

ReDat eXperience v 2.35.6

Release notes

ATC-ATM

Issued: 07/2020 v 2.35.6 rev. 1

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. WEB BROWSERS	4
1.1 INTERNET EXPLORER 11 NOT SUPPORTED	4
2. LICENSE.....	4
2.1 INCORRECT LICENSE WARNING.....	4
2.2 ABOUT – ONLY FOR REDAT RECORDER WITH OS LINUX	5
3. CATALOG	5
3.1 EXPORT TO CSV	5
3.2 SHOW/HIDE TIMESTAMPS.....	7
3.3 MISTAKE IN THE TRANSCRIPT.....	7
3.4 DELETE A TRANSCRIPT	8
4. RESULTS/INCIDENTS.....	8
5. AUDIT	9
5.1 LEFT PANEL FUNCTIONS IN AUDIT.....	9
5.2 EXISTENCE OF CHANNELS	10
6. SYSTEM.....	11
6.1 TIME ZONE	11
6.2 SERVICE REDAT-EXP-CLEANER	11
7. USERS	12
7.1 THE GENERAL TAB	12
8. REDAT API.....	12
8.1 FUNCTION RECLIST_GET_DETAILS	12
8.2 REMOVING RECORD_PLAYID, RECORD_PLAYCC FUNCTIONS	12
9. KNOWN INCOMPATIBILITIES.....	13
10. FIXED BUGS OF THE LAST VERSION	14

1. Web browsers

1.1 Internet Explorer 11 not supported

Internet Explorer 11 will no longer be a supported browser. It is replaced by Microsoft Edge.

In the last year, its creator, Microsoft, has phased out development work on the new features and capabilities of the Internet Explorer 11 web browser. In connection with this fact and in order to maintain the functionality of the ReDat recording system, the support of the above-mentioned browser in ReDat systems will be definitively terminated on 1 July 2020.

Termination of support applies to all versions of the ReDat eXperience application platform, and from version 2.35.6 (and above) the system will detect this browser as unsupported. **Errors from the environment of this browser will not be taken into account after July 1, 2020.**

If you use Internet Explorer 11, switch to one of the supported web browsers, such as **Google Chrome**, **Mozilla Firefox**, and the new **Microsoft Edge** web browser, as soon as possible for full system functionality and security.

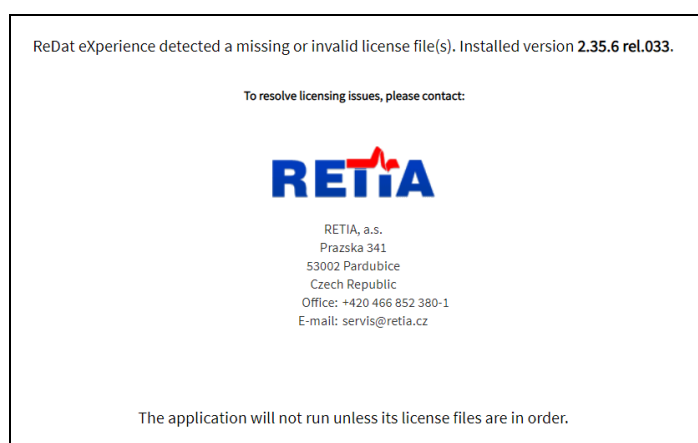
2. License

2.1 Incorrect license warning

Inserting license files

If you insert the wrong version license to the directory

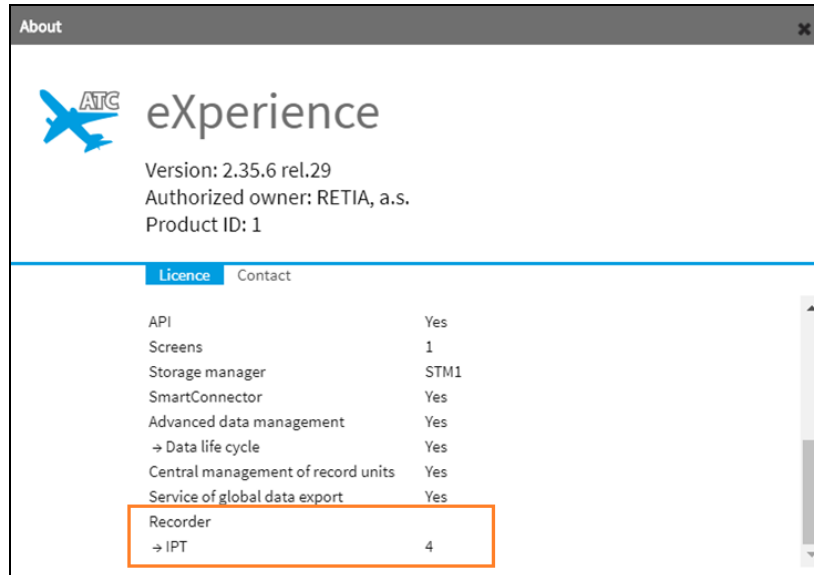
C:\appserv\www\experience\license, the license is missing (invalid file contents) or the temporary license expires, a warning will appear:



2.2 About – only for ReDat Recorder with OS Linux

New information in the list of license items in the About agenda

The option **About** will display detailed information about the **eXperience** system.



Tabs **Licence** and **Contact** contain the following:

- Version and release of the system **eXperience**.
- Authorized owner.
- Product ID.
- **License detail**

Only for ReDat Recorder with OS Linux - The list of license items includes a list of licenses of the local recording unit. (e.g. 4 licenses for the IPT channel - see the picture above)

- Contact information.

3. Catalog

3.1 Export to CSV

Default export settings to CSV



Exports to CSV have been modified to allow the same column order for all users. Newly, the order of columns can be set globally for all users (for example, for subsequent analysis of exported data).

Action	Date	Time from	Time to	Duration	Ringing	Direction	Agent	Group	Channel	Name
<input checked="" type="checkbox"/>	2020-07-09	09:55:04	10:00:03	4:59		→	root	SCR 2:04	4.198_4	
<input type="checkbox"/>	2020-07-09	09:55:05	10:00:04	4:59		→	root	SCR 2:05	4.198_xz	
<input type="checkbox"/>	2020-07-09	09:45:04	09:50:03	4:59		→	root	SCR 2:03	4.198_3	

ReDat eXperience 2.35.6 Release notes



Export is only possible from the Reclist.

The default setting is for all users. The settings can be changed in the System / Main / Setting table.

System		eXperience	
Main		SuperUser	
Adjustment		Setting table	
Name	Value		
<input type="checkbox"/> export_csv_cols_list03	1		
<input type="checkbox"/> export_csv_cols_mode	1		

'export_csv_cols_list' – defines a list of columns

'export_csv_cols_mode' - defines the mode function

- „0“ – not active
 - „1“ – If you export to CSV, it is be possible to select the option to use global / custom settings in the dialog window.
 - „2“ – Global settings is always used during export (no selection option in the dialog window).
- **Use as global setting for all users**

We will set Export to CSV with the Bulk column settings command above the List of records column in the Catalog agenda.

Catalog		eXperience								
List of records		SuperUser								
Action	Date	Time from	Time to	Duration	Ringing	Direction	CTLDN	Agent	Group	Chanr
<input checked="" type="checkbox"/>	2020-05-15	16:27:06	16:31:30	4:24	0:21	→		Dvořáková		ETH: Sip 1:0
<input type="checkbox"/>	2020-05-15	16:29:08	16:31:54	2:46	0:08	→		Malá, Gabr		ETH: Sip 1:0
<input type="checkbox"/>	2020-05-15	16:31:32	16:35:10	3:38		→		Mrázková,		ETH: Sip 1:0


The superuser sets the application with the button "**Set as global settings for all users**" in the column settings. The settings can be saved as default for all users by checking the button item "**Save as default setting**". Confirm the selection with **OK**.

Columns setting (visibility, order, width, sorting)

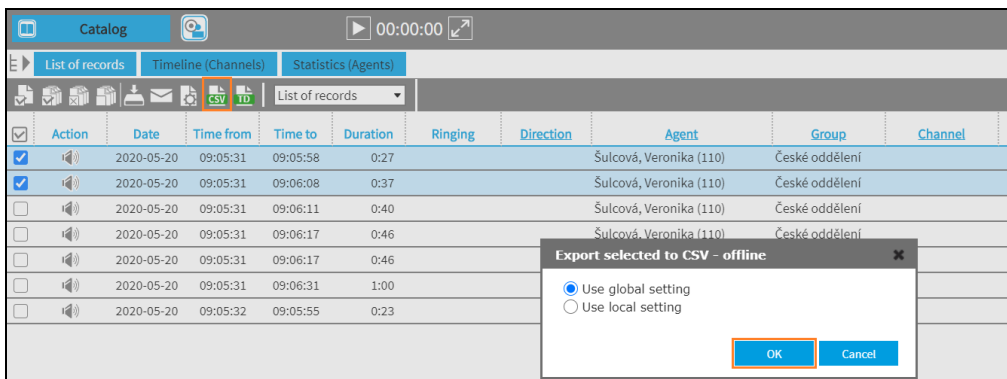
<p>Visible</p> <ul style="list-style-type: none"> Date Time from Time to Duration Ringing Direction Agent Group Channel Name ANI DNIS Call type Record ID Parent group Date and time of record 	<p>⇌</p>	<p>Hidden</p> <ul style="list-style-type: none"> Signalling Indexing state STT state Resource Status Archiving Recording unit Data source Description Data type
--	----------	---

