

# Teramind Legacy

## AWS Deployment Guide

**Ver 7.8 (17 AUG 2026)**

TERAMIND

# Table of Contents

**Teramind on AWS Overview** ..... **2**
**Benefits of Deploying Teramind on AWS** ..... **2**
**Primary Server Requirements** ..... **3**
**Database Server Requirements** ..... **4**
**OCR Server Requirements** ..... **5**
**Storage Requirements** ..... **6**
**Agent Requirements** ..... **7**
**Installation Prerequisites** ..... **7**
**Step 1: Creating an AWS Instance and Accessing it with SSH** ..... **8**
**Step 2: Creating an RDS Database** ..... **12**
**Step 3: Adding an S3 Storage** ..... **16**
**Step 4: Finishing the Deployment** ..... **19**
**Step 5 (Optional): Setting up the OCR** ..... **23**
**Step 6: Installing the Teramind Agent** ..... **27**
Firewall & Proxy Considerations ..... 27
Antivirus Considerations ..... 27
**Additional Configurations** ..... **28**
Changing the License Key ..... 28
Updating the Server ..... 28
Setting Up the Active Directory / LDAP Integration ..... 28
SMTP Email ..... 28
SSL Certificate ..... 28
**Architecture** ..... **30**
**Technical Specifications** ..... **31**
**Installation Support and Troubleshooting** ..... **32**

# Teramind on AWS Overview

All Teramind solutions are available to deploy on Amazon's distributed, highly scalable, and reliable Amazon Web Services (AWS) platform as a Private Cloud option. This deployment guide will help you discover what you can expect from your Teramind on AWS deployment and provide you with installation prerequisites, step-by-step instructions, technical and support information.

# Benefits of Deploying Teramind on AWS

If you prefer on-premise deployments but are unwilling to incur the cost and hassle of an in-house infrastructure or you want to move to the Cloud but have been concerned about compliance, security or have made the transition and already host on AWS, then Teramind on AWS is the right choice for you. With our AWS Private Cloud hosting option, enjoy the benefits of both worlds: cost and scalability comparable to Cloud deployment and security and flexibility similar to an On-Premise solution. Here are some infrastructure benefits you can expect if you choose to deploy Teramind on AWS:



**Flexible and Competitive Pricing**

You only pay for the AWS resources you consume (i.e. CPU, storage, memory). Teramind's recommended configuration for a standard deployment (*m4.xlarge* instance, supporting up to 100 users) costs only a few cents per hour*.

**Infrastructure costs are set by Amazon and subject to change.*



**Optimized Environment**

Choose the region, OS, storage, database, etc. For example, you can use an Amazon S3 storage for Teramind's session recordings and Amazon RDS databases for session logs that are highly optimized for performance on AWS.



**Easy Deployment**

Create a Teramind server with a single click by launching the Teramind AMI (Amazon Machine Image) from the AWS Marketplace.



**Reliability**

Support for High Availability (HA), redundancy with multi-geo replications, on-demand backup, and disaster recovery.



**Scaling**

Vertical and horizontal scaling with optional auto-scaling that adjusts capacity based on demand.



**Central Management Console**

Configure and manage all your deployments from one central location.



**Security and Compliance**

Firewall, encryption at rest, SSL encryption, VLAN, SSH tunnels, 2FA, IP whitelisting, and encrypted disks allowing for easy regulatory compliance for HIPAA, GDPR, PCI DSS, and more make it ideal for Teramind customers in government, healthcare, finance, and other regulated industries.

## Primary Server Requirements

Deployments for under 1,000 concurrent users can be hosted on one all-inclusive server, in most cases. EC2 instance(s) should be provisioned based on the expected number of concurrent monitored sessions, according to the following table:

| Concurrent Users* | Server Requirements | EC2 Instance Type |
|---|---|---|
| **Up to 100** | 1 Teramind Master Server (VM) | • m4.xlarge |
| **Up to 500** | 1 Teramind Master Server (VM) | • m4.2xlarge |
| **Up to 1, 000** | 1 Teramind Master Server (VM) | • m4.4xlarge |
| **Larger deployments:** *1,000 or more concurrent users* | 1 Teramind Master Server (VM) | • m4.4xlarge |
| | 1 Teramind App Server (VM) per 1,000 concurrent users | • m4.4xlarge |
| | 1 Teramind BI Server (VM) | • m4.4xlarge |

**The requirements are applicable for a typical user who works on a single computer with Full HD (1920x1080) screen resolution, doing regular office work. If the users have multiple screens, higher-resolution screens, or have an unusual work pattern (e.g., watching many videos) then the requirements will be higher.*

# Database Server Requirements

| Concurrent Users* | Server Type | CPU/RAM/Disk |
|---|---|---|
| **Up to 100** | db.t3.medium | • CPU: 2 vCPU<br>• RAM: 4 GB<br>• Disk: 100 GB** |
| **Up to 500** | db.t3.xlarge | • CPU: 4 vCPU<br>• RAM: 16 GB<br>• Disk: 500 GB** |
| **Up to 1, 000** | db.t3.2xlarge | • CPU: 8 vCPU<br>• RAM: 32 GB<br>• Disk: 1 TB** |
| **Larger deployments:**<br>*1,000 or more concurrent users* | db.m4.4xlarge or more | • CPU: 16 vCPU<br>• RAM: 64 GB<br>• Disk: 1 TB or more** |

**The requirements are applicable for a typical user who works on a single computer with Full HD (1920x1080) screen resolution, doing regular office work. If the users have multiple screens, higher-resolution screens, or have an unusual work pattern (e.g., watching many videos) then the requirements will be higher.*

***Disk size is estimated for 1 year of average usage and may vary depending on monitored data, monitoring profiles, etc.*

## OCR Server Requirements

Measurements of the workstation and user profiles should be completed during the Proof of Value (POV) to allow the Teramind Solution Engineering team to perform an accurate sizing.

## Storage Requirements

| | |
|---|---|
| **Primary Storage** | The Teramind virtual appliance comes with a primary volume of 50 GB by default. This volume contains the Teramind server application and database. The size of this volume can be increased at a later point in time.<br><br>**Teramind requires the primary volume to be on SSD or equivalently fast storage for deployments above 500 users.**<br><br>The BI Classification package requires up to **5 GB** of free disk space, plus approximately **350 MB per 1 million unique URLs** classified in your environment over time.<br><br>During the update, you will need 2× the current package size for temporary backups. For example, if your existing Teracat database is 4 GB and you have 6 million additional classified URLs (~2 GB), you will need approximately (4 + 2) × 2 = **12 GB** of free disk space to complete the update.<br><br>Check out this KB article in our Knowledge Base to learn how to update your BI classifications. |
| **Storage for Screen Recordings** | The simplest way to add scalable storage is to use AWS S3 Storage. For instruction on how to do so, check out this step.<br><br>**S3 Storage is mandatory if you have a multi-server deployment (a deployment that has more than one Teramind App Server).** |

## Agent Requirements

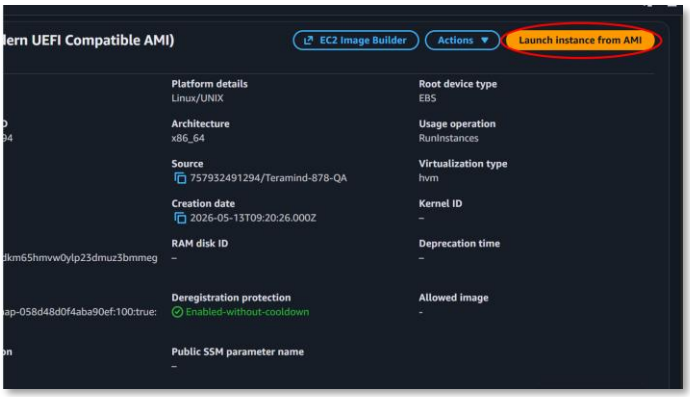
Detailed agent specifications can be found on our Knowledge Base here.

## Installation Prerequisites

To get started, you will need:

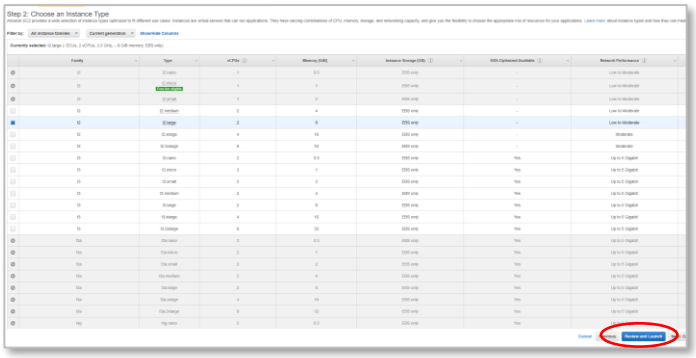
- An AWS account
- Your Teramind license key, available from Teramind Self-Hosted portal at: https://www.teramind.co/portal
- An SSH client like Putty if you are using Windows

# Step 1: Creating an AWS Instance and Accessing it with SSH




**Step 1-1**

Get your shared image id from Teramind sales and click the **Launch instance from AMI** button.

