

ReDAT

Recording Systems

ReDAT eXperience
Release notes v 2.36.9
Contact centres



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

retia.eu

MEMBER OF  CSG
aerospace

Issued: 12/2022 v 2.36.9 rev. 1

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



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



Contents

- 1. REDAT3 RECORDING UNIT – END OF SALE/SUPPORT..... 4**
- 2. TECHNICAL SPECIFICATIONS 4**
 - 2.1 HARDWARE 4
 - 2.2 SOFTWARE 4
 - 2.2.1 *PC with ReDAT eXperience*..... 4
 - 2.2.2 *User computer requirements for connection to ReDAT eXperience and installation on the user computer* 5
 - 2.2.3 *Browsers* 5
 - 2.3 RECORDING PC SCREENS – SCR RECORDING DELAY 5
- 3. NEW FUNCTIONS AND MODIFICATIONS 6**
 - 3.1 SYSTEM – CHANNELS 6
 - 3.2 SMARTCONNECTOR..... 6
 - 3.3 ABOUT – LINK TO JIRA 6
 - 3.4 MODIFICATION OF THE INDICATOR APPLICATION 7
 - 3.4.1 *Indicator modes*..... 7
- 4. KNOWN INCOMPATIBILITIES 8**

Version 2.36.9

Released for OS Windows December 20, 2022

1. ReDAT3 Recording unit – End of sale/support

To secure the system and replace the existing ReDAT3 product with the ReDAT5 product, development work on the new features and functions of the ReDAT3 recording unit has been completed.

In this context, please note that:

- The end of support for the ReDAT3 product is 2 years after the end of its sale.
- The ReDAT3 product will be permanently discontinued on 31 December 2022.
- HW service will be performed while stocks last.
- SW service will be supported until 31 December 2024.

2. Technical specifications

2.1 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)

2.2 Software

2.2.1 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

2.2.2 User computer requirements for connection to ReDAT eXperience and installation on the user computer

- Windows OS: Microsoft-supported operating systems. (Windows 7 and earlier versions are not supported.)
- Some limitations for Linux OS (Mac OS) versions
- For the ReDAT Inspector application that is installed on the user PC, the same conditions as for eXperience must be guaranteed, see chapter [HARDWARE](#).

2.2.3 Browsers

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

- Google Chrome: 108.0.5359.125
- Microsoft Edge: 108.0.1462.54
- Firefox ESR: 102.6.0esr
- Firefox: 108.0.1

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

2.3 Recording PC screens – SCR recording delay

If recording PC screens, there may be a delay in the start of recording by default. This can be caused by lower HW performance or high load on the recording PC, as well as lower network bandwidth.

With dynamic screen recording control, there can be up to a 10-second delay between the start of control audio recording and screen recording. This is due to the recording principle where the screen recording channel is selected, configured, and connected to the PC after the audio recording has started. This method is more economical for the user as it allows the use of fewer recording channels and allows reconfiguration of the screen recording via an external API. However, if the main requirement is to start screen recording quickly, we recommend using static recording control, where each recording PC is fixedly assigned its own screen recording channel.

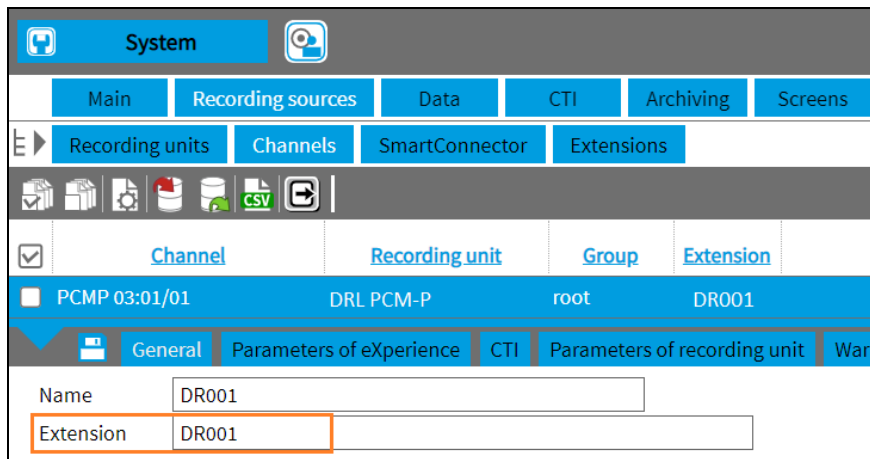
3. New functions and modifications

3.1 System – Channels

New parameter *Extension* on the PCM channel of the Telephony Recorder unit.

