VREDAT

Recording Systems

ReDAT eXperience Release notes v 2.36.7 Dispatch centres



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Version 2.36.7 Released for OS Windows July 18 2022

1. Technical specifications

1.1 Hardware

In the technical specifications, the minimum requirements for the HW PC where the eXperience system is installed have been modified and increased:

Processor min. **3,7 GHz, 4 cores**

RAM **16 GB** (plus 1 GB RAM for every million records in a DB)

1.2 Software

1.2.1 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

1.2.2 Browsers

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

- Google Chrome: 103.0.1*
- Mozilla Firefox ESR: 91.11.0
- Mozilla Firefox: 102.0
- Microsoft Edge: 103.0.1*

More information in the documentation RD 044 001 Technical specifications - ReDAT eXperience.



2. New functions and modifications

2.1 New ReDAT, RETIA logo

The new ReDAT and RETIA logo is incorporated into the eXperience installers and customer manuals.

2.2 Info mail

You can send information emails to a group of recipients from the eXperience application.

2.2.1 Primary use

Select the context menu from the tree above the group/subgroup in the **Catalog, Users** and **Monitoring** agenda.

Catalog	▶ 00:00:00 🖉						
Map Resources Filters	List of records	Datalink Timeline (Channe	ls) Statistics (Channel	ls)			
Send info mail	- 🔜 🖓 🗑 🗊 🗊	📥 🖂 👌 🖬 🖬 🖬 🖥	List of records	•			
+ Audiotest	Action D	Date Time from Time to	Duration Direction	Call type Agent			
TDM extensions	🗌 👘 🌗 2022	2-05-11 12:14:58 12:14:58	0:00 👤 🔶				
IP extensions	🗌 👘 🌗 2022	2-05-11 12:24:22 12:24:22	0:00 👤 🔶				
In Norec	🗌 👘 🌗 2022	2-05-11 12:31:19 12:31:19	0:00 👤 🔶				
	2022	2-05-17 09:34:05 09:34:08	0:03 💶 🔿	Single			

A dialog box will open. Fill in all the items.

_	
Group	Agents and supervisors
Include	Also subgroups 🔹
	Only selected group
	Also subgroups
Roles	\$
	*
Subject	Info mail from eXperience system
	The eXperience system will be unavailable on June 31,
Text	2022 from 10:00 PM to 11:30 PM due to a version upgrade.
	OK Cancel
	OK Cancel

Select email recipients:

- select Group (without specifying a role) Only roles that are associated with the selected group (subgroup) in the left panel tree are shown in the list. You can change the selection with ⁽¹⁾),
- select
 - o Include Also subgroups selected group including subgroups or
 - o Include Only selected group selected group only

Information email is sent to:

 Persons with registered email and organizational group correspond to the selected subgroup (if the option for subgroups is selected)



General Lo	gin Agent Details			
Personnel data		Overview of the user accesses		
Firstname		Role in group	Active	Group
Surname		Users	• 🗹	Evaluation 💠 🗘 🖨 🛅
Middlename		not selected	•	
E-mail		L	_	
Pers. No				
Organizational group	Agents and supervisors			

select Group/Also subgroups and Roles

 Only roles that are associated with the selected group or subgroup are offered in the list.

Sending info mail		×
Group	Agents and supervisors	
Include	Also subgroups 🔹	
Roles	Users 🗘 🗘	
Subject	Info mail from eXperience system	
Text	The eXperience system will be unavailable on June 31, 2022 from 10:00 PM to 11:30 PM due to a version upgrade.	
	OK Cancel	

Information email is sent to:

 Persons registered in the selected role associated with the selected group or subgroup (if the option for subgroups is selected)

General Log	gin Agent Details		
Personnel data		Overview of the user accesses	
Firstname	Carl	Role in group Active	Group
Surname	Smith	admin CC support 🔹 🗹	Audiotest 🗢 🗘 🖨 🛅

You have to enable this feature in Users/Roles - Interface section, select Allow sending info mail.