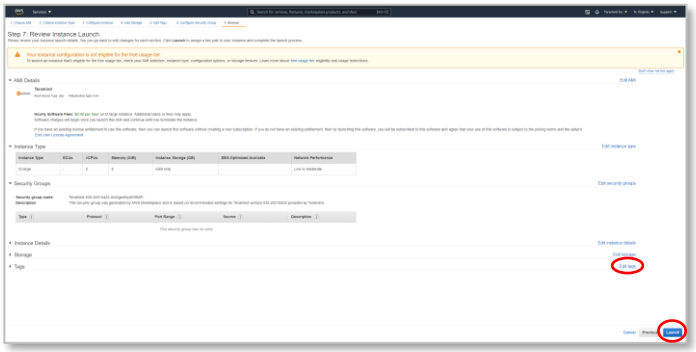


**Step 1-2**

On the *Choose an Instance Type* screen, select an instance type from the list of available instances.

> Check out the Primary Server Requirements section above for help on choosing an instance.

Once done, click the **Review and Launch** button at the bottom of the page.



**Step 1-3**

The *Review Instance Launch* screen shows all the details associated with your selected instance.

Click the **Edit tags** link and add one of the these tags:

**Teramind - BYOL Offers:**

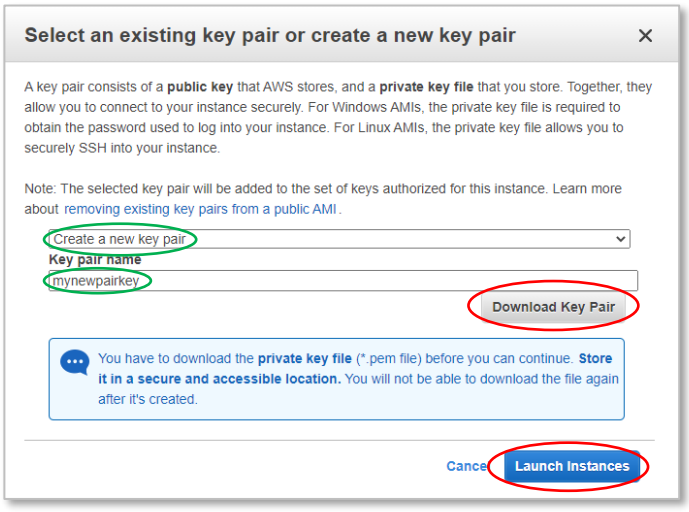
| **Tag Key:** |
| --- |
| `aws-apn-id` |
| **Tag Value:** |
| `pc:dkm65hmvw0ylp23dmuz3bmmeg` |

**Teramind Enterprise VM - Private Offers:**

| **Tag Key:** |
| --- |
| `aws-apn-id` |
| **Tag Value:** |
| `pc:3o8k65ce6z6dpyy01li4mgzcd` |

Edit any other configurations as needed.

Click **Launch** to accept the configurations and launch the instance.



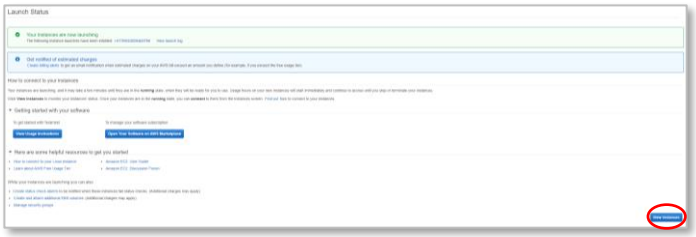

**Step 1-4**

Once the instance is ready, a window will pop up where you can select an existing key pair or create a new pair.

From the first pull-down menu, select Create a new key pair and give it a name. Click the **Download Key Pair** button and save the file in a secure place. You will need it in *Step 1-16*.

Once done saving, click **Launch Instances**.

The instance will be initialized in a few moments



**Step 1-5**

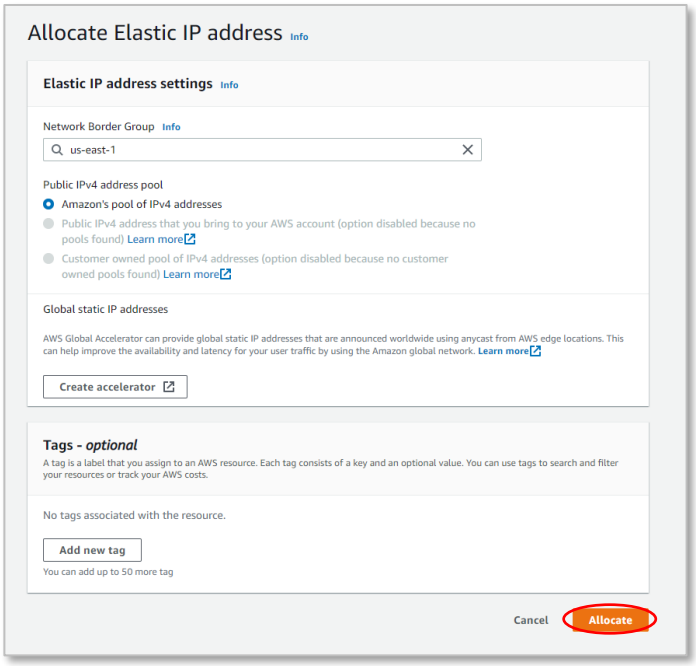
On the Launch Status window, click the **View Instances** button at the bottom to see your newly created instance(s).



**Step 1-6**

We now need to assign an elastic IP to the instance. Otherwise, each time you restart the instance, it's going to assign a new IP address causing the Teramind Agent to lose connection.

To assign an elastic IP, click the **Elastic IPs** (under *Network & Security*) from the left sidebar. Then click the **Allocate Elastic IP address** button on the top-right side of the screen.




**Step 1-7**

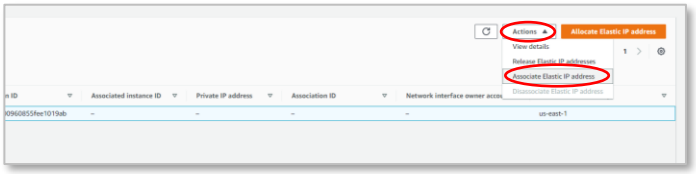
We will use the default settings on the *Allocate Elastic IP address* screen.

Click the **Allocate** button.



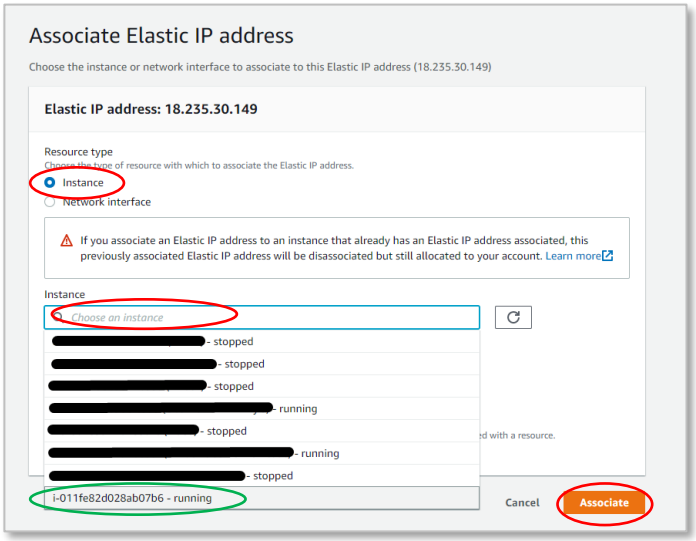
**Step 1-8**

Once the IP is allocated, click the **IP address** or the checkmark in front to select it.




**Step 1-9**

Click the **Actions** menu on top and select **Associate Elastic IP address** from the pull-down menu.

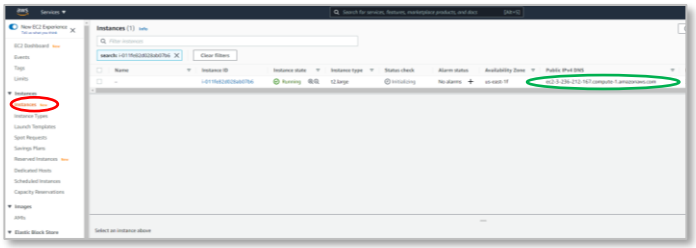



**Step 1-10**

On the *Associate Elastic IP address* screen, make sure **Instance** is selected as the *Resource type*.

