

ScreenAgent

Administration Manual

Version 2025.4[7087]

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P/N: #142218 Version 2025.4[7087]

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Table Of Contents

1. Introduction to Screen Agent DX

2. Prerequisite: Setting up a Screen Agent Interface

3. Installing on a Workstation

3.1. Pre-Installation: Uninstall Previous Versions	11
--	----

3.2. How to Access the Installer	11
----------------------------------	----

4. Configuring a Workstation

4.1. How to Access the Configuration Wizard	17
---	----

4.2. Choosing Your Configuration Option	18
---	----

4.2.1. Setting up a Workstation for the First Time	18
--	----

4.2.2. Replacing a Workstation by Reclaiming	23
--	----

4.2.3. Upgrading Screen Capture Software from Version 2.5 or Lower	26
--	----

4.2.4. Deleting a Configuration	29
---------------------------------	----

5. Redundant Recording

5.1. Claiming Channels on Multiple Recorders	33
--	----

5.2. Deleting Configurations on Multiple Recorders	36
--	----

6. Performing Actions on a Workstation via the Recorder

6.1. Accessing and Configuring Screen Channels via the Recorder	41
6.2. Upgrading a Client	45
6.3. Restarting Screen Agent DX for a client	46

7. Checking Your Screen Channel and Screen Recordings

7.1. Checking the State of Your Screen Channel	49
7.2. Playing Screen Recordings	50

8. SSL Connections

8.1. Configuring a Recorder for Screen Recording with SSL Connections	51
8.2. Download the Screen Agent DX installer	51
8.3. Install and Configure Screen Agent DX	52
8.4. Configuring SSL Through a Channel Reclaim	56
8.5. Configuring SSL from a screen channel page on the recorder	58
8.6. Configuring SSL After an Upgrade	59

9. User and Agent Tracking

9.1. Tracking Users in Configuration Manager	61
9.2. Agent and User Mapping	62

10. Uninstalling Screen Agent

11. Reporting Problems

A. Claim or Unclaim a Channel in the Configuration Manager

B. Screen Agent Interface Authentication

C. Screen Agent Recording Modes

D. Different States of a Screen Agent Channel

E. Selectable Screen Area

1. INTRODUCTION TO SCREEN AGENT DX

The Eventide Screen Agent DX software is an application that screen records workstation systems to a designated recorder. The screen recordings are then made available for playback through Eventide Communications's MediaWorks DX software.

This manual provides details on how to install and configure Eventide Screen Agent DX.

Use of Eventide Screen Agent DX software may be subject to purchase of add-on licenses per NexLog DX-series recorders. Please contact service@eventidecommunications.com to discuss your needs.

2. PREREQUISITE: SETTING UP A SCREEN AGENT INTERFACE

Before setting up screen recording on a workstation, you will need to add a Screen Agent interface to the recorder via the Configuration Manager. The Screen Agent 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 Agent 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 Agent interface.

The steps for adding a Screen Agent interface are provided below:

1. Log in to the Configuration Manager of the NexLog DX-series system you will be recording to
2. Navigate to Recording -> Recording Interfaces (as seen below in *Figure 2.1*) and click the 'Add Virtual Recording Interface' button

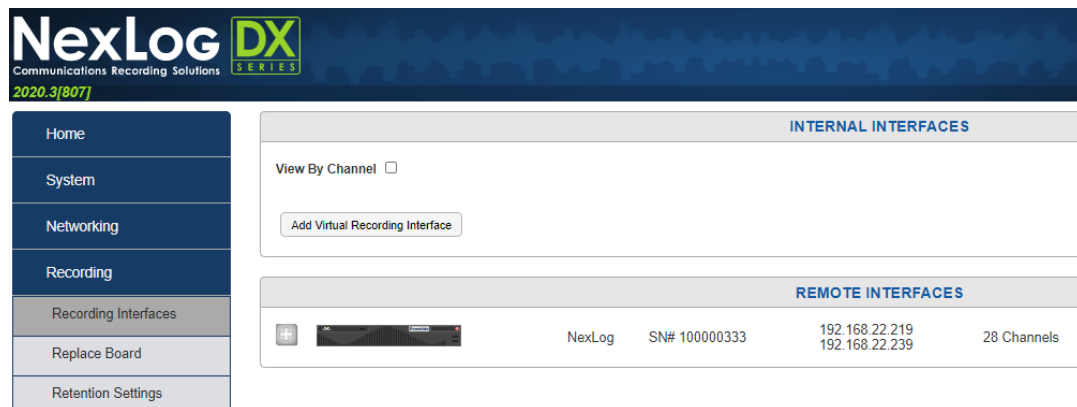


Fig. 2.1 Configuration Manager: Accessing the Boards Page

1. 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 Agent Channel license key add-on. Once done, click 'Save'

ADD INTERFACE

Channel Count:

1

Drop Box

☐

IP Recording

☐

No Template

Screen

☒

Save

Cancel

Fig. 2.2 Configuration Manager: Setting up a Screen Agent Interface

1. After clicking 'Save', you will see a Screen Agent 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.

INTERNAL INTERFACES							
View By Channel ☐							
Screen Agent Interface		5 Channels			Enabled		
ACTIVITY	VOX HOLD TIME	NAME	ENCODING	DETECT TYPE	VOX SENSITIVITY	INACTIVITY TIMEOUT	MORE
1	60 Sec	Channel 1	VNC	ON	100000	0	
2	60 Sec	Channel 2	VNC	ON	100000	0	
3	60 Sec	Channel 3	VNC	ON	100000	0	
4	60 Sec	Channel 4	VNC	ON	100000	0	
5	60 Sec	Channel 5	VNC	ON	100000	0	
Add Virtual Recording Interface							

Fig. 2.3 Configuration Manager: Screen Agent Interface with Channels

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

3. INSTALLING ON A WORKSTATION

We will now guide you through how to perform a successful installation of Screen Agent DX 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. Pre-Installation: Uninstall Previous Versions

Before installing Screen Agent DX, 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 Section 3.2 How to Access the Installer below.

3.2. 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 Screen Agent DX.

Follow the steps below to download the installer file:

1. Log in to the Configuration Manager of a NexLog DX-series recorder
2. Go to Utilities -> Downloads and click the 'Download' button corresponding to Scree Capture Agent
3. Double-click on the MSI file to start running the installation
4. You will now see the welcome step. Click 'Next' to continue.



Fig. 3.1 Screen Agent Installer: Welcome Step

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

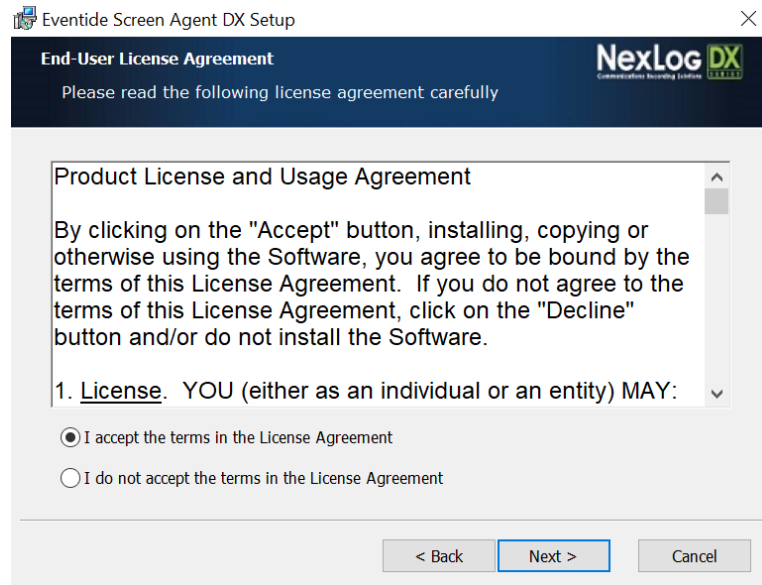


Fig. 3.2 Screen Agent Installer: License Agreement

1. If you would like to include the 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.

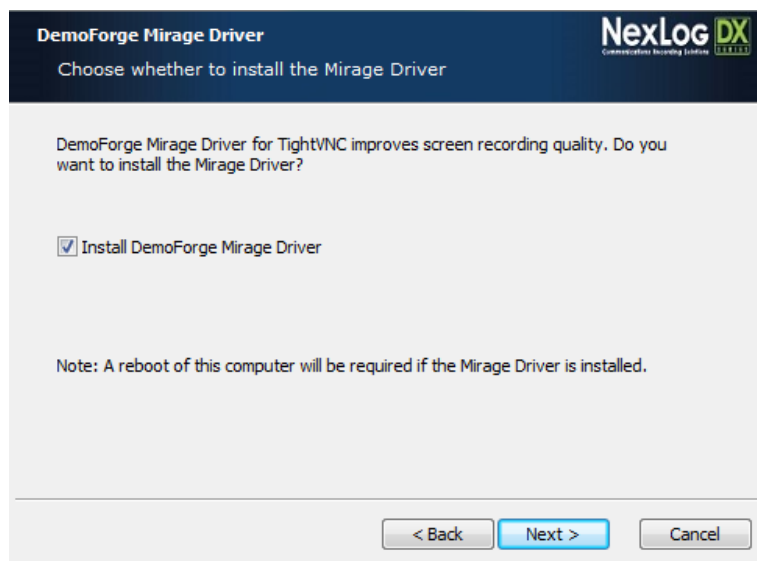


Fig. 3.3 Installing DemoForge Mirage Driver

1. 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'.

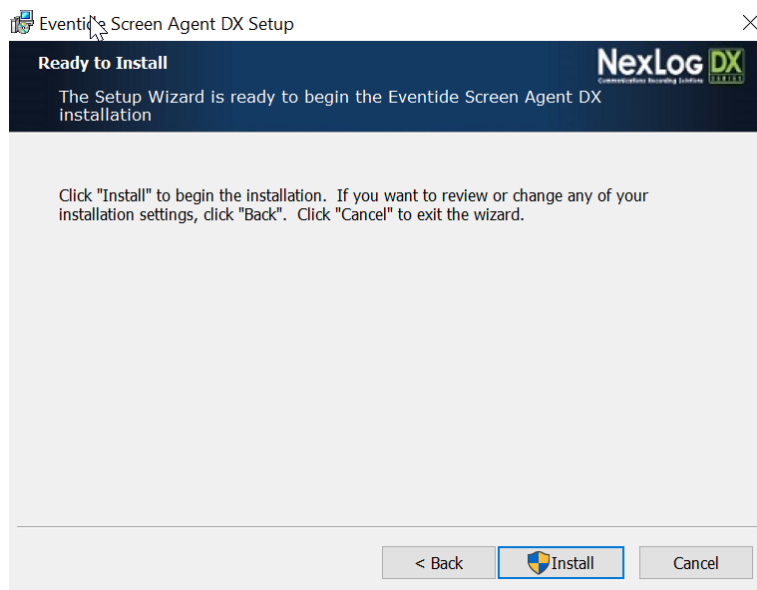


Fig. 3.4 Screen Agent Installer: Ready to Install Step

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

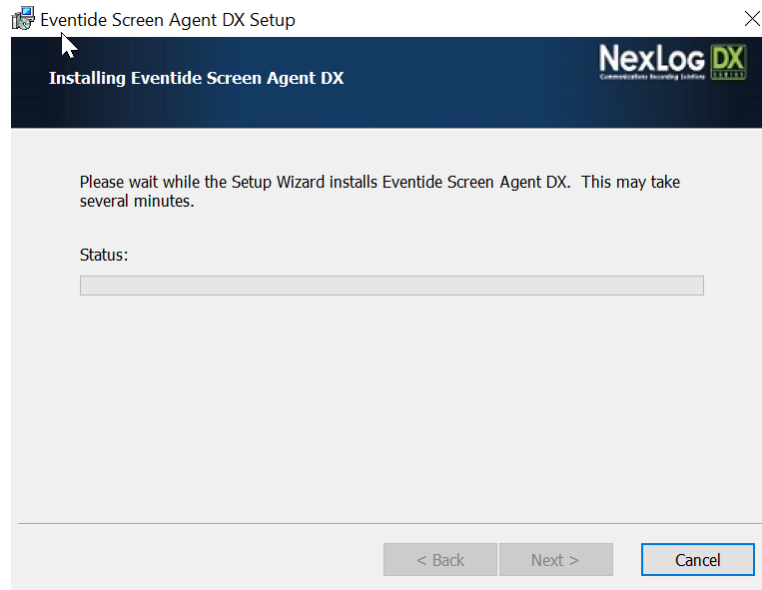


Fig. 3.5 Screen Agent Installer: Status

Once the installation is complete, you will be given the opportunity to configure screen recording. Follow the steps in section Section 4 Configuring a Workstation to configure a workstation based on your recording needs. Regardless of whether you choose to configure at this time, you will be prompted to reboot your system to complete the installation.

4. 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 applies to specific scenarios that are relevant to you.