2 L	Jsers 💽								
E Persons	Work Groups Roles	Super user							
🙀 🔁 🛃	S 🔊 🖬 🖬								
\checkmark	▲ <u>Name</u>		Description	Organizational group	Filter				
💾 G	eneral Applications Usage								
INTERFA	CE								
ПН	ide tools								
П	ide column functions								
D	Deactivate main menu and quick access icons								
🗹 A	Allow sending info mail								
□ S	elect individual manual (PDF)								
0									

If no roles are set in the user permissions for the selected groups and subgroups, an error message *Operation was not performed* is displayed.

-



Fill in all items in the *Sending info mail* window and confirm with the OK button. Next, the info mail is sent to the selected group of persons.



Information e-mail is also sent to inactive users. Email is not sent to parent groups or deleted users. The information email cannot be sent to a specific user, only group selection is possible.

2.2.2 Info mail from System agenda

You can send info mail also from the application System/Main/SMTP tab.

An information e-mail is sent to anyone who has a registered e-mail in the list of emails or to nominated persons.

Information mail

- **Text** Fill in the message into the text field.
- Recipients Select all users or only selected persons.

Confirm with the Save and send information mail button.

🖳 System	<u>@</u>										í) eXperie	ence
Main R	Recording sources	Data	CTI	Archiving	Screens	Imports	Info3	5 Quality man	agement	→ Next (3)		👤 Superl	User
Adjustment	LDAP S	MTP Au	thentication	WatchDog	WatchDog	Backup	Services	Error messages	Setting	table			
-													
SMTP				Informat	ion mail								_
SMTP server	192.168.1.9	94				eXperience s	/stem will b	e unavailable on 31	1-07-2022				
Port	25												
				Text									
				(CAU)									
					l								
Use TLS encry	ption automatical	ly		Recipie	ents 🤇	All us	ers						
					C								0
						·							× 1
												*	
Sender	rex180@re	tia.cz		1			Sa	we and send inform	nation mail				
Receiver	smiller@re	tia.cz		1									
Authentication	p												
Username													
Password													
		_		-									
System messages	language	English		•									

A necessary condition for using this function is to allow access to the SMTP agenda in the role - checked permission for the System – Main - Edit – Others (Adjustment, Authentication, LDAP, SMTP, Backup, Error messages, ...).



2	Use	rs	<u>@</u>			
⊧►	Persons	Work Gr	oups Roles Super user			
	0 🖉 🖉	1 1 1				
\checkmark		Name	Organizational group	Description	Filter	Last change by
-	SYSTEM					
	Preview	Edit	Archiving Info35 SmartConnector Indicator Storage manager			
	Lock	record				
	Main					
	Preview	Edit				
			Others (Adjustment, Authentication	n, LDAP, SMTP, Backup, Error	messages,)	
	Z		WatchDog, WatchDog Backup			
	~		Services			

2.2.3 Audit agenda

The **Audit** agenda displays events associated with sending an information e-mail, i.e. successful e-mail and error events.

2.3 API function record_downloadid

In the API function, the selection of the output file was modified - parameters output, encoding, and a setting for the default setting of outputs was newly introduced.

From version 2.36.7, it is possible to set default values for the output file in the **System/Main/Setting table** (accessible only to superuser):

api_record_output = mp3

It sets the output to mp3 by default (i.e. the output parameter does not need to be used in the URL)

ATTENTION: the parameter in the URL takes precedence over this setting

api_record_encoding = pcm_s16le

if the output is to a wav file, then by default the output is changed to the specified linear format (that is, the encoding parameter in the URL does not need to be used for encoding)

ATTENTION: the parameter in the URL takes precedence over this setting

2.4 Watchdog – Monitoring the replication service

The Replication service watchdog feature ensures that if the Replication service is not running, the Watchdog will start it. If it is not functional, Watchdog will restart it.

The template with the replication service settings is always included in the **System/Main/Watchdog** agenda grid after installation.