Click the **Instance** box. You will see a list of available instances.

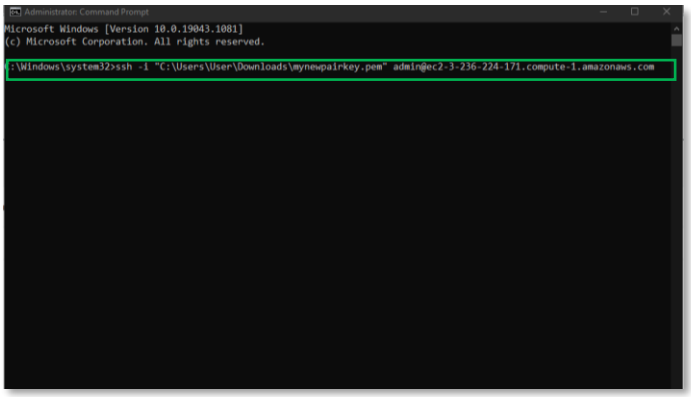
Select the instance you created earlier and then click the **Associate** button.



**Step 1-11**

Go back to the **Instance** menu.

Copy or write down the Public IPv4 DNS address for the instance you created. You will need it in the next step.




**Step 1-12**

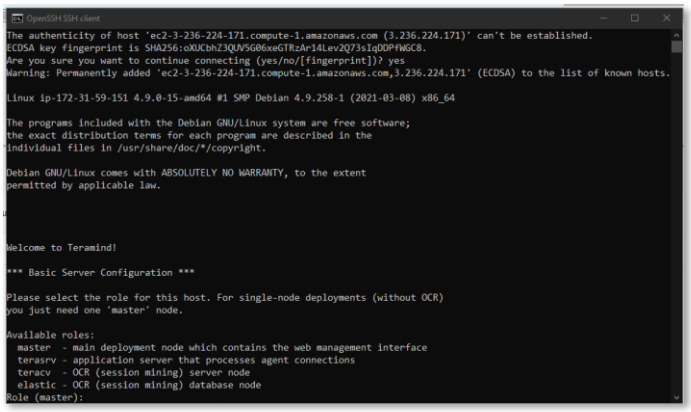
Launch an SSH session. If you are on Windows, you can use a tool like Putty or a similar utility for the SSH. Make sure you have administrative access.

Type:
`ssh -i "<pem file>" admin@<DNS>`

Where `<pem file>` is the full path of the key pair file you downloaded in *Step 1-8*.

`<DNS>` is the Public IPv4 DNS address you copied in the previous step.

Press **Enter**. The server will be ready in a few minutes.




**Step 1-13**

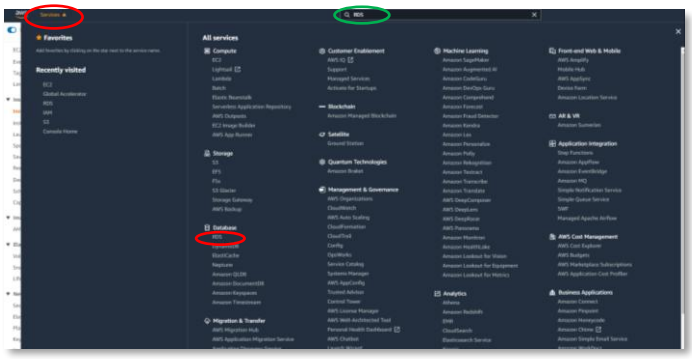
Once the server is ready, you will see this message, 'Welcome to Teramind!'. Under the message you will be given options to assign roles for the nodes/hosts, beginning with the Master role. However, before you can assign a role, you will need to finish the rest of the steps.

Keep this command window open as you will use it to finalize the setup at a later stage.

# Step 2: Creating an RDS Database

Before you proceed any further with the setup process, you will need to determine if you want to use external databases or storage with the instance. External databases or storage are not mandatory. However, you may want to use Amazon RDS as the database, and Amazon S3 for screen and audio recordings. Using RDS and S3 will improve the scalability of your platform and is recommended for deployments over 100 concurrent users.

This guide will show you how to use an external database and storage using an AWS RDS database and the AWS S3 storage service. First, it will show you how to create an RDS database. If you already know how to create an RDS database, you can skip the next section.

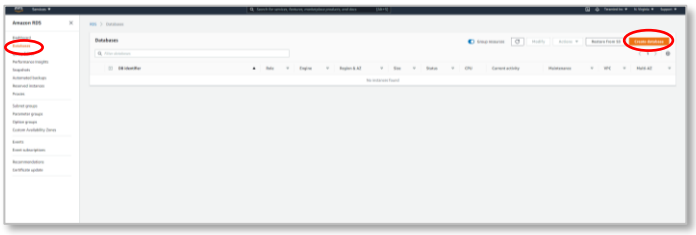


**Step 2-1**

From your *EC2 Management Console*, click **Services** from the top left-hand side. A Few options will show up.

Type RDS in the search field.

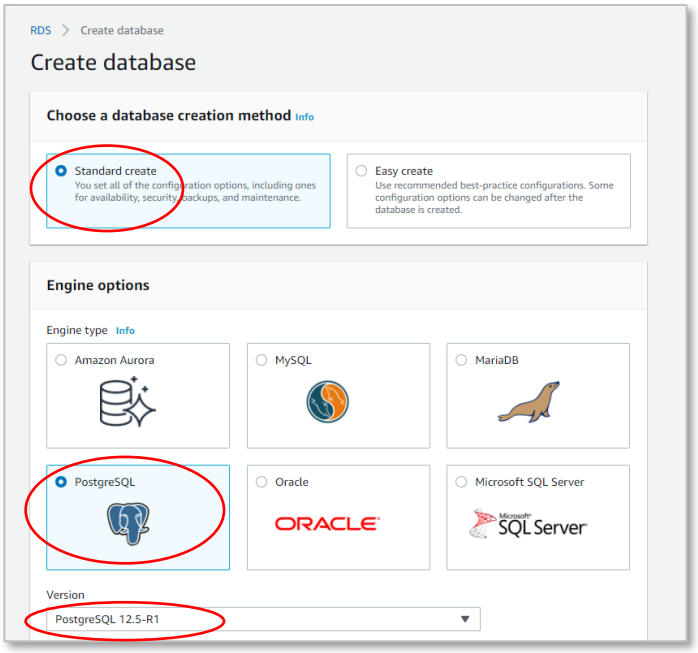
Select the **RDS** under the Database category.



**Step 2-2**

Select **Databases** from the left-hand sidebar.

Then, click the **Create database** button on the top-right corner of the screen.




**Step 2-3**

On the *Create database* screen, select **Standard create** under the *Choose a database creation method*.

Select **PostgreSQL** under the *Engine options* section.

Select the latest **Version** for the database.

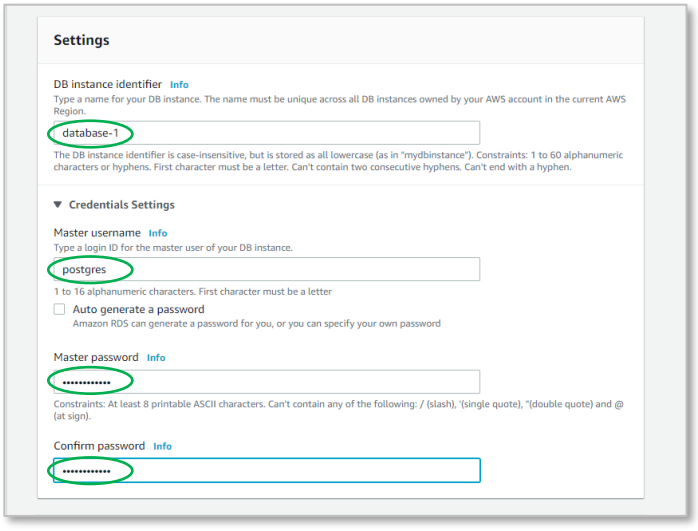
Scroll down until you reach the *Templates* section.




**Step 2-4**

Under the *Templates* section, select either **Production** or **Dev/Test** depending on what you want to do. In this case, we will use the Dev/Test option.

Scroll down until you reach the *Settings* section.

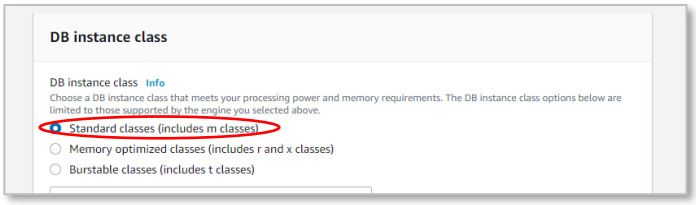



**Step 2-5**

Under the *Settings* section, type a name in the **DB instance identifier** field. Assign a **Master user name** and a **password**.

