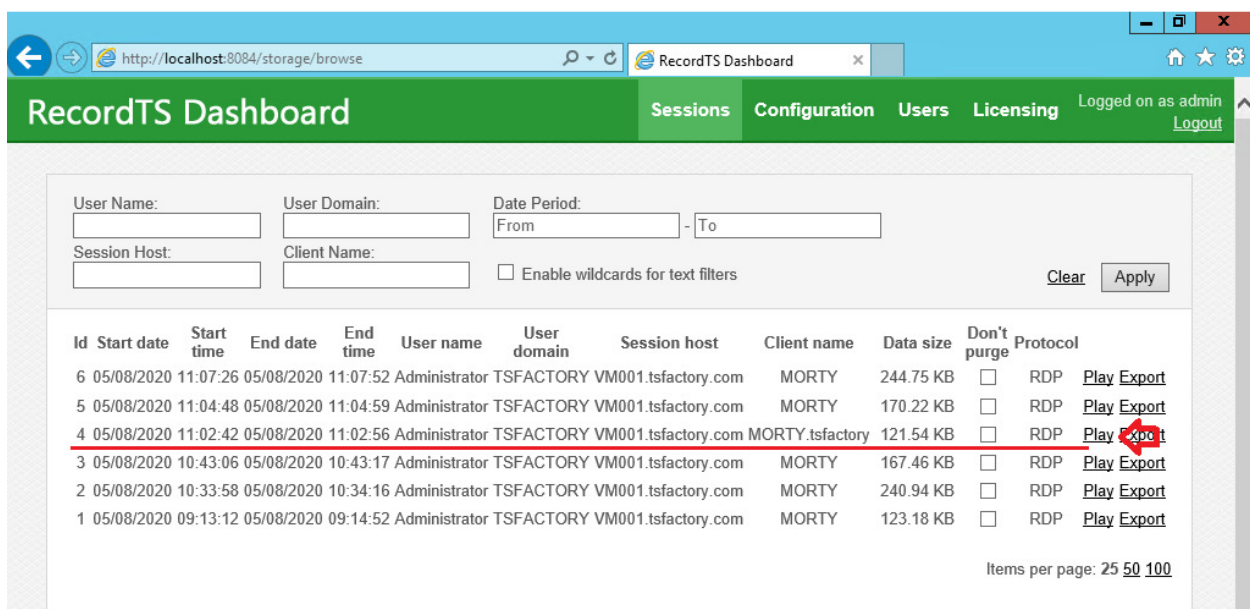


Figure 2.3 – Sessions List

Click on the Play button for the selected session. A new tab will open with the webplayer playing the selected session. Copy only the UUID portion of the URL from the browser search field.

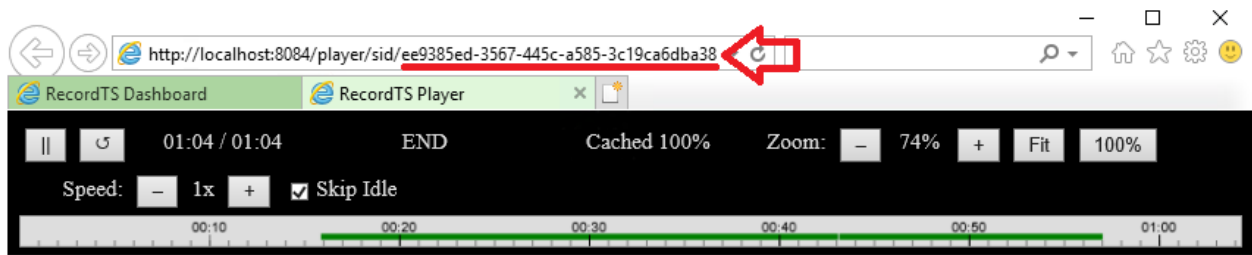


Figure 2.4 – UUID Portion of Player Tab URL

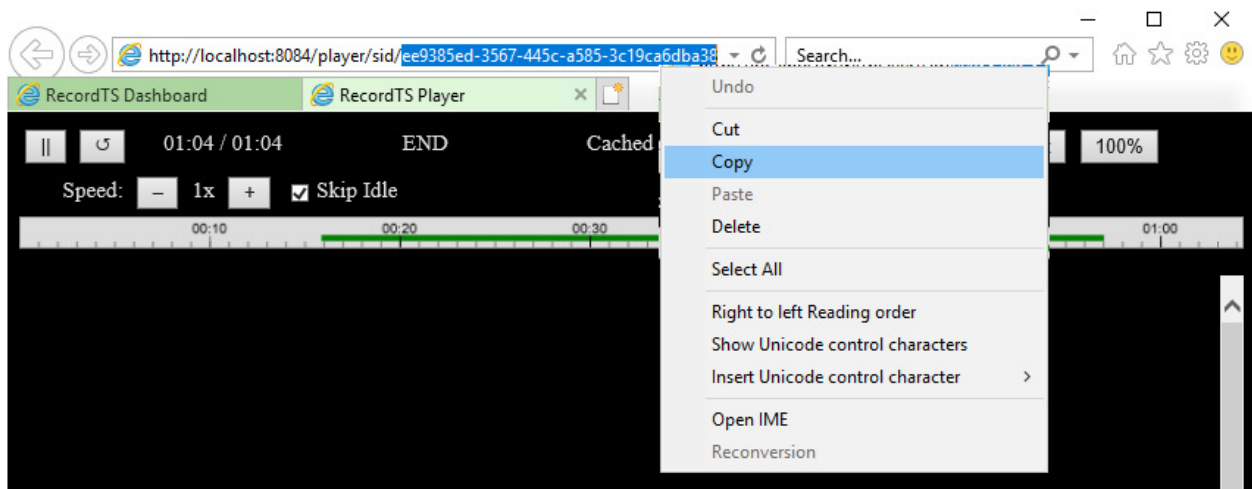


Figure 2.5 – Copy Session UUID

Open a new tab in the same browser window and enter this URL into the browser search window:

`http://localhost:8084/storage/archive/UUID`

Replace "UUID" with the copied session UUID number.

