



# ReDAT eXperience Version 2.36.8

Released 28 Oct, 2022

# Hardware requirements

## Server with eXperience system

According to RD 044 001 Technical specifications, the minimum requirements for the HW PC where the eXperience system is installed:

- Processor min. 3,7 GHz, 4 cores
- RAM 16 GB (plus 1 GB RAM for every million records in a DB)

## 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.)
- For the **ReDAT Inspector** application that is installed on the user's computer, the same conditions must be provided as for eXperience, see HW requirements above.

# Software requirements

## Server with eXperience system

- 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

# Software requirements

## Browsers

- eXperience 2.36.8 has been released for the following browser versions:
  - Google Chrome: 106.0.5249.119
  - Mozilla Firefox ESR: 102.4.0
  - Mozilla Firefox: 106.0.1
  - Microsoft Edge: 106.0.1370.52
- Minimal version of browsers:
  - Google Chrome 85.0
  - Mozilla Firefox ESR 78.0.0
  - Microsoft Edge 85.0

# Catalog

## Download manager

- If you download records offline via the Download manager, the file has a name according to the name entered in the offline export wizard.

## Package export

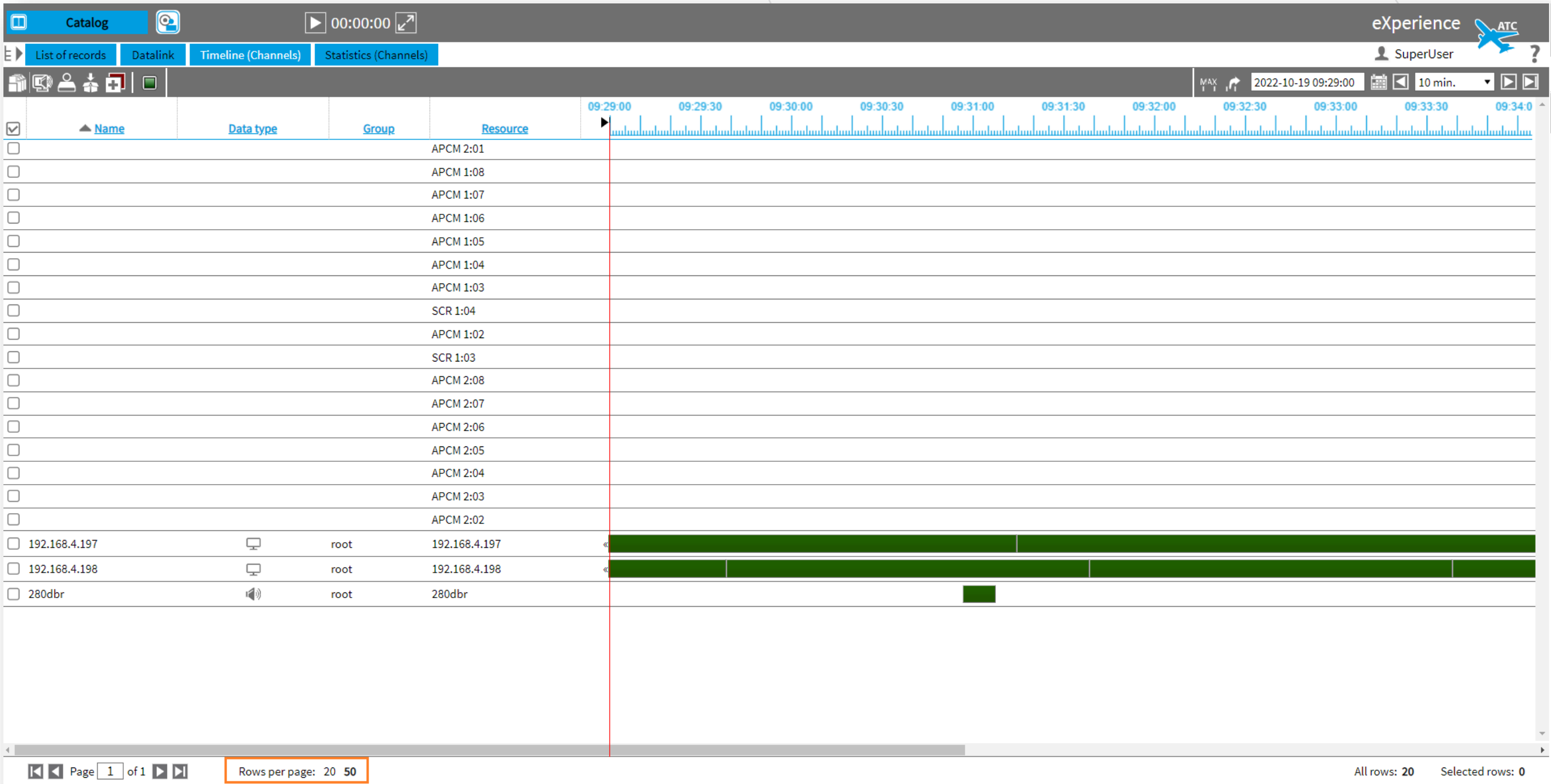
- The Export wizard was modified.
- You can export a package offline.
- You can name the exported data files.
- The zip file can be password protected.