Scroll down until you reach the *DB instance class* section.

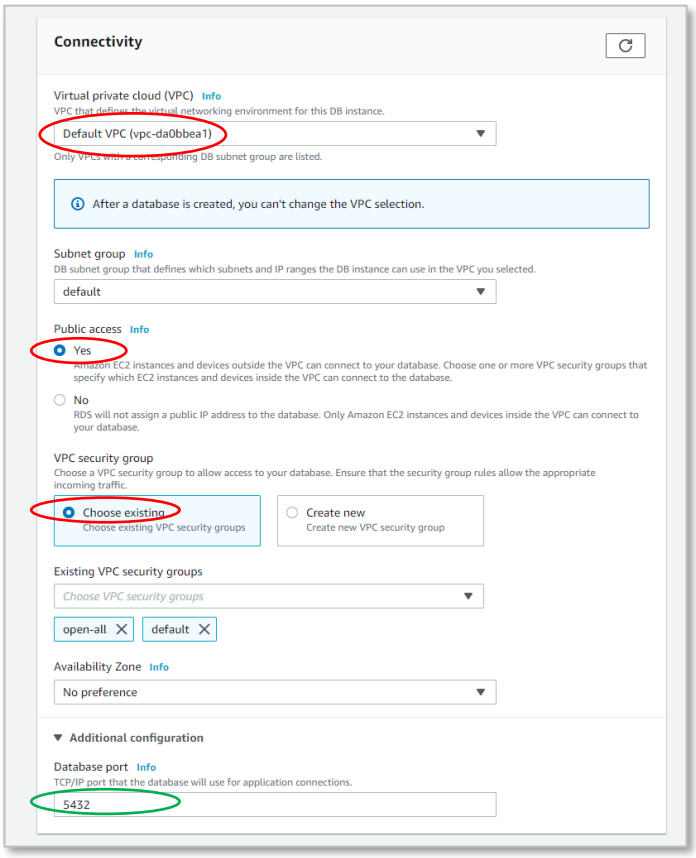
You cannot use the following characters in the password field:
& " ' \ / @




**Step 2-6**

Under the *DB instance class* section, select the **Standard classes** option.

Scroll down until you reach the *Connectivity* section.




**Step 2-7**

Under the *Connectivity* section, you can configure various connectivity options according to your needs.

For this tutorial's purposes we will use the following settings:

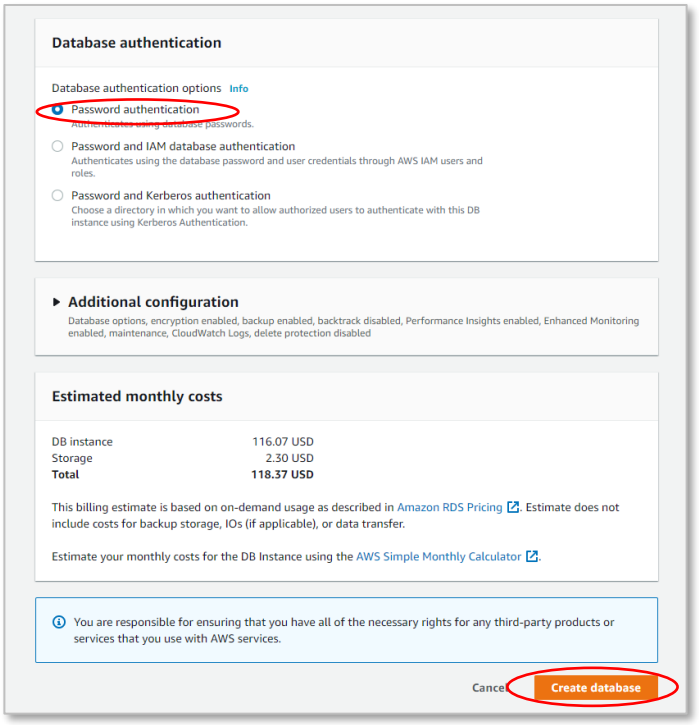
Select **Default VPC** for the *Virtual private cloud (VPC)* option.

Select **Yes** for the *Public access* option.

Select **Choose existing** for the *VPC security group* option.

Under *Additional configurations*, assign a **port** in the *Database port* field. This TCP/IP port should be open so that your applications can use the database.

Scroll down until you reach the *Database authentication* section.




**Step 2-8**

Under the *Database authentication* section, select **Password authentication** for the *Database authentication options*.

Under the *Additional configurations* section, you can specify additional options such as encryption, backup, enhanced monitoring, etc. For this tutorial's purposes, we will keep them to their default settings.

Under the *Estimated monthly costs* section, you will be able to see the cost breakdown for your database.

Once ready, click the **Create database** button at the bottom to create the database.

# Step 3: Adding an S3 Storage

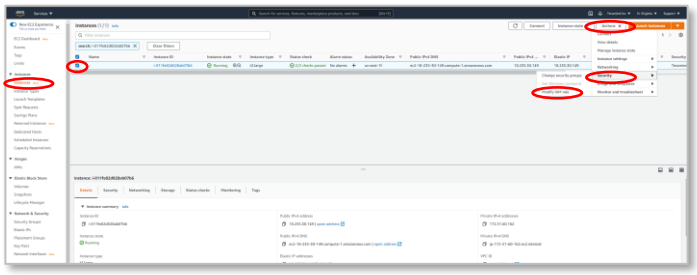
Teramind does not need external storage. However, Teramind can utilize a file storage system for screen and audio recordings, captured attachments, printer documents, and metadata such as user images. AWS S3 is an efficient, secure, scalable, and redundant solution to store objects like these. The S3 storage will improve the scalability of your platform and is recommended for deployments of over 100 concurrent monitored users.



For more information, check out the Storage Requirements section of this guide.

To use the AWS S3 storage, you will need to attach an Identity and Access Management or IAM profile to your storage instance. IAM enables you to manage access to your AWS services and resources securely. Using IAM, you can create and manage AWS users and groups and control user permissions.

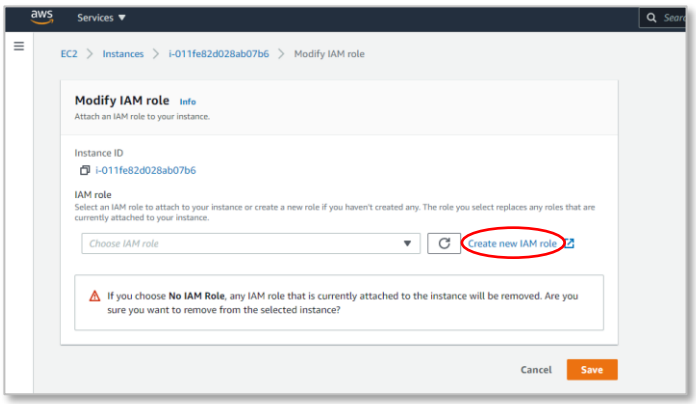
This guide will show you how to create an IAM profile and attach it to your S3 instance. If you already know how to create one, you can skip this section.



**Step 3-1**

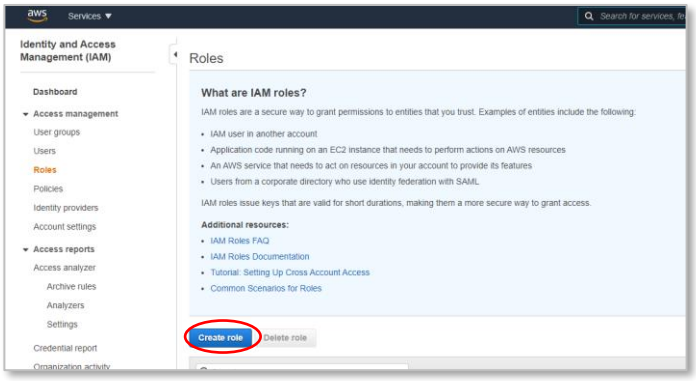
Go to the **Instances** screen from your EC2 Management Console. Make sure the instance you want to use is selected.

Click the **Actions** button near the top-right corner. From the pull-down menu, select **Security** > **Modify IAM Role**.




**Step 3-2**

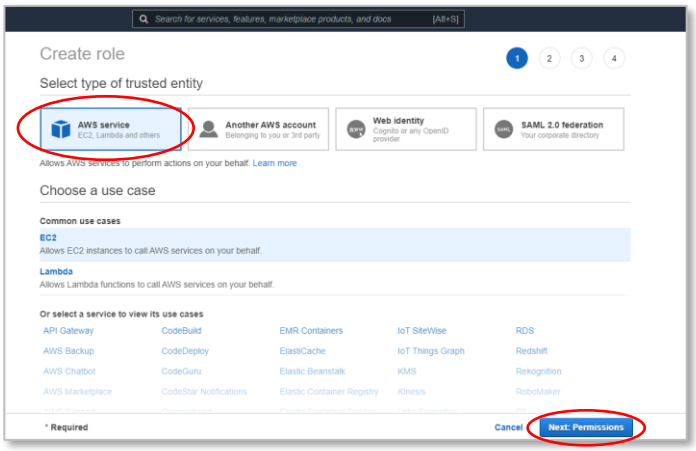
On the *Modify IAM Role* screen, click the **Create new IAM role** link.




