# RecordTS PRODUCT & LICENSING GUIDE

## INTRODUCING RECORDTS

**Brought to you by TSFactory**

https://www.tsfactory.com

Version 2.3 – Updated February 7th, 2024

**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 desktop session recording solution that records video of the user's desktop activety. It makes a copy of the session traffic and stores it to a database for later playback.

RecordTS is not dependent upon any particular communications protocol such as RDP or Citrix ICA. Rather, a recording agent is installed on the Windows server or workstation which may be fast linked clones, manually created virtual machines or standalone independent machines. 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 a remote desktop client application. RecordTS works with any hosting environment such as Microsoft Azure WVD, Citrix Virtual Desktops & Applications, VMware Horizon, AWS, IBM cloud, etc.

## Windows Server or RDS (formerly terminal services)?

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 or published applications.

## The RecordTS Product Lineup

RecordTS is licensed per user and pre recorder with yearly subscription 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. Workstation recorder licenses come with one user license and do not require user licenses from the available pool.

RecordTS v7 is offered in two base products with several add-on options. The base products are:

## RecordTS v7 Single Server Edition

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

It is a complete all-in-one package including database and installs everything for you onto one server.  Sessions are stored locally which requires the server to have enough diskspace for the intended recording requirements.

It comes licensed for one recorder and 50 concurrent users. Additional users may be added at any time by purchasing more user licenses.

## RecordTS v7 Enterprise Edition

This is the standard base product for customers wishing to record more than one machine. Session videos are streamed to a central storage rather than stored locally.

Enterprise Edition comes licensed for one server recorder and 50 concurrent server users. Additional server recorders and server users may be added at any time. The customer must provide their own database or use the RecordTS Storage Server (supplied). Workstation recorder licenses are not supplied in the base Enterprise Edition package and must be purchased separately.

### Product Add-ons

Additional recorders, users and dashboards may be added at any time while a subscription is active.

### Subscription Licensing

Subscription licensing allows customers to lease the product on a yearly basis. No internet access is required for subscription licensing.

## A Word About Databases and Storage

Currently, three types of databases are currently supported:

Microsoft SQL Server 2014 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.

Session data is stored in a extremely compressed native format that cannot be viewed on a normal media player. This allows greater storage density and speed, taking the workload off the recorders and allowing many more sessions to be recorded simultaneously without over loading the terminal servers. Sessions may be individually converted to a standard video format compatible with most media players.

## Product Feature Comparison Chart

| Solutions: | Small Office | Enterprise |
|---|---|---|
| | RecordTS v7 Single Server Edition | RecordTS v7 Enterprise Edition |
| Supported OS | Win2016 Win2019 Win2022 | Win2016 Win2019 Win2022 Win10, Win11 |
| Host Software | Terminal Services | Any |
| Base Licenses | 1 server 50 users | 1 server 50 users |
| Expansion Limits | 1 server 500 users | none |
| Supported Databases | RTS Storage Server | RTS Storage Server MS SQL Server 2014 postgreSQL v9+ |
| Advanced Security | No | Yes |
| Reporting | No | Yes |
| Auto Purge | No | Yes |
| Data Buffering | No | Yes |
| Secure WebUI | Yes | Yes |
| Secure Comm | Yes | Yes |
| Video Compression | Yes | Yes |
| Record Local Admin Sessions | Yes | Yes |