# Catalog – Timeline view

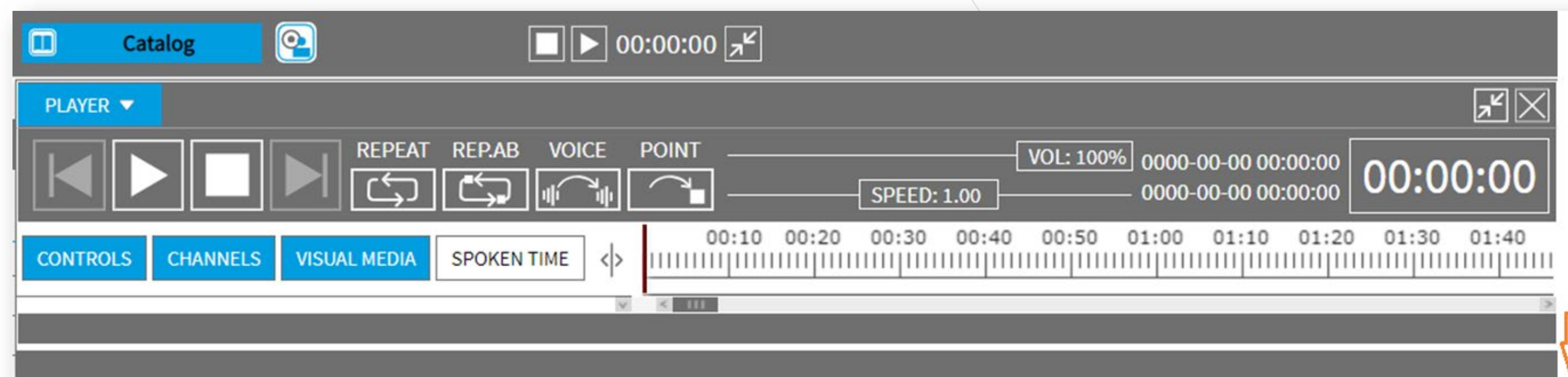
- The number of records per page  
i.e., the number of rows per page in the Catalog – Timeline view  
is limited to **20 or 50 rows/records.**