4.1. 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 which leads to the running of the configuration wizard

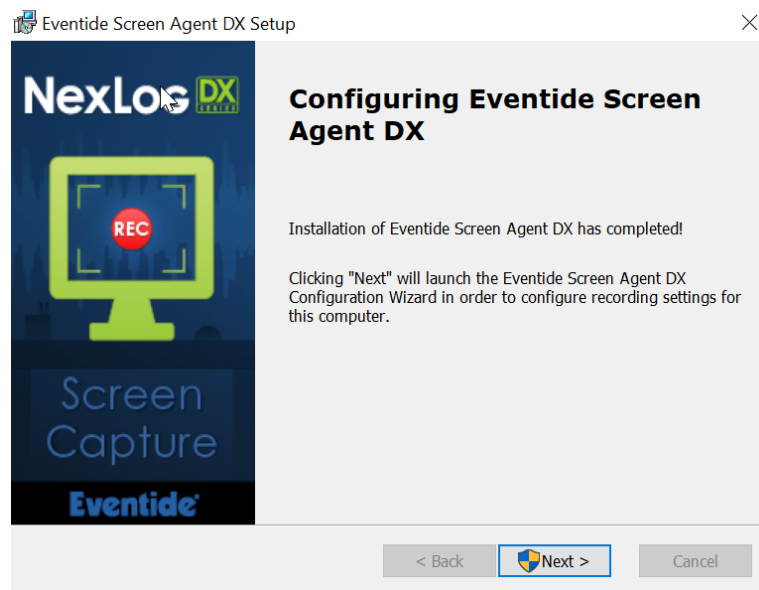


Fig. 4.1 Screen Agent Installer: Launching the Configuration Wizard

1. 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 in *Figure 4.2* below). After you click on 'Eventide Screen Agent Configuration Wizard', the window seen in *Figure 4.1* above will open, and you can then start running through the configuration steps.

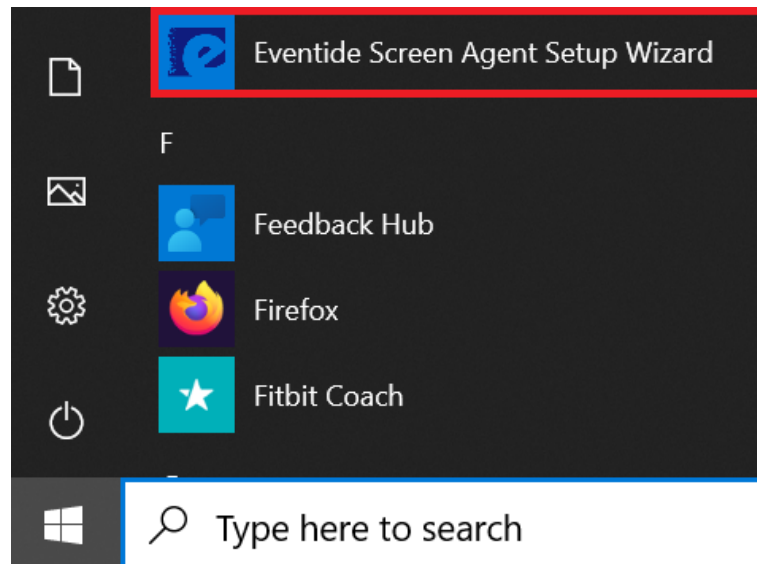


Fig. 4.2 Screen Agent Configuration Wizard: Accessing the Configuration Wizard

4.2. Choosing Your Configuration Option

Once you have accessed the Screen Agent Configuration Wizard, 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.

4.2.1. Setting up a Workstation for the First Time

If you are setting up Screen Agent DX 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 Agent 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 DX Configuration Wizard. Refer to sub-section Section 4.1 How to Access the Configuration Wizard for details on how to do this.
2. Select 'Claim New Record Channel' and click 'Next'.

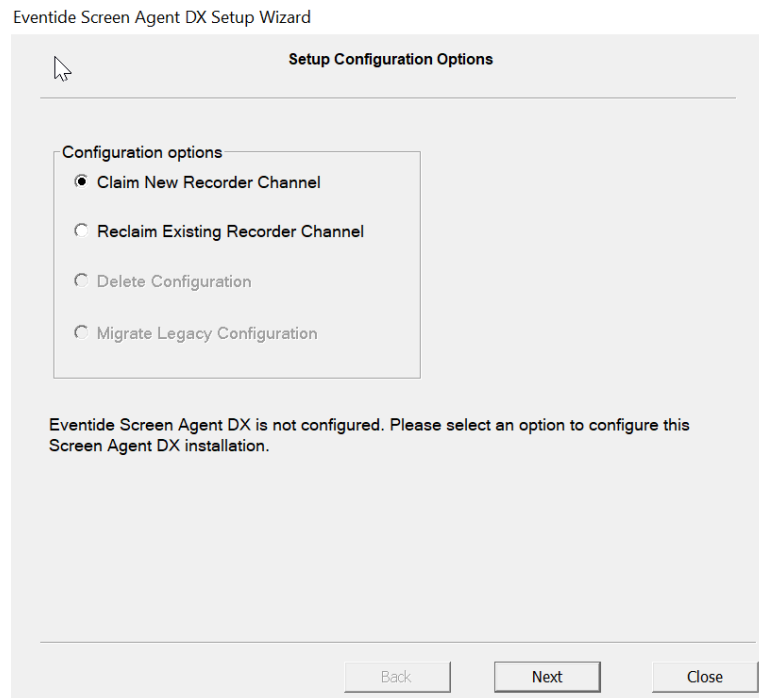


Fig. 4.3 Screen Agent Configuration Wizard: Configuration Options

1. Provide a 'Recorder IP' and a 'Channel Name'. If the Screen Agent 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 Section B Screen Agent Interface Authentication to check if authentication is required.

Eventide Screen Agent DX Setup Wizard

Claim New Recorder Channel

Recorder IP

Channel Name

Use Secure Connection ☐

Credentials

Username

Password

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

Recording Mode

☒ Off

Maximum Call Duration

☐ On minutes

☐ Script

Screen Activity Timeout

☐ Screen Activity seconds

Back Next Close

Fig. 4.4 Screen Agent Configuration Wizard: Claim New Recorder Channel

1. Select a Recording Mode with corresponding settings and click 'Next'. Refer to appendix Section C Screen Agent Recording Modes for more details on Recording Modes.

Eventide Screen Agent DX Setup Wizard

Claim New Recorder Channel

Recorder IP

Channel Name

Use Secure Connection ☐

Credentials

Username

Password

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

Recording Mode

☒ Off Maximum Call Duration
1 minutes

☐ On

☐ Script Screen Activity Timeout
60 seconds

☐ Screen Activity

Back Next Close

Fig. 4.5 Screen Agent Configuration Wizard: Claim New Recorder Channel

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

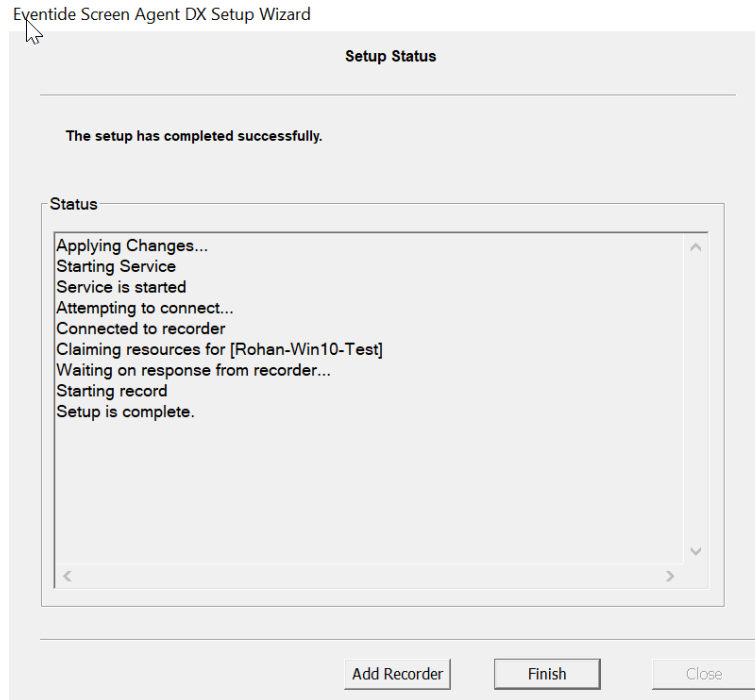


Fig. 4.6 Screen Agent Configuration Wizard: Claiming Channel Complete

1. 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'.



Fig. 4.7 Screen Agent Installer: Reboot to Complete Installation

4.2.2. 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. Please reference the appendix Section A Claim or Unclaim a Channel in the Configuration Manager to check whether a channel is already claimed, and how to perform a claim/unclaim on the boards page of the Configuration Manager.

Below are the steps involved in reclaiming a channel:

1. Run the Eventide Screen Agent Configuration Wizard. Refer to section sub-section Section 4.1 How to Access the Configuration Wizard for details on how to do this.
2. Select ‘Reclaim Existing Recorder Channel’ and click ‘Next’.

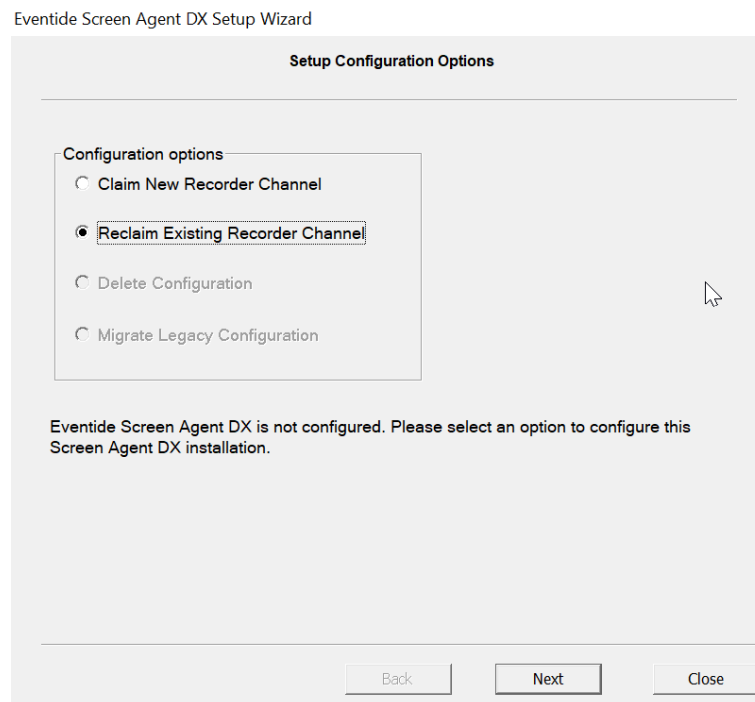


Fig. 4.8 Screen Agent Configuration Wizard: Configuration Options

1. Select the channel from the 'Recorder System Channel' 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 Section B Screen Agent Interface Authentication to check if a Screen Agent Interface requires authentication. When done, click 'Next'.

Eventide Screen Agent DX Setup Wizard

Reclaim Existing Recorder Channel

Select a System Channel ID to reclaim:

Recorder System Channel

Recorder IP Address

Use Secure Connection ☐

Credentials

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

Fig. 4.9 Screen Agent Configuration Wizard: Reclaim Existing Recorder Channel

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

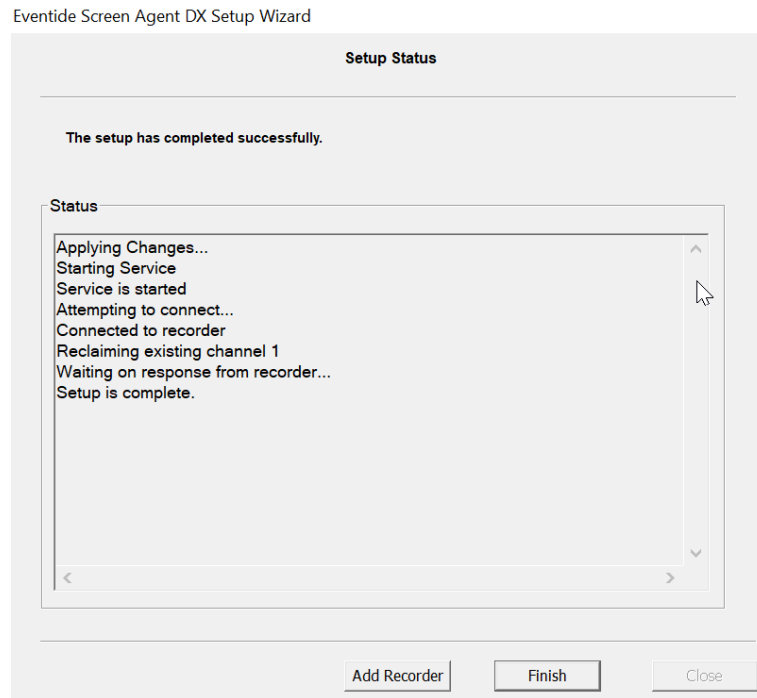


Fig. 4.10 Screen Agent Configuration Wizard: Reclaiming Channel Complete

4.2.3. Upgrading Screen Capture Software from Version 2.5 or Lower

If you have upgraded from a screen recording software that is version 2.5 or lower to Screen Agent DX, 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 Screen Agent DX. 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 sub-section Section 4.1 How to Access the Configuration Wizard 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'.