# 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 v7 Single Server Edition Functional Diagram
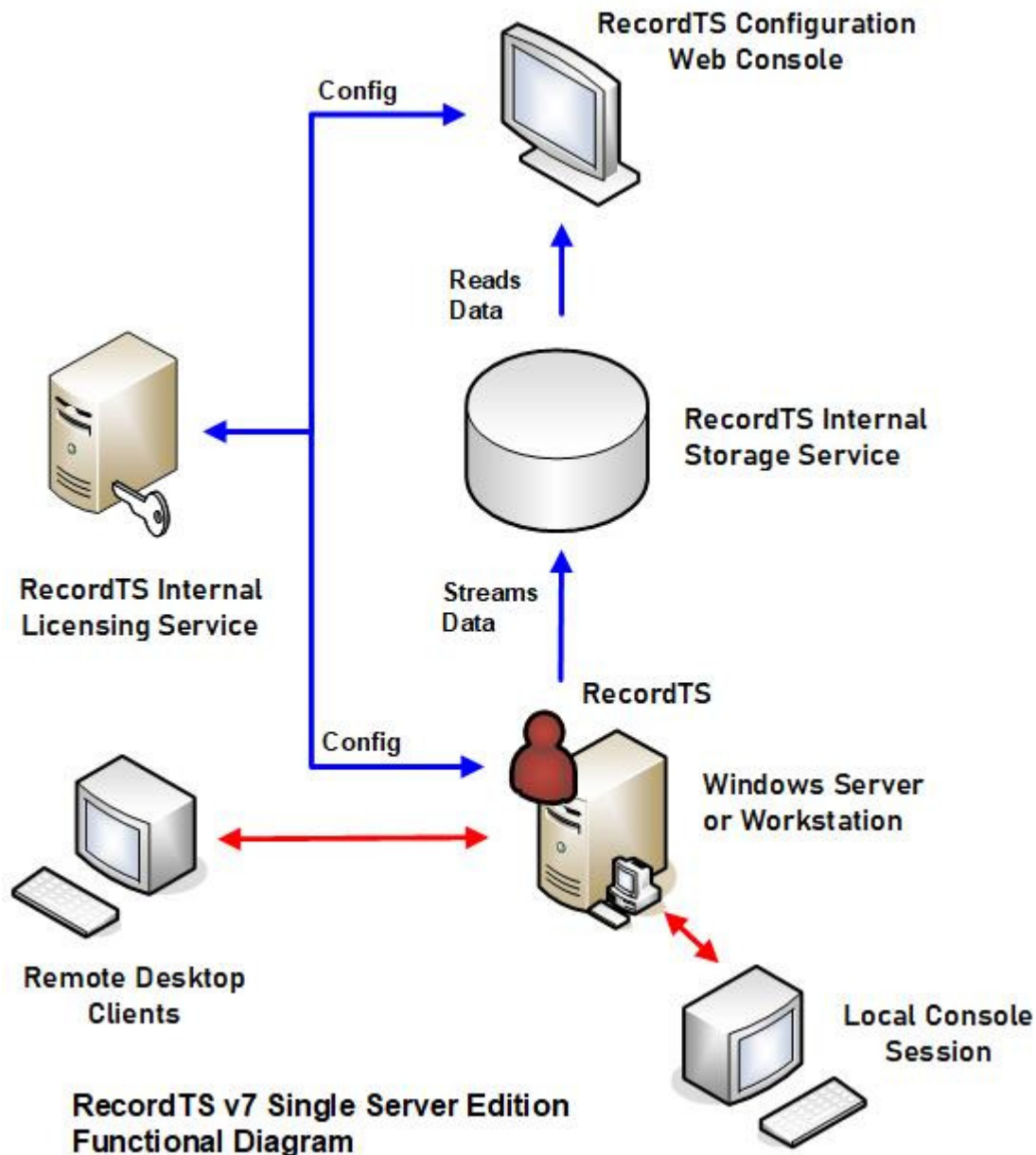
## ENTERPRISE CONFIGURATIONS