⏪ ⏩ Page 1 of 1 ⏪ ⏩ Rows per page: 20 50





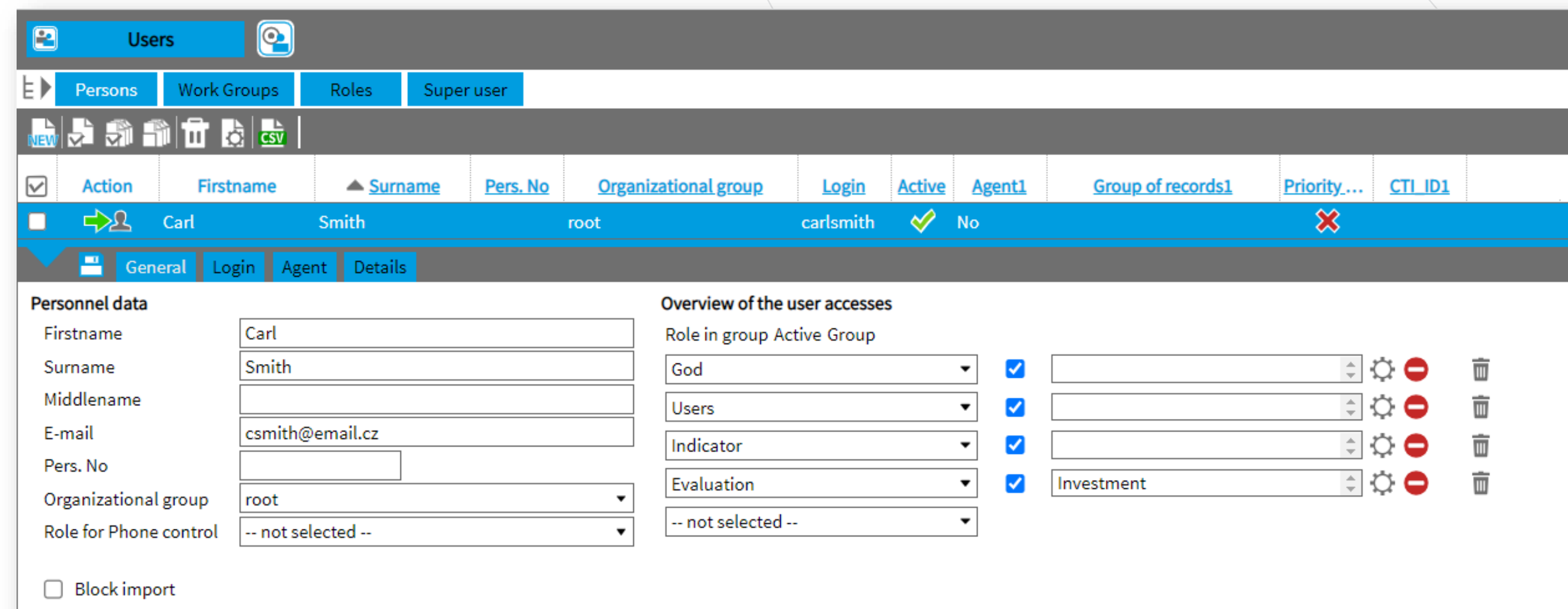
# Player - Visual media - Zoom

- The **zoom function** in the advanced player using the scroll mouse wheel has been modified.
- Turning the wheel upwards will enlarge the image (vertically enlarging the VISUAL MEDIA area).
- Turning downwards makes it smaller.



# Users/Persons

- Icons in the **Users/Persons** agenda have been modified.
- The location of icons has been modified and the text in the icon bubbles has been edited.
- New text:
  -  Remove group
  -  Delete this access



The screenshot displays the 'Users' management interface. At the top, there are tabs for 'Persons', 'Work Groups', 'Roles', and 'Super user'. Below these is a toolbar with icons for adding, editing, deleting, and exporting data. A table lists users with columns for Action, Firstname, Surname, Pers. No, Organizational group, Login, Active, Agent1, Group of records1, Priority..., and CTI\_ID1. The user 'Carl Smith' is selected, and his details are shown in the 'Personnel data' section. To the right, the 'Overview of the user accesses' section shows a list of accesses with columns for Role in group, Active, Group, and a set of icons (gear, minus, trash) for each access.













Action	Firstname	Surname	Pers. No	Organizational group	Login	Active	Agent1	Group of records1	Priority...	CTI_ID1
<input type="checkbox"/>	Carl	Smith		root	carlsmith	✓	No			✗

**Personnel data**

Firstname	Carl
Surname	Smith
Middlename	
E-mail	csmith@email.cz
Pers. No	
Organizational group	root
Role for Phone control	-- not selected --

☐ Block import

**Overview of the user accesses**



Role in group	Active	Group	
God	✓		  
Users	✓		  
Indicator	✓		  
Evaluation	✓	Investment	  
-- not selected --			





# QualityChart - Audit – Evaluation

All evaluation-related events displayed in the Audit in the Module column are shown as **Evaluation**.  
In the case of evaluation (evaluation, export, e-mail, etc.) the following events will be created in the **Audit** agenda:

- Create evaluation form, recording evaluation
- Edit evaluation form
- System/Quality management/Evaluation settings
- Recording re-evaluation
- Evaluation export (PDF) include recordvaluation export (XLSX)
- Record download
- Evaluation export (PDF) within the export evaluation
- Evaluation export (PDF) including record - Download agent call

<u>Level</u>	<u>Event</u>	<u>Module</u>	<u>Details</u>
	Edit evaluation form	Evaluation	Form October 2022 (ID:65)
	Create evaluation form	Evaluation	Form October 2022 (ID:65), status=Unfinished

<u>Level</u>	<u>Event</u>	<u>Module</u>	<u>Details</u>
	Evaluation export	Evaluation	PDF, Include record
	Evaluation export	Evaluation	XLSX

# Column filter

Columns with underlined name can be used (click) to [column filtering](#).

One of the following filtering options is used in columns:

- Without column filter
- Only text
- Only select
- **Select + text:**
  - Blanks / Non-blanks
  - Enter text to filter – default
  - Dropdown menu with a list of all column items, from which we can manually select items (20 or more items).

The image displays three sequential screenshots of a 'Channel' column filter dialog box, illustrating different filtering methods:

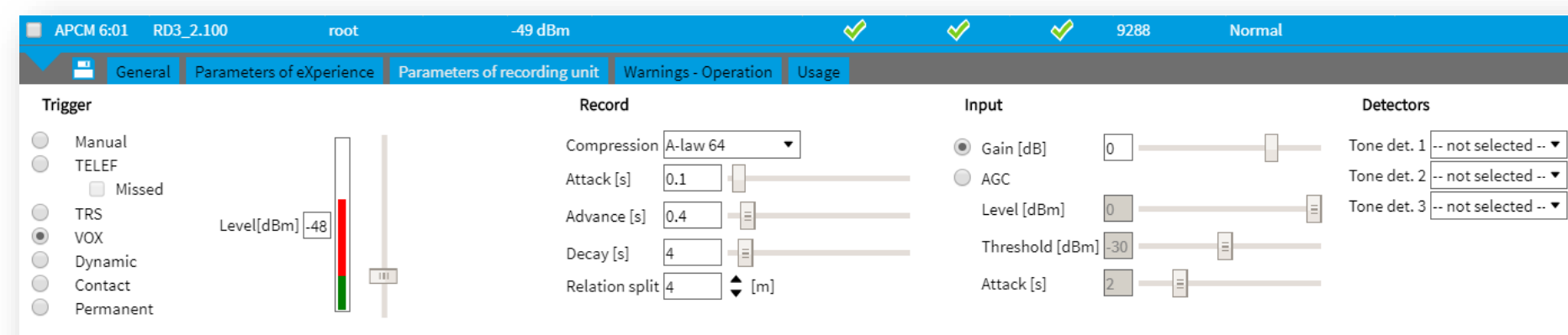
- Left Screenshot:** Shows the 'Channel' filter with options 'Cancel filter', 'Blanks', and 'Non-blanks'. Below these is a text input field 'Enter text to filter' and a dropdown menu labeled 'APCM' containing a list of items from 'APCM 15:01' to 'APCM 15:08'. A 'Cancel' button is at the bottom right.
- Middle Screenshot:** Shows the same dialog box, but the 'Enter text to filter' field is active, and the 'APCM' dropdown is open, showing the same list of items. 'OK' and 'Cancel' buttons are at the bottom.
- Right Screenshot:** Shows the 'Channel' filter with the 'Restrict selection by text' option selected. Below the text input field is a list of items from 'APCM 15:01' to 'APCM 15:08', with 'APCM 15:02' and 'APCM 15:08' checked. A 'Cancel' button is at the bottom right.

# System – Recording sources – VOX

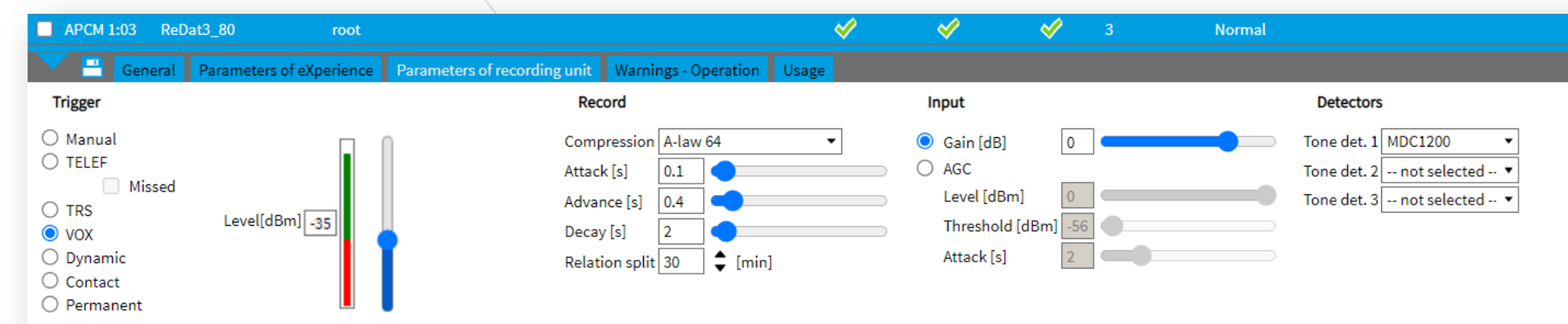
## Mode VOX/Dynamics

- The colour indication of the audio signal level has been changed.
- The indicator indicates the current audio signal level.
- Exceeding the level is indicated by the green colour (in previous versions red colour).
- This colour display is identical to the graphics in the Monitoring agenda.

Previous versions:



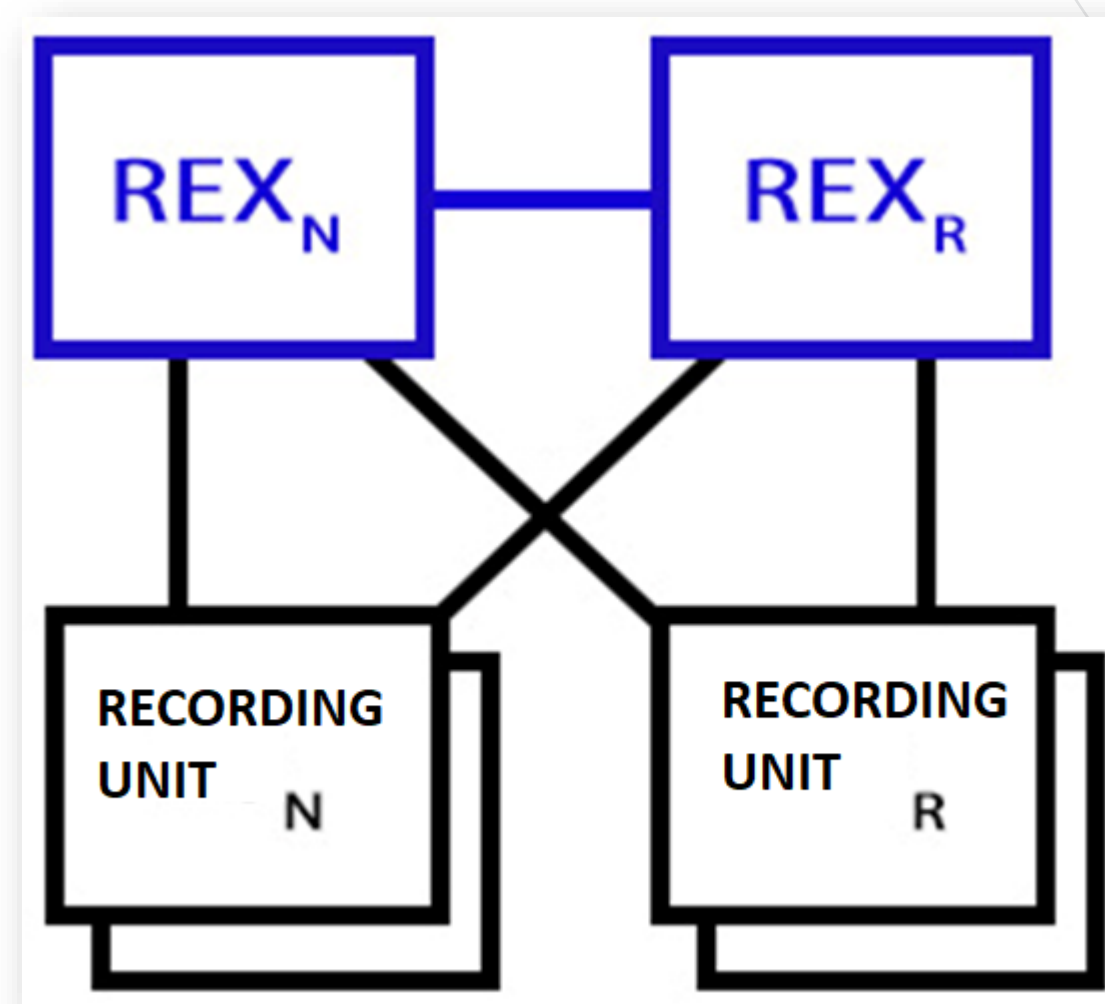
In version 2.36.8:



# Configuring a recording system with a redundant eXperience system

## Easy configuration

- In addition to the auto-configure associated channel feature (introduced in version 2.36.7), which makes it easier and more synchronized to configure 2 associated recording units, some new features have been added in version 2.36.8.
- These new functions ensure the transfer and therefore the synchronization of the configuration between the main and backup eXperience unit. These actions are not performed automatically, but must be performed by the operator, who is alerted to them by notifications.



# Configuring a recording system with a redundant eXperience system

## Topology

- A new Topology agenda has been introduced.
- It depends on the LIC\_REDUNDANT\_REX (0/1) license entry in the license\_basic.php file.
- The agenda sets the "relationship" between the main and redundant eXperiment

The screenshot shows the 'Topology' configuration window in the ReDAT system. The interface includes a top navigation bar with tabs for 'System', 'Main', 'Recording sources', 'Data', 'CTI', 'Archiving', 'Screens', 'Imports', 'Info35', 'Indicator', 'Map', and 'Backup'. Below this is a sub-navigation bar with 'Database', 'Configuration', and 'Topology' tabs. The 'Topology' tab is active, displaying the 'Pooled Experience' configuration section. This section contains a 'Roles' dropdown menu set to 'Main', an 'IP address' field with the value '192.168.23.123', and a 'Connection test' button. Below these are 'Communication' settings, including a checked 'Online communication' checkbox and a 'Transfer communication method settings' button. The 'Mapping of recording units for pooled eXperience' section has two radio buttons: 'No, they share the same recording units' (selected) and 'Yes'. Below this is a table with columns for 'Invert normal/redundant channel settings' (checked for all rows) and a list of IP addresses: 192.168.0.86, 192.168.2.100, 192.168.2.180, 192.168.23.123, and 192.168.4.198. Each IP address has an adjacent empty text field for configuration.

Invert normal/redundant channel settings	IP address
<input checked="" type="checkbox"/>	192.168.0.86
<input checked="" type="checkbox"/>	192.168.2.100
<input checked="" type="checkbox"/>	192.168.2.180
<input checked="" type="checkbox"/>	192.168.23.123
<input checked="" type="checkbox"/>	192.168.4.198



# Configuring a recording system with a redundant eXperience system

## Parameters that are automatically copied in the configuration

- System:
  - Recording sources: Recording units, Channels
  - Main: Adjustment, LDAP, SMTP, Authentificatine, Setting table (not all items)
  - Data: Data columns, UD parameters, Replication rules, Expiration – records, Expiration – others
- Users: Persons (except agent settings) , Groups, Workgroups
- Filters
- MySpace

## Restrictions on the redundant eXperience side

- Parameters that are copied in the configuration cannot be edited, recreated or removed on the redundant eXperience side.