2.5 System – Associated channel

When saving a channel configuration, a check is made for the existence of an associated channel. If the associated channel is found, the configuration change is automatically saved, while the **Channel** *type - comparison* parameter is saved "mirrored".

2.6 New channel types

New types of channels - Inoma and Hytera, were added to the recording system.

2.7 Creating a filter – Empty/non-empty

Default settings:

Type Blanks ##EMPTY##	User data 🔹	·	##EMPTY##	ŧ]
Type Non-blanks ##NONE	MPTY## User (dat	ta 🔻	##NONEMPTY##	

From version 2.36.7:

• Filters can also be inserted by selecting via the **context menu (Insert blanks / Insert non-blanks)**.

-		ä 🎴
	CTI DN 🔻 7777	
9	Recording unit 💌	\$ ¢
AN	Channel 💌	
	Select condition 🔹	Insert blanks
		Insert non-blanks
Fa	vourite	Insert into group
5	陀 DNIS 777	Remove condition
01	thers	New filter

• The filter with checkboxes Blanks/ Non-blanks is also available in the columns Direction (for audio records), Call type (empty, not controlled by CTI), Custom.

	(Blanks)
	(Non-blanks)
	Incoming
Direction 💌	Outgoing
	✓ Compound
	🗌 Internal
	🗌 Dialer

• Filter with selection



The Blanks/ Non-blanks option is offered in the context menu, which replaces the previous settings. You can change the selection with the button \bigcirc or the *Add* button, and deletes the previous Blanks/Non-blanks selection.

Map Resources Filters		4	List of reco	rds Time	line	Statisti
NEW C			5 5 5) (1	\leq	à 🗗 C
*	Å -		Action	Date	Tim	e from
Agent 👻	¢ 0		T 200 💋 àù	2022-06-13	10	25-57
Select condition 👻		71 Supe	nvisor [77]	776]		
	7	73, Agen	t [773]	110]		
	T	fest1, [cz fest3, [cz	_11111] 11.en 12.r	u 13]		
Favourite	T	Test4, [cz	_111, en_112	2, ru_113, es_	114]	
→ ▼ DNIS 777		ests, [cz	_111111, cz_	.111111]		
Others						
🖄 🍄 Kanál	L					-
		Ins	sert	Add	Canc	el
NEW						
•					4	•
Agent 💌					<u>ب</u>	4
Select condition	-	Inse	rt blank	s		
		Inse	rt non-b	lanks		
		Nega	ating co	ndition		
		Inse	rt into g	roup		
		Rem	ove con	dition		
		New	filter			<u>9</u> 2
						_

2.8 Replication

Replication rules have been modified. You can now set a condition for recording units.

2.9 System – Certificate

New tab in System agenda - System/Main/Certificate.

The **Certificate** tab is used to set the key and certificate and displays information about the time validity of the certificate.

	Syste	m 💽										
	Main	Recording sour	rces Da	ata CTI	Archiving	Screens	Imports	s Info35	Quality mana	gement	Indicator	Мар
	Adjustment	LDAP	SMTP	Authentication	WatchDog	WatchDog Backup		Services	Error messages	ages Certificate		g table
=												
	Certificate	alidity	19-07-2022	2 10:47:37 - 16-07-20	32 10:47:37							
		Insert key Insert ne	and certifica w certificate	te :								
l		Generate new se	elf-signed ce	rtificate								

The buttons in a tab will open other *Certificate administration* windows:

Insert key and certificate



Certificate administration - Insert key and certificate												
Select key and certificate												
Certificate Vybrat soubor Soubor nevybrán												
Key Vybrat soubor Soubor nevybrán												
Next Cancel												

Select the key and certificate files. The system will automatically check both files.

Supported key formats are .key, and for certificates .crt.

Insert new certificate

Certificate adminis	stration - Insert new certificate	×
Select new certific	cate	
Vybrat soubor	Soubor nevybrán	
	Next Cancel	

Select the new certificate file. The system will check the uploaded file.

