ReDAT

Recording Systems

ReDAT eXperience
Release notes v 2.36.7
Dispatch centres

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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

Content

ReDAT

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
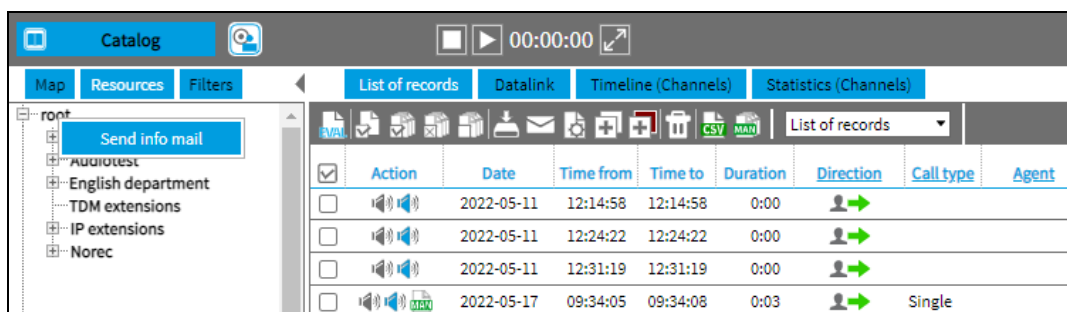
2.1 New ReDAT, RETIA logo

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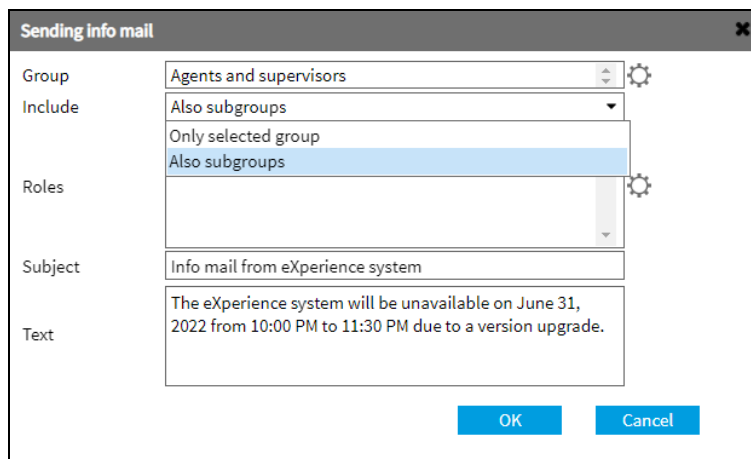
2.2 Info mail

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.

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

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 ⚙),

- **select**

  o **Include – Also subgroups** - selected group including subgroups or

  o **Include – Only selected group** - selected group only

  Information email is sent to:

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

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- **select Group/Also subgroups** and **Roles**

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

Information email is sent to:

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

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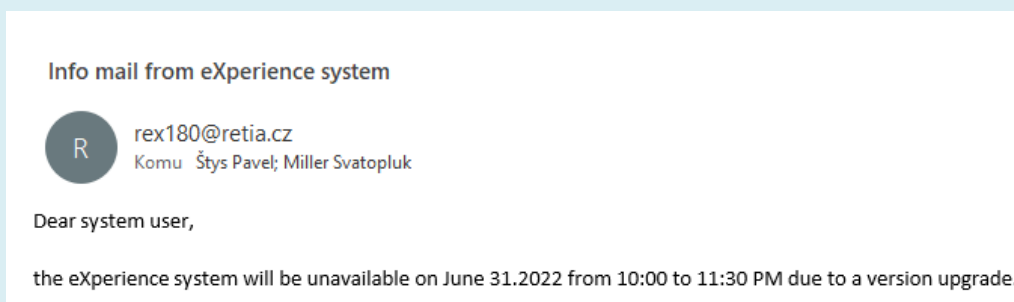

If no roles are set in the user permissions for the selected groups and subgroups, an error message *Operation was not performed* is displayed.

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.

Example: Info mail from eXperience system

Info mail from eXperience system

R   rex180@retia.cz
    Komu   Štys Pavel; Miller Svatopluk

Dear system user,

the eXperience system will be unavailable on June 31.2022 from 10:00 to 11:30 PM due to a version upgrade.