# Configuring a recording system with a redundant eXperience system

## Configuration transfer

- Configuration transfer is based on file transfer. Changes are already recorded in the file according to the settings in the Topology agenda (change of IP addresses of recording units, channel roles - master/redundant).

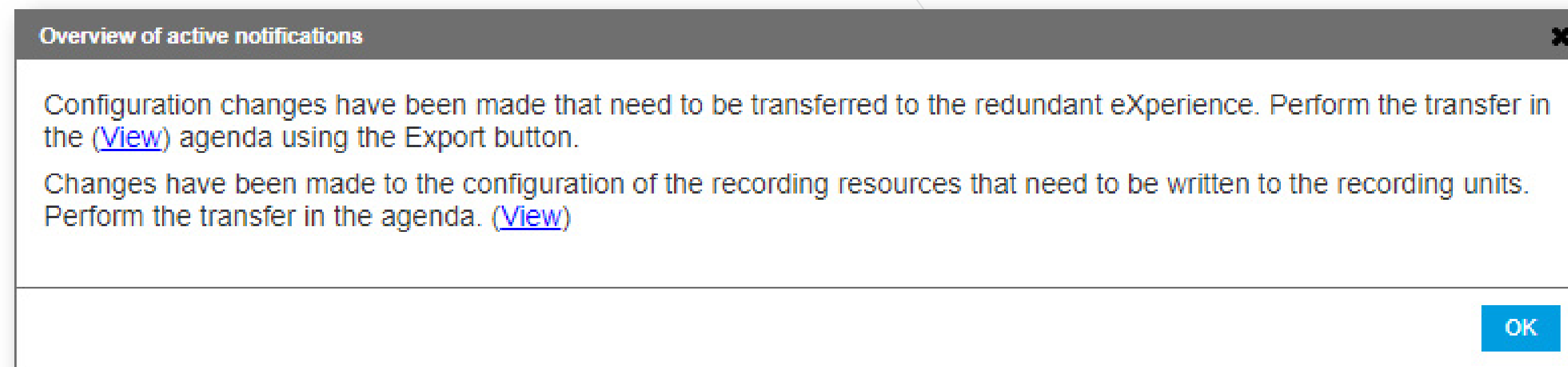
The file transfer can be done:

- „**online**„ - The configuration file is automatically placed in the directory of the redundant server (recommended method for full control of the complete transfer).
- Or "**offline**„ - The file must be transferred "manually", e.g., using removable media (this method is possible, but may lose some of the advantages of online transfer).

# Configuring a recording system with a redundant eXperience system

## Configuration transfer - export

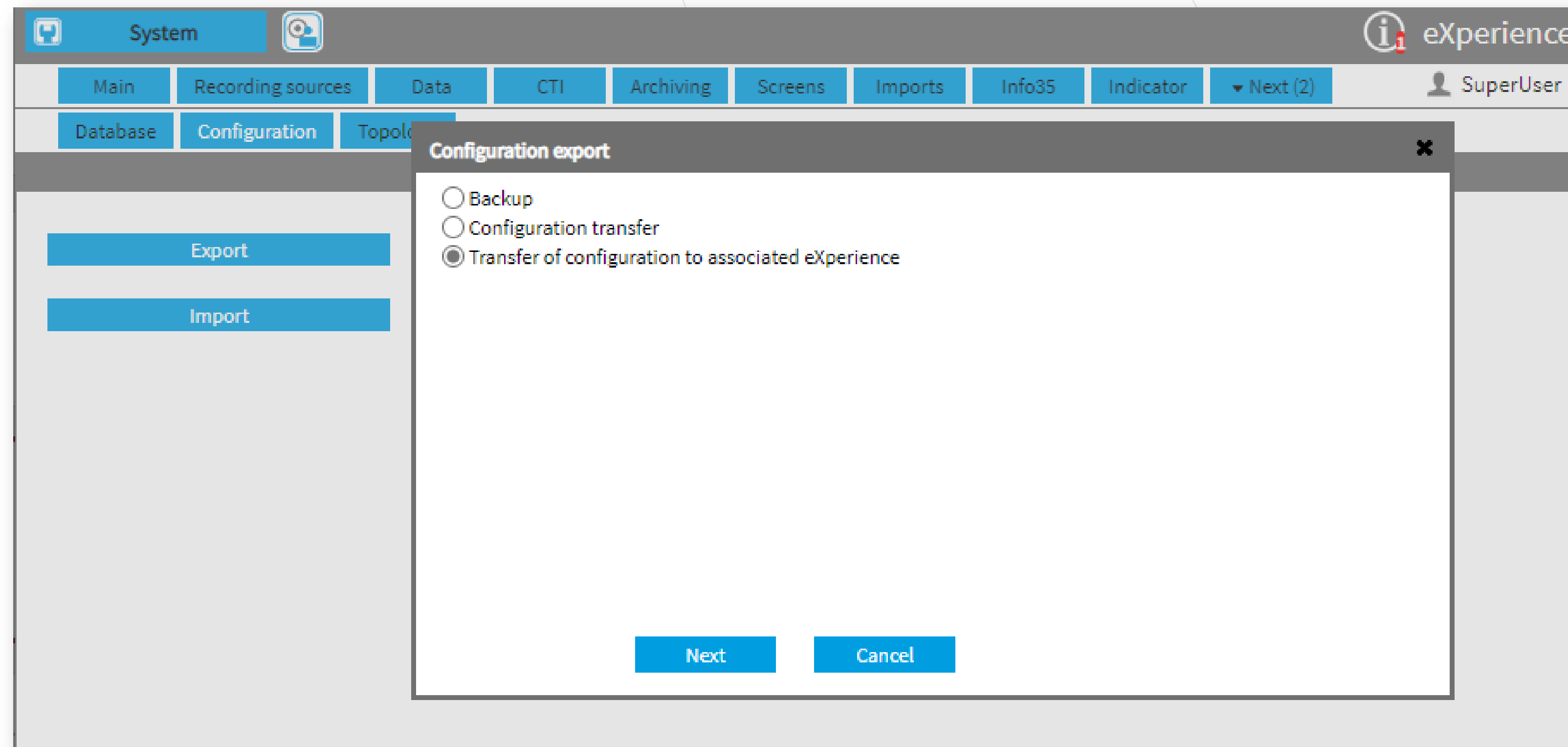
- If the configuration needs to be transferred, the operator is notified by a notification.
- For example, if a channel setting change is made, the operator is notified of the 2 necessary actions:
  - Writing to the recording units.
  - Transfer the configuration to the redundant REX.
  - Performing these actions cancels the notification.



