

ReDAT

Recording Systems

ReDAT eXperience Release notes
v 2.36.6
ATC - ATM



RETIA, a.s.
Pražská 341, 530 02 Pardubice
Czech Republic

retia.eu

MEMBER OF  CSG
aerospace

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Producer:

RETIA, a.s.
Pražská 341
530 02 Pardubice
Czech Republic



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



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Version 2.36.6

Released for OS Linux March 22 2022, OS Windows April 4 2022

1. Technical specifications

1.1 Software

1.1.1 PC with ReDAT eXperience

- Windows Server 2016, Windows Server 2019, Windows Server 2022.
- Only the Windows Server operating system, not older than 8 years from its first release, is supported.
- It is also possible to install eXperience on virtual servers. Virtualization platforms with the operation system according to the technical conditions are supported.
- Required components installed on Windows:
 - OpenJDK 1.8
 - Microsoft .NET Framework 3.5 a 4

1.2 Browsers

This eXperience version has been released for the following browser versions:

- Firefox 98.0.1
- Chrome 99.0.4844.51
- MS Edge 99.0.1150.39

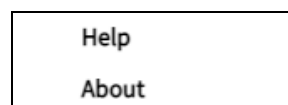
➤ more information in the documentation RD 044 001 Technical specifications – ReDAT eXperience.

2. New functions

2.1 About - Version

The **Version** tab is now displayed in the help and system information section.

The tab **Version** is displayed only to users with SuperUser authority. It contains information about the eXperience version (Windows OS, Linux OS) and its components.



EXAMPLE:

the content of the Version tab in the eXperience - OS Windows

Licence	Contact	Version
redat-exp-install	2.36.6	rel.025
redat-exp-sql	1.5.16	
redat-exp-www	1.7.22	

the content of the Version tab eXperience - OS Linux

Licence	Contact	Version
redat-exp-archiving		2.2.28
redat-exp-audio-join		1.1.4
redat-exp-cleaner		1.5.5
redat-exp-conversion		1.3.1
redat-exp-data		1.0.8
redat-exp-export		1.14.5

2.2 Dynamic comparison



The solution for recording redundancy, where records are get from 2 recording units. However, they are replicated to eXperience only if records match once. This solution has been enlarged with a dynamic comparison. The current static comparison is based on fixed pairing of combined channels.

Dynamic comparison works with pairing of recording units, while the used channels on which the call is recorded can be optional for each recording unit. Dynamic comparison can be used only for records taken by CTI control. In version 2.36.6 it is currently implemented only for CTI TSAPI Alcatel-Lucent.

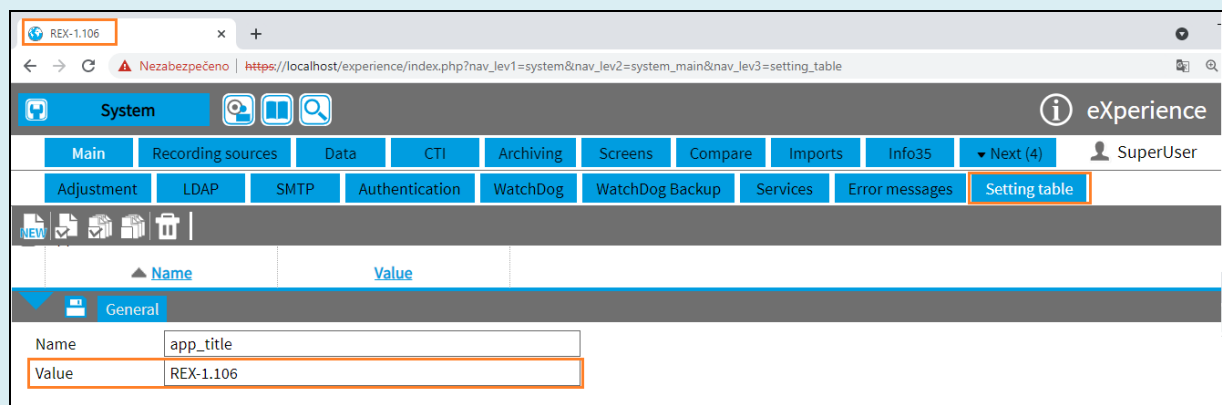
2.3 System - Change bookmark name in the browser

Modification of the default ReDAT experience tab

This special setting in the System/Setting table can change the text in the browser tab. The tab indicates a connection to a specific ReDAT eXperience server. In the case of multiple instances of ReDAT eXperience (e.g. main system, backup system, test system, simulator) the user can quickly orientate among the browser tabs.