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.
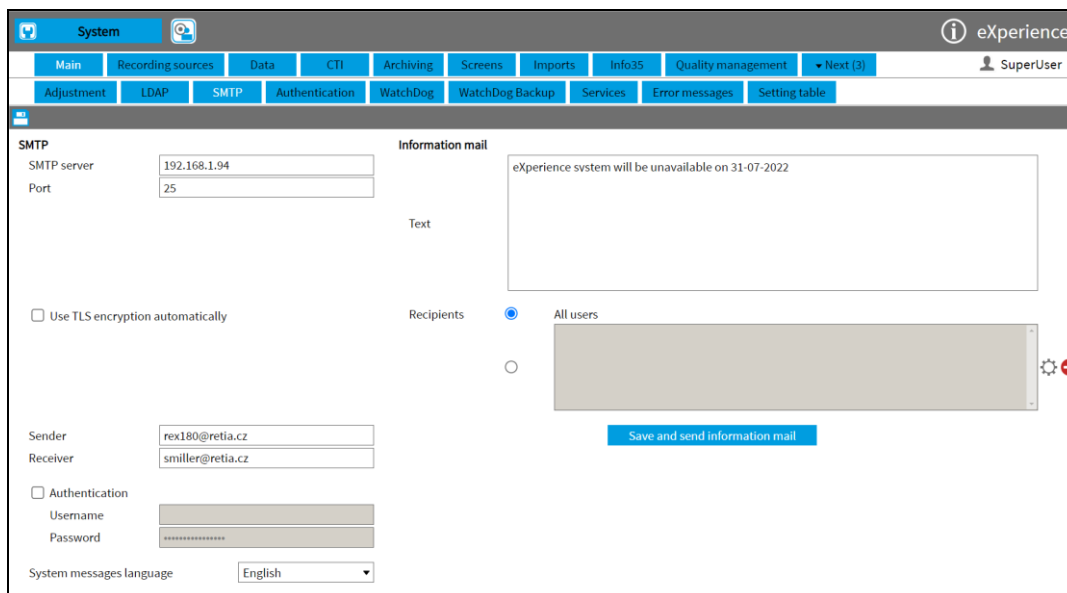
2.2.2 Info mail from System agenda

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.
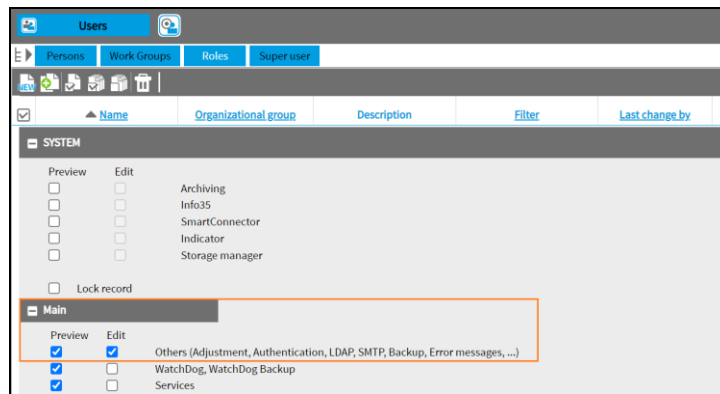
Information mail

- **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.

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, ...)*.

2.2.3 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.
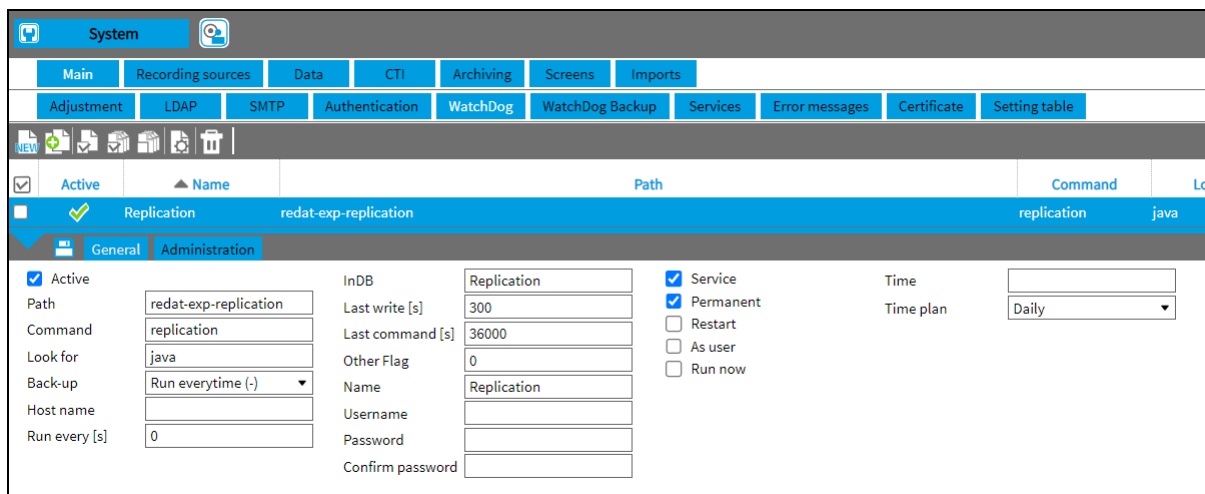
2.5 System – Associated channel

