

ReDAT

Recording Systems

ReDAT eXperience
Release notes v 2.38.0



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



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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. 2.4 GHz, 4 cores (depending on the configuration of the eXperience)
- 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 (for Windows Server 2022, use Alcatel-Lucent TSAPI Premium Server version 7.5.0).
- 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 2.38.0 has been released for the following browser versions:

- Google Chrome: 121.0.6167.189
- Microsoft Edge: 122.0.2365.52
- Firefox ESR: 115.8 esr
- Firefox: 123.0

More information in the manual **RD 044 001 Technical specifications**.

2. New functions and modifications

2.1 Merged channels

ReDAT eXperience from version 2.38.0 supports **4-wire line recording solution**. The solution for recording on a 4-wire line is to record each pair on a separate 2-wire input - the "physical" channel of the ReDAT recording system. These 2 "physical" channels can be configured under a "virtual" channel, which then represents the "whole 4-wire".

The feature to merge a record under a virtual channel is licensed with the ***license_merge_channels.php***.

- The *license_merge_channels.php*, which specifies the maximum number of virtual channels that can be merged.
- The number of virtual channels permitted by the license can be found in the **About** agenda.

Licence	Contact	Version
Catalog - resource		128
→ ReDAT Recorder - Voice		100
→ ReDAT Recorder - Screen		1
→ ReDAT Recorder - HID		1
→ ReDAT Recorder - Datalink		1
→ ReDAT Recorder - Data		1
→ Smart Connector - Voice		10
→ Smart Connector - Documents		10
→ Merged channels		4
Synchronous actions		Yes

This feature is described in the user manual **RD 044 070 – ReDAT eXperience – Recording for 4-wire**.

2.2 Screen Nx Audio - Screen recording control by multiple audio channels

ReDAT eXperience from version 2.38.0 provides a new way to control screen recording from a set of audio channels (*redat-exp-screen-nxa* service). This method only provides static screen recording and does not provide a link to CTI control of audio channel recording.

The function requires the **license_screens.php** licence. It is not recommended to use the screen control service (**redat-exp-screen-control**). If these services are implemented in combination, it is not possible for the services to control the same screen channel at the same time.

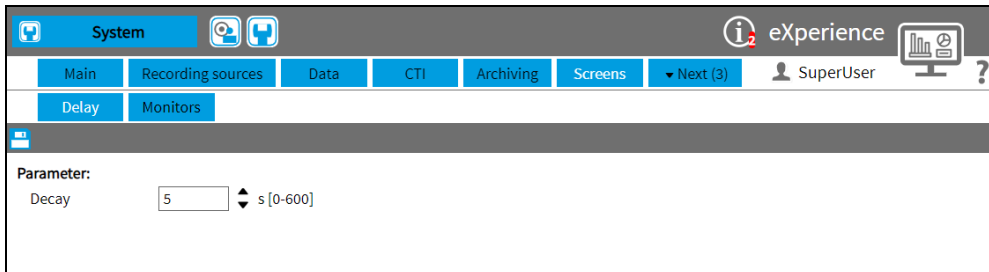
The service provides record control regardless of whether the source of the screen recording is a probe or a screen driver for a Windows PC.

Licence	Contact	Version
Storage manager - basic		Yes
Screen recording control		0
Screen Nx audio		10
Call-flow completion		Yes
Delete record		Persons
→ Delete (locked) records		Yes
Verification		Yes
SNMP		Yes
QualityChart		1
Reporting		Yes