The *Extension* parameter has been added to the PCMP channel form in the *General* tab.

The *Extension* parameter is not deleted when loading channels from the *Recording unit* if it does not exist in Telephony Recorder for the PCMP channels.



Channel	Recording unit	Group	Extension
PCMP 03:01/01	DRL PCM-P	root	DR001

Channel	Recording unit	Group	Extension
DR001			DR001

3.2 SmartConnector

Additional formats added to the import – **MP3, MP4, FLV**.

3.3 About – link to JIRA

The service portal guide has been removed from the *Contact* tab in the *About* section, *View*, *Download*. The instructions have been uploaded directly into the JIRA application.

3.4 Modification of the Indicator application

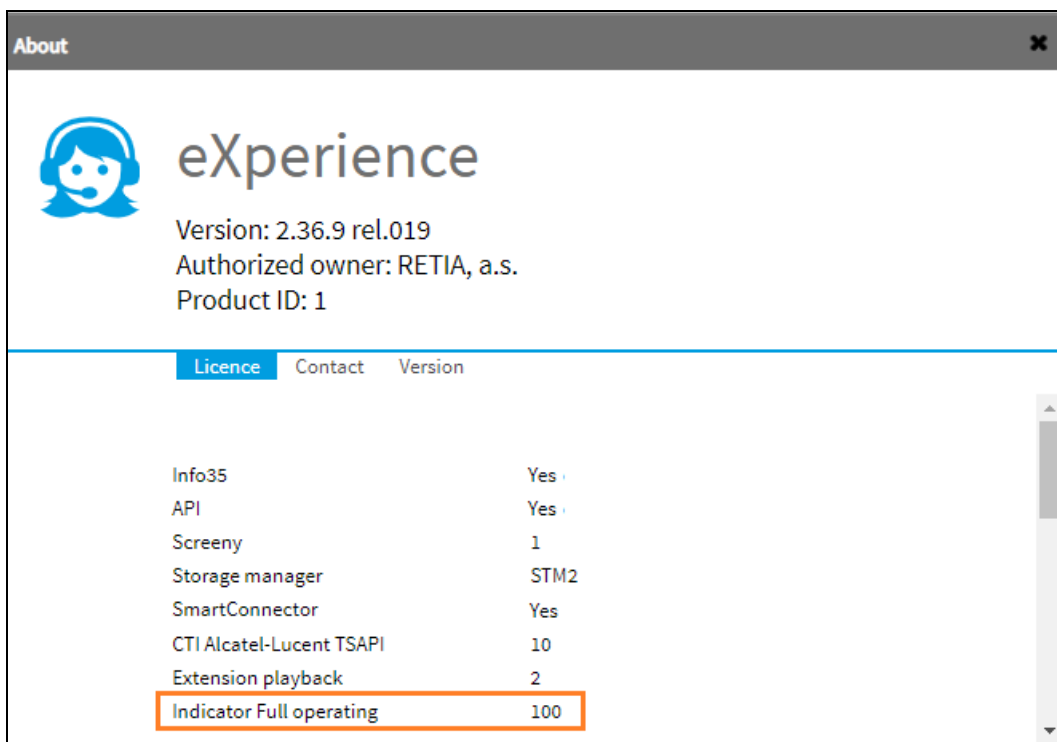
ReDAT Indicator is a software application installed on a Windows computer that provides a real-time indication of the status of recording resources by means of visual signalling.

3.4.1 Indicator modes

ReDAT Indicator can be operated in three connection modes:

- **Direct mode** – direct connection to recording units
- **Full Operating mode** – connection via eXperience (for general use and contact centres)
- **Standalone mode** – connection via eXperience (for KAC)

The modes are determined by the installation mode, and it is not possible to use more than one mode simultaneously (or switch between them).



Installation steps are described in the documentation **RD 044 044 ReDAT Indicator**.

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 several 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).