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.
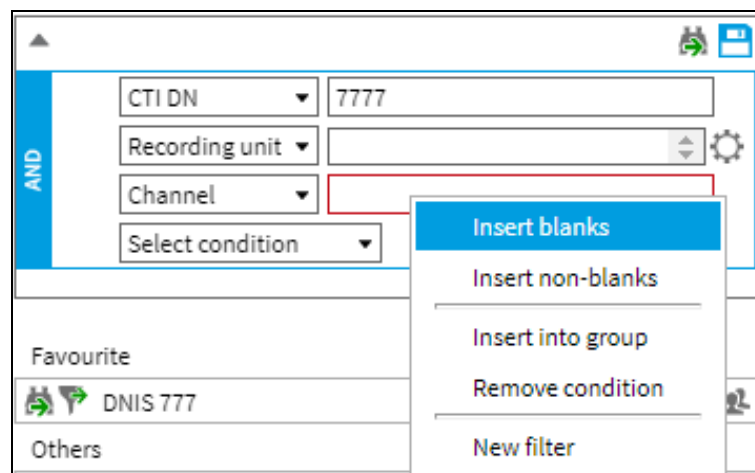
2.7 Creating a filter – Empty/non-empty

Default settings:
If you want to create filter Blanks / Non-blanks, you have to fill in these values (capital letters):

Type Blanks **##EMPTY##**   [User data ▼] [##EMPTY##]

Type Non-blanks **##NONEMPTY##**   [User data ▼] [##NONEMPTY##] .

From version 2.36.7:
▪ Filters can also be inserted by selecting via the **context menu (Insert blanks / Insert non-blanks)**.

▪ 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**.
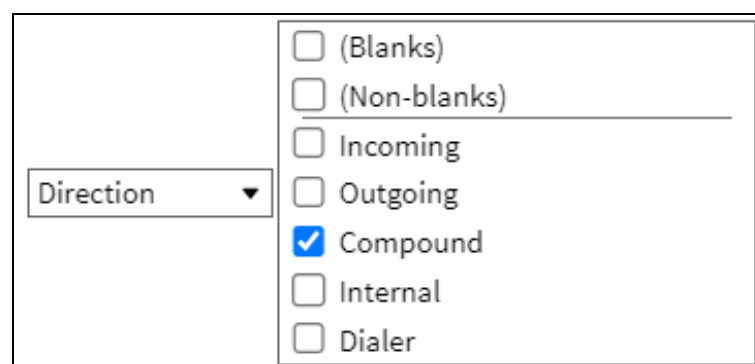
▪ **Filter with selection**