# Configuring a recording system with a redundant eXperience system

## Configuration transfer - export

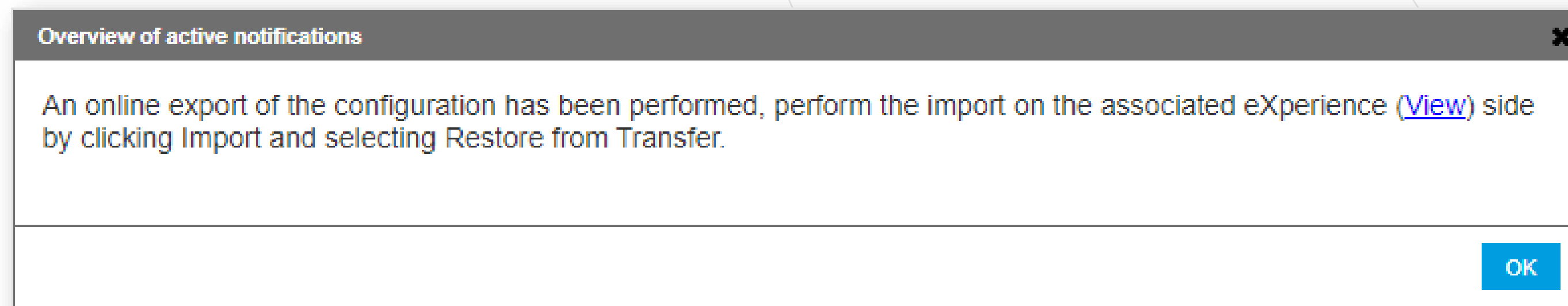
- In the wizard, select the option: Transfer of configuration to associated eXperience



# Configuring a recording system with a redundant eXperience system

## Configuration transfer - import

- If the configuration has been transferred (exported), the operator is notified that it is necessary to import the configuration into the redundant eXperience - the View link opens the agenda for the necessary action.