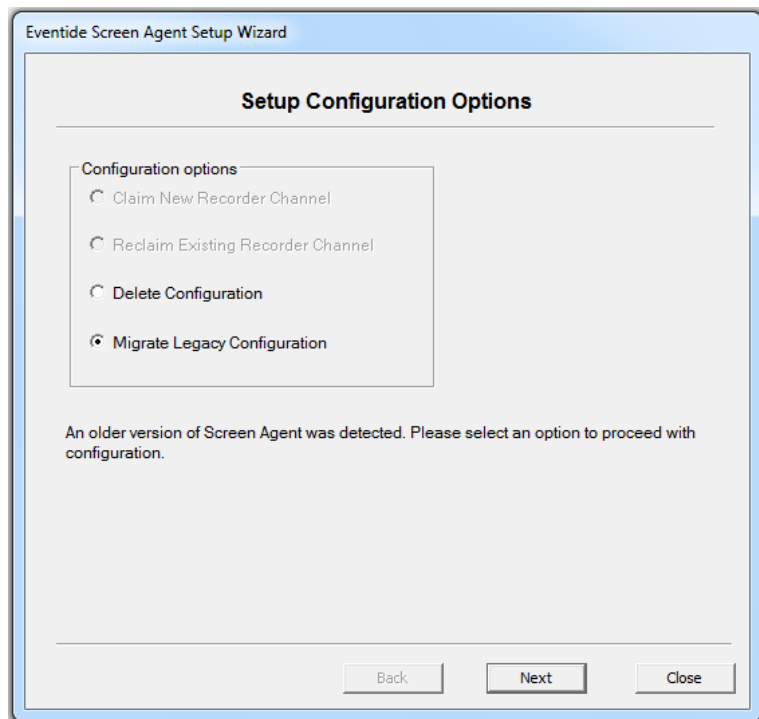


Fig. 4.11 Screen Agent Configuration Wizard: Configuration Options

1. 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 Section B Screen Agent Interface Authentication to check if a Screen Agent Interface requires authentication. After you are done, click 'Next'.

The image shows a Windows-style dialog box titled "Eventide Screen Agent Setup Wizard". Inside the dialog, the main heading is "Migrate Legacy Configuration". Below this heading, there is a section labeled "Credentials" which contains two input fields: "Username" and "Password". To the right of these fields, a note states: "The recorder may be configured to require credentials. Please enter them here if required." Below the credentials section, a question is posed: "Are you sure you want to migrate Eventide Screen Capture Legacy configuration to the latest version?". At the bottom of the dialog, there are three buttons: "Back", "Next", and "Close". The "Next" button is highlighted with a dashed border, indicating it is the default or recommended action.

Fig. 4.12 Screen Agent Configuration Wizard: Migrate Legacy Configuratrion

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

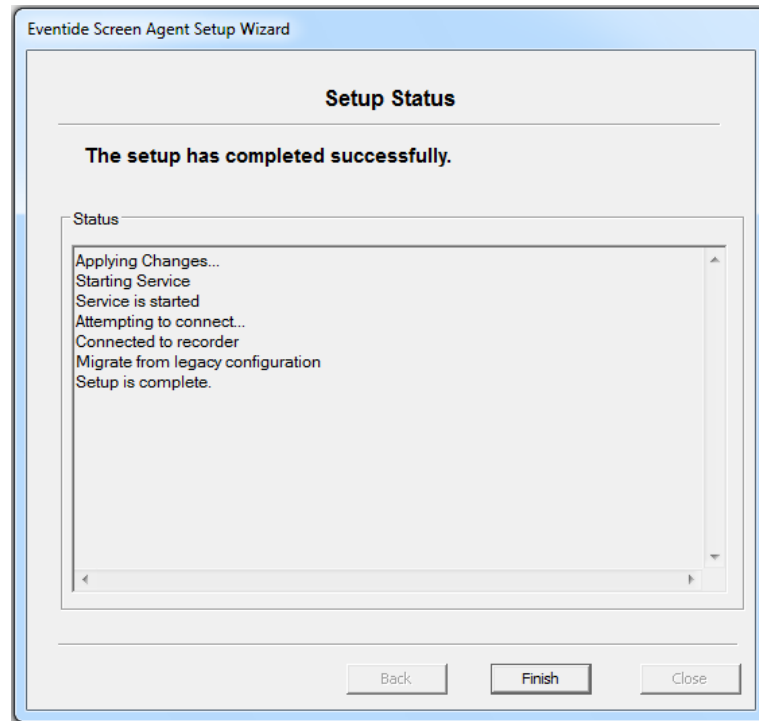


Fig. 4.13 Screen Agent Configuration Wizard: Migrating Configuration Complete

4.2.4. Deleting a 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. Once deleted, you will be required 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 sub-section Section 4.1 How to Access the Configuration Wizard for how to do this.
2. At this step you will see the 'Delete Configuration' option available to select. Once selected, click 'Next'.

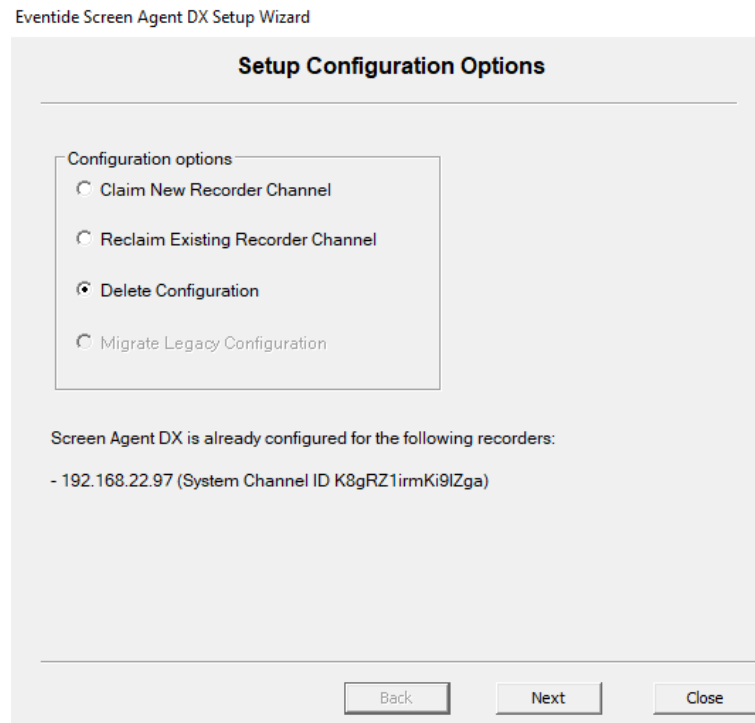


Fig. 4.14 Screen Agent Configuration Wizard: Configuration Options

3. You will be prompted to select a channel configuration associated with a specific recorder to permanently delete. Make a selection and then Click 'Next'.

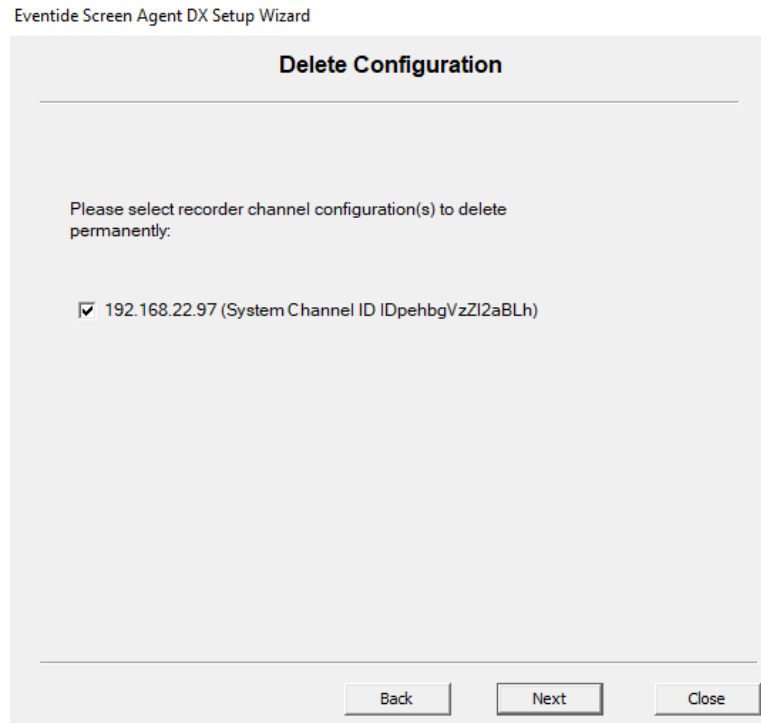


Fig. 4.15 Screen Agent Configuration Wizard: Delete Configuration

1. 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' or 'Reclaim Existing Recorder Channel' (refer to sub-section Section 4.2 Choosing Your Configuration Option for more details on these options). If you click 'Finish', you will exit the Configuration Wizard.

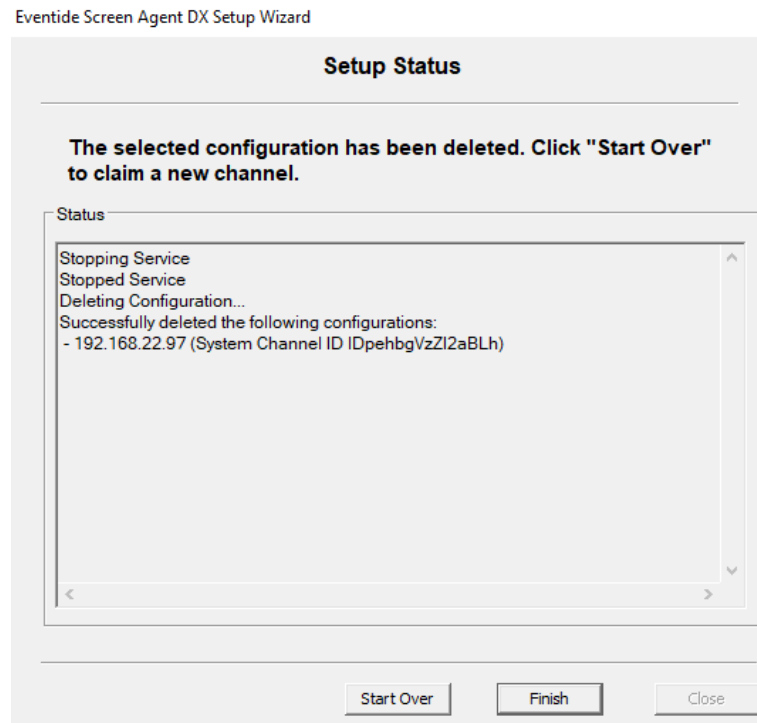


Fig. 4.16 Screen Agent Configuration Wizard: Deleting Configuration Complete

5. REDUNDANT RECORDING

Screen Agent DX allows users to configure a client to screen record on multiple recorders for redundant recording. Below are the steps to follow for this configuration.

5.1. Claiming Channels on Multiple Recorders

1. Open the Eventide Screen Agent Configuration Wizard, select “Claim New Recorder Channel”, then click “Next”

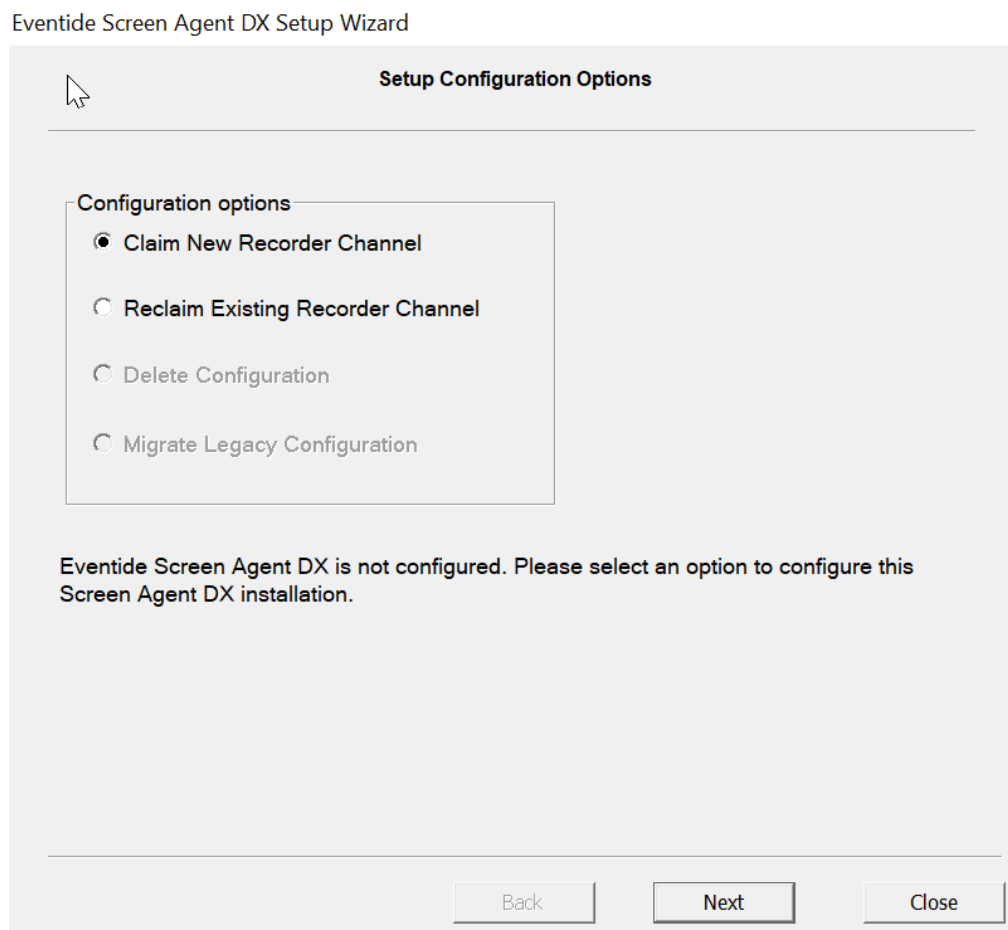


Fig. 5.1 Screen Agent Configuration Wizard: Claiming a Channel

2. Provide the IP address of the recorder the client will be recording on, the Channel Name to identify the Screen Channel on the recorder, credentials (if the Screen Agent board is configured to require authentication), and the recording mode that the screen channel will record in