**Step 3-3**

On the *Roles* screen, you will see an explanation of the IAM roles and links to some resources and documentations.

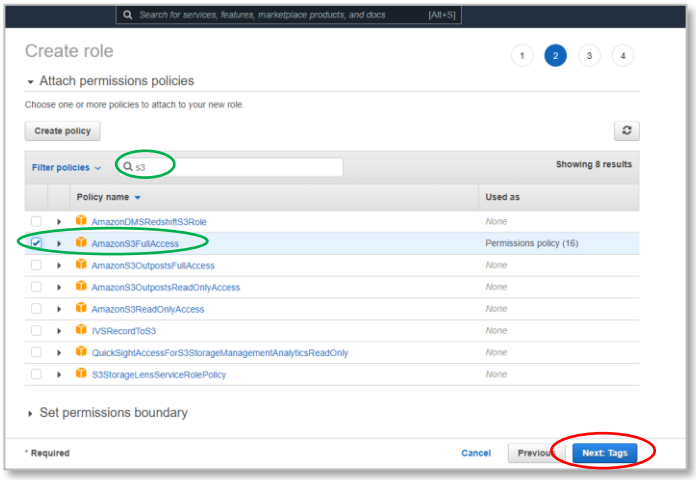
Click the **Create role** button to continue.




**Step 3-4**

Select the default **AWS service** as the type for the trusted entity.

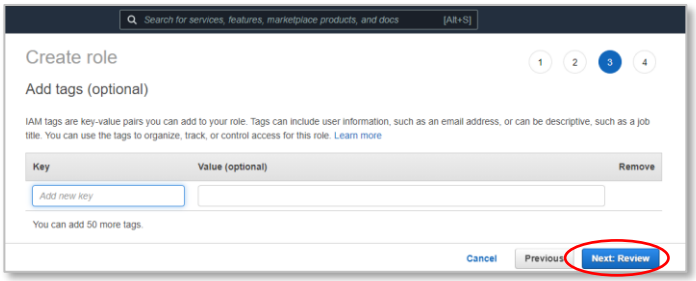
Click the **Next: Permissions** button.




**Step 3-5**

From the list of permission policies, select the one named 'AmazonS3FullAccess' (you can quickly locate it using the Search field).

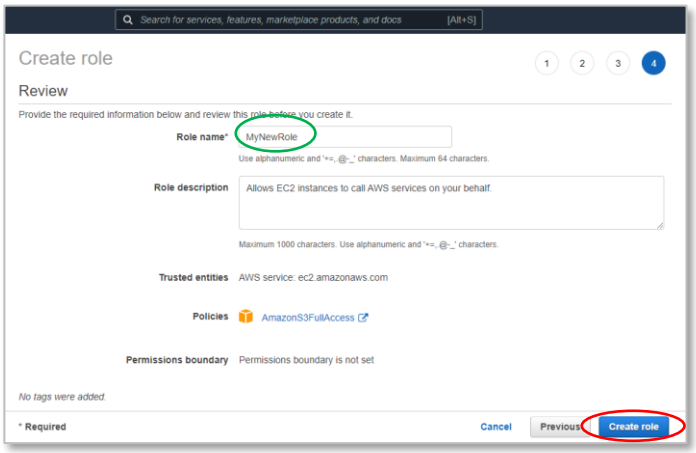
Click the **Next: Tags** button to continue.




**Step 3-6**

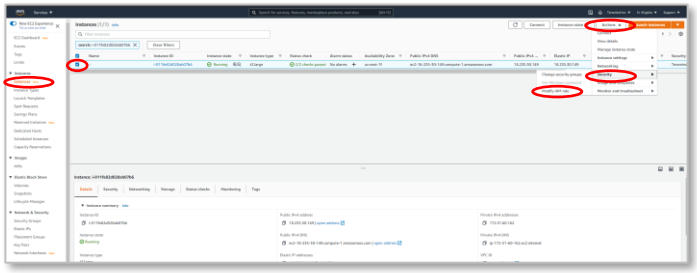
Tages are optional and we will not use any in this tutorial. You can still add some tags if you want.

Click the **Next: Review** button to go to the next screen.




**Step 3-7**

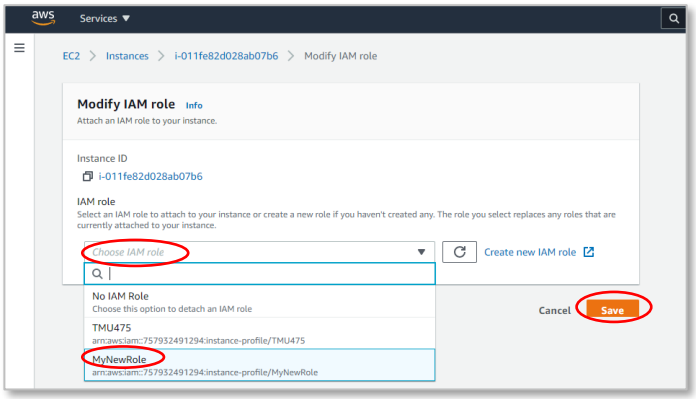
On the *Review* screen, give the role a name and click the **Create role** button.



**Step 3-8**

Go back to the **Instances** screen from your EC2 Management Console. Make sure the instance you want to use is selected.

Click the **Actions** button near the top-right corner. From the pull-down menu, select **Security** > **Modify IAM Role**.




**Step 3-9**

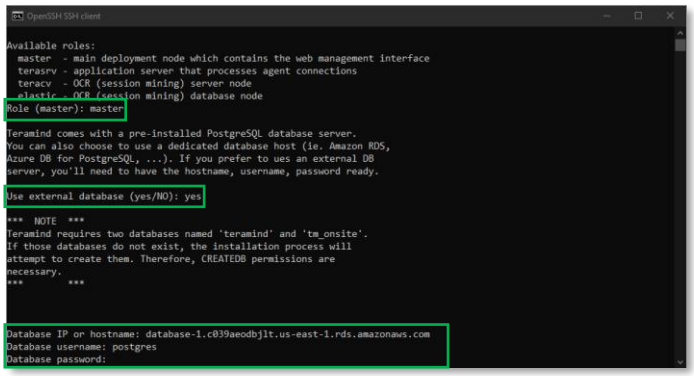
On the *Modify IAM Role* screen, click the **Choose IAM role** field and select the IAM role you created in *Step 3-7*.

Click the **Save** button to attach the IAM role to your instance.

# Step 4: Finishing the Deployment

As the last step of the server deployment process, you will need to assign the external database and storage to your master instance, setup the Teramind Server using the SSH and finally, configure your account settings on the Teramind Dashboard.

After you finish the deployment, you should update your server and apply any latest patch. Check out this article on our Knowledge Base: [How to update the Teramind Server and BI Classification (On-Premise / Private Cloud deployment)](#).




**Step 4-1**

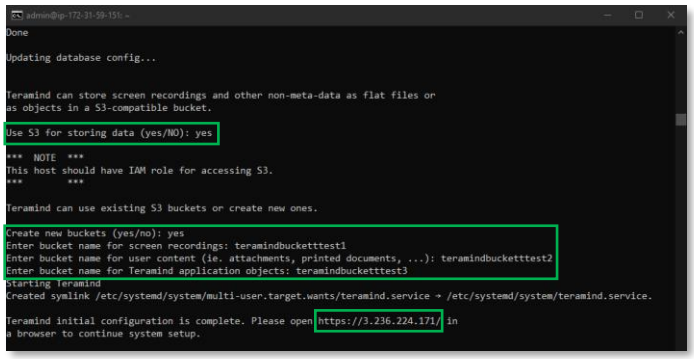
Go back to the command prompt window you left open in *Step 1-17*.

Enter a name at the *Role (master)* prompt.

At the *Use external database?* prompt enter Yes.

Supply the RDS database IP / hostname, username, and password you created before. Press **Enter** when done.

Teramind will initialize the database, tables, and required indexes automatically.




**Step 4-2**

After Teramind has finished the database initializations, it will ask, *Use S3 for storing data?*. Type Yes.

Type Yes at the *Create new buckets?* prompt. You will be prompted to enter names for three buckets: one for screen recordings, one for user content i.e. attachments or printer docs, and the third one for application objects. Give unique names to each bucket.