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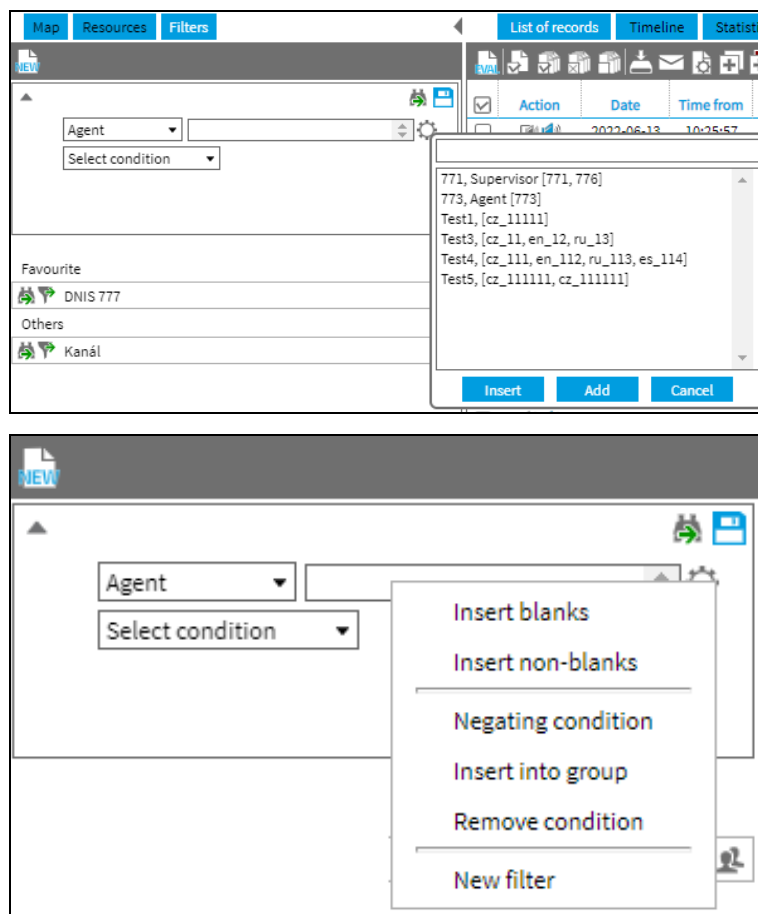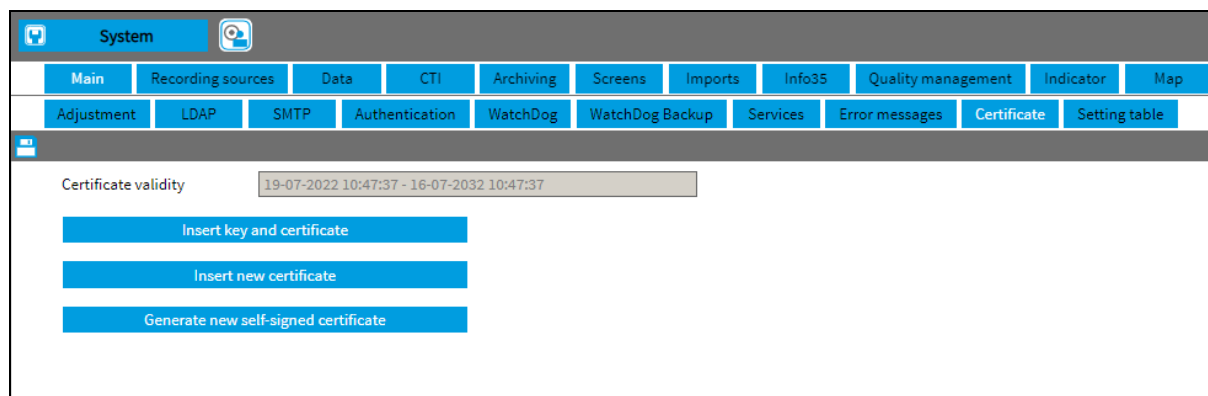

2.8 Replication

Replication rules have been modified. You can now set a condition for recording units.
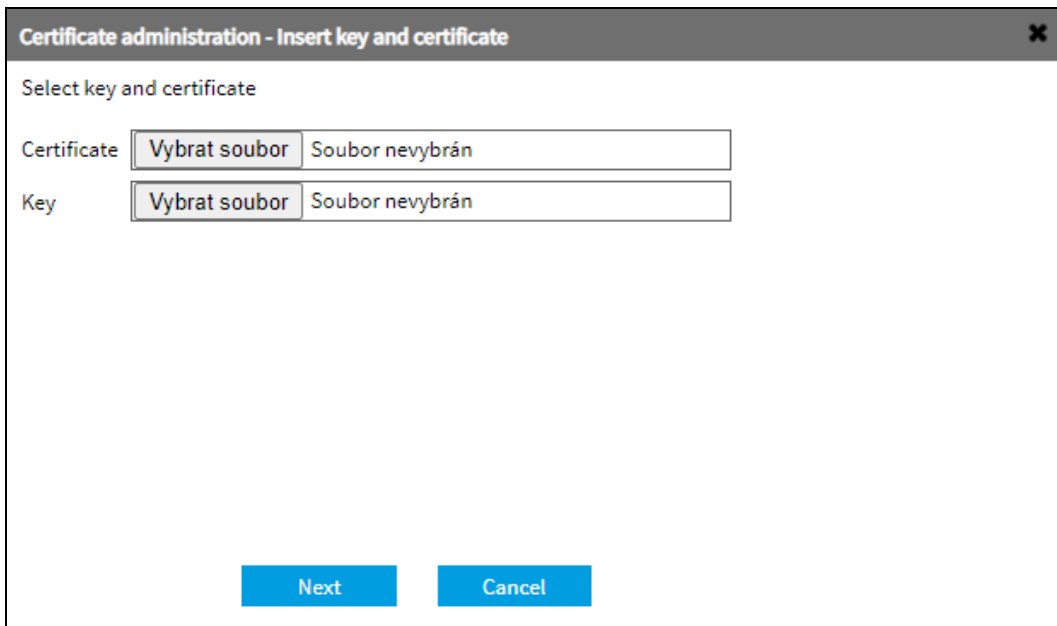
2.9 System – Certificate

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.