Eventide Screen Agent DX Setup Wizard

Claim New Recorder Channel

Recorder IP

Channel Name

Use Secure Connection ☐

Credentials

Username

Password

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

Recording Mode

☒ Off

☐ On

☐ Script

☐ Screen Activity

Maximum Call Duration

minutes

Screen Activity Timeout

seconds

Back Next Close

Fig. 5.2 Screen Agent Configuration Wizard: Claim New Recorder Channel

3. If the configuration completes successfully, you will see a message that says the setup has completed. If you need to configure another recorder for redundant recording, you can click “Add Recorder”. Otherwise you can click “Finish” to complete the configuration.

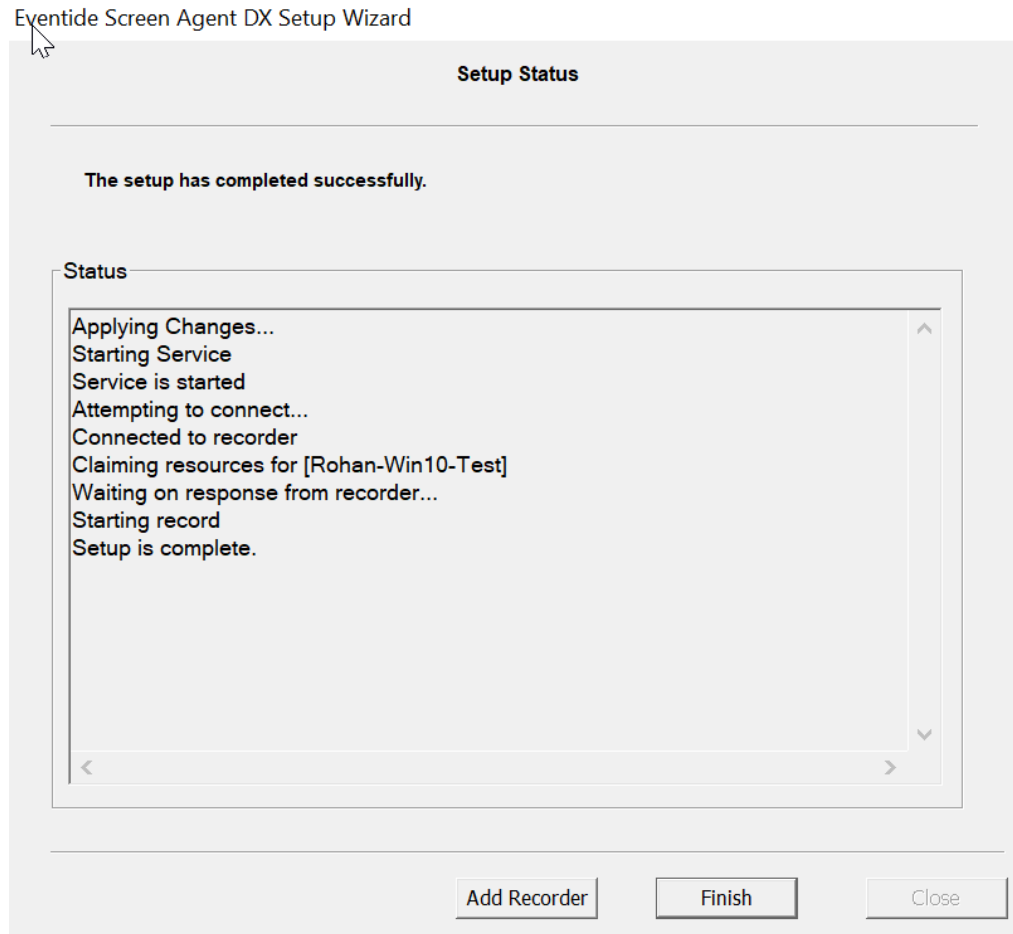


Fig. 5.3 Screen Agent Configuration Wizard: Claiming Channel Complete

4. If you click “Add Recorder”, it will take you back to the first step in the Configuration Wizard. You will notice that it mentions what recorder the client is already configured to record on (as seen in *Figure 5.4* below). You can then click “Next” and configure another recorder by following steps 1 through 3 above.

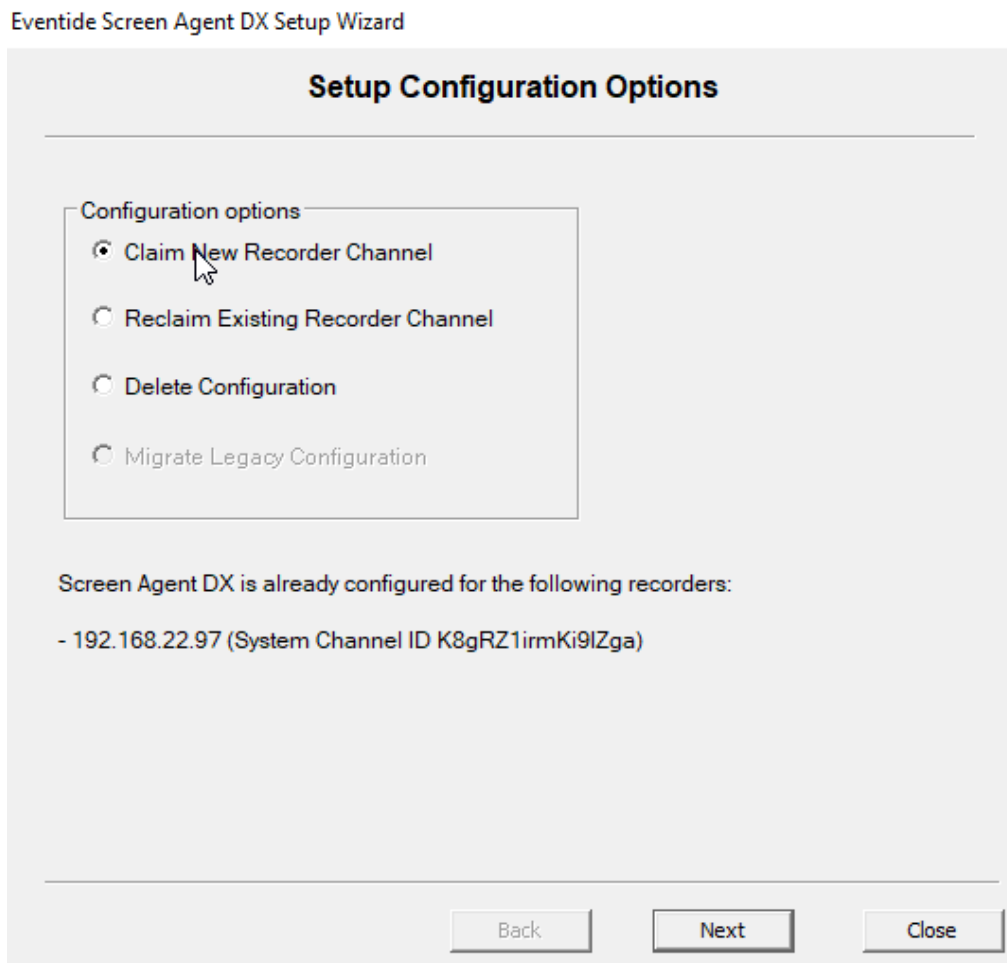


Fig. 5.4 Screen Agent Configuration Wizard: Adding a New Recorder

5.2. Deleting Configurations on Multiple Recorders

1. Open the Eventide Screen Agent Configuration Wizard
2. Select "Delete Configuration" and click "Next"

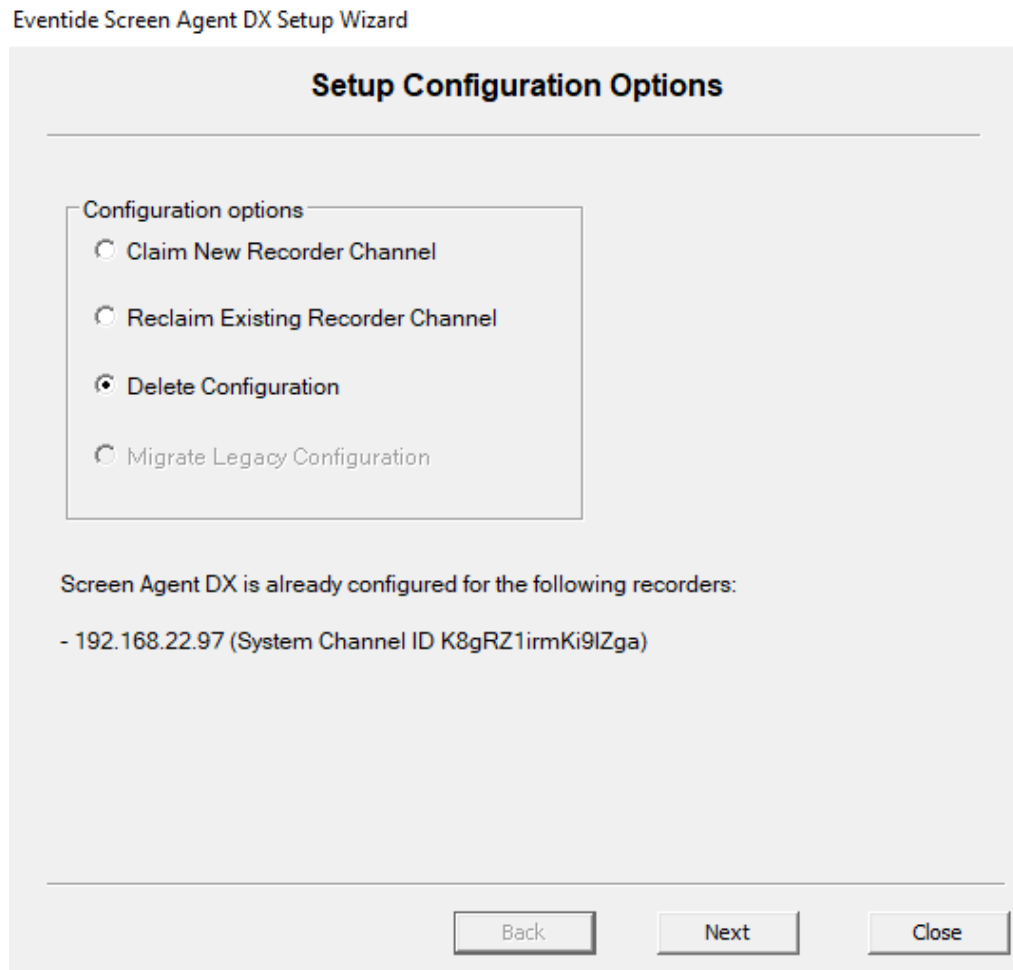


Fig. 5.5 Screen Agent Configuration Wizard: Deleting a Configuration

3. Select the configuration you would like to delete and then click “Next. If you have multiple configurations, you can delete them simultaneously.

