ReDAT

Recording Systems

ReDAT eXperience
Release notes v 2.37.0

Issued: 04/2023 v 2.37.0 rev. 1

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

Contents

Version 2.37.0
Released for OS Windows April 3, 2023

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.

- Installing eXperience introduces the following components:
  - OpenJDK 1.8 or 17
  - Microsoft .NET Framework 3.5 a 4

1.2.2 User computer requirements

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.

1.2.3 Browsers

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

- Google Chrome: 111.0.5563.111

- Microsoft Edge: 111.0.1661.54

- Firefox ESR: 102.9.0esr

- Firefox: 111.0.1

1.2.4 Network

The minimum network for communication between components is 1 Gbps if they are installed on separate computers (applies to the database installed on a separate server and other components such as archiving / replication, etc.).

1.2.5 Screens

From version 2.37.0 we support desktop OS for screens on Windows 11.

Windows Vista, Windows 7, Windows 8/8.1, Windows 10, Windows 11 are supported.

1.2.6 Dynamic and static screen recording control

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.

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

2. eXperience installation

## 2.1 Changing the license directory

Since version 2.37.0, the directory for inserting licenses has changed.
The licences will now be placed in the folder: `appserv\license\experience`.

2.2 Rename the experience folder when reinstalling

After installing the system components, it is recommended that you restart your computer and check that the web server and eXperience services are working.

If you have not restarted your computer, you may receive an error message.
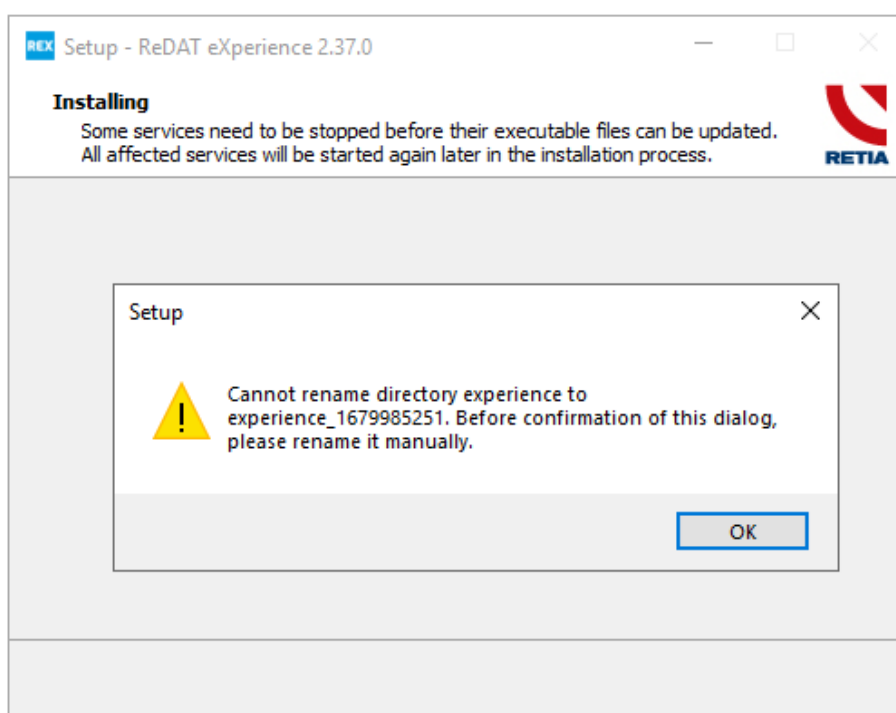
In the case of a new installation, the original `experience` folder will be renamed. It is possible that the installation will be blocked if the user has an open file from the `experience` folder. Try to resolve the situation, for example, disable programs that are blocking the installation, stop the service, or close the file. If this does not work, restart the computer, and try the installation again.

3. New functions and modifications

3.1 New eXperience icon

By default, the eXperience application version 2.37.0 is displayed with an icon .
If you wish to revert to the previous icon, this can be arranged with the engineer responsible for the implementation.

