

ReDat eXperience v 2.35.4

Release notes

Contact centres

Issued: 11/2019 v 2.35.4 rev.2

Producer: RETIA, a.s.

Pražská 341
Zelené Předměstí
530 02 Pardubice
Czech Republic



with certified system of quality control by ISO 9001 and member of AOBP



The manual employs the following fonts for distinction of meaning of the text:

Bold

- names of programs, files, services, modules, functions, parameters, icons, database tables, formats, numbers and names of chapters in the text, paths, IP addresses.

Bold, italics

- names of selection items (options of combo boxes, degrees of authorization), user names, role names.

LINK, REFERENCE

- in an electronic form it is a functional link to the chapter.

Courier, bold

- source code, text from log files, text from config files.

Example, demonstration.

Note, hint.

Warning, alert.



Content

1. KNOWN INCOMPATIBILITIES	4
2. INSTALLATION	5
3. SYSTEM	5
3.1 SMTP.....	5
3.2 RECORDING SOURCES.....	6
3.2.1 <i>Recording units</i>	6
3.2.1.1 Failure list.....	8
3.2.2 <i>Recording unit management</i>	9
3.3 BACKUP	10
4. AUDIT	11
4.1 ROLES	11
4.2 ROOT.....	11
5. DATA FILTERING (COLUMN FILTERS)	11
6. QUALITYCHART	12
7. SMARTVIEW - DASHBOARDS	12
8. ADVANCED DATA MANAGEMENT - ADM	12
9. PLAYER	13
10. API	13

1. Known incompatibilities

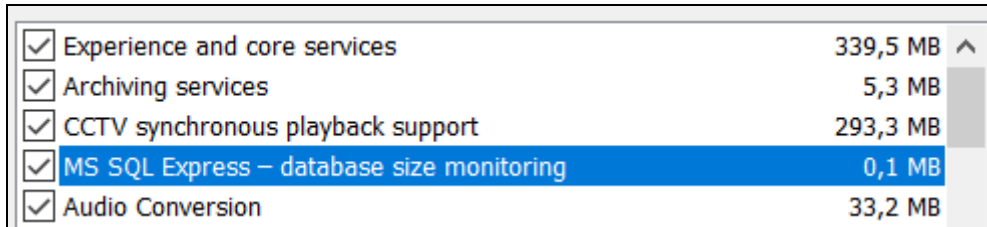
- Audio live monitoring in **Chrome and Firefox** web browser:
 - Start listening is delayed for about 7 seconds.
 - Online delay of about 7 seconds.
- Frequency of video updates during playback of screen records can depend on number of synchronously replayed channels.
- Incompatibilities with **Internet Explorer 11**:
 - Inoperative volume control of individual directions.
 - Control playback of individual channel directions to the left / right speaker, including the "Mix Records to Mono" feature.
 - Playing CCTV recordings is not possible with Windows 7.
 - A problem with removing stops on the player.
 - Does not support listening (monitoring).
 - Playback of SCREEN records is not possible in a new window.
 - Horizontal slider does not work.
 - Slow retrieving and filtering lists - When entering the initial letters of a search string, the larger list is updated very slowly (e.g. using the Agent, Group, Source) parameters.
 - HID Records: bad Interpretation of time.
 - Spoken time: a possible time synchronization error in some versions of Windows.
 - Synchronous playback does not work
 - Inoperative control of the fixed column in the timeline view - filters cannot be controlled; the icon for marking the fixed column (pin) is barely visible.
 - Image of data processing – Throbber – When switching between agendas, the throbber has only a static form (does not rotate when processing)
- Browser incompatibility for exporting graphs in the agenda SmartView:

	Chrome (latest)	Firefox (latest)	Microsoft Edge	Internet Explorer 11	Internet Explorer 10
SVG	OK	OK	OK	OK	OK
PNG/JPEG	OK	OK	OK	OK	OK
PDF	OK	OK	Fallback to export server	Fallback to export server	Fallback to export server
SVG w/images (same server)	OK	OK	OK	OK	OK
PNG/JPEG w/images (same server)	OK	OK	Fallback to export server	Fallback to export server	Fallback to export server
SVG w/images (CORS enabled server)	OK	OK	OK	Fallback to export server	Fallback to export server
PNG/JPEG w/images (CORS enabled server)	OK	OK	Fallback to export server	Fallback to export server	Fallback to export server

2. Installation

The installer newly introduced the option for monitoring the size of MS SQL database Express edition.