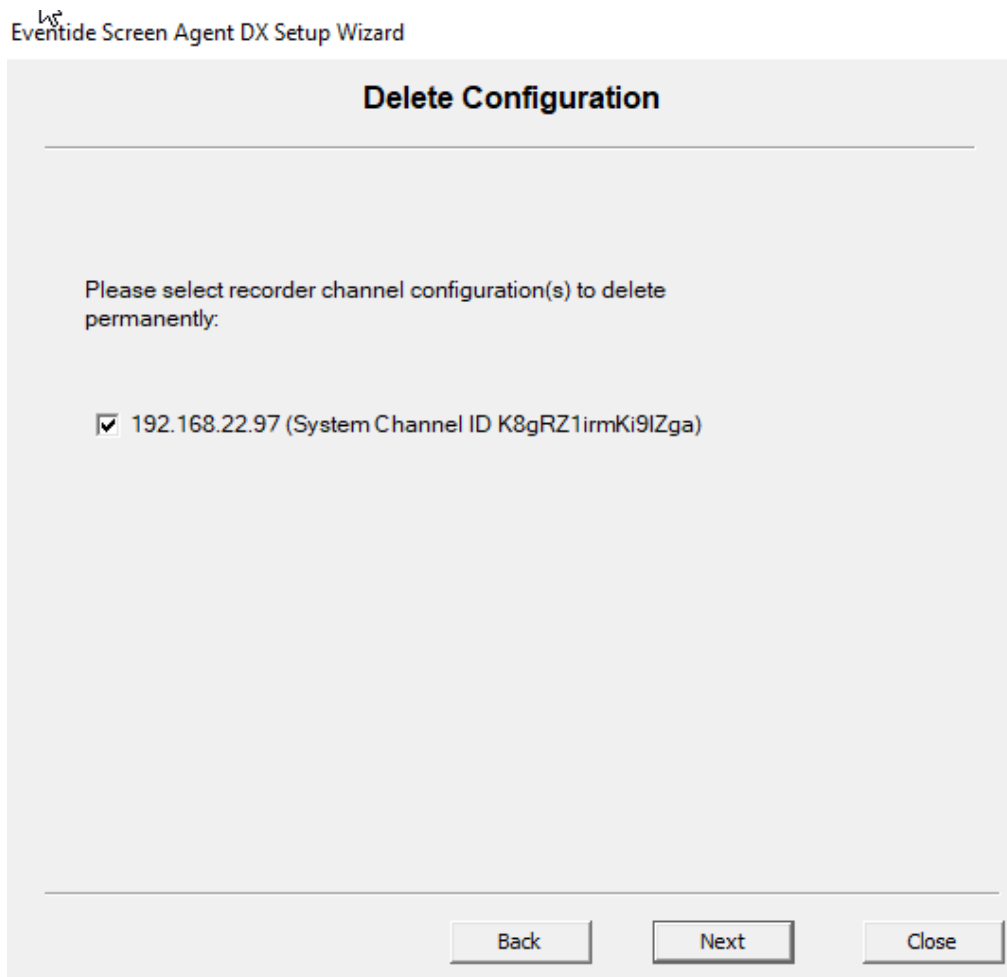


Fig. 5.6 Screen Agent Configuration Wizard: Deleting a Configuration

4. Once the configurations are deleted successfully, you will get a message indicating so, along with the configuration(s) that were deleted

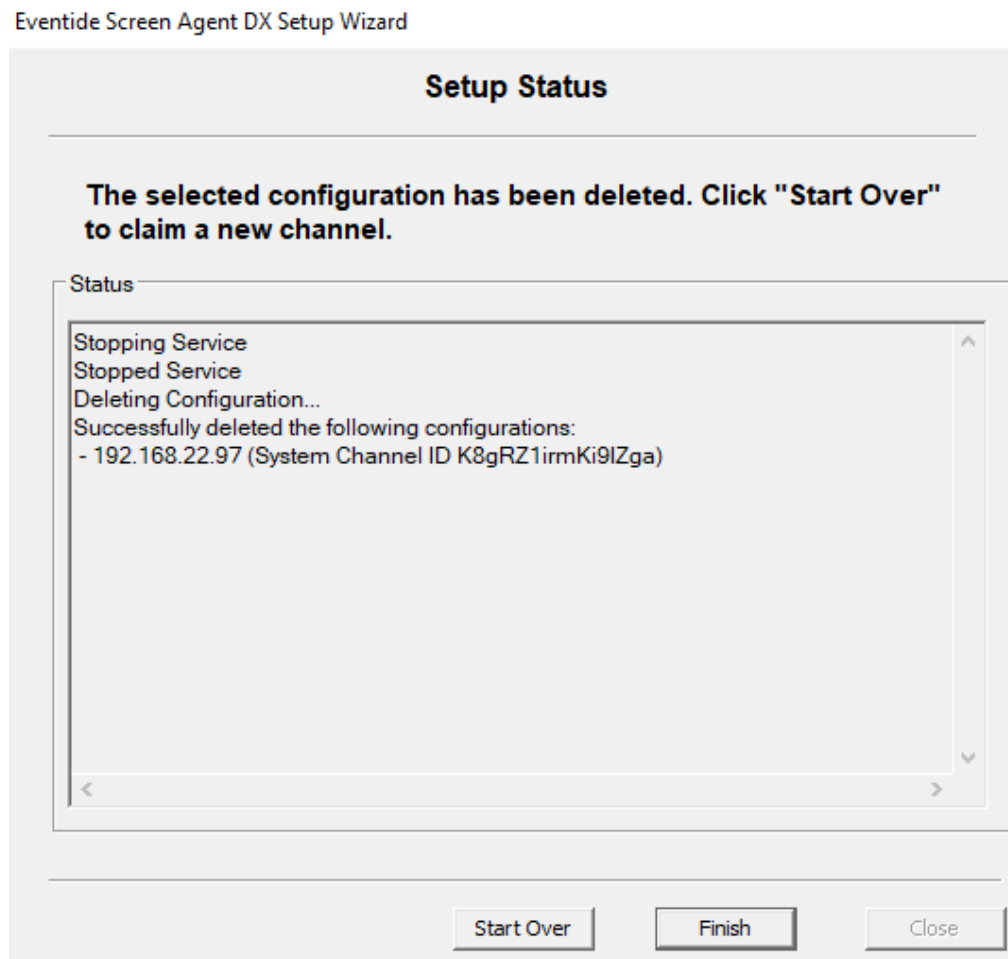


Fig. 5.7 Screen Agent Configuration Wizard: Deleting Configuration Complete

5. If you are done with configurations, you can click "Finish". If you would like to do additional configurations, you can click "Start Over" to take you back to the first step of the Configuration Wizard.

6. 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.

6.1. Accessing and Configuring Screen Channels via the Recorder

- 1. Screen channels can be found in the Configuration Manager by going to the Recording Interfaces page. Click on the ‘+’ icon next to the Screen Agent DX Interface to expand the interface and display its associated screen channels (as seen in Figure 6.1). Click on the gear icon to access the client’s ‘EDIT CHANNEL’ tab.

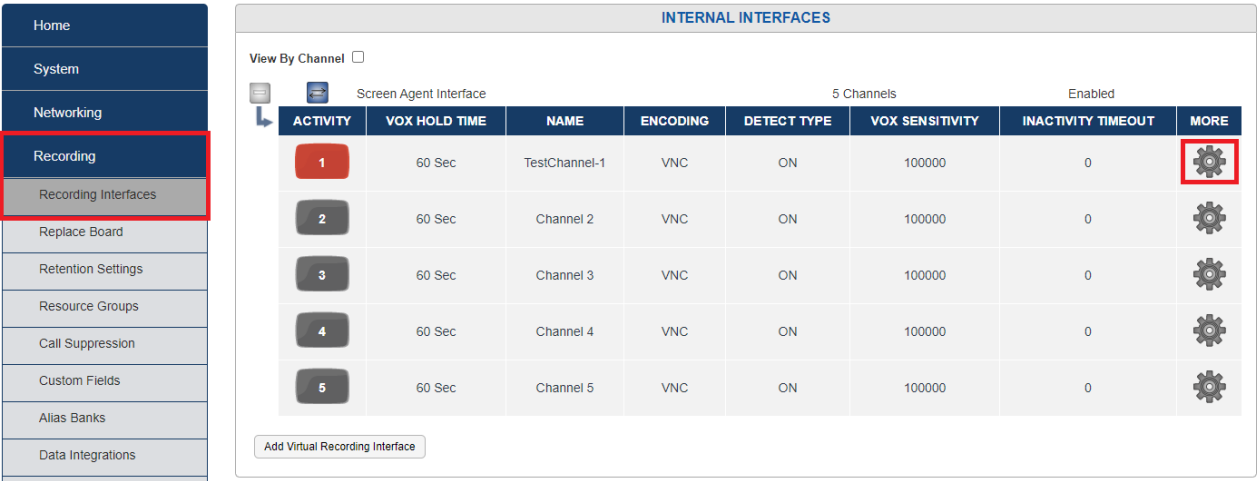


Fig. 6.1 Configuration Manager: Screen Agent DX Interface with Channels

- 1. In the ‘EDIT CHANNEL’ tab (as seen in Figure 6.2), you can view current configurations and also change their settings.

EDIT CHANNEL

Standard Channel Settings

Channel Name:

Audio Storage Encoding:

Default Call Type:

Record Start/Stop Settings

Call Detect Mode:

ScreenAgent Recording Interface Configuration

Screen Activity Timeout(secs):

Max Recording Duration(secs): ☒ Enable

Screen Agent Settings

Screen agent Address: 192.168.22.206

Screen Agent Version: 2021.1.27

Restart Service:

Claimed for screen agent: ☒ Enable

Remove Wallpaper: ☒ Enable

Use Recorder Time: ☐ Enable

Bits Per Pixel:

Frames Per Second:

Keyframe Period(secs):

Bandwidth Limit(KBps):

Use Secure Connection: ☐ Enable

Alert Settings

Activity Timeout(secs): ☐ Enable

Inactivity Timeout(secs): ☐ Enable

Metadata Missing Alert(count): ☐ Enable

Additional Settings

Metadata Cache: Timeout Uses ☐ Enable

Config Text:

Fig. 6.2 Configuration Manager: Edit Channel Tab

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

- **Channel Name:** This is the channel name on the recorder for the Screen Agent DX workstation. You will be able to search for recordings from the workstation using this channel name in MediaWorks DX. This can be set when first configuring a workstation for recording, and subsequently edited on this page if needed.
- **Call Detect Mode** This setting determines the way in which a workstation records. Below are more details on each specific setting:
 - **OFF:** The channel will not record at all unless changed to another detect mode

- **ON:** The channel will always record so long as the client is active (i.e. when powered on, logged in, not asleep, and unlocked)
- **Screen Activity:** The channel will only record based on mouse or keyboard activity
- **Script:** The channel will record based on a configured schedule

Note

For more details on each detect type, please refer to appendix Section D: Different States of a Screen Agent Channel.

- **Audio Storage Encoding:** This not relevant for screen channels and will always be set to VNC.
- **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”.
- **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 6.2, there is an Upgrade button associated with this field. This button allows you to remotely upgrade to a newer version of the Screen Agent DX software. For more details on this, refer to sub-section Section 6.2: Upgrading a Client.
- **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, refer to Section 6.3: Restarting Screen Agent DX for a client.
- **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 Section 4.2.1: Setting up a Workstation for the First Time) or so that it can be reclaimed (discussed in sub-section Section 4.2.2: Replacing a Workstation by Reclaiming).
- **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:** This sets the call and event timestamps based on the recorder time instead of the client time.
- **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 per 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.
- **Max Recording Duration(secs):** This field is used to set how long (in seconds) each individual record on a channel will last before a call break.
- **Activity Timeout(secs):** 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):** 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.
- **Metadata Cache:** This is an advanced field setting for metadata integration. It is rarely used for screen recordings.
- **Config Text:** This field does not apply to screen recordings.

Note

If a Windows 10 Machine has a screensaver enabled along with a screen lock, Screen Agent DX will continue to record screensaver while locked. To avoid this, disable the screensaver in your computer settings.

6.2. Upgrading a Client

If Eventide introduces a new software version of Screen Agent DX, it will be included in the next version of the NexLog DX-series 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 Section 6.1: Accessing and Configuring Screen Channels via the Recorder 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.

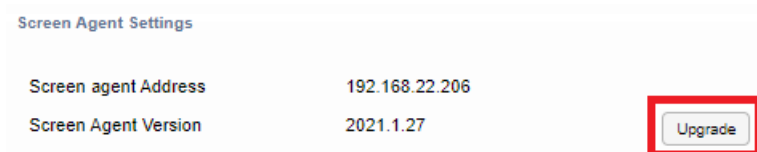


Fig. 6.3 Configuration Manager: Performing a Client Upgrade

1. You will then see the pop-up asking if you are sure you want to upgrade. Click ‘OK’.

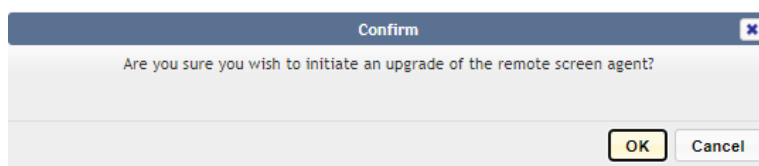


Fig. 6.4 Configuration Manager: Pop-up to Confirm Initiation of an Upgrade

1. There will be another pop-up. Click ‘OK’.

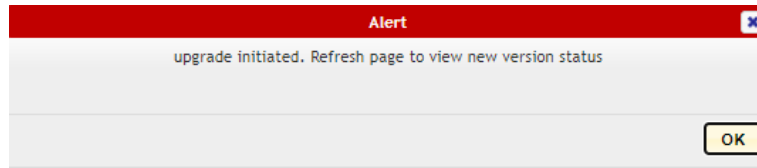


Fig. 6.5 Configuration Manager: Pop-up Informing How to check if upgrade was successful

1. To check if the upgrade took place successfully, wait a few minutes and then click on the Recording Interfaces menu page option. This will cause a reload of the page. Now go back to the 'EDIT CHANNEL' page and check whether the number corresponding to the 'Screen Agent Version' field (as seen in Figure 6.3) has increased.