## Writing the configuration to the recording units

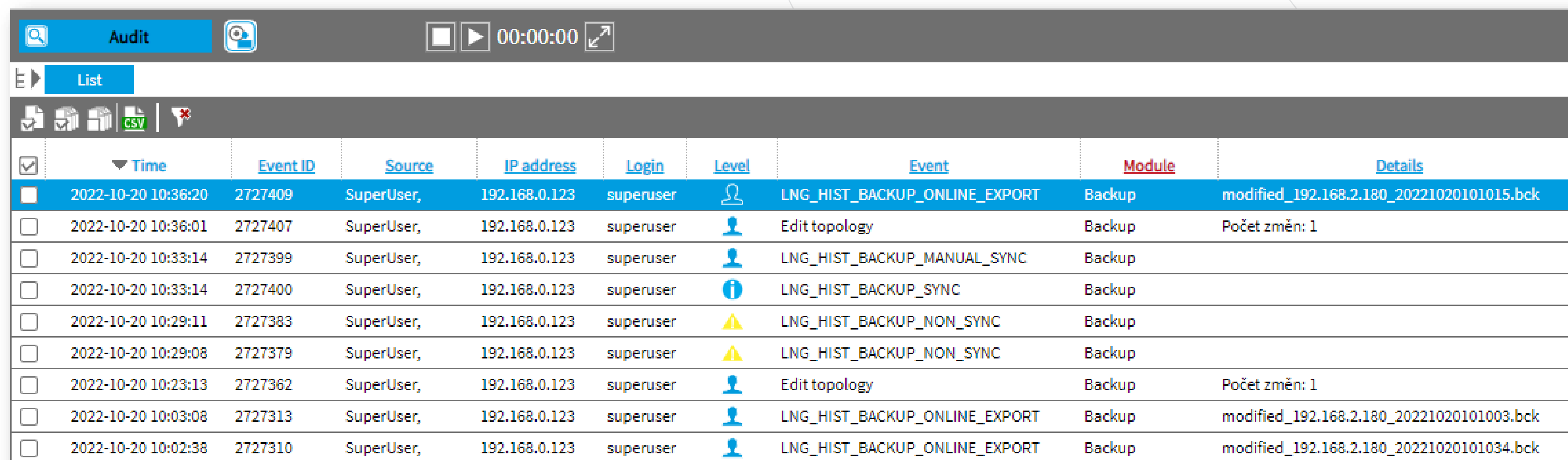
- This is usually the last step in synchronizing configurations.
- In the case of a recording system topology, if the recording units are associated, this step is not necessary.



# Configuring a recording system with a redundant eXperience system

## Configuration transfer

- All actions related to configuration changes are recorded in the Audit system.
- Configuration match or mismatch between the master and redundant eXperience system are also recorded in Audit.



The screenshot shows the 'Audit' system interface. At the top, there is a search bar and a 'List' button. Below the header, there is a table of audit events. The table has columns for Time, Event ID, Source, IP address, Login, Level, Event, Module, and Details. The events are listed in descending order of time. The first event is a backup operation at 2022-10-20 10:36:20. The second event is an 'Edit topology' action at 2022-10-20 10:36:01. The third event is a manual sync at 2022-10-20 10:33:14. The fourth event is a sync operation at 2022-10-20 10:33:14. The fifth event is a non-sync operation at 2022-10-20 10:29:11. The sixth event is another non-sync operation at 2022-10-20 10:29:08. The seventh event is an 'Edit topology' action at 2022-10-20 10:23:13. The eighth event is an online export at 2022-10-20 10:03:08. The ninth event is another online export at 2022-10-20 10:02:38.

<input checked="" type="checkbox"/>	Time	Event ID	Source	IP address	Login	Level	Event	Module	Details
<input checked="" type="checkbox"/>	2022-10-20 10:36:20	2727409	SuperUser,	192.168.0.123	superuser		LNG_HIST_BACKUP_ONLINE_EXPORT	Backup	modified_192.168.2.180_20221020101015.bck
<input type="checkbox"/>	2022-10-20 10:36:01	2727407	SuperUser,	192.168.0.123	superuser		Edit topology	Backup	Počet změn: 1
<input type="checkbox"/>	2022-10-20 10:33:14	2727399	SuperUser,	192.168.0.123	superuser		LNG_HIST_BACKUP_MANUAL_SYNC	Backup	
<input type="checkbox"/>	2022-10-20 10:33:14	2727400	SuperUser,	192.168.0.123	superuser		LNG_HIST_BACKUP_SYNC	Backup	
<input type="checkbox"/>	2022-10-20 10:29:11	2727383	SuperUser,	192.168.0.123	superuser		LNG_HIST_BACKUP_NON_SYNC	Backup	
<input type="checkbox"/>	2022-10-20 10:29:08	2727379	SuperUser,	192.168.0.123	superuser		LNG_HIST_BACKUP_NON_SYNC	Backup	
<input type="checkbox"/>	2022-10-20 10:23:13	2727362	SuperUser,	192.168.0.123	superuser		Edit topology	Backup	Počet změn: 1
<input type="checkbox"/>	2022-10-20 10:03:08	2727313	SuperUser,	192.168.0.123	superuser		LNG_HIST_BACKUP_ONLINE_EXPORT	Backup	modified_192.168.2.180_20221020101003.bck
<input type="checkbox"/>	2022-10-20 10:02:38	2727310	SuperUser,	192.168.0.123	superuser		LNG_HIST_BACKUP_ONLINE_EXPORT	Backup	modified_192.168.2.180_20221020101034.bck

# Configuring a recording system with a redundant eXperience system

## Backup and restore configuration

- Along with configuration transfers, configuration backup (only the entities used for the transfer) and configuration recovery were also addressed.
- During the transfer, an optional step to create a custom backup is included in the wizard.
- Restoring from a backup potentially creates a configuration mismatch condition between the master and redundant eXperience unit. This mismatch can be resolved either by manual intervention or by performing a complete configuration transfer.
- Restoring a redundant eXperience can be done in three ways:
  - From your own backup
  - From a transferred file
  - Transfer from the main eXperience system



Detailed description is in the eXperience manuals v 2.36.8.