Save as default setting
 Set as a global setting for all users

ReDat eXperience 2.35.6 Release notes

If you select "Export to CSV" option , it will be possible to choose from the options in the dialog:

- Use global setting - global settings for all users
- Use local setting - the agent's own settings when exporting records to CSV



Result: If more users export according to the global settings, they will all have the same column order.

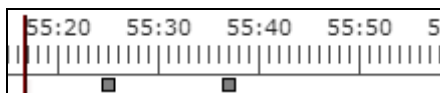
The information about changes is displayed in the Audit agenda.

Time	EventID	Source	Group	Roles	IP address	Level	Event	Module	Details
2020-06-09 10:49:57	40759	SuperUser,	root	Super_rights	192.168.0.212	Info	Export of selected records into CSV	Catalog	recList; Total 5 items
2020-06-09 10:49:17	40758	SuperUser,	root	Super_rights	192.168.0.212	Info	Export of selected records into CSV	Catalog	recList; Total 5 items

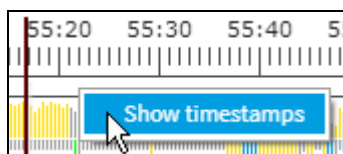
3.2 Show/hide timestamps

A keyboard shortcut has been changed to show / hide timestamps from a transcript in the player's timeline. Make the selection with the keyboard shortcut **CTRL + ALT + M**.

The change from the original CTRL + M was made because the Firefox and Microsoft Edge browsers have a command MUTE linked to this shortcut.



The context menu in the stamps area can be used to show/hide timestamps.



3.3 Mistake in the transcript

If strings that are too long are entered into the transcript or the datetime format is not correct, this error is indicated in the player by a **red frame**.

ReDat eXperience 2.35.6 Release notes


Transcript									
<input type="checkbox"/> Completed	Save	Close	Channel	Freq./Tel.	From	To	Start time	Message	End time
Ctrl+Alt+<Space> show			DR002-Name (DR002)	Technika			2020-07-02 09:07:01		09:07:01
Ctrl+<Space> insert time			DR002-Name (DR002)	Technika			2020-07-02 09:07:01		09:07:01
Ctrl+K play/pause			DR002-Name (DR002)	Technika			2020-07-02 09:07:08		
Ctrl+Alt+M show in player									

3.4 Delete a transcript

If you right-click on a Transcript line to call up the context menu, the **Delete** option is displayed. Select Delete to erase the transcript line.

Transcript									
<input type="checkbox"/> Completed	Save	Close	Channel	Freq./Tel.	From	To	Start time	Message	End time
Ctrl+Alt+<Space> show			3210 (3210)				2020-06-29 08:36:14		08:36:15
Ctrl+<Space> insert time			3210 (3210)				2020-06-29 08:36:16		08:36:16
Ctrl+K play/pause			3210 (3210)				2020-06-29 08:36:05		08:36:05
Ctrl+Alt+M show in player			3210 (3210)				2020-06-29 08:36:05		08:36:05
Ctrl+4 +10s			3210 (3210)				2020-06-29 08:36:05		08:36:05

4. Results/Incidents

In the **Incidents** tab in the **Results** application, which displays all transcripts from records included in the selected incident, the **Play and edit manual transcript** button  has been removed.

The **Export to DOC** option  is available.

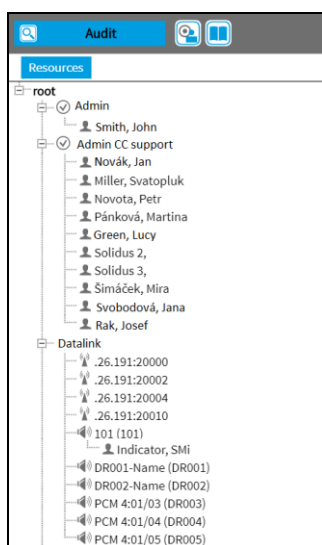
The function of playing a manual transcript in this agenda will be solved in the next version 2.35.7.