The buttons in a tab will open other ***Certificate administration*** windows:
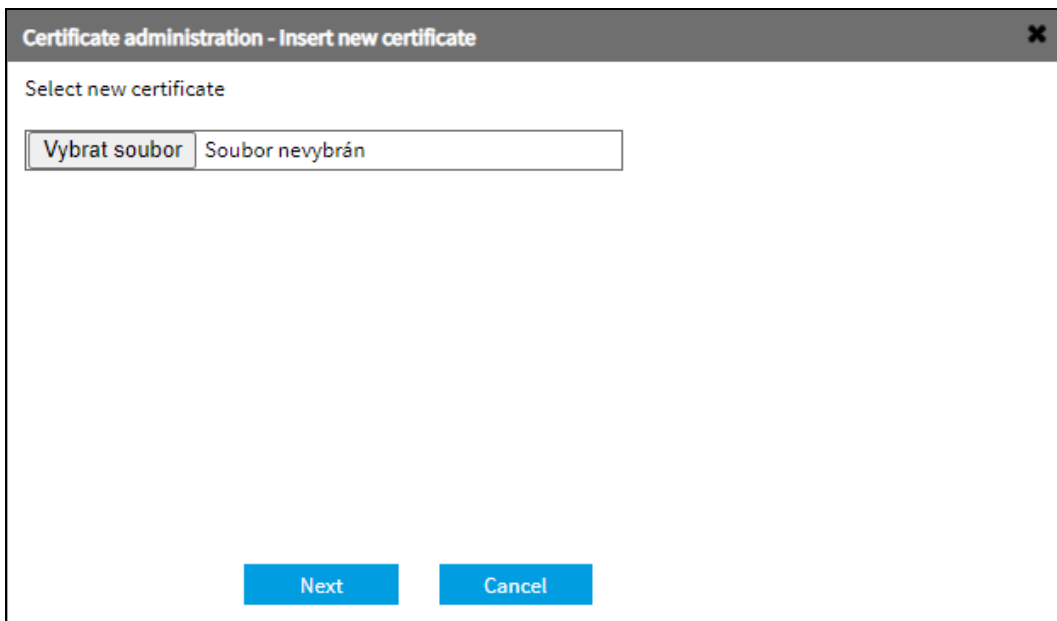
- **Insert key and certificate**

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.

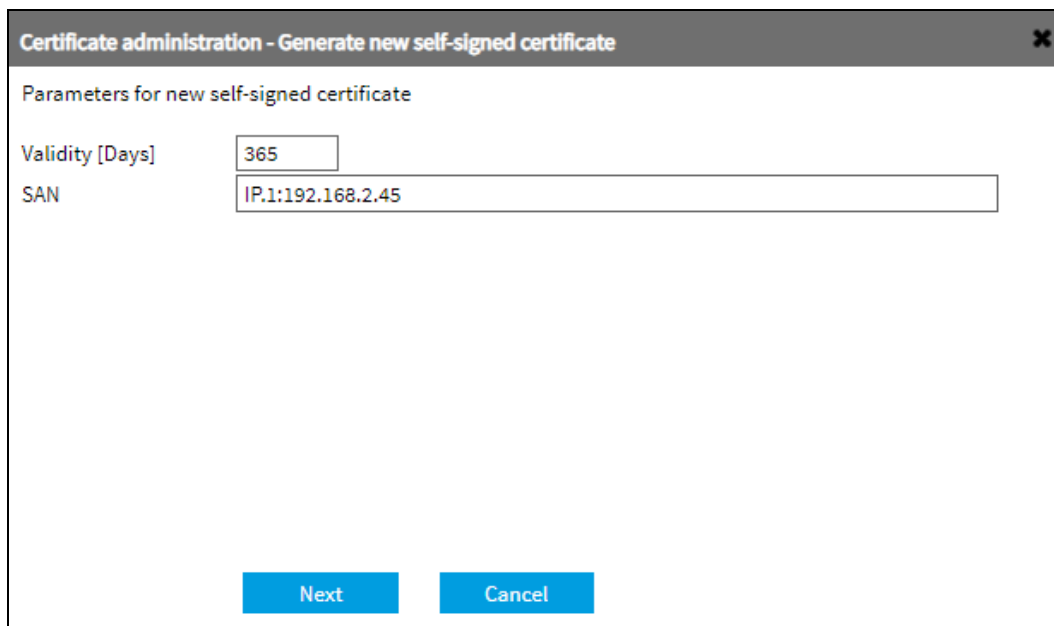💡 Supported key formats are .key, and for certificates .crt.