- **MS SQL Express – database size monitoring:**



The installation will ensure **SQL Express Check**. The service is designed to monitor the size of the Express database so that it is not locked when the limit is reached.

After starting, the service first detects the MSSQL edition.

In the case of a different edition than Express:

- DB edition information is written to the **Audit**. Then it does nothing.

In the case of Express edition:

- DB edition information is written to the **Audit**.
- detects DB size and compares it with set limits:
 - If no limit is exceeded, write the DB size to the **Audit**.
 - If limits are exceeded, it writes an error status to the **Audit** and generates an SNMP error if necessary.
 - Then periodically (every 5 minutes) compares the database size against the set limits.

Limits can be changed by adding a parameter to the settings table in **System/Main/Setting table** (the limit is set in MB).

- **sqlexpress_limit1** (default 7.000 MB).
- **sqlexpress_limit2** (default 9.000 MB).

3. System

3.1 SMTP

The **SMTP** agenda has been modified. Port, checkbox Use TLS encryption automatically, and the Authentication field has been added.

ReDat eXperience 2.35.4 Release notes

3.2 Recording sources

The tab Recording units has been modified in the Recording sources agenda. There are new columns that display information and reflect some of the values entered in the Recording units tab. Furthermore, the new Failure list agenda and the agenda Recording unit management were introduced. These functions are tied to a special license.

3.2.1 Recording units

Location	Installation	Hardware version	Name	Action	Software version	Description	State	Type/Partition	Replication function	Last time	IP address	Secure connection	Active	Control
Lebanka	2011-08-01	Unsupported	100	...	4.04		X	ReDat3 - primary	Database - archiving	2019-08-18 18:18:45	192.168.2.100	X	X	Control, Edit, Diagnostics
	2015-01-04	2	101	...	4.04	desc3	●	ReDat3 - primary	Database - archiving	2019-10-21 14:13:33	192.168.2.101	X	✓	Control, Edit
	2018-08-05	45	192.168.0.73	...	4.04		X	ReDat3 - primary	Database	2019-02-08 10:02:00	192.168.0.73	X	X	-
	2010-08-01	Unsupported	192.168.0.04	...	4.04		X	ReDat3 - primary	Database	2019-06-24 10:36:03	192.168.0.04	X	X	-
	2019-08-12	57	2.180 IP	...	2.00		●	ReDat VoIP Recorder	Database - archiving	2019-09-12 12:04:56	192.168.2.180	X	✓	Control, Edit
	2018-08-01	57	3.180 SCR	...	2.00		●	ReDat Screen Recorder	Database - archiving	2019-10-17 13:51:01	192.168.2.180	X	✓	Control, Edit
	2019-09-05	54	4.195	...	2.00		X	ReDat Screen Recorder	Database	2019-06-24 14:30:01	192.168.4.195	X	X	-
	2015-08-05	Unsupported	4.195 SCR	...	2.00		X	ReDat Screen Recorder	Database	2019-07-12 09:46:38	192.168.4.195	X	X	-
	2018-09-01	21	76	...	4.04		●	ReDat3 - primary	Database	2019-10-17 09:06:25	192.168.0.76	X	✓	-
	2014-08-04	Unsupported	84	...	4.04		X	ReDat3 - primary	Database	2019-10-21 14:19:00	192.168.0.84	X	X	-
	2019-08-01	21	500	...			X	External unit	-		localhost	X	X	-

Description of new columns:


Location

- Location of the recording unit.


