



ReDat

Recording



ReDat eXperience

Release notes v 2.38.3



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



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Released for OS Windows, OS Linux

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).
- Before the official end of support by Microsoft, ReDat Recording a.s. may discontinue support for the Windows OS version. The reason may be that the components of the current version (with security requirements) used in the ReDat eXperience software can no longer be installed on the given Windows OS version.
- It is also possible to install eXperience on virtual servers. Virtualization platforms with the operation system according to the technical conditions are supported.

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 2.38.3 has been released for the following browser versions:

- Google Chrome: 131.0.6778.87
- Microsoft Edge: 131.0.2903.70
- Firefox ESR: 128.3.0esr
- Firefox: 133.0

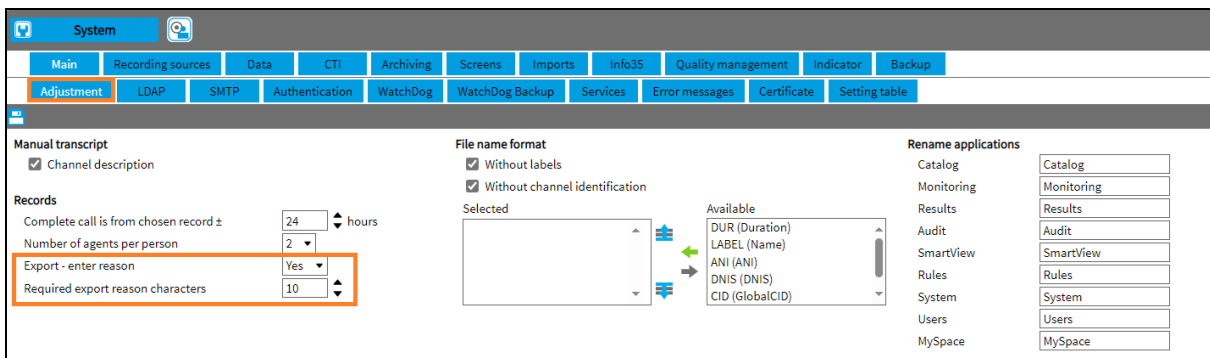
More information in the manual RD 044 001 Technical specifications.

2. New modifications

2.1 Catalog - Reason for exporting a record