- **Insert new certificate**

Certificate administration - Insert new certificate ✖

Select new certificate

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 + CallID + 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.
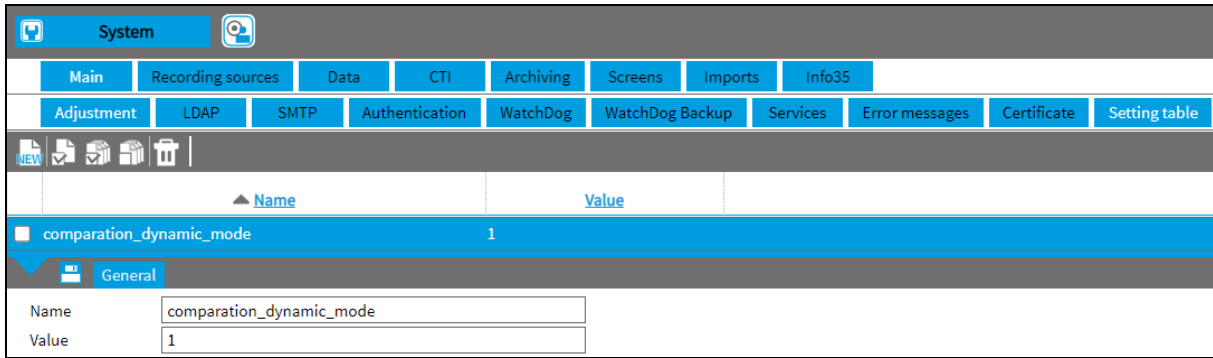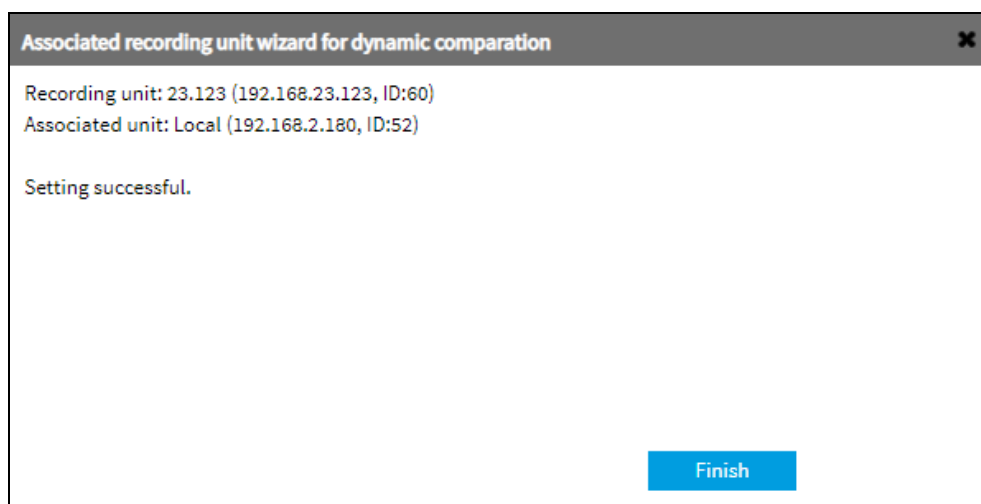
2.10.2 Set associated recording unit