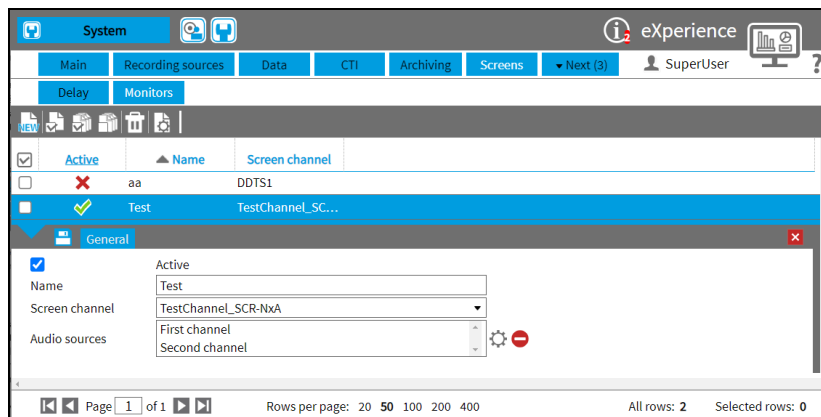
2.2.1 Delay, Monitory application

With the new licence, new **Delay** and **Monitors** tabs have been created to configure how the service **redat-exp-screen-nxa** manages screen recording.

The **Delay** agenda sets the screen recording delay. This means that if a screen recording condition is ends (none of the assigned audio recorders are recording), the recording will continue for the set period.



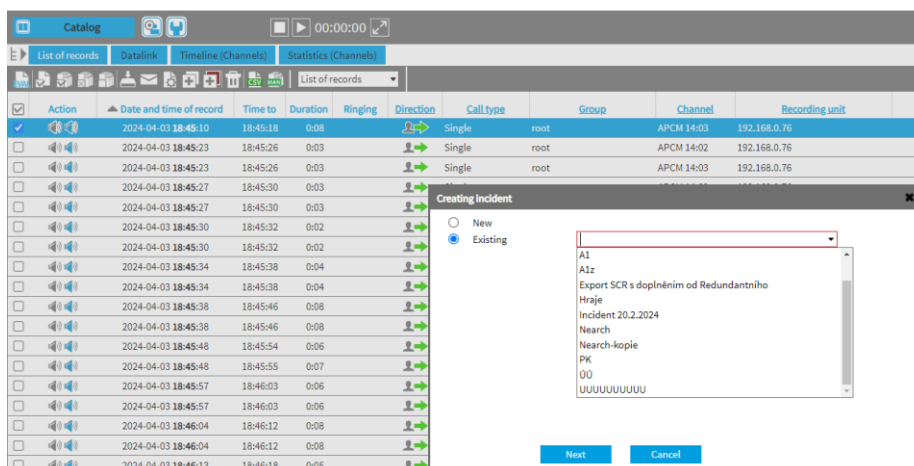
The **Monitors** agenda defines the one screen channel that the service will record and the set of audio sources, from which the screen channel switches. If the monitor configuration is set to **Active**, the service will use this configuration to control recording. If Active is not set, the service will ignore the configuration. The switch between **Active** and **Inactive** is evaluated by the service at runtime.



The solution for recording the screen from multiple audio channels is described in the user manual **RD 044 071 – ReDAT eXperience – Screen Nx Audio**.

2.3 Incidents – Creating incident wizard

The combo box lists existing incidents alphabetically by name.



2.4 System – Configuration transfer settings

In version 2.38.0 the settings for transferring configurations between the primary and redundant eXperience have been changed. When a new expiry condition is set, all conditions from the primary eXperience are transferred to the redundant eXperience and all original conditions are deleted from the redundant eXperience.

2.5 System – Configuration Transfer - Setting table

Additional parameters have been added to the transfer settings when transferring configuration between the primary and redundant eXperience:

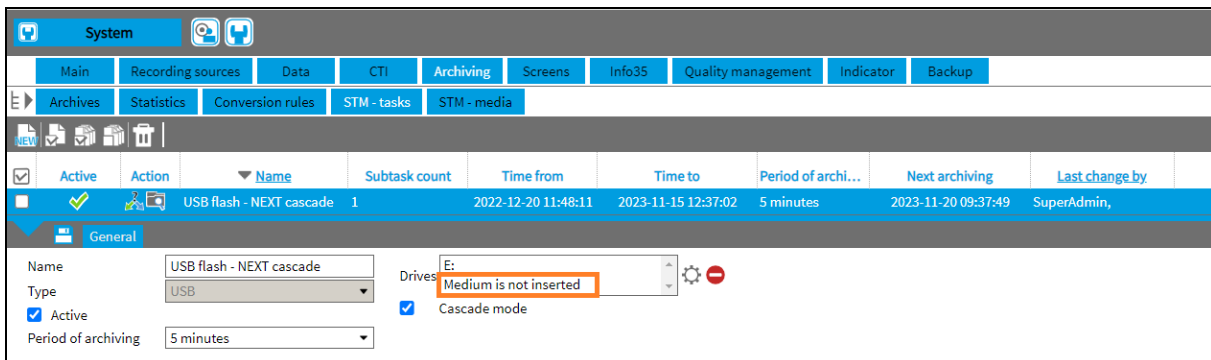
- dontSaveRedundant
- dont_share_redundant_wg
- comparation_dynamic_mode
- comparation_start_limit
- comparation_length_limit

2.6 System – Archiving

The archiving service has been modified so that it does not skip a record with the archive flag that has a file stored in the archive. It recreates such a file and overwrites the original file with it.

2.7 StorageManager – tasks

If a drive is set in a task (Drives parameter), the volume information (media path) is lost when the media is ejected. This situation is now handled by listing "*Media not inserted*" in the list of drives at the given position.



The screenshot shows the 'System' configuration window with the 'Archiving' tab selected. A table lists archiving tasks, with the first task 'USB flash - NEXT cascade' selected. Below the table, the 'General' configuration for this task is shown. The 'Name' is 'USB flash - NEXT cascade', 'Type' is 'USB', 'Active' is checked, and 'Period of archiving' is '5 minutes'. The 'Drives' field is set to 'E: Medium is not inserted', which is highlighted with a red box. 'Cascade mode' is also checked.

Active	Action	Name	Subtask count	Time from	Time to	Period of archi...	Next archiving	Last change by
<input checked="" type="checkbox"/>		USB flash - NEXT cascade	1	2022-12-20 11:48:11	2023-11-15 12:37:02	5 minutes	2023-11-20 09:37:49	SuperAdmin,

General configuration for 'USB flash - NEXT cascade':

- Name: USB flash - NEXT cascade
- Type: USB
- Active:
- Period of archiving: 5 minutes
- Drives: E: Medium is not inserted
- Cascade mode:

2.8 StorageManager – media

The **Medium label** column has been added to the **STM - media** agenda which contains a string consisting of the serial number, job number and media number. This string is used in **Audit** events and its addition makes it easier to navigate in Audit.

Medium number	Medium label	REX product nu...	Type	Task name	Status	Occupancy	Beginnig of interval	End of interval
<input type="checkbox"/> 176	R1T26M176	1	USB	USB flash - NEXT cascade	Writing	29	2023-09-01 09:34:11	2023-11-15 12:37:02
<input type="checkbox"/> 174	R1T26M174	1	USB	USB flash - NEXT cascade	Deleted	0	2023-09-06 07:48:20	2023-09-26 12:15:16
<input type="checkbox"/> 173	R1T26M173	1	USB	USB flash - NEXT cascade	Medium full	0	2023-09-06 06:38:18	2023-09-06 07:48:19
<input type="checkbox"/> 172	R1T27M172	1	USB	RDX parallel	Medium full	49	2023-09-01 09:34:11	2023-09-06 07:48:33
<input type="checkbox"/> 171	R1T27M171	1	USB	RDX parallel	Medium full	98	2023-09-01 09:34:11	2023-09-06 07:48:33
<input type="checkbox"/> 170	R1T27M170	1	USB	RDX parallel	Deleted	0	2021-09-10 09:05:31	2023-08-31 14:24:54
<input type="checkbox"/> 169	R1T27M169	1	USB	RDX parallel	Deleted	0	2021-09-10 09:05:31	2023-08-31 14:24:54
<input type="checkbox"/> 168	R1T19M168	1	USB		Waiting for ...	0	2023-07-21 08:14:55	2023-08-04 10:52:24
<input type="checkbox"/> 167	R1T19M167	1	USB		Waiting for ...	0	2023-07-21 08:14:55	2023-08-04 10:52:24
<input type="checkbox"/> 166	R1T26M166	1	USB	USB flash - NEXT cascade	Medium full	3	2023-07-21 08:14:55	2023-08-04 10:52:24