Installation

- Date of recording unit installation or recording unit replacement. The column reflects the value entered in the form when adding a new recording unit.

Hardware version

- Shows the number of full months of HW support remaining. If less than a month is left, 0 is displayed.
- Values are set in the tab Recording unit management.
- Types of states:
 - The number of full months till the end of HW support. The period of support is given by the date of installation and by the set period of support.
 - The number of full months of support and the Warning symbol . This status is displayed if there is a shorter period until the end of support than set in the Warning parameter.



ReDat eXperience 2.35.4 Release notes

- „Unsupported„ and the symbol  . HW support has been terminated.
ie. The support interval (date of installation + HW support) has been exceeded and the HW is unsupported.
- If the date is not filled in the Installation column, the notification "Unable to evaluate" is displayed.




Action

- Icons for displaying cards and agenda Failure list

Software version

- SW version of the recording unit.
- Types of states:
 - Number of SW – it means the version is supported.
 - Number of SW + Warning symbol  – approaching end of support.
The limit is set in the tab Recording unit management.
 - Number of SW + symbol  – SW is unsupported according to the table Recording unit management




State

- States of the recording units:
 -  Recording unit not active.
 -  Recording unit disconnected.
 -  Recording unit connected.

Last synchronisation

- The time of the last successful synchronisation when the change occurred.
- Date, time of last synchronisation (transfer of settings between the recording unit and ReDat eXperience, change of settings in both directions, when the configuration was changed).

Synchronisation

- State and result of synchronisation:
 -  Synchronised
 -  Unsynchronised
 -  Synchronisation error

If you auto-synchronise, you may see the following results:

- Synchronised – The synchronisation was performed. Both configurations were found to be the same (the configuration of the Recording unit and ReDat eXperience). Therefore, the date in the Last Synchronisation column does not change.
- Synchronised – The synchronisation was successful, however there are some differences. The date of the last synchronisation changes in the Synchronisation column.
- Synchronisation error – The synchronisation failed.

ReDat eXperience 2.35.4 Release notes

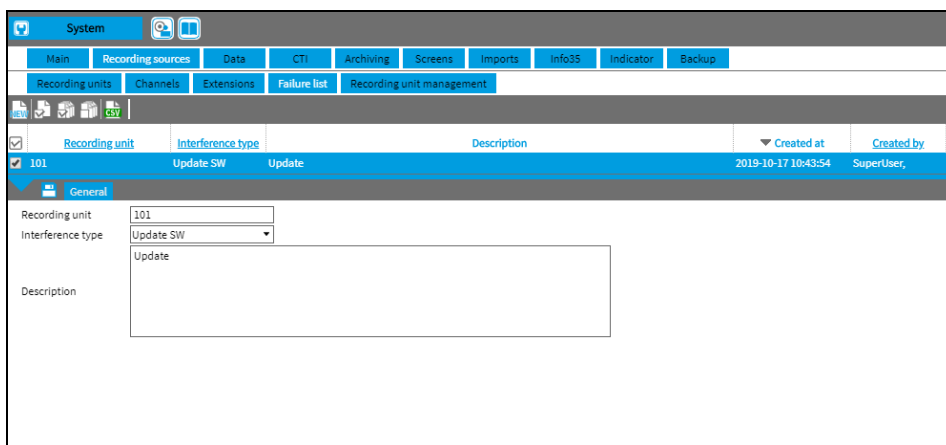
- Unsynchronised – If no synchronisation has occurred yet.

Product no.


- Serial number of the recording unit (currently only for ReDat3 recording unit).