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.
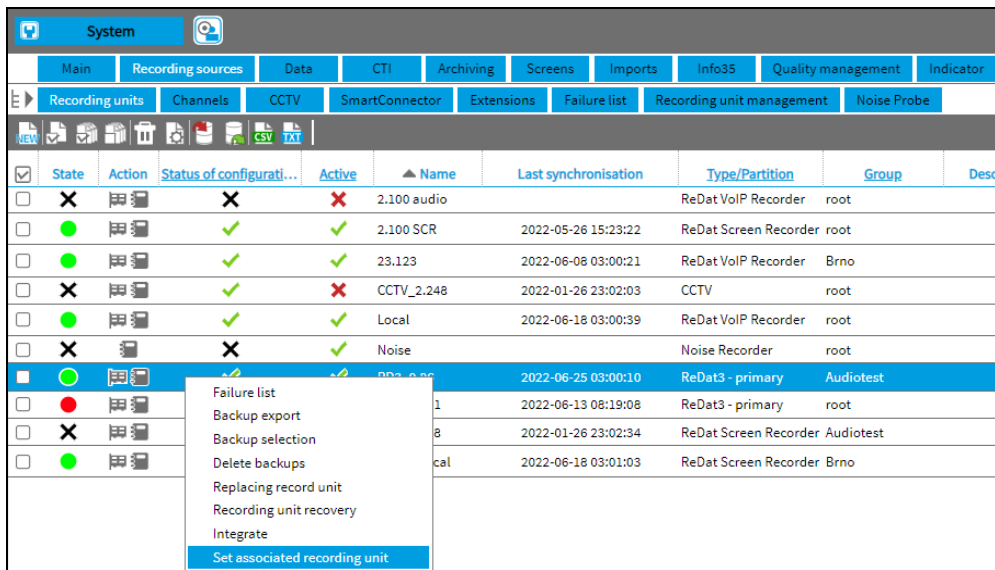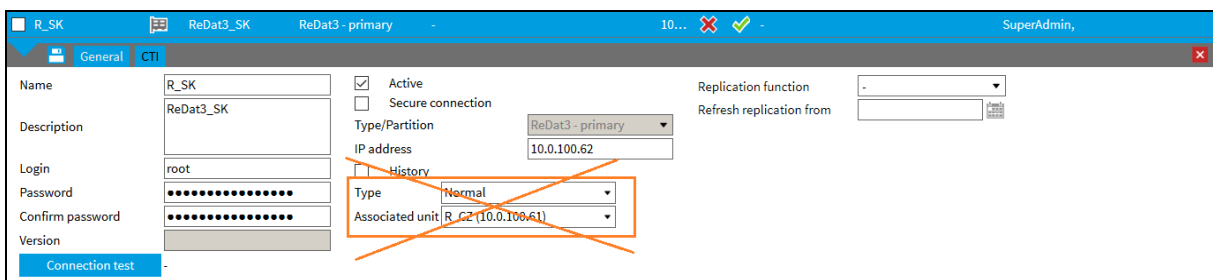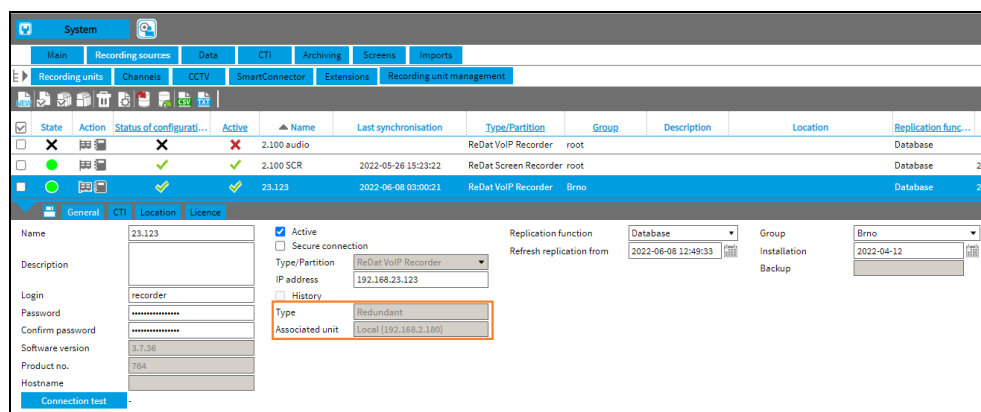

1) Select **Set the associated unit**.