Note

Nothing will happen if you are attempting an upgrade to an older version or the same version of the client software.

6.3. Restarting Screen Agent DX for a client

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

You can restart the Screen Agent DX 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 Section 6.1: Accessing and Configuring Screen Channels via the Recorder 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.

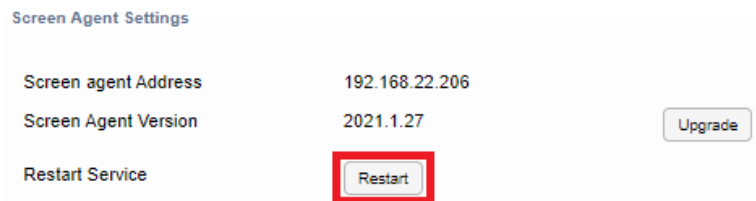


Fig. 6.6 Performing a Client Restart

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

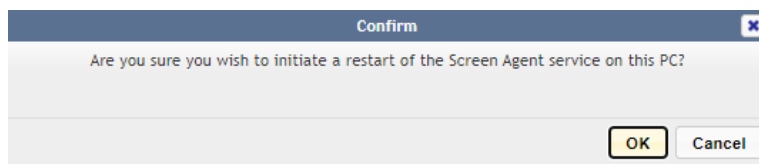


Fig. 6.7 Pop-up for Confirmation of a Restart

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

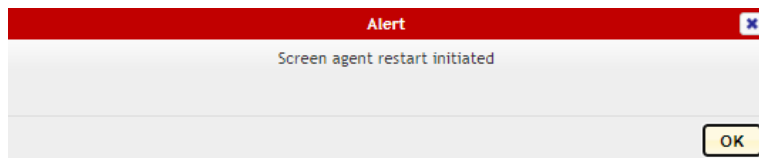


Fig. 6.8 Pop-up to Indicate the Initiation of a Restart

7. 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 DX. The sub-sections below provide more details on how both of these can be done.

7.1. 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 → Recording Interfaces. Refer to sub-section Section 6.1: Accessing and Configuring Screen Channels via the Recorder for how this can be done.
- 2. Expand the Screen Agent Interface board by clicking on the ‘+’ icon seen in Figure 7.1.



Fig. 7.1 Configuration Manager: Unexpanded Screen Recording Interface

- 1. 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 Section D: Different States of a Screen Agent Channel for details on the meaning of each color with respect to the channel’s state.



Fig. 7.2 Configuration Manager: Recording Screen Channel

7.2. Playing Screen Recordings

You can access MediaWorks DX to play screen recordings.

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

1. Log in to MediaWorks DX
2. 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.



Fig. 7.3 MediaWorks DX: Accessing Screen Agent Records for Playback

MediaWorks DX can also display events that are indicative of occurrences that might affect screen recording. They will display as icons on the timeline of the screen recordings.

8. SSL CONNECTIONS

From software version 2021.1 and later NexLog DX-Series recorders, there will be support for Screen Agent DX SSL connections. This will allow the user to configure an encrypted connection between the client and the recorder. You can follow the steps below to configure a Screen Agent DX SSL connection.

Prerequisite: If your recorder does not already have an SSL certificate, then you must make a request for one and apply it to the recorder. This is necessary for being able to configure the accepted SSL connection types. You can reference the SSL Certificate Request & Application section of the NexLog DX-Series Recorder User Manual on how to do this.

8.1. Configuring a Recorder for Screen Recording with SSL Connections

1. Log in to the Configuration Manager of the recorder you will be screen recording on
2. Go to *Users and Security* -> *SSL*, then go to the 'Connection Settings' tab

Here you will see a 'Screen Agent DX connections' field with a drop-down menu. It provides the following options:

- **SSL Only:** This will only allow Screen Agent DX client connections that have been configured to use encrypted connections on the client side
- **Unencrypted Only:** This will only allow Screen Agent DX client connections that have not been configured to use encrypted connections on the client side
- **Both:** This will allow both encrypted and unencrypted connections

1. Choose the connection type that best suits your requirements and click 'Save'
2. Reboot the recorder (There will be a message at the top of the page indicating a reboot is required for the configuration to take effect)

8.2. Download the Screen Agent DX installer

1. Log in to the Configuration Manager of a NexLog DX recorder.
2. Go to *Utilities* -> *Downloads*
3. Click the 'Download' button for 'Screen Capture Agent'

4. Move the downloaded installer file to the target PC to be recorded

Note

Prior to step 3 below, make sure there is already a Screen Agent Interface on the recorder. If not, then you must create one. To check if there is one, log in to the Configuration Manager of the recorder where you will be recording screen channels, and go to *Recording -> Recording Interfaces*. If there is already a Screen Agent Interface, you will see it here.

8.3. Install and Configure Screen Agent DX

1. Follow the typical installation steps for Screen Agent DX (as seen in section Section 3 Installing on a Workstation)
2. Once the installation is completed, you will see the dialog below to configure Screen Agent DX. Click 'Next'.



Fig. 8.1 Screen Agent Configuration Wizard

1. Click 'Yes' when you see the dialog below to open the Screen Agent DX Setup Wizard

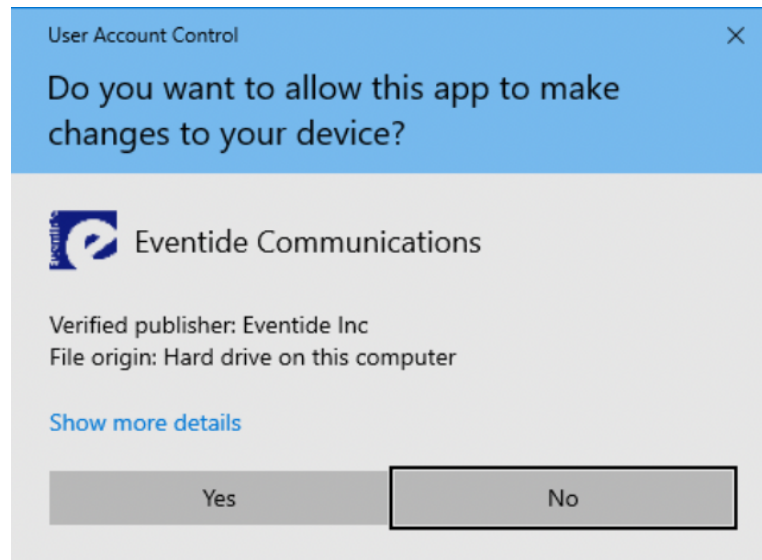


Fig. 8.2 User Account Control Dialog

1. Select 'Claim New Recorder Channel' at the dialog below and click 'Next'

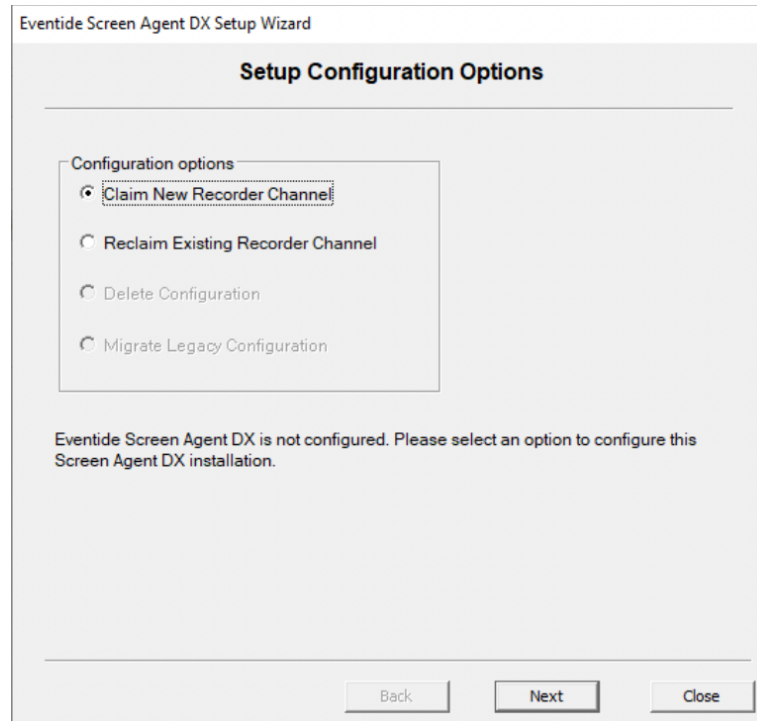
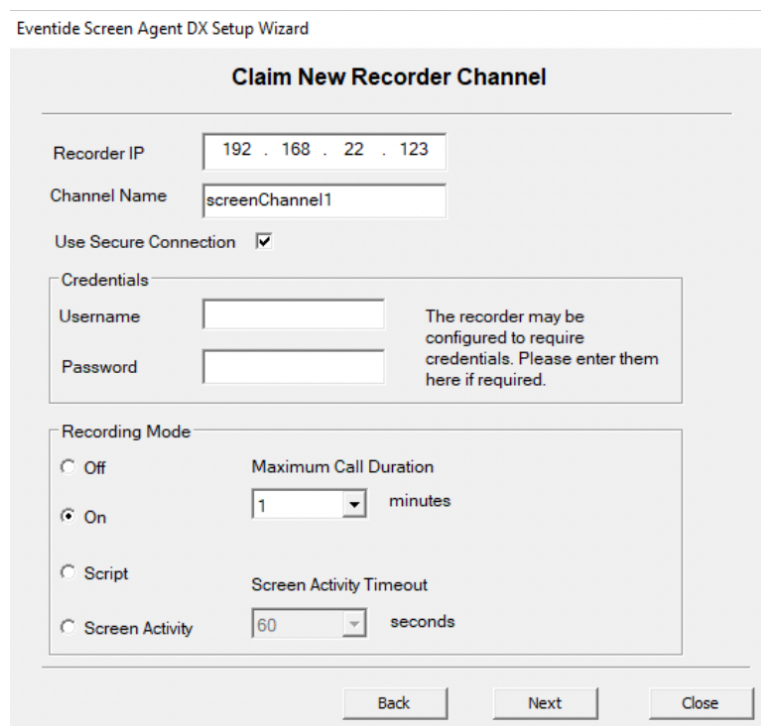


Fig. 8.3 Eventide Screen Agent Configuration Options

1. In the dialog below, you will see the option 'Use Secure Connection'. If the recorder is configured for Screen Agent connections to be 'SSL only' or 'Both', then you can check this box. Provide all the other necessary information and click 'Next'.



The image shows a screenshot of the 'Eventide Screen Agent DX Setup Wizard' window, specifically the 'Claim New Recorder Channel' step. The window has a title bar with the text 'Eventide Screen Agent DX Setup Wizard'. Below the title bar, the main heading is 'Claim New Recorder Channel'. The form contains several input fields and options:

- Recorder IP:** A text box containing '192 . 168 . 22 . 123'.
- Channel Name:** A text box containing 'screenChannel1'.
- Use Secure Connection:** A checkbox that is checked.
- Credentials:** A section with two text boxes for 'Username' and 'Password'. To the right of these boxes is a note: 'The recorder may be configured to require credentials. Please enter them here if required.'
- Recording Mode:** A section with four radio buttons: 'Off', 'On', 'Script', and 'Screen Activity'. The 'On' radio button is selected. To the right of the 'On' radio button is a dropdown menu showing '1' and the unit 'minutes'. Below the 'Script' and 'Screen Activity' radio buttons is a section for 'Screen Activity Timeout' with a dropdown menu showing '60' and the unit 'seconds'.

At the bottom of the window, there are three buttons: 'Back', 'Next', and 'Close'.