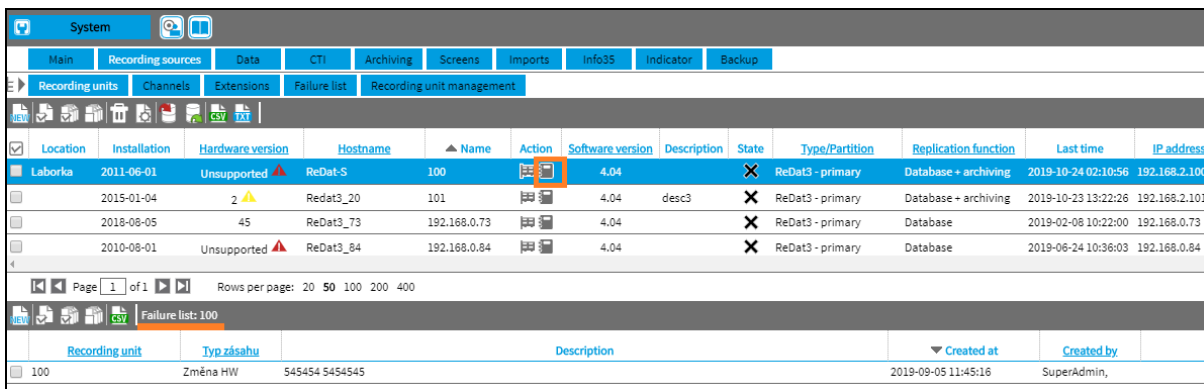
3.2.1.1 Failure list


The function *Failure list* enables easily record service activities with the recording units. This function is tied to a special license.



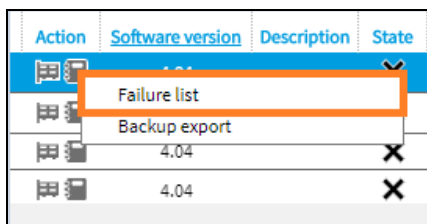
You can also see the Failure list in the agenda System/Recording sources/Recording units. The table in this agenda then relates to a particular recording unit. The options for working with the agenda are as follows:

- 1) View the agenda by clicking the icon  in the column Action



A Failure list for a particular unit is displayed. Click the icon **New**  to create another service case. The field Recording unit will be automatically filled in.

- 2) Creating a new Failure list using the context menu



Select the context menu above the line with the recording unit, or in the tree of the left panel, you can create a new Failure list record to the selected unit.

3.2.2 Recording unit management

The **Recording unit management** agenda serves for an overview of supported recording units and for setting up the management, synchronisation and backup of recording units. This agenda is tied to a special license.

Recording unit support check

Number of years of HW support since installation ▲▼

Notify when hardware support is expired ▲▼ months

Notify when software support is expired ▲▼ months

Time of storing older backups ▲▼ months

Notify when backups are exceeded ▲▼




Synchronisation

Automatic Synchronisation

Recording unit support

Recording unit	Software version	Support ends
ReDat3 - primary	4.04	2022-01-06
ReDat VolP Recorder	1.15	2020-05-03
ReDat VolP Recorder	2.00	2021-06-30
ReDat VolP Recorder	3.00	2022-01-06

Recording unit support check

- **Number of years of HW support since installation.**
 - Settings of the support time in years.
 - After this time, which is counted since the day of installation of the recording unit, the text „Notsupported“ and the symbol  are displayed in the column.
- **Notify when hardware support is expired.**
 - Defines the interval until support ends.
 - In the table, you can see the number of full months of support and the Warning symbol .
- **Notify when software support is expired.**
 - Defines the interval until the SW version support ends.
 - In the table you can see the SW version and the Warning symbol .
 - Related to Support of recording unit – Termination of support.
- **Time of storing older backups**
 - The period for which older backups can be stored. Backups that do not fall within this interval are automatically deleted.
- **Notify when backups are exceeded**
 - You can set a maximum number of backups.
 - If the number of backups is exceeded, nothing is deleted. The user is warned in Audit that the number of backups has been exceeded. – the level Warning.

Recording unit support

- The table shows supported recording units including SW version and the expiration date of the recording unit support.