3.2 List of license items
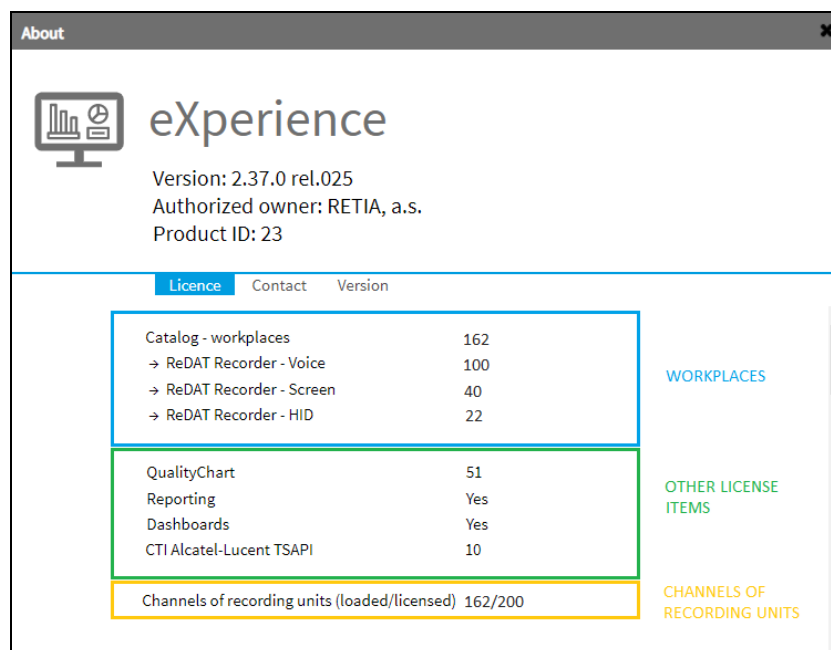
Since version 2.37.0, the licensing policy has changed significantly, which is reflected in the change in the display of licence files and their items. Technical restrictions have already been added to some licences and we will introduce some more in next releases. Some features that were previously only available for the ATC sector (e.g. synchronous playback, incidents, manual transcription, spoken time) are now available. These changes will be reflected also in the agenda **About**.

The *License* section is divided into the following sections:

1) The first item is the **number of workstations**, which clearly shows how many resources are uploaded.

2) Next there are the **other license items**.

3) At the bottom of the list, there are **Channels of recording units** which shows how many channels are currently loaded from recording units and how many channels the customer has licensed.
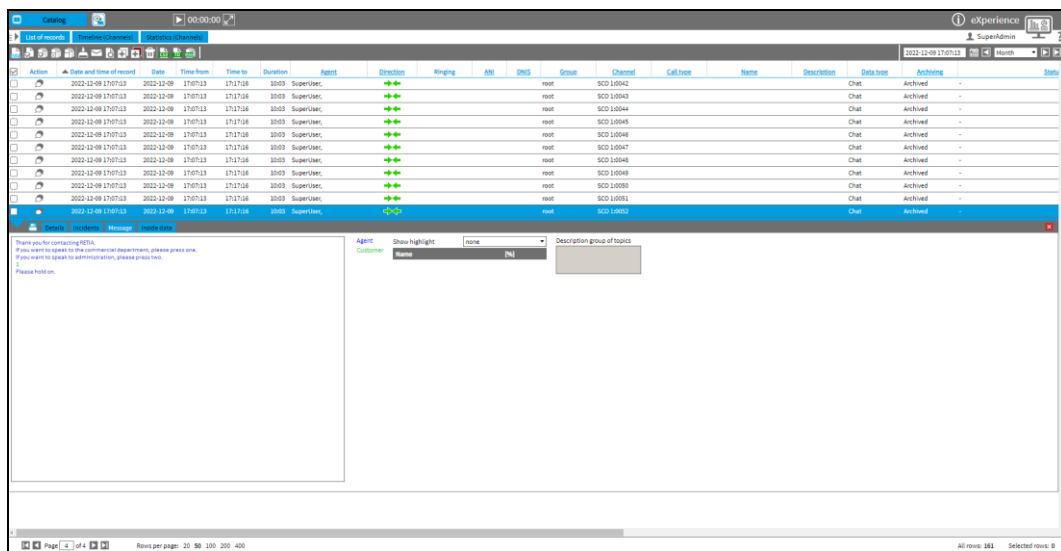
3.3 Catalog

3.3.1 Non-speech interactions (email, chat)

You can open these records using the **email icon** ✉ or the **chat icon** 💬 .

You can use the icon 📥 **Export of record** and download these documents in pdf format.

If you want to send the selected records by e-mail in pdf format, use the icon ✉.