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.
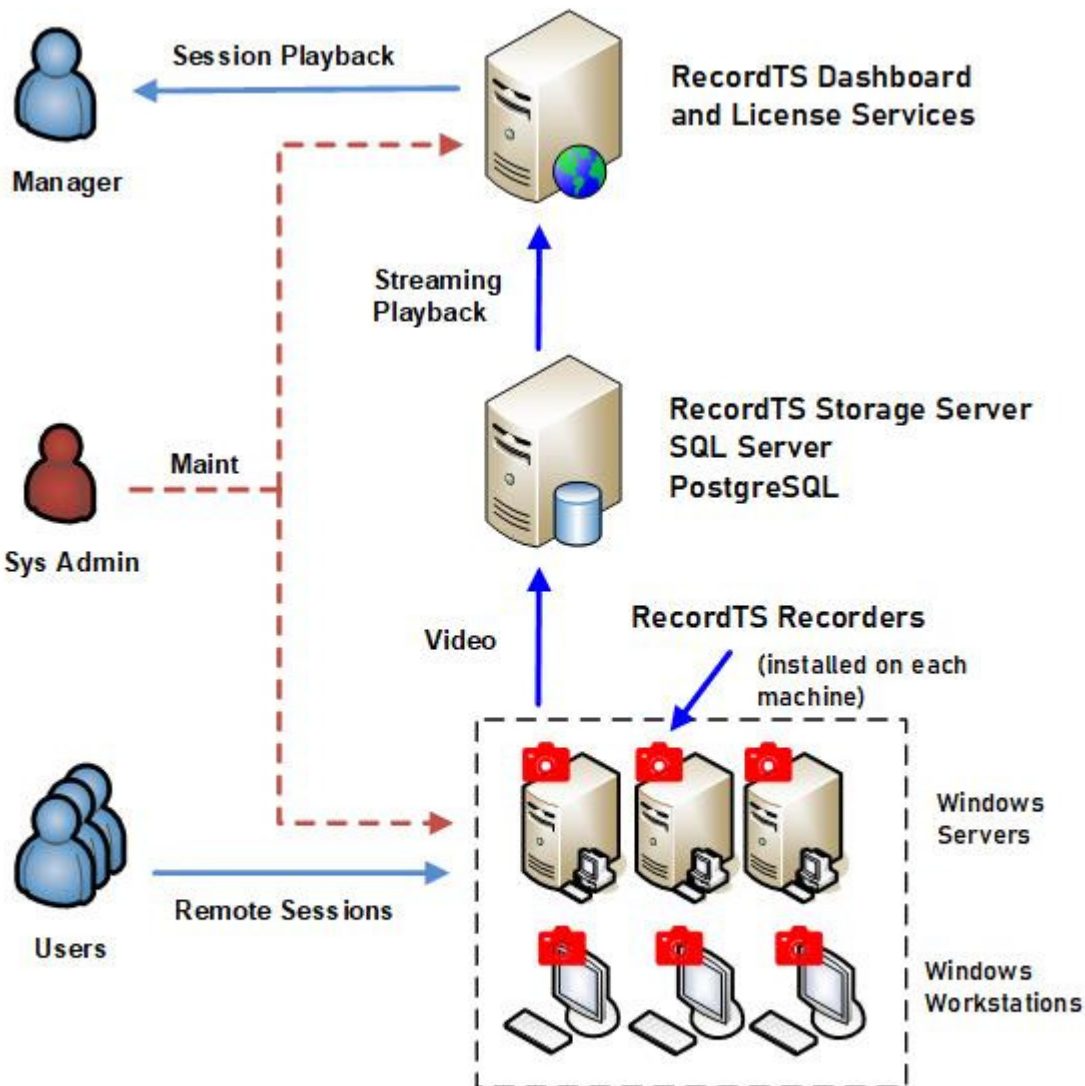


RecordTS v7 Enterprise Edition
Functional Diagram

**ENTERPRISE FUNCTIONAL NETWORK DIAGRAM**

The diagram below depicts a typical large network configuration with potentially thousands of users connecting remotely to their desktops. System administrators can access the RDS servers either remotely or internally via remote desktop. They can manage the RecordTS system by connecting to the RecordTS Dashboard web console via a browser either remotely or internally. There are customer recording literally thirty thousand Win10 workstations with RecordTS v7 Enterprise Edition.