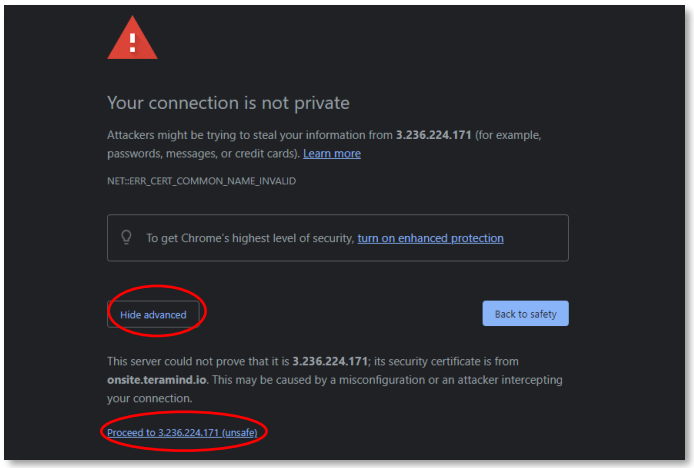
*Please see the **S3 Bucket Naming Requirements** below for information on rules related to the naming of the buckets.*

Once you have entered the bucket Teramind will set up the servers. Finally, you will be provided with a link to your dashboard. Click the link or enter it on your browser to continue.

### S3 Bucket Naming Requirements

The S3 buckets must have a name that conforms with the naming requirements for non-US Standard regions. Amazon S3 defines a bucket name as a series of one or more labels, separated by periods, that must adhere to the following rules:

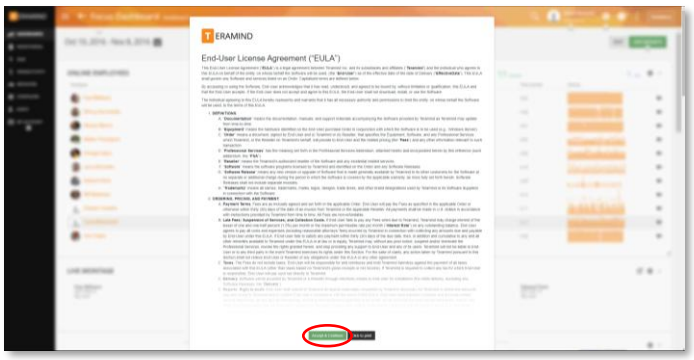
- The bucket name can be between 3 and 63 characters long and can contain only lower-case characters, numbers, periods, and dashes.
- Each label in the bucket name must start with a lowercase letter or number.
- The bucket name cannot contain underscores, end with a dash, have consecutive periods, or use dashes adjacent to periods.
- The bucket name cannot be formatted as an IP address, i.e. 198.51.100.24.




**Step 4-3**

When you open the Teramind Server link in the browser, you may be displayed a warning message. This is because you are using an HTTPS connection without an SSL certificate. Most browsers will allow you to continue with an override action.

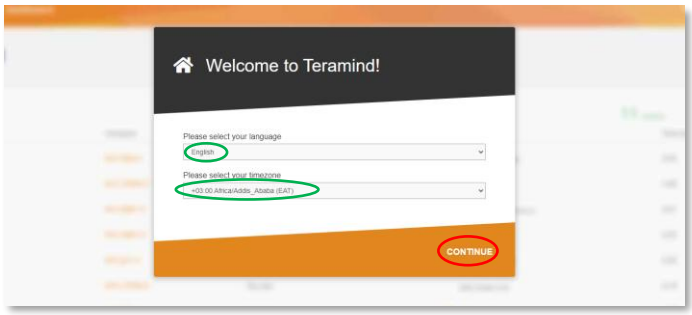
If you are using Google Chrome, click the **ADVANCED** link on the page and select the **Proceed to…** option.




**Step 4-4**

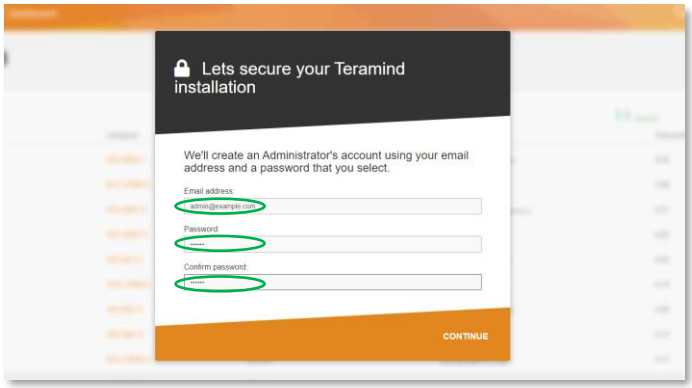
When you enter the Teramind Dashboard for the first time, you will see the *End-User License Agreement* screen.

Scroll down and click the **Accept & Continue** button.



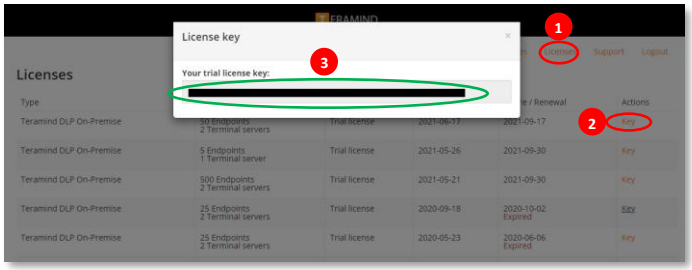

**Step 4-5**

On the *Welcome to Teramind* screen, select your language and timezone and click **CONTINUE**.




**Step 4-6**

On the *Lets secure your Teramind installation* screen, enter an email and a password for your Admin account.



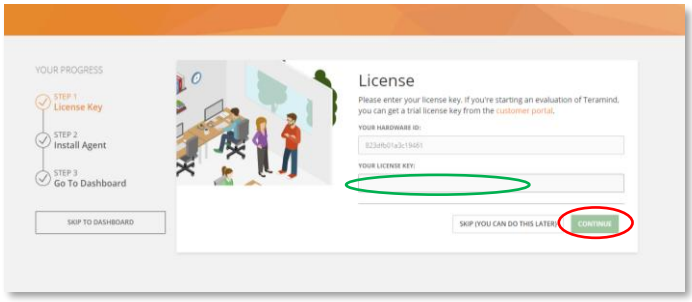

**Step 4-7**

Open a new browser tab and go to: https://www.teramind.co/portal. Login with the admin email and password.

Click the **Licenses** tab.

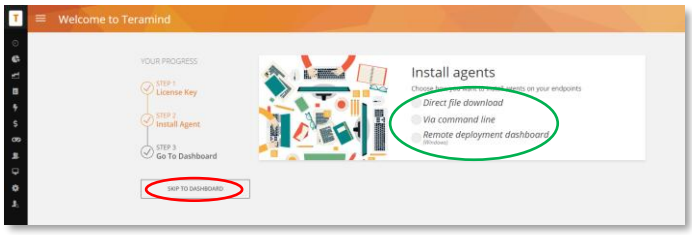
From the list of licenses, click the **Key** link under the *Actions* column. A pop-up will display the license key.

Copy the license key or write it down.




**Step 4-8**

Go back to your Teramind Dashboard. Enter the license key and click the **CONTINUE** button.




**Step 4-9**

At this stage, you can install the Teramind agent and start monitoring the targeted computer(s). Or, you can do it later.

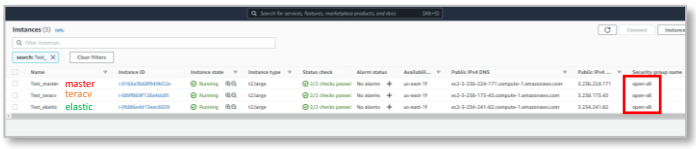
To install the agent, click one of the options under *Install agents*. If you need help installing the agent, check out this article on our Knowledge Base. You can also watch this short video: Downloading and Installing Teramind's Hidden Agent

To install the agent at a later time, click the **SKIP TO DASHBOARD** button.

You are done setting up your Teramind Server. If you want to use the OCR feature, continue to the Step 5 below.

# Step 5 (Optional): Setting up the OCR

If you want to use the OCR feature, you will need to set up two nodes in addition to a master node.



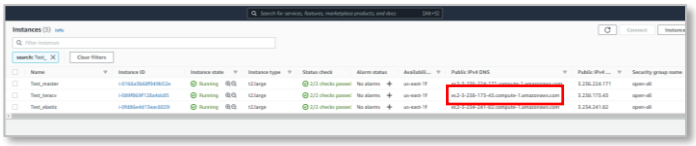

**Step 5-1**

Create the *master* VM as usual.

Then, create two additional VMs. The first node will store the OCR videos. In Teramind, we will refer to it as *teracv*. The second node is for the OCR database. In Teramind, we will refer to it as *elastic*.