3.4 QualityChart

3.4.1 How to activate the QualityChart extension

You can check the correctness of the licence file by logging into the eXperience system and viewing the application information (in the main menu, the **About** agenda). You will see the number of agents enabled for the period of one month. This does not limit the number of evaluations, only the number of agents that can be evaluated with this licence. (In previous versions, Yes was displayed instead of the number).
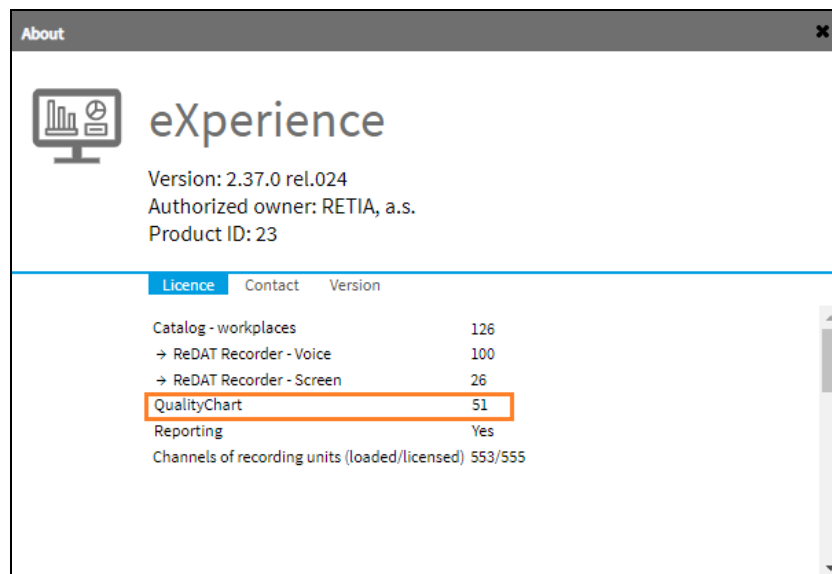
3.4.2 Creation of evaluation form

Creation of the evaluation form is divided into tabs *Form* a *Calculation*. In the tab Form there is a new item Data types. You can choose which data type will you select for evaluation. Data types can be combined.
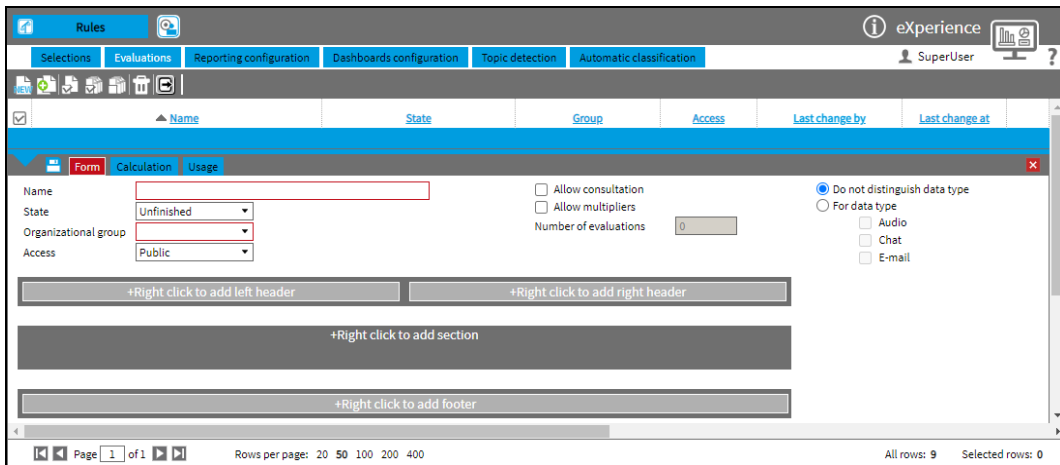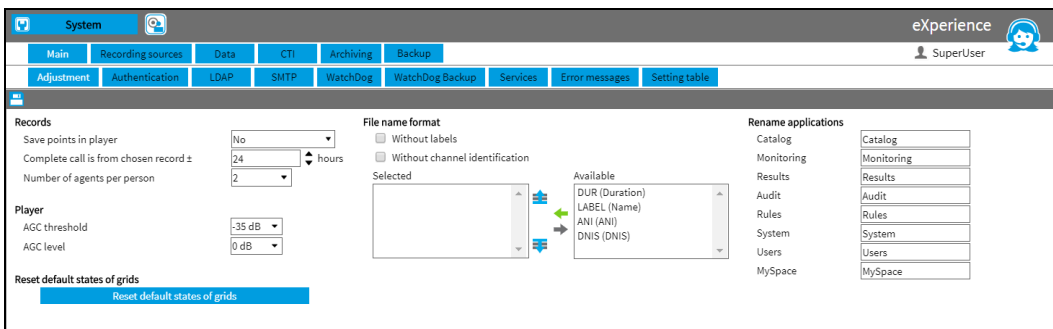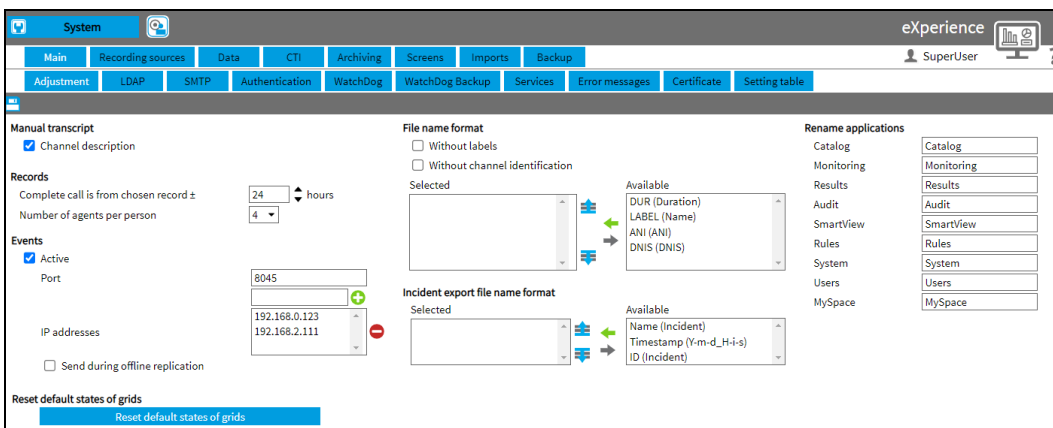