No.	Channel	Freq./Num.	From	To	Start time	Message	End time
1	DR001-Name (DR001)	První DRL	LKKV	N721EM	2019-10-24 14:48:21	November, Seven, Two, Echo, Mike Karlovy Vary Radar. Do you read me?	08:49:35

5. Audit

5.1 Left panel functions in Audit

The left panel in the Audit application serves for a better overview and fast filtering of displayed data.



The tab **Resources** provides quick and comprehensive information about the range of sources whose records are displayed in the Audit List. The tree contains **groups**, **roles** (with a checkmark icon), **users** (with a person icon), **channels** (with a speaker icon) and other types of recording sources, for example: CCTV (with a camera icon), SCREEN (with a monitor icon), DATALINK (with a server rack icon), HID (with a keyboard icon).



Double-click the object in the tree view to filter data accordingly.

Double-click the superior item (**Resources**) in order to cancel applied filtering from the tree view. Dragging one or more objects will spawn tabs **Insert**, **Add**, where it is possible to drop objects in.

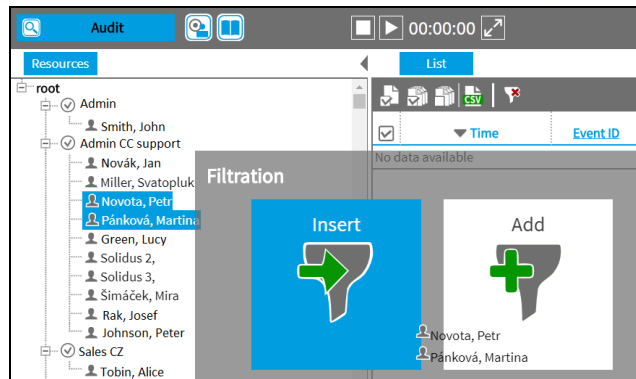
Insert – it will filter based on input. (It will replace current content of the filter by new objects.)

Add – it will add selected objects to the current content of the filter.

Filtering via another type of object is added and it does not cancel other filters (unlike filtering in the agenda Catalog).

To cancel the applied filter, click the **Cancel** icon (with a red X) in the top panel.

ReDat eXperience 2.35.6 Release notes



Channels are filtered by the column **Source**, not the column **Channel**.

5.2 Existence of channels

Replication checks the existence of the channel - output to Audit / SNMP

You cannot save the recording unit as active without loading channels. If replication cannot find a channel to the replicated record in ReDat eXperience, the record will be replicated. However, the **Error message** will appear **in the Audit agenda**.

The first occurrence from the given recording unit is being recorded:

- Module = Replication / Event = Unknown channel / Detail = Recording unit name, Recording unit IP address, Technical channel name

Other occurrences are not listed. However, they are "cumulated" for each recording unit separately. At the end of the checked interval (e.g. one hour) a cumulative message is displayed:

- Module = Replication / Event = Unknown channels - total / Detail = Recording unit name, Recording unit IP address, Number of unknown channels: N / Event ID (The same event ID as for the first occurrence.)

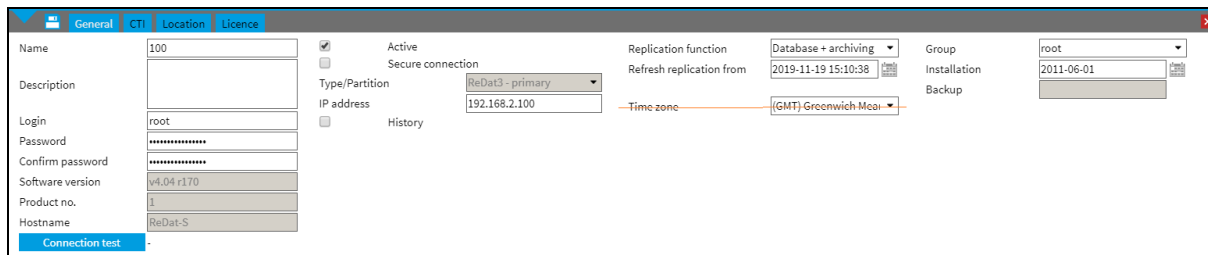
The new Reclist checker

The Reclist checks whether the parameter channel is included in the record. The check is done:

- Automatically after loading the channel.
- According to the time schedule set in the **Reclist checker** template in the Watchdog.