1. Setting: Log in as *SuperUser*.
2. In the *System/Main/Settings table* agenda, click the icon *New* .
3. Enter *app_title* in the *Name* field and a required text in the *Value* field.
4. Click the  *Save* button and then refresh the page (F5).

Example: In the Tab 1, the bookmark name in the browser is changed according to the set value.



2.4 System - CTI_ID number specification

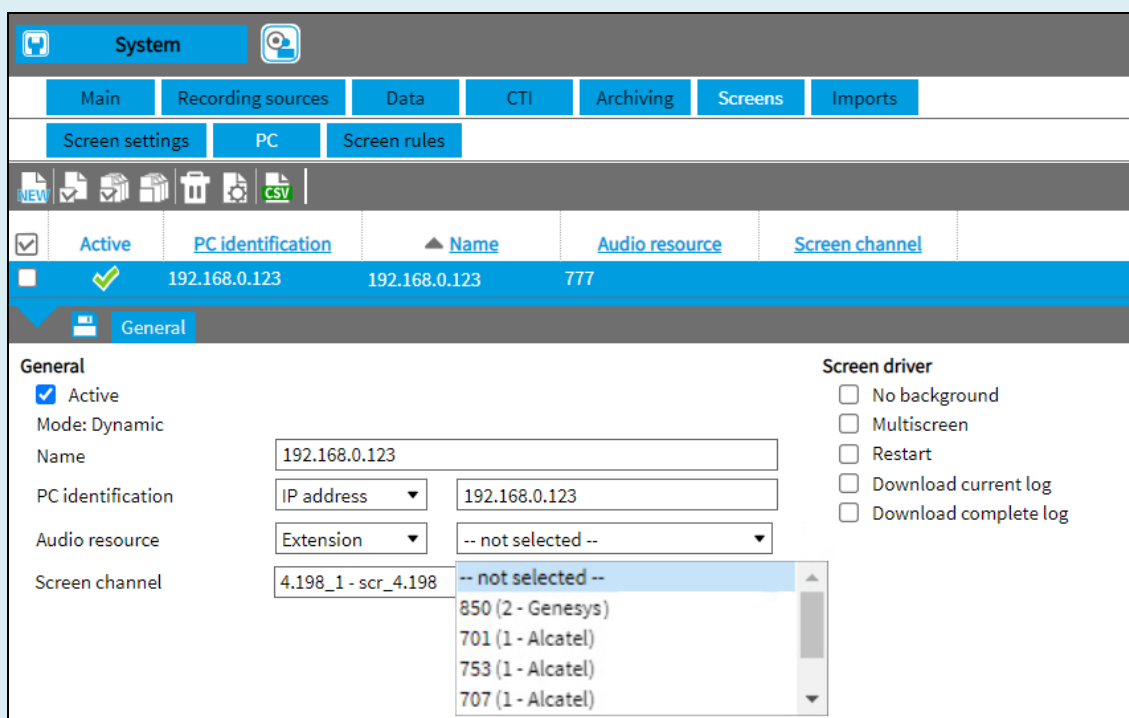
Application System – tab Screens - PC

We have made some adjustments in the tab, where you can configure your PC for screen recording.

If you select the parameter *Audio resource – Extension*, you can see the text consisting of *cti_id* and *cti_app_name*.

Example: Settings – *Audio resource - Extension*

850 (2 – Genesys), 701 (1 – Alcatel), 753 (1 – Alcatel),...



3. Function modification

3.1 Replication with Comparison mode

Application **System** – Recorded on a redundant channel

The Replication mode with activated Comparison mode ensures that records are ideally replicated only once in eXperience, even though they were recorded at the same time on two recording units.

The message in the system from “*Redundant recording error*” to “*Recording without redundancy*”.

Example: in the System application

1) Recording is recorded on both recording units and it is 100% identical. Replication is performed only from the primary recording unit. In the details of the record:

<input type="checkbox"/> Recording without redundancy	<input type="checkbox"/> Redundant recording error
<input type="checkbox"/> Recorded on a redundant channel	<input type="checkbox"/> Recorded on a redundant channel

2) Recording is recorded only on the primary recording unit. Replication is performed from the primary recording unit. In the details of the record:

<input checked="" type="checkbox"/> Recording without redundancy	<input checked="" type="checkbox"/> Redundant recording error
<input type="checkbox"/> Recorded on a redundant channel	<input type="checkbox"/> Recorded on a redundant channel

4. 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.
- Older versions of Firefox, from version 68 ESR (resp. 66 standard edition), had non-functional audio control of the channels in the player. From the version 78.8.0 ESR, this problem no longer occurs.
- The frequency of the video updates during playback of screen records can depend on a number of synchronously replayed channels.



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 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.