There are many variations on this enterprise theme that are also possible. Here is a sample deployment of RecordTS v7 on a VMware Horizon installation:
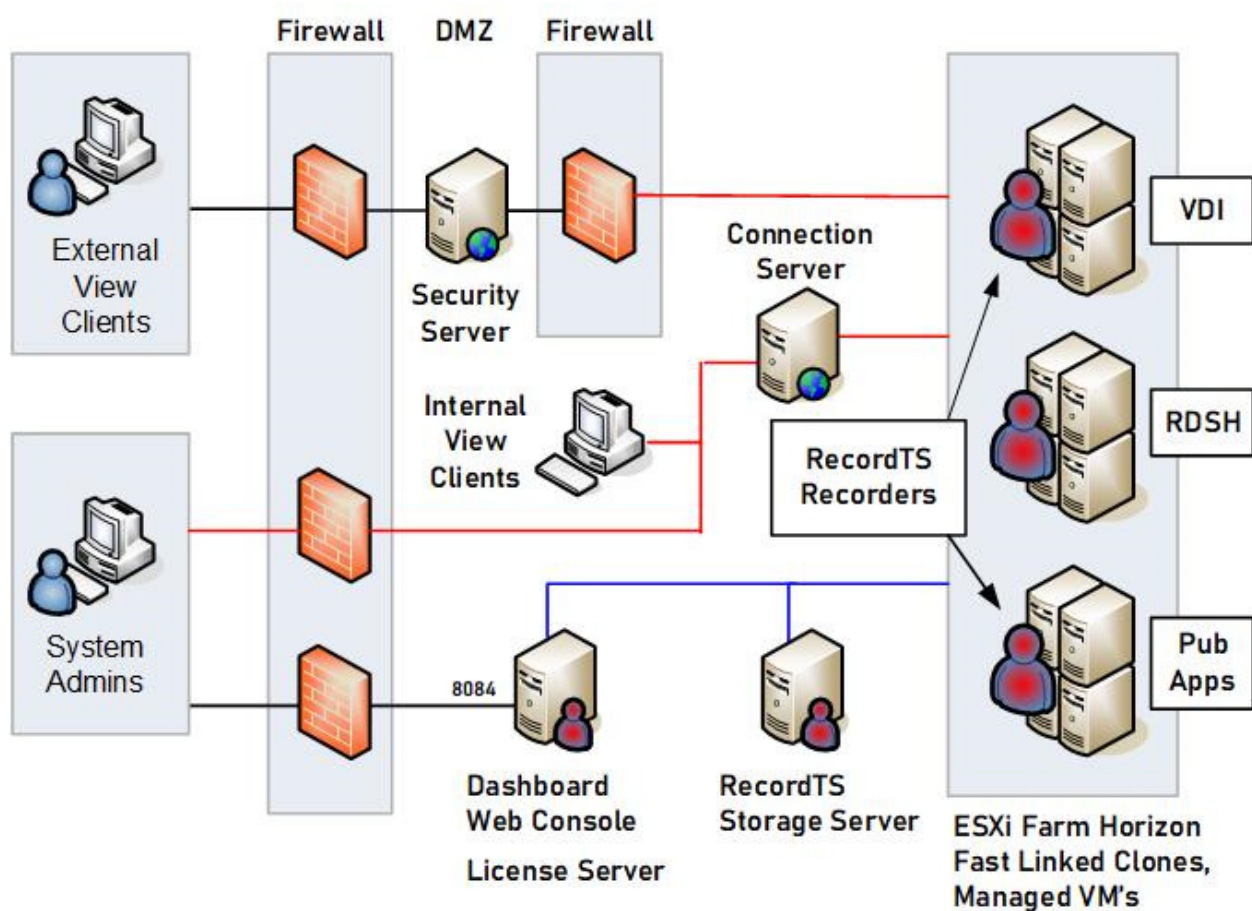


RecordTS v7 for VMWare Horizon View Network Configuration