2) 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.
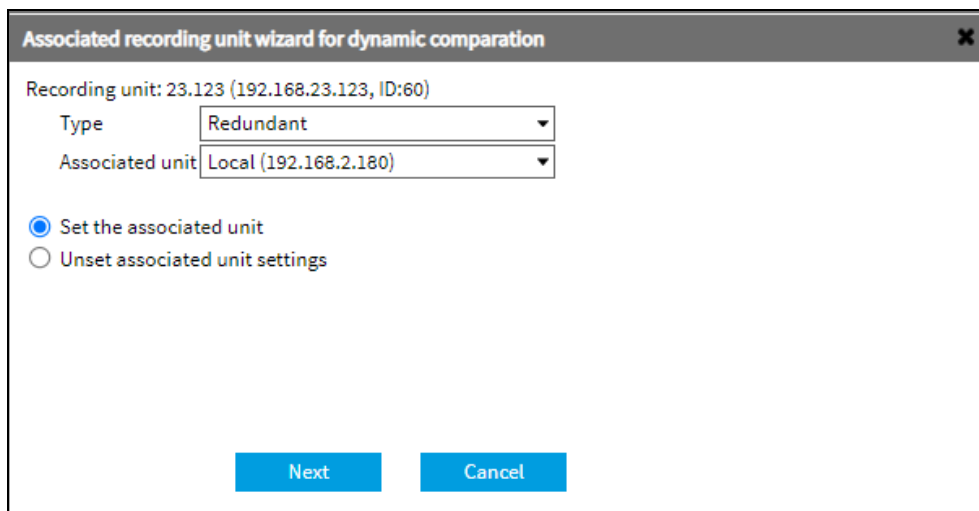
3) It is not necessary to change the settings for the second unit - the setting is made automatically.

4) Click **Next** to continue.

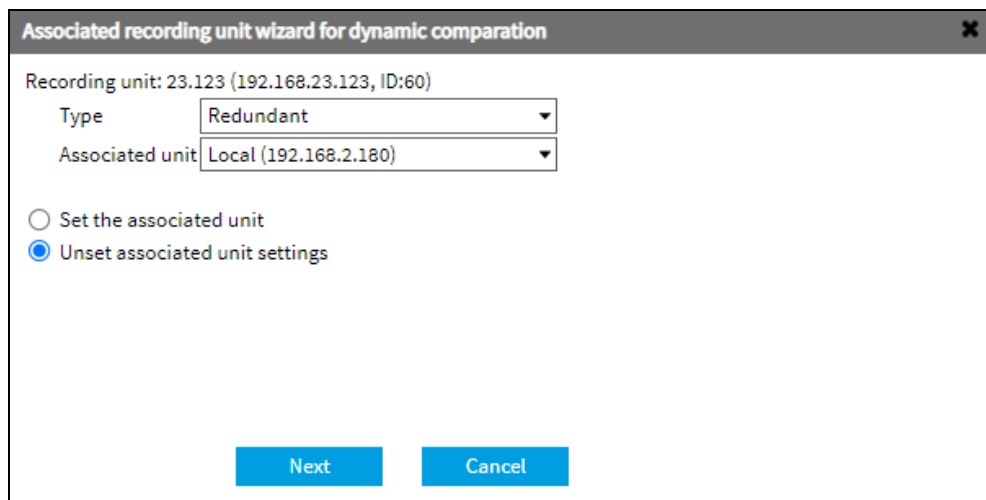5) The setting information with associated unit detail is displayed. Confirm with the **Finish** button.

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

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*.

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.
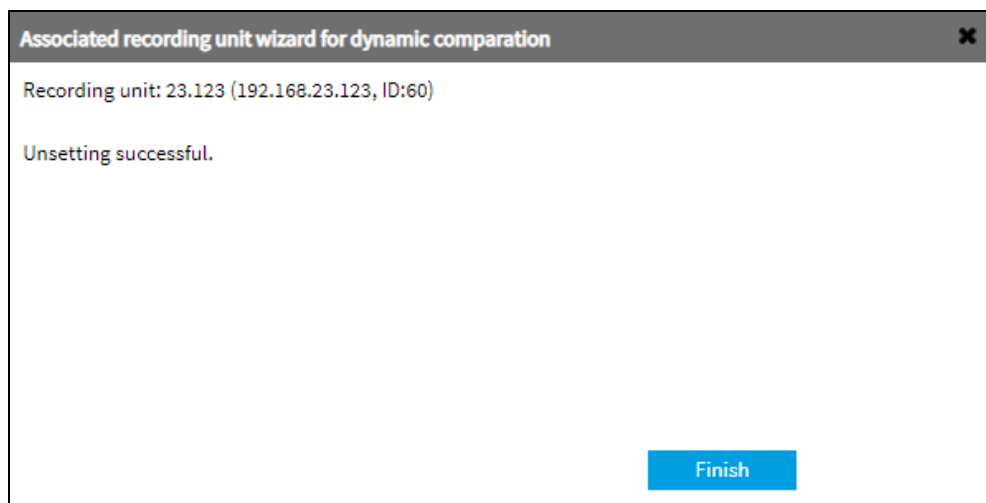
3. Known incompatibilities

- 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.