Synchronisation

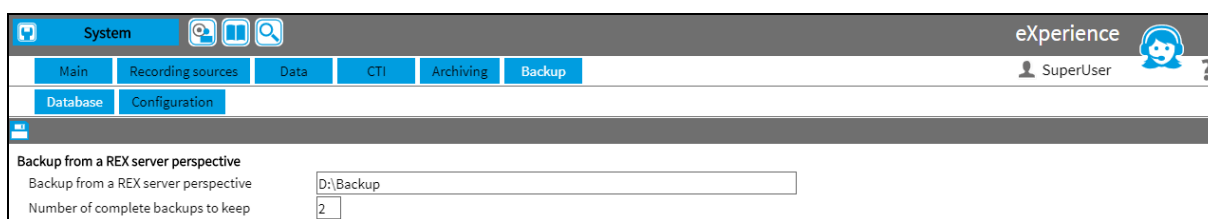
- **No** – do not sync.
- **ZJ→REX** – ie. automatic configuration synchronisation of the recording unit towards ReDat eXperience will be performed.

3.3 Backup

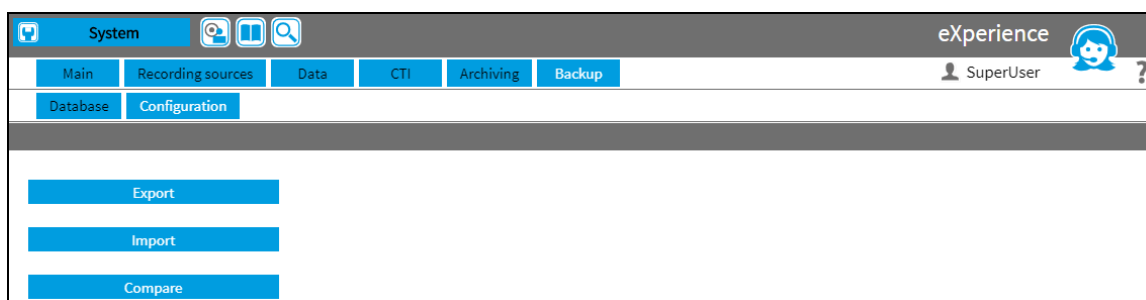
The Backup tab has been moved from Level 2 tabs (formerly *System / Main / Backup*) to Level 1 tabs. Now the path to the Backup tab is directly in the System agenda.

The tab is divided into the *Database* tab (original information from the Backup tab) and the newly created *Configuration* tab.

Database tab:



Configuration tab:



Configuration tab is used:

1. To save the configuration as a backup – **Export**.
2. To restore the system configuration from a backup – **Import**.
3. To transfer configurations to another eXperience, i.e. with some modification parameter.
 - **Modification options:**
 - create a modified backup on export (backup file + modification file)
 - make modifications only when importing
 - the same modification file can be reused for modification
 - **Configuration transfer is possible:**
 - to "clean" eXperience (eXperience without configuration)
 - to an already configured eXperience
4. Next, it is possible to compare configurations - compare backup files, compare backup file against database.

ReDat eXperience 2.35.4 Release notes

Support of entities in eXperience v.2.35.4

- Backup entities:
 - Groups.
 - CTI servers (connection with CTI servers) – support of CTI Alcatel TSAPI.
 - Recording units.
 - Cards and channels.
 - Extensions.



The backup and restore of the complete eXperience configuration is not supported.

Entities that can be modified:

- IP address of CTI servers - IP address.
- IP address of recording units.

4. Audit

4.1 Roles

<input checked="" type="checkbox"/>	Time	Event ID	Source	Group	Roles	IP address	Level	Event
<input type="checkbox"/>	2019-10-14 09:33:37	456878	SuperUser,	root	Super_rights	192.168.0.212		Delete work group
<input type="checkbox"/>	2019-10-14 09:33:37	456878	SuperUser,	root	Super_rights	192.168.0.212		Delete work group
<input type="checkbox"/>	2019-10-14 09:33:37	456878	SuperUser,	root	Super_rights	192.168.0.212		Delete work group
<input type="checkbox"/>	2019-10-14 09:33:37	456878	SuperUser,	root	Super_rights	192.168.0.212		Delete work group

The column **Roles** displays the role of the user, who was logged into the system at the time of the event.