Generate new self-signed certificate



Certificate administration - Generate new self-signed certificate												
Parameters for new self-signed certificate												
Validity [Days]	365											
SAN	IP.1:192.168.2.45											
	Next Cancel											

Fill in parameters for new self-signed certificate:

- Validity by default 365 days. The field must not be empty.
- **SAN** enter the IP address of the data network and/or DNS server (IP.1:, IP.2, ... DNS.1, DNS.2). The field must not be empty.

In the **Audit** agenda, an event – *Generating of the new self-signed certificate* (Module *Certificate*) is displayed.

2.10 Replication - Dynamic Comparison

Dynamic comparison works as pairing recording units. The recorded channels can be arbitrary on each recording unit.

2.10.1 The comparation_dynamic_mode parameter

Setting table

The parameter assigned recording unit (sdruzena_zj) is canceled.

From version 2.36.7, a new parameter *comparation_dynamic_mode* is introduced.

The parameter switches the comparison of redundant records to dynamic mode. Channels are not statically paired as assigned, however the unit is assigned.

- 0 = static mode (default) according to associated channels
- 1 = dynamic mode associated unit and extension + CalIID + segment are compared
- 2 = dynamic mode associated unit and extension are compared (settings for MIFID)

The *dontSaveRedundant* parameter is still valid (replication of redundant channels) and it is the main parameter.



Syst	em 🝳													
Main	Recording sou	urces Da	ata CTI	Archiving	Screens	Imports	Info3	5						
Adjustmer	t LDAP	WatchDog	WatchDog Ba	ackup	Services	Error messages	Certificate	Setting table						
		Name			Value									
comparation	_dynamic_mod													
General General														
Name	comparatio	on_dynamic_n	node											
Value	1													

2.10.2 Set associated recording unit

From version 2.36.7, the setting of the associated unit is via the context menu above the recording unit. In previous versions, the setting was in the form of recording unit.

R_SK	📜 ReDat3_SK ReDat	3 - primary -	10 💥 🎸 -	SuperAdmin,
💾 General C	1			×
Name Description	R_SK ReDat3_SK	Active Secure connection Type/Partition ReDat3 - primary IP address 10.0.100.62	Replication function Refresh replication from	
Login Password Confirm password Version Connection test	root	History Type Nermal • Associated unit R_C2(10.0.100.61) •		

	S	ystem	<u>@</u>															
	Main	Rec	ording sources	Data	Data (Arch	Archiving		ens	Imports		Info35	Quality	ality management		India	cator
⊧⊧	Recordi	ng units	Channels	CCTV	Sma	artConnec	tor	Extens	sions	Failu	re list Rec		cording unit managemen		ent Noise Pro		be	
NEW	5 5	1	b 🔮 🧝	st 📩														
\checkmark	State	Action	Status of config	urati A	ctive	A	Name		Last s	ynchro	nisation	1	<u>Type/Pa</u>	<u>rtition</u>		Group		Desc
	×	田 🗐	×		×	2.100 au	udio						ReDat VoIP R	lecorder	root			
	٠	#	 Image: A second s		<	2.100 S	CR		2022	-05-26	15:23:22		ReDat Scree	n Recorder	root			
	•	3	× •			23.123		2022-06-08 03:00:21			ReDat VolP R	Brno						
	×	#	🗸 💙			CCTV_2	/_2.248 2022-01-26 23:02:03				CCTV		root					
	٠	#	 Image: A second s		✓	Local			2022	-06-18	03:00:39		ReDat VoIP R	lecorder	root			
	×		×		 Image: A second s	Noise							Noise Record	ler	root			
		≡≘		17	~/	002.01	2		2022	-06-25	03:00:10		ReDat3 - prir	nary	Audio	otest		
	•	#	Backun	list export			1		2022	-06-13	08:19:08		ReDat3 - prir	nary	root			
	×	#	Backup	selection			8		2022	-01-26	23:02:34		ReDat Scree	n Recorder	Audio	otest		
	٠	≡≣	Delete	backups			cal		2022	-06-18	03:01:03		ReDat Scree	n Recorder	Brno			
			Replaci	ing record u	nit													
	Recording unit recovery																	
	Integrate																	

- 1) Select Set the associated unit.
- The wizard for dynamic comparation will open. Select the associated recording unit for dynamic comparation. Recording units of the same type and active recording units are offered.