Fig. 8.4 Eventide Screen Agent Configuration

1. If there are available Screen Agent DX channels on the recorder and the configuration for 'Use Secure Connection' on the client side is compatible with the configuration on the recorder side, then the client should establish a successful connection with the recorder as seen below:

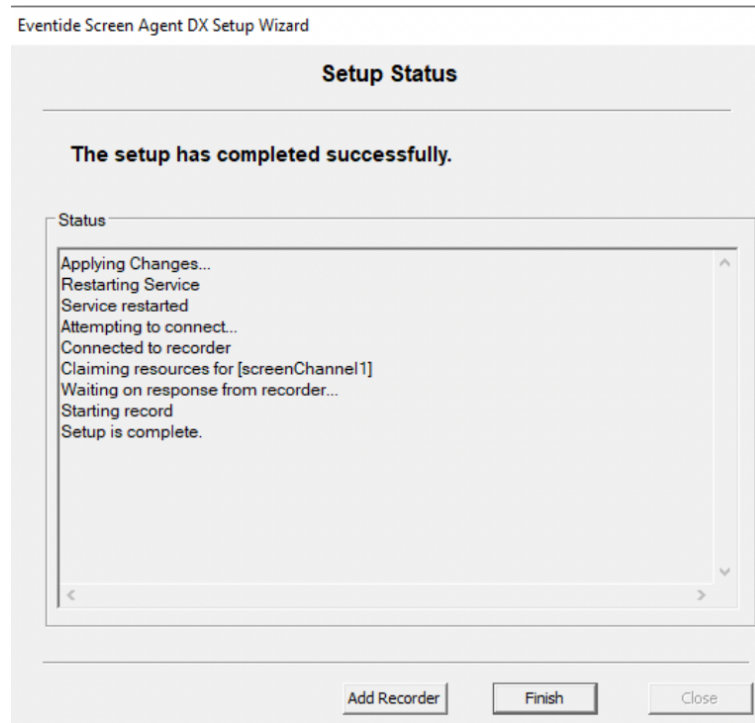


Fig. 8.5 Eventide Screen Agent Claim Complete

8.4. Configuring SSL Through a Channel Reclaim

When reclaiming a channel through the Screen Agent DX Setup Wizard, you are also provided the option of establishing a secure connection. See the steps below:

1. Open the Screen Agent DX configuration wizard. Select the 'Reclaim Existing Recorder Channel' option as seen below and then click 'Next'

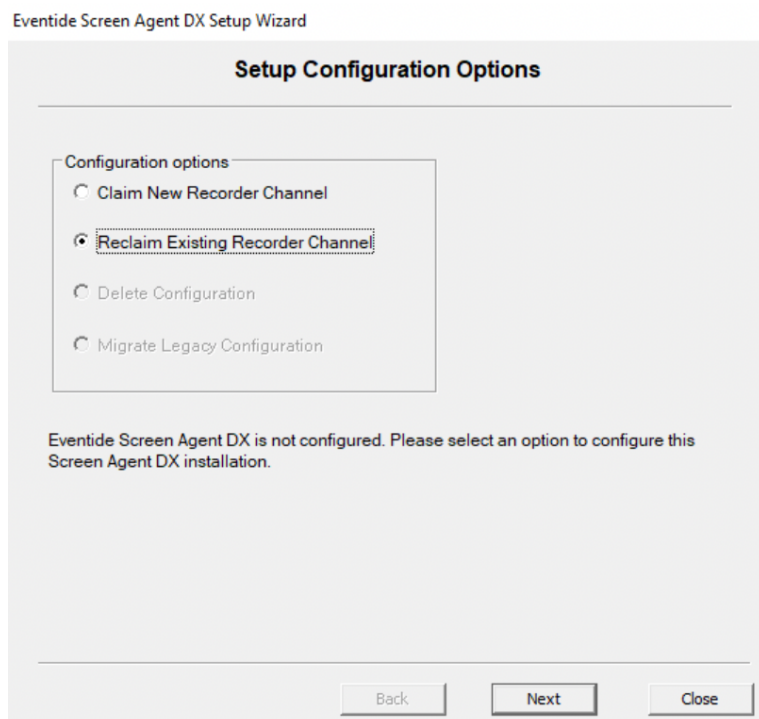


Fig. 8.6 Eventide Screen Agent Reclaiming Channel

1. In the dialog below, you will notice the option called 'Use Secure Connection'. If the recorder is configured for Screen Agent connections to be 'SSL only' or 'Both', then you can check this box. Provide all other necessary information and click 'Next'.

Eventide Screen Agent DX Setup Wizard

Reclaim Existing Recorder Channel

Select a System Channel ID to reclaim:

Recorder System Channel ID

Recorder IP Address

Use Secure Connection ☒

Credentials

Username

Password

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

Back Next Close

Fig. 8.7 Eventide Screen Agent Use Secure Connection Option

1. If there are available Screen Agent DX channels on the recorder and the configuration for 'Use Secure Connection' on the client side is compatible with the configuration on the recorder side, then the client should establish a successful connection

8.5. Configuring SSL from a screen channel page on the recorder

You can change the SSL connection type of a specific channel on the recorder side provided that this configuration is compatible with the connection type the recorder is configured for. You can do this as follows:

1. Log in to the Configuration Manager of the recorder where your screen channels are
2. Go to *Recording -> Recording Interfaces*, expand the Screen Agent Interface and click on the gear icon of the channel you would like to configure
3. Under 'Screen Agent Settings' you will see the 'Use Secure Connection' check box. You can configure this based on what connection types the recorder is configured for and then click 'Save'

 Note

It is important to know what type of Screen Agent DX connections the recorder is configured for before making any configuration change of the connection type on the screen channel. If for example the recorder is configured for 'SSL Only' connections, but you change the channel configuration to not use secure connections, then recording will stop. If you want recording to resume on this channel, then you will either have to change the Screen Agent connection type to 'Both' or 'Unencrypted' on the recorder side, or you will have to delete the configuration on the client side and then configure it to claim/reclaim a channel with a secure connection.

8.6. Configuring SSL After an Upgrade

If you are upgrading from a software version that did not support Screen Agent DX SSL connection configurations to a software version that does, you will need to do the following to enable an SSL connection on an existing screen channel :

1. After upgrading the recorder, log in to the Configuration Manager of the recorder where you are screen recording to
2. Go to *Recording -> Recording Interfaces*, and click on the gear icon of the screen channel
3. Under the 'Screen Agent Settings' section, click the 'Upgrade' button that is by the 'Screen Agent Version' field
4. Wait for a few minutes and then reload the page that has the 'Screen Agent Version' information. Once the version number has updated you can proceed to the next step.
5. On the same page, and again under the 'Screen Agent Settings' section, check the 'Use Secure Connection' option and click 'Save'
6. While still in the Configuration Manager, go to *Users and Security -> SSL*, and select the 'Connection Settings' tab
7. Choose the connection type that best suits your requirements and click 'Save'

 Note

It is important that if you are configuring the recorder to only accept SSL connections, then you must configure the screen channel's SSL setting first (as seen above in step 5) before configuring the general recorder SSL setting (as seen above in step 7). If it is not done in this order then the client will not be able to establish a connection with the recorder.

9. USER AND AGENT TRACKING

If the Screen Agent DX 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 the Configuration Manager. This feature also allows you to tag screen recordings in MediaWorks DX with the logged in workstation user as well as a corresponding agent. In sub-section Section 7.1 Checking the State of Your Screen Channel, we provide more detail on how to access the user tracking information. In sub-section Section 9.2 Agent and User Mapping, we discuss how to set up tagging screen recordings with users and agents as well as where to access that information.

9.1. 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 the Configuration Manager and go to *Alerts and Logs -> Client Activity*. If a workstation has at any point had Eventide Screen Agent DX 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 *Figure 8.1* below).

WORKSTATION	USER	CLIENT ID	LOGIN TIME	LOGOUT TIME	LICENSE IN USE	CLIENT TYPE	CLIENT ADDRESS
	Eventide	192.168.24.127	2021-02-12 19:35:15		1	MWP	
	Eventide	192.168.22.191	2021-02-12 19:28:11		1	MWP	
Screen Agent 192.168.22.206	Rohan	Screen Channel 0	2021-02-12 17:09:25		1	SCREEN-CAPTURE	192.168.22.206

Fig. 9.1 Client Activity Table

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 . Login and Logout Time Events

Event	Client Activity Entry
Log Off System	Log Out Time
Log On to System	Log In Time

Event	Client Activity Entry
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

9.2. Agent and User Mapping

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

10. UNINSTALLING SCREEN AGENT

1. To access the uninstaller, click on the Windows Start menu

'All Programs' -> 'Eventide Screen Agent' -> 'Uninstall Eventide Screen Agent'

Note

For Windows 10, Eventide Screen Agent can only be uninstalled from the Control Panel of the workstation.