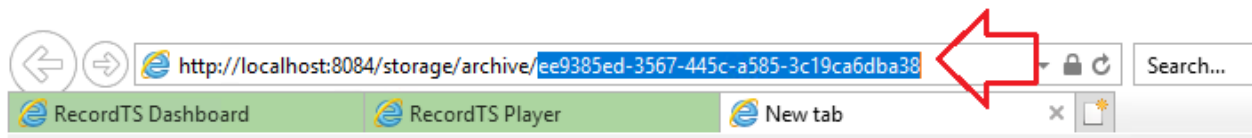


Figure 2.6 – Paste UUID into URL

Hit enter and a file dialog should appear at the bottom of the window. Use the down arrow next to the Save button to drop down a submenu. From this select "Save as".

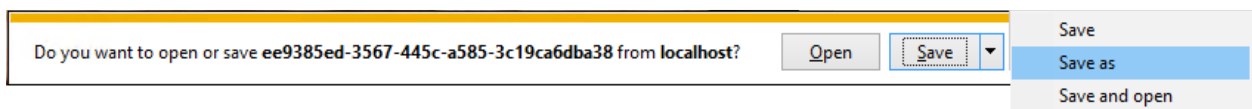
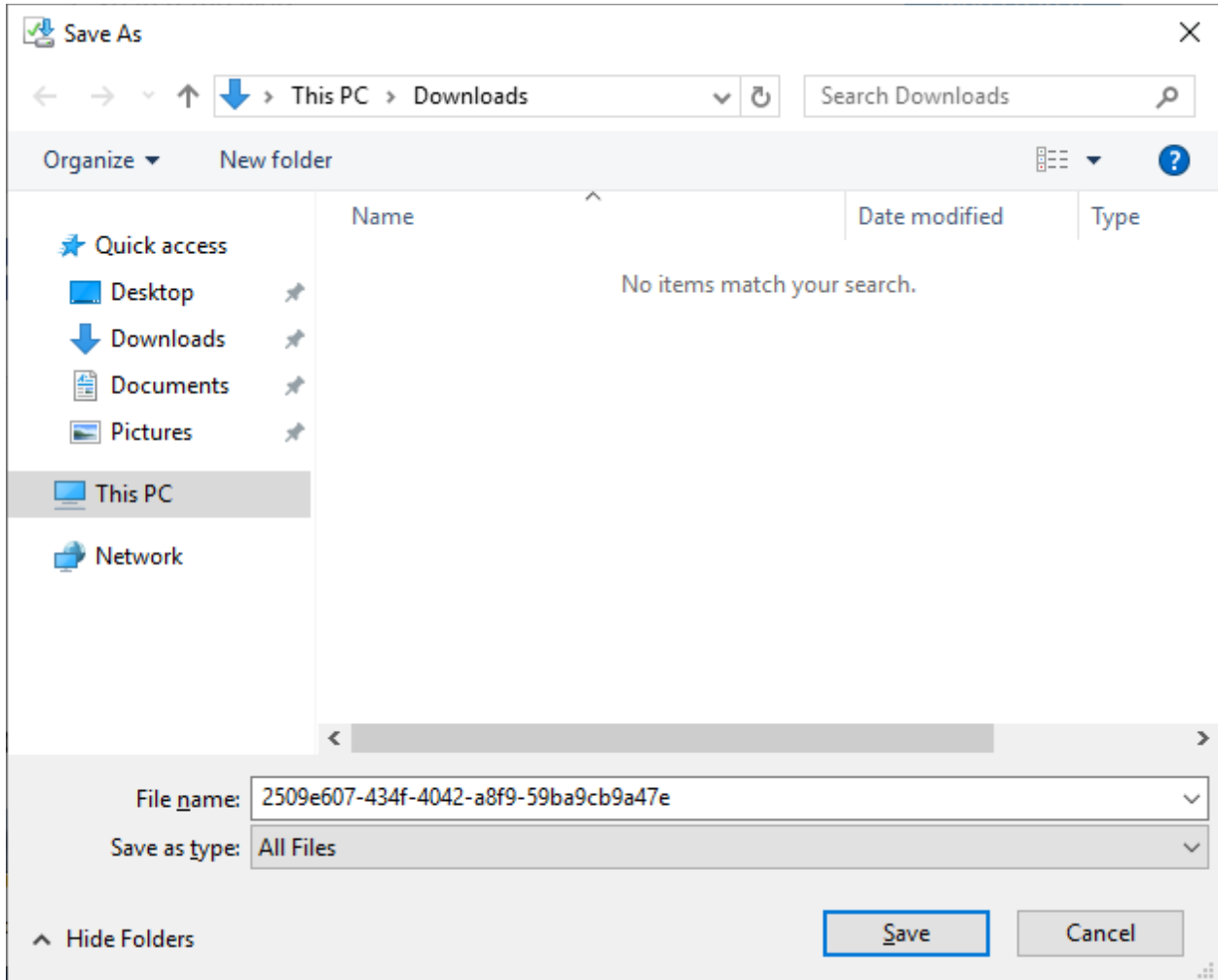


Figure 2.7 – Save Session to Disk

Another file dialog should appear requesting a place to store the session file. Select a folder and filename (refer to the picture below) then Save.



The session file will be created in the folder with the filename you entered.