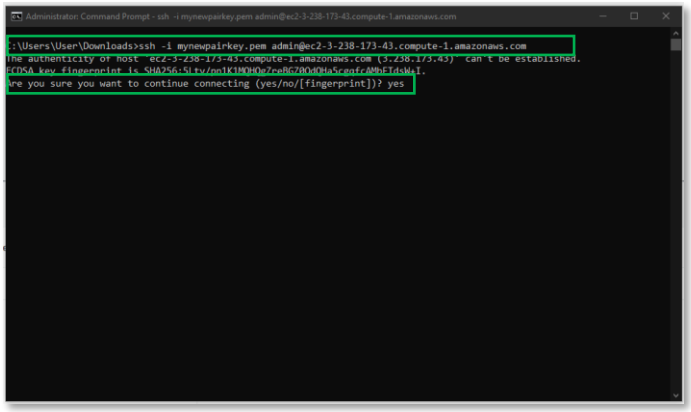
Make sure all the nodes are in the same **Security Group**.

> For more information on the OCR server requirements, check out the OCR Server Requirements section on this guide.



**Step 5-2**

From your AWS portal's *Instances* page, copy the **Public IPv4 DNS** address for the *teracv* instance.




**Step 5-3**

Launch an SSH session. If you are on Windows, you can use a tool like Putty or a similar utility for the SSH. Make sure you have administrative access.

Type:

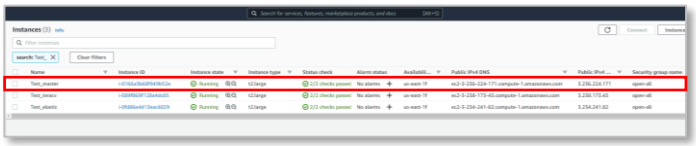
```
ssh -i "<pem file>"
admin@<DNS>
```

Where `<pem file>` is the full path of the key pair file you downloaded when creating the *teracv* VM.

*<DNS>* is the Public IPv4 DNS you copied in the previous step (*Step 5-2*).

If prompted to confirm the connection, enter yes.

Press **Enter**. The server will be ready in a few minutes.



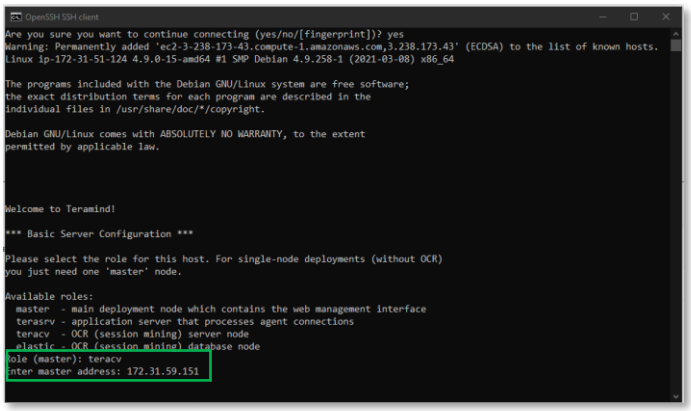


**Step 5-4**

On the AWS portal's *Instances* page, select the ***master*** instance.

At the bottom of the screen, you will notice a *Description* panel is shown.

Copy or write down the Private IP address from the *Description* panel.



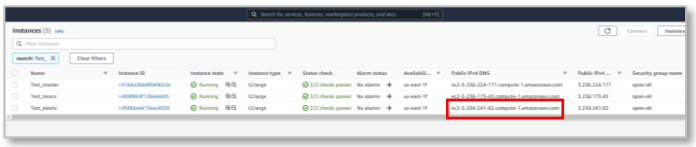

**Step 5-5**

Go back to the command prompt window.

When asked, enter teracv at the *Role (Master)* prompt.

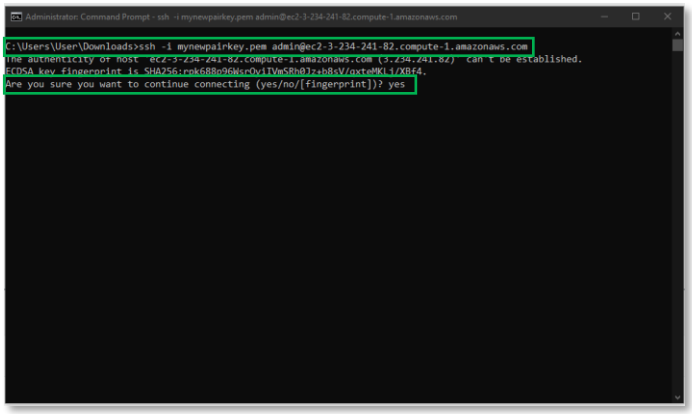
Paste the Private IP address you copied in the previous step (*Step 5-3*).

It will take a few minutes for Teramind to set up the *teracv* node.



**Step 5-6**

From your AWS portal's *Instances* page, copy the **Public IPv4 DNS** address for the *elastic* instance.




**Step 5-7**

Launch an SSH session. If you are on Windows, you can use a tool like Putty or a similar utility for the SSH. Make sure you have administrative access.

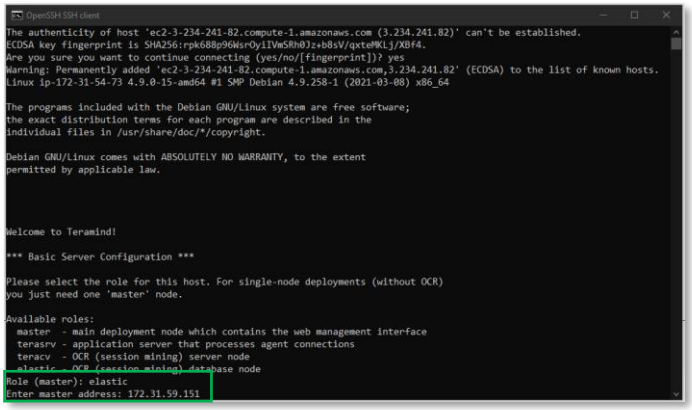
Type:
`ssh -i "<pem file>" admin@<DNS>`

Where `<pem file>` is the full path of the key pair file you downloaded when creating the *elastic* VM.

`<DNS>` is the Public IPv4 DNS address you copied in the previous step (*Step 5-6*).

If prompted to confirm the connection, enter yes.

Press **Enter**. The server will be ready in a few minutes.

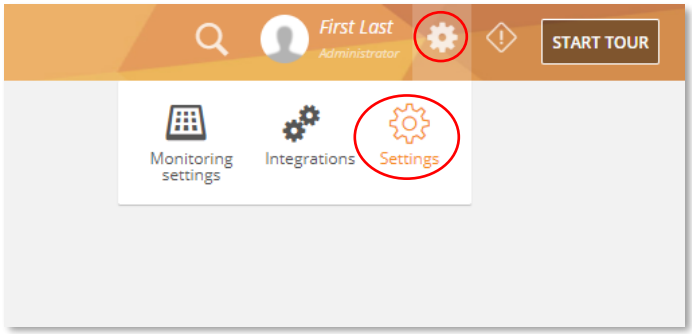



**Step 5-8**

When asked, enter elastic at the *Role (Master)* prompt.

Paste the Private IP address of the *master* node you copied in *Step 5-4*.

It will take a few minutes for Teramind to set up the *elastic* node.

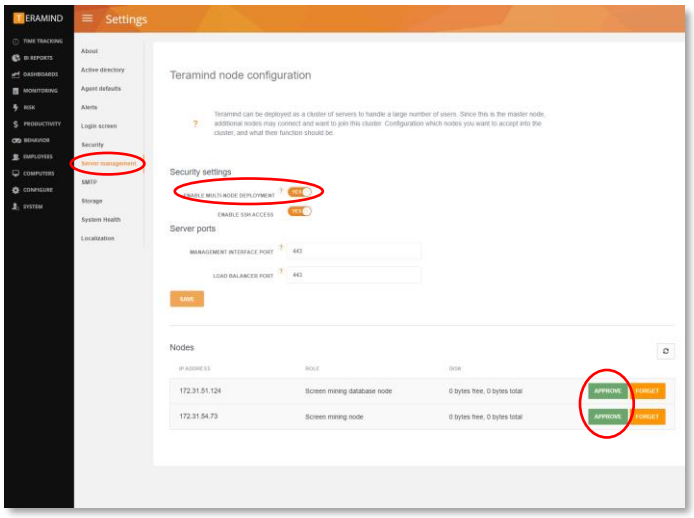



**Step 5-9**

We will now need to approve the two nodes on the Teramind Dashboard.

Login to your Teramind Dashboard on the master server.

Click the **Cog Wheel** icon near the top-right corner of the dashboard and select **Settings** from the pull-down menu.




