



AV CaptureAll

I.T. Best Practices

To preserve the integrity of recorded media, live stream stability, and general AVC functionality, it is essential to perform the actions described herein.

OS & SW UPDATE SCHEDULING

Schedule the following updates to occur outside the hours during which AVC could potentially be used for recording:

- Windows
- Microsoft Office
- Anti-Virus
- Firewall
- Device Driver
- Network Server

AUTO-LOGOUT & POWER OPTIONS

Disable the auto-logout feature on the recording PC. If this is not possible, set it as high as organizational I.T. security protocols allow. In the latter scenario, inform the end-user that AV Capture sessions must be exited if the PC is going to be left idle longer than the logout time.

On the recording PC, set power options to the highest performance option available. Next, set the Sleep value to Never. Finally, open the Change Advanced Power Settings link, and if available, update the following settings:

- USB Settings ► USB Selective Suspend Setting ► Plugged In: Disabled
- Power Buttons and Lid ► Lid Close Action ► Plugged In: Do Nothing
- Wireless Adapter Settings ► Power Saving Mode ► Plugged In: Maximum Performance

FIREWALL & ANTI-VIRUS EXEMPTIONS

Implement the following whitelist to ensure ongoing AVC functionality:

- avcalive.origin.mediaservices.windows.net
- avca_media.s3.amazonaws.com
- avcamediawest.blob.core.windows.net
- media.avcaptureall.com
- mediaapi.cloudapp.net
- Port 1935/TCP
- Port 1936/TCP
- AV Capture Program Files Location
- Microsoft Word Program Files Location