3.5 System

3.5.1 System – Adjustment

In the Adjustment tab, where you can find options for customising the application's local and corporate habits, some changes have been made. The fields *Save points in player, AGC threshold, AGC level* are no longer displayed.

Previous versions:

Version 2.37.0:

3.5.2 System/Recording units – Type/Partition

There are new types in the **Recording units** tab: **SmartConnector - audio** and **SmartConnector - documents**. They only appear if the SCO_VOICE and SCO_DOCUMENTS licences are active.
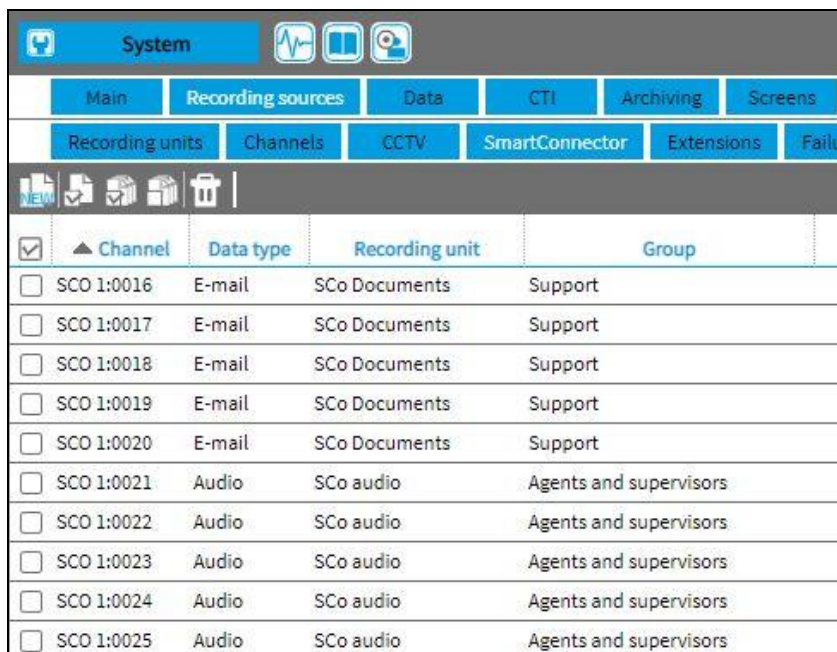
For functional import of records via SmartConnector, the creation of these units is required.

For a recording unit "SCO" type, it is necessary to create the corresponding number of channels specified by the licence.
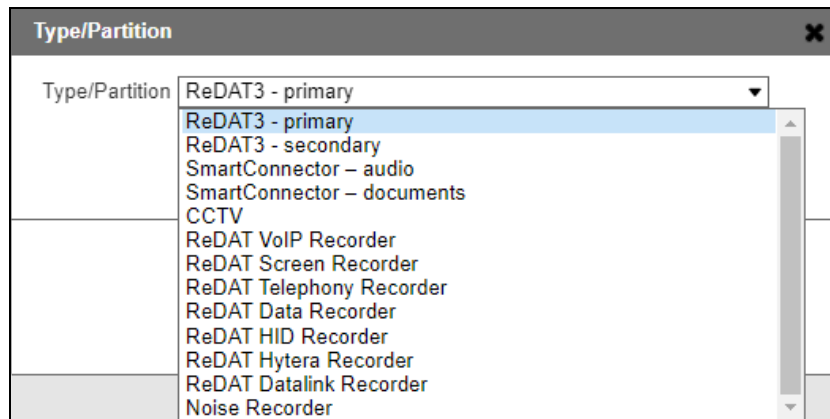
3.5.3 System/Recording sources/SmartConnector

If the SCO_VOICE and SCO_DOCUMENTS licences are active, the **SmartConnector** tab will appear among the Recording sources. This functional module is used generally to import records that have not been recorded on ReDAT recording units.

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.