**Step 5-10**

From the *Settings* screen, click the **Server management** tab.

Turn on the **ENABLE MULTI-NODE DEPLOYMENT** option under the *Security settings* section.

Under the *Nodes* section, you will notice the *Screen mining database node* and the *Screen mining node*.

Approve both nodes by clicking the **APPROVE** buttons.

You are now all setup for the OCR.

# Step 6: Installing the Teramind Agent

Teramind Agent can be installed both locally and remotely. Check out this article to learn how to download and install the agent: How to download and install the Teramind Agent.

## Firewall & Proxy Considerations

In most cases, you should not have to change any settings to get Teramind to work. By default, the Teramind Agents communicate with the Teramind server on two ports: 443, and 10000.

The Teramind management interface is entirely web-driven and runs over HTTPS (port 443). This means that most proxies will allow the traffic through, provided you properly installed your SSL certificates.

For live and recorded screen playback, as well as live session listing, Teramind uses Websockets. Although Websockets operates as HTTPS over port 443, some older proxies may not recognize this protocol. In either case, if you are experiencing trouble accessing your Teramind dashboard, try to disable your proxy temporarily to isolate the cause.

Also note that, if the audio recording is enabled, Teramind Agent will connect to the server on a random UDP port in the range 1000-65535 to send the audio recordings. Make sure UDP ports in that range are enabled and open from the endpoint to the server.



If you encounter any issues with your firewall or proxy, check out this troubleshooting article for help: Firewall and proxy issues.

## Antivirus Considerations

Teramind Agent and its drivers come digitally signed with an extended validation certificate. We've made every effort to coordinate our signature with the major antivirus vendors, and as a result, Teramind should work normally with the vast majority of antivirus software.



If you encounter any issues, check out the Antivirus Configuration Guide for help.

# Additional Configurations

Once you have installed Teramind successfully, you can configure other aspects of the server, agent and other settings entirely from the web-based dashboard.

## Changing the License Key

Check out this article for help: How to change the license key (On-Premise / Private Cloud Deployment).

## Updating the Server

Teramind regularly releases server updates for the On-Premise deployment on our Self-Hosted Portal and the virtual machine images may not always contain the latest server updates. These updates may contain bug fixes, security patches and new features. To keep your deployment up-to-date, we recommend that you update your server regularly. To update your server, download the latest server image from the Self-Hosted Portal at www.teramind.co/portal. Under the **Download** > **Teramind Update** section. Download the platform update file (with a TMU extension) by clicking the download icon.

Once you have downloaded the file, you can upload it to the dashboard under **Settings** > **About** tab.

Check out this article for help: How to update the Teramind Server and BI Classification (On-Premise deployment).

## Setting Up the Active Directory / LDAP Integration

Check out the Settings > Active Directory section on the Teramind User Guide to learn how to setup an Active Directory / LDAP integration.

## SMTP Email

Configuring the SMTP settings is necessary for the Teramind server to be able to send outbound emails such as the daily digest emails sent to administrators, scheduled reports, low storage notifications, license alerts, and password recovery emails.

You can configure the SMTP from the **Settings** > **SMTP** tab.

Check out this article for help: SMTP Configurations (On-Premise).

## SSL Certificate

Teramind strongly recommends proper configuration of SSL in order to avoid browser warnings and restrictions. Some browsers will not allow WebSocket communications if the certificates are invalid. This may prevent you from watching live screens or screen recordings.

Configuring the SMTP settings is also necessary for the Teramind server to be able to send outbound emails such as the daily digest emails sent to administrators, scheduled reports, low storage notifications, license alerts, and password recovery emails.

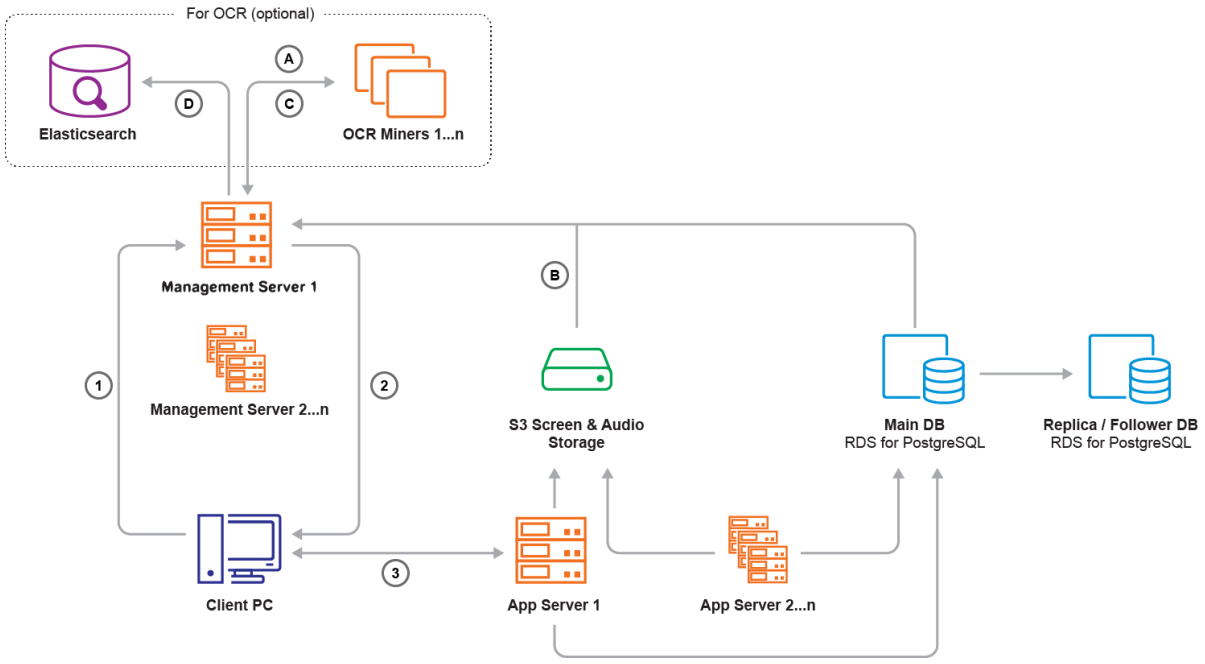
You can upload your SSL certificate from the **Settings** > **SSL** tab.

Check out the Settings > SSL section on the Teramind User Guide for more information. You can also create your own SSL certificates for use with your on-premise deployments.

To learn how to generate such self-signed certificates, check out this article.

To learn how to use a third-party certificate, check out this article.

# Architecture




**Legends:**

1. Teramind Agent asks Management Server for an Application Server IP and port
2. Management Server responds
3. Teramind Agent connects to the assigned Application Server

**A.** OCR Miner talks to the Management Server and asks for a record to process
**B.** Management Server fetches a screen file from the S3 Screen & Audio Storage and sends it to the OCR Miner Node
**C.** Once OCR is done, the OCR Miner sends results as text to the Management Server
**D.** Management Server writes the OCR result text to Elasticsearch

The **Management Server** serves the admin dashboard, load balances agents, and provides data to the OCR Miner Nodes. Teramind Agent connects to an **Application Server** via an always-on, TLS-encrypted connection, using our own protocol based on Google Protocol Buffers. **OCR Miners** are stateless and work with spot instances.

# Technical Specifications

| | |
|---|---|
| **Regions / Data Centers** | Teramind on AWS is available on the following data centers/regions (subject to change). We recommend you choose a region closest to you for faster service and lower latency:<br>• US East (N. Virginia)<br>• US East (Ohio)<br>• US West (N. California)<br>• US West (Oregon)<br>• Canada (Central)<br>• EU (Frankfurt)<br>• EU (Ireland)<br>• EU (London)<br>• EU (Paris)<br>• Asia Pacific (Singapore)<br>• Asia Pacific (Sydney)<br>• Asia Pacific (Seoul)<br>• Asia Pacific (Tokyo)<br>• Asia Pacific (Mumbai)<br>• South America (São Paulo) |
| **OS** | 64-bit Linux, Debian 12 AMI. |
| **Databases** | EBS volume by default.<br>Optionally S3, RDS/Postgres can be used as screen/audio recording storage. |
| **Instances** | Teramind supports various EC2 instances types (m4, t2, t3, m3 etc.) for difference sizes (micro, large, extra large etc.). Please check out the Primary Server Requirements / OCR Server Requirements / Storage Requirements sections for more information. |
| **License** | BYOL (bring your own Teramind license). Click here to try or subscribe to Teramind On-Premise/Private Cloud offer. |
| **Support** | Basic infrastructure support is available for free from Amazon. Teramind support is included as part of the Teramind subscription. |

# Installation Support and Troubleshooting

| | |
|---|---|
| **Chat** | From your Teramind Dashboard or our website: https://teramind.co/ |
| **Email** | support@teramind.co |