2.9 File Cleaner

File Cleaner is a replacement for the original Log Checker and is included in the eXperience installation. Its purpose is to maintain logs and files. The same directory can be used in several conditions. The configuration is edited in the **System - Data - Expiration-other** agenda. The File Cleaner start interval is self-checking. The File Cleaner service automatically appears in the WatchDog list after installation.

2.10 Catalog – Signalling Column Filter

A basic filter option *Blanks/Non-blanks/Enter text to filter* has been introduced for filtering in the **Signalling** column filter.

Signalling

Blanks
 Non-blanks

Enter text to filter

Cancel

2.11 Quality chart – Evaluations

In **MySpace – General – Evaluations**, if **Do not send during calibration evaluation** you select, no email notifications will be sent during calibration evaluations. The first check box ("*Sending an email notification after the finalization of evaluation*") must also be selected.

MySpace
eXperience

General | Rights | Authentication
SuperUser

User setting

Default language: English

Display deleted persons

Default application

Return to the last used application

Open application: MySpace / General

Evaluations

Sending an e-mail notification after the finalization of evaluation

Do not send during calibration evaluation

Restore default states of grids

Restore default states of grids

Player

Opening the advanced player: Media

Time display: Absolute

Show tooltips in advanced player: Yes

By default "Group records as mono": No

Time interval

Show buttons: Last

Record - action by double click: Details

Show transcript with alternatives: No

2.12 Tetrapol technology support extension

A valid **license_tetrapol.php** is required. You can check if the licence is loaded correctly by selecting **About** from the main menu. On the **License** tab the line *Tetrapol* Yes should be displayed.

2.13 Tetrapol service

The `redat-tetrapol-i2c` service is displayed in the **System – Main – Services** agenda. The service can be stopped, started, and restarted. The text *Tetrapol integration* is displayed in the **Note** field.

2.14 Tetrapol WatchDog template

The watchdog template is linked to the valid licence file **license_tetrapol.php**.

3. Known incompatibilities

- Audio live monitoring in **Google Chrome, Microsoft Edge, Firefox** web browsers:
 - 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.


Newly discovered Firefox incompatibility and possible solution:

- Firefox cannot handle too many elements on a page.
 - If a page contains too many elements (especially many short records), horizontal scrolling may hide some parts of the page, such as
 - 1 – Toolbox with icons
 - 2 – Time and range settings
 - 3 – Page area
 - 4 – Number of rows and number of selected rows
 - 5 – Left panel (the error appears after changing the width of the left panel, when some parts of the page are already hidden)



- If this situation occurs:
 - It is possible to click on the location of the hidden items to restore their display. This is probably only a temporary fix - it will be restored the next time you scroll.
 - It is recommended that you select a shorter time or limit the number of rows displayed to 20, which will sufficiently reduce the number of items on the page.

3.1 Touchscreen devices

- You cannot use the right button to access the context menu.
- Non-functional dragging (grab with mouse button pressed on PC), for example, for the following functions:
 - from the tree,
 - scroll the advanced player window,
 - drag volume and playback speed in the Advanced Player (but can be controlled by clicking).
- Non-functional help via icon .
- Some forms display buttons with an overlay below the form window.



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, a.s. (Client number EK-F06022669).