The default order is a Source / a Group / Roles.

You can set the column filter by values. You can see the role of the logged-in user, what was happening on the system, what the users were doing, etc.

4.2 Root

There is a root in the agenda **Audit** in the left panel. The filtration is possible directly from the root.

The root enables to hide empty groups, see the setting "*hide_empty_group*".

Filtration from the root

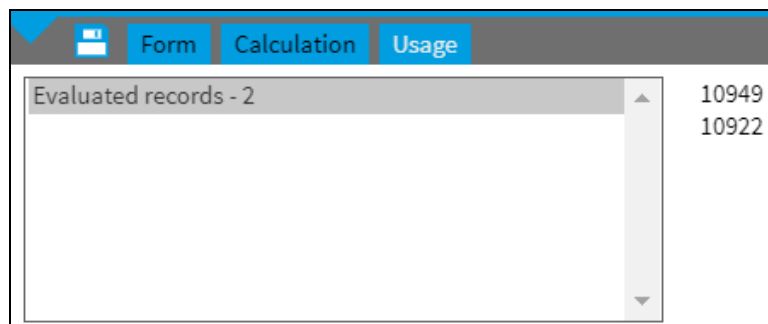
- You can tap the objects Group or Channel (Group has effect on Group + assigned groups)
- You can drag objects Group or Channel to the tile Filtration: Insert/Add
- Or you can change the column filter "Channel" to "Selection of values"

5. Data filtering (column filters)

A new option is used in columns: **Blanks/Non-blanks** – It is possible to filter without filled data or only where the data is filled.

6. QualityChart

In the QualityChart there is a new tab **Usage**. This tab displays all agendas where the evaluation form is used.



Form	Calculation	Usage
Evaluated records - 2		
		10949
		10922

7. SmartView - Dashboards

It is possible to **switch on and switch off** the **Topics in the table**, in order to count or not to count in the percentage statistics. Similarly it is the counting of the total in the bar graph. And similarly the percentage distribution in the pie chart is turned on and off.

- **A new column %:**

If you open a Table view, you can add the column Total %.

In the Settings of the dashboard (a symbol of a gear), you can show/hide the column.

- **Total %:**

Click to the graph and you can view record details.

Total numbers are not rounded.

8. Advanced data management - ADM

In the agenda **Advanced data management** the CSV file name has been modified. The CSV file now displays the name of the task for which it was created.

9. Player

There are new features for the button **VOICE**  .

- If active – it skips silent spaces or spaces without any recording. In the case of switching to another agenda and returning to the player, this option remains active until it is manually switched off.
- In the case that the recording is processed via voice analysis and certain part of the recording is without any recognized human speech, this part is skipped.
- Select VOICE and manually click during playback into the envelope at a place with no human speech. Then playback will continue from the point of click until the time when the human speech is detected again. Next, the silence skip will continue.

10. API

The **reclist_get_details.php** function, which previously only supported the OR function for different parameters, now supports OR for the same parameter. The multiple occurrence of the same parameter will be indexed in the query. The parameter OR allows user to search in columns used ALSO by the same parameters, e.g. label, label1, label2...

The example:

```
ANI=| 8002&ANI1=| 8003&ANI2=| 8004&extension=705 has a meaning: (ANI=8002 OR ANI=8003 OR ANI=8004) AND extension=705
```



RETIA, a. s., pursuant to the provision of Waste Act no. 185/2001 Coll., is involved in the **RETELA** (www.retela.cz) collective system, which runs back collection and disposal of hazardous waste, that is used and discarded **ReDat devices**.



The used products are classified as electronic waste and in no case may they be mixed with municipal waste as they are harmful to the environment.



RETIA, a. s., pursuant to the Packaging Act, is involved in the EKO-KOM Joint Performance System, running back collection and reuse of packaging waste, under Client no. EK-F06022669.