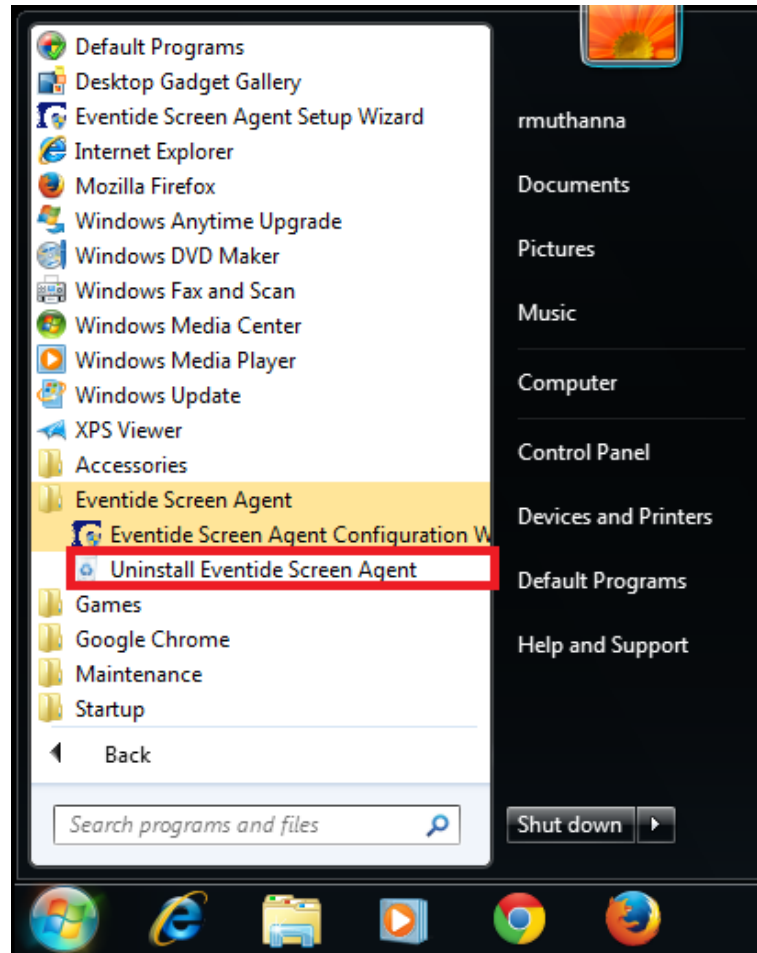


Fig. 10.1 Screen Agent Uninstaller: Accessing the Uninstaller

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



Fig. 10.2 Screen Agent Uninstaller: Uninstaller Welcome Step

1. Click on the 'Remove' icon

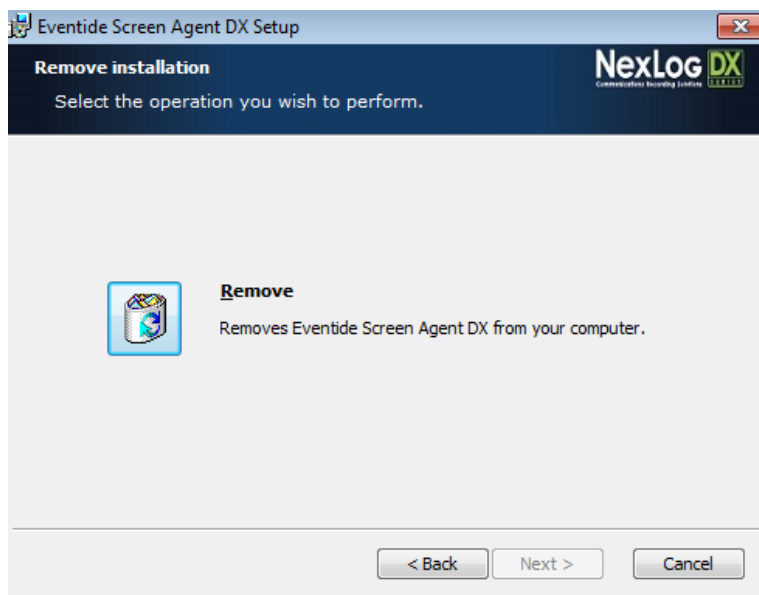


Fig. 10.3 Screen Agent Uninstaller: Remove Step

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

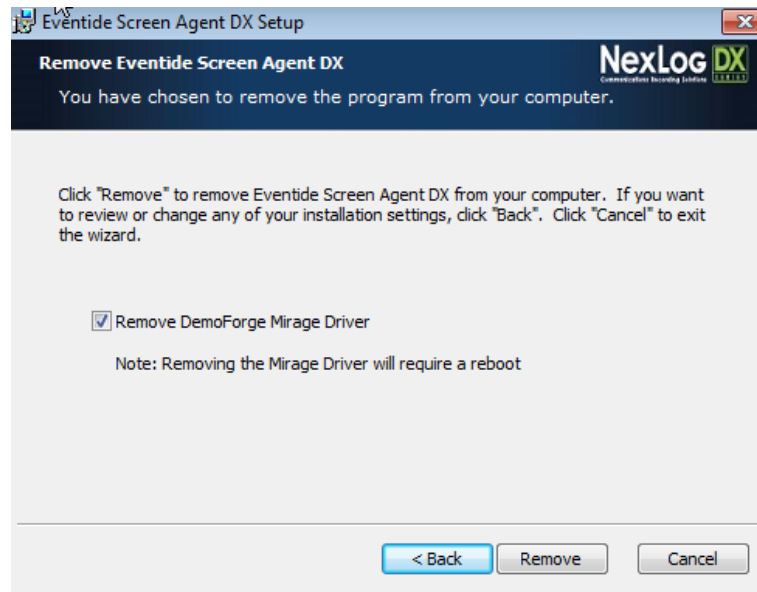


Fig. 10.4 Screen Agent Uninstaller: Confirm Removal

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

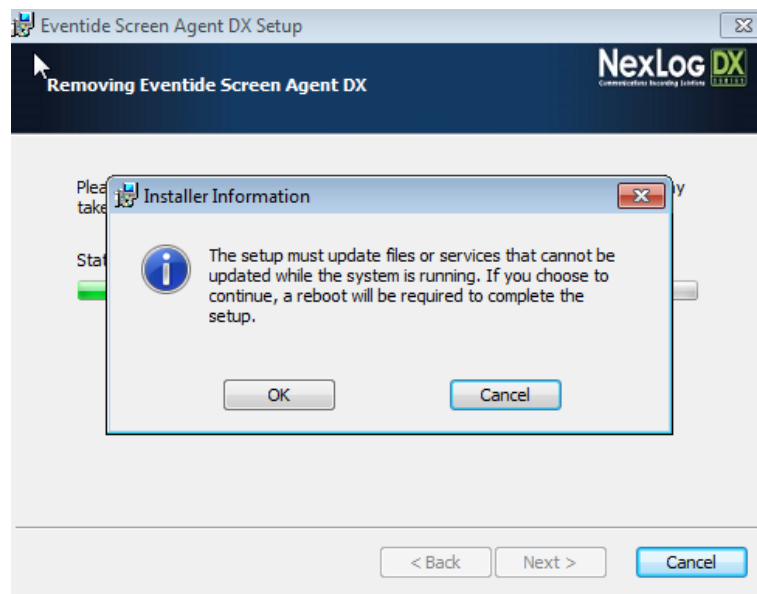


Fig. 10.5 Screen Agent Uninstaller: Reboot Warning

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

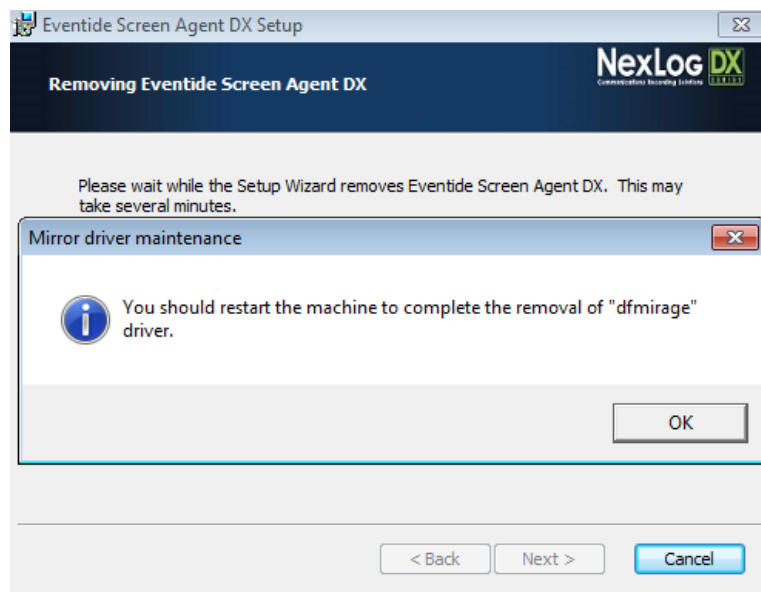


Fig. 10.6 Screen Agent Uninstaller: Mirror Driver Maintenance Message

1. 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'.



Fig. 10.7 Screen Agent Uninstaller: Reboot Step

11. REPORTING PROBLEMS

It is Eventide Communications's policy to work directly with dealers. Your dealer must report your problem to Eventide Communications 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 Communications customer service for support, call 201-641-1200 Option 6 followed by Option 2 (Communications/Recorders Division) or email service@eventidecommunications.com.

A. CLAIM OR 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 will need to unclaim a channel prior to claiming it by another workstation.

Below are the steps to claim/unclaim a channel:

1. Log in to the Configuration Manager and go to the *Recording Interfaces* -> *Recording*. Click on the gear icon (as seen in the figure below) of a specific channel under the Screen Agent Interface to take you to the 'EDIT CHANNEL' tab.



ACTIVITY	DETECT TYPE	NAME	ENCODING	GAIN	CALLERID MODE (EVENTIDE)	INPUT LEVEL	MORE
98	ON	TestChannel1	VNC	0db	CLID NONE	-48dB	

Fig. A.1 Configuration Manager: Screen Agent Interface

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

The screenshot shows the 'EDIT CHANNEL' configuration page in a web application. On the left is a vertical sidebar with navigation links: Home, System, Networking, Recording, Recording Interfaces, Replace Board, Retention Settings, Resource Groups, Call Suppression, Custom Fields, Alias Banks, Data Integrations, Geo-Location, Encryption At Rest, IMBE/AMBE Vocoders, Archiving, and Users and Security. The main content area is titled 'EDIT CHANNEL' and contains three sections of settings:

- Standard Channel Settings:**
 - Channel Name: TestChannel1
 - Audio Storage Encoding: VNC
 - Default Call Type: SCREEN
- Record Start/Stop Settings:**
 - Call Detect Mode: ON
 - Max Recording Duration(secs): 60, with an 'Enable' checkbox checked.
- Screen Agent Settings:**
 - Screen agent Address: 192.168.22.206
 - Screen Agent Version: 2021.1.27, with an 'Upgrade' button.
 - Restart Service: Restart button.
 - Claimed for screen agent: ☐ Enable** (This row is highlighted with a red box in the original image).
 - Remove Wallpaper: ☒ Enable
 - Use Recorder Time: ☐ Enable
 - Bits Per Pixel: 16
 - Frames Per Second: 10
 - Keyframe Period(secs): 30
 - Bandwidth Limit(KBps): 100
 - Use Secure Connection: ☐ Enable

Fig. A.2 Configuration Manager: Claim/Unclaim a Channel

B. SCREEN AGENT INTERFACE AUTHENTICATION

In the Configuration Manager, you can set whether or not authentication is required to connect a workstation to a recorder for screen recording.

Below are the steps to set the requirement for authentication:

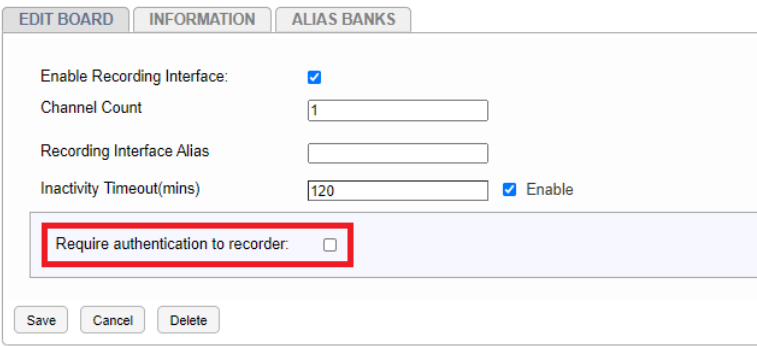
- 1. Log in to the Configuration Manager and go to Recording page via the menu. Click on the top row of the Screen Agent Interface (i.e. anywhere within the area highlighted by the red box in the figure below) to take you to the 'EDIT BOARD' page.



Screen Agent Interface						1 Channel
ACTIVITY	DETECT TYPE	NAME	ENCODING	GAIN	CALLERID MODE (EVENTIDE)	
3	ON	TestChannel1	VNC	0db	CLID NONE	

Fig. B.1 Configuration Manager: Screen Agent Interface

- 1. As seen in the figure below of the EDIT BOARD page, you can check or uncheck the 'Require authentication to recorder' box. It is unchecked by default. Once done, click 'Save'.



EDIT BOARD

INFORMATION

ALIAS BANKS

Enable Recording Interface:

☒

Channel Count

1

Recording Interface Alias

Inactivity Timeout(mins)

120

☒ Enable

Require authentication to recorder:

☐

Save

Cancel

Delete

Fig. B.2 Configuration Manager: Edit Board Page

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 at all times. If this mode is selected, you will be able to choose a specific time period for call breaking from the 'Maximum Call Duration' drop-down. All recordings in this mode will last a minimum of 10 seconds.
- *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.
- *Screen Activity*: This is used 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 period from the 'Screen Inactivity Timeout' drop-down. 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 default value is 10 seconds.

D. DIFFERENT STATES OF A SCREEN AGENT CHANNEL

Under the Screen Agent 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 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

E. SELECTABLE SCREEN AREA

By default, the Screen Agent records the entirety of the user's screen(s), however, this function can also be configured to record only a portion of the screen or a full monitor in the case of multiple screens.

In order to set custom screen parameters, you must use Window's Registry Editor and use the following configurations:

- for 64-bit system: HKLM/SOFTWARE/WOW6432Node/Eventide/wscaph/Default
- for 32-bit system: Computer/HKEY_LOCAL_MACHINE/SOFTWARE/Eventide/wscaph/Default

Registry settings will be configured to the following (in pixels):

- RfbPort 5900
- ExtraPorts 5995:<width>x<height>+<horizontal offset>+<vertical offset>

Selectable Screen Area Examples:

- To record the first monitor in a two-monitor setup, ExtraPorts setting 5995:1920x1080+0+0 wherein pixels are registered at 1920 x 1080 with no offsets
- To record the second monitor, you would use ExtraPorts setting 5995:3840x1080+1920+0 wherein pixels are registered at 3840 x 1080 with an offset of 1920 + 0

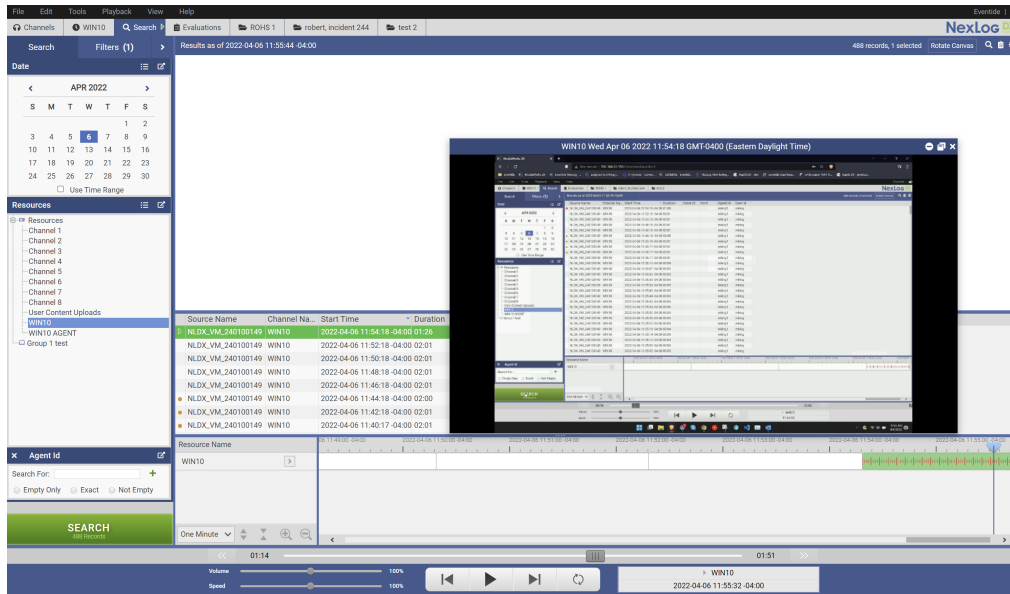


Fig. E.1 Full Screen Recording

Additional Parameter Configurations include (but are not limited to):

- Records two 1080p monitors in a dual monitor setup:
 - ExtraPorts = 5995:3840x1080+0+0
- Records just the bottom right quadrant of the first 1080p monitor in a dual monitor setup:
 - ExtraPorts = 5995:960x1080+960+540

Note

After making any registry key change, you will have to restart screen agent which can be done on the screen channel configuration page in the configuration manager.

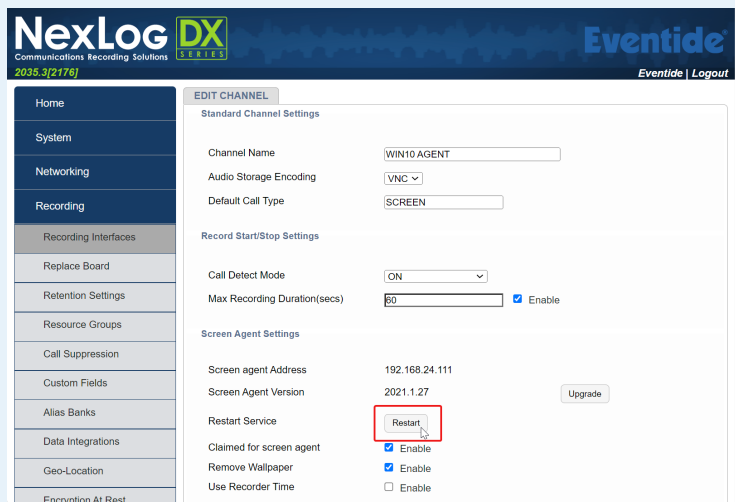


Fig. E.2 Restart Screen Agent