Associated recording unit wizard for dynamic comparation												
Recording unit: 23.1	23 (192.168.23.123, ID:60)											
Туре	Redundant	•										
Associated unit	Local (192.168.2.180)	•										
Set the associat Unset associate	ed unit d unit settings											
	Next Ca	ncel										

- 3) It is not necessary to change the settings for the second unit the setting is made automatically.
- 4) Click Next to continue.
- 5) The setting information with associated unit detail is displayed. Confirm with the **Finish** button.

Associated recording unit wizard for dynamic comparation	×
Recording unit: 23.123 (192.168.23.123, ID:60) Associated unit: Local (192.168.2.180, ID:52)	
Setting successful.	
Finish	

6) In the General tab, Recording sources/Recording units is displayed the associated unit.

C	Sy	/stem	<u>@</u>																
	Main	Reco	ording sources	Data		CTI A	rchiving	Screens	Imports										
È₽	Recordin	ng units	Channels	CCTV	Sma	rtConnector	Extens	ions Red	ording unit m	ianagemen	t -								
NEW	5 5	8 D	6 🛢 🔒	📩 📩 🛛															
\checkmark	State	Action	Status of config	urati /	Active	🔺 Nar	ne	Last synch	ronisation	Iyp	e/Partition Group Description				Location		Replication	func	
	×	用温	×		×	2.100 audio	•				olP Recorder	root						Database	
	•	用湯	 Image: A second s		× -	2.100 SCR	SCR 2022-05-26 15:23:22				creen Recorde	er root						Database	202
		H	~		«					ReDat Ve	olP Recorder							Database	
	G		CTI Location	Licence															
Na	ime		23.123			🗹 Act	ve				Replication	function	Databa	se	•	Group	Brno		-
						Secure connection				Refresh replication from 2022-06-08 12:49:33					Installation	2022-0	4-12	(m) (111)	
De	scription					Type/Pa	rtition	ReDat VolP	Recorder	•						Backup			
						IP addr	155	192.168.23	.123										
Lo	gin		recorder		_	Hist	ory												
Pa	ssword					Туре		Redundant											
Co	nfirm pass	sword		·		Associa	ted unit	Local (192.	168.2.180)										
Se	ftware ver	sion	3.7.36																
Pr	Product no. 764																		
He	stname																		
	Connec	tion test	-																



2.10.3 Unset associated recording unit

Unset the associated unit in the wizard via the context menu above the recording unit.

1) Select Set associated recording unit.

Associated recording	g unit wizard for dynamic comparation	
Recording unit: 23.123 (192.168.23.123, ID:60)		
Туре	Redundant 👻	
Associated unit	Local (192.168.2.180)	
 Set the associat Unset associate 	ed unit d unit settings	
	Next Cancel	

- 2) The wizard window opens. Select the recording unit and *Unset associated unit settings* command.
- 3) Click **Next** to continue.
- 4) The recording unit information and Unsetting successful are displayed. Confirm with the **Finish** button.

Associated recording unit wizard for dynamic comparation	X	
Recording unit: 23.123 (192.168.23.123, ID:60)		
Unsetting successful.		
Finish		



3. 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.



Take-back, processing, utilization and disposal of discarded electrical equipment is ensured through the collective systems ASEKOL (electrical equipment) and ECOBAT (batteries/accumulators). Hand over used products to collection yards or to the last retailer. More information at www.retia.cz, www.asekol.cz, www.ecobat.cz. The take-back and use of packaging waste is ensured based on a take-back contract concluded with the company EKO-KOM, as. (Client number EK-F06022669).