6. System

6.1 Time zone



Changes in the tab System – Recording units – Main:

Time zone has been deleted. Other parameters with details about recording units have been retained.

6.2 Service redat-exp-cleaner

A service for record storage control has been newly introduced. The new service **redat-exp-cleaner** replaces the original **dbclean.bat** batch file.

7. Users

7.1 The General tab

New parametr: Not to be imported

The **General** tab will appear.

The screenshot shows the 'Users' management interface. At the top, there are tabs for 'Persons', 'Work Groups', 'Roles', and 'Super user'. Below this is a table of users with columns for Action, Firstname, Surname, Pers.No, Group, Login, Active, Last change by, and Last change at. The selected user is Petr Horak, with login phorak, active status checked, and last change by SuperAdmin on 2020-06-01 12:51:34. Below the table, the 'General' tab is active, showing 'Personnel data' fields: Firstname (Petr), Surname (Horak), Middlename, E-mail (phorak@aab.cz), Pers. No, and Organizational group (root). There is also an 'Overview of the user accesses' section with 'Role in group' (sales EU), 'Active' (checked), and 'Group' (root). At the bottom left of the form, the 'Not to be imported' checkbox is checked.

Not to be imported – if checked, it indicate that the Person was created manually. It can be pre-set also for persons who have been imported automatically, but you do not want to automatically overwrite them.



The settings are made in the **System/Main/Settings table**. Parameter is edit_users_origin – 0= do not show the flag (default), 1= show the flag. Automatic import will not be applied to such marked persons. These users cannot be edited or deleted.

8. ReDat API

8.1 Function reclist_get_details

- **ani** – parameter ANI – inserted by CTI; asterisk convention is applicable here, example ani=10* (all starting 10);
- **dnis** – parameter DNIS – inserted by CTI; asterisk convention is applicable here, example dnis=10* (all starting 10);

8.2 Removing record_playid, record_playcc functions

Because ReDat eXperience from version 2.35.6 does not support the Internet Explorer web browser, the record_playid and record_playcc functions have been removed.

9. Known incompatibilities

- Audio live monitoring in **Chrome and Firefox** web browser:
 - Start listening is delayed for about 3 seconds.
 - Online delay of about 3 seconds.
- In the new version of Firefox, the audio control on the channels in the player does not work compared to the older versions of the browser. (An error has been reported to Mozilla Corporation.)
- Frequency of the video updates during playback of screen records can depend on a number of synchronously replayed channels.
- Browser incompatibility for exporting graphs in the agenda SmartView:

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

10. Fixed bugs of the last version

1. Excessive CPU usage from ffmpeg process
2. Spoken time – it does not play
3. Monitoring – refresh status and data about the last record
4. Synchronous export – number of screen and CCTV channels to the limit equal to 1 were evaluated separately (independently)
5. Audit – A common user can see the super user actions in the Audit agenda
6. API reclist_get_details – There was no support for the parameter Label with the parameter * (star).
7. Bulk editing of persons – error when selecting parameters "Authentication via LDAP" and "Login only via SSO"
8. Catalog – Statistics – missing data about the selected interval in the CSV export
9. Catalog – List of records – missing information and text disorder of missed calls in the CSV export
10. Catalog – synchronous export of 2 CCTV channels - only partial information appeared: "Export failed - More than one video channel selected"
11. Results - Incidents - In the miniplayer, after opening the context menu, it was not possible to mark records as Relevant.
12. VoiceProcessor - modification of the VoiceProcessor Client installer for machines with Phonexia 5th generation.
13. SmartView - Inforating – modification of the Inforating chart configuration (topic, top topic, record, agent call)
14. Topic Detection - if all topics were hidden in the Topic Detection Overview and Topic Detection Number graphs, an empty table was displayed. Correct state: The information that no data is available is displayed.
15. Topic Detection - incorrect listing of some topics and results in the grid, duplication of the rtt_value. Correct state: Unassigned for all topics is zero.
16. Export manager - export to CSV - switch from offline to online - empty .csv was downloaded
17. Download manager - incomplete export of marked records vs. export of all records of marked pages, different export in the case of online and offline export.



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

The used products are classified as electronic waste and under no circumstances 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 a back collection and reuse of packaging waste, under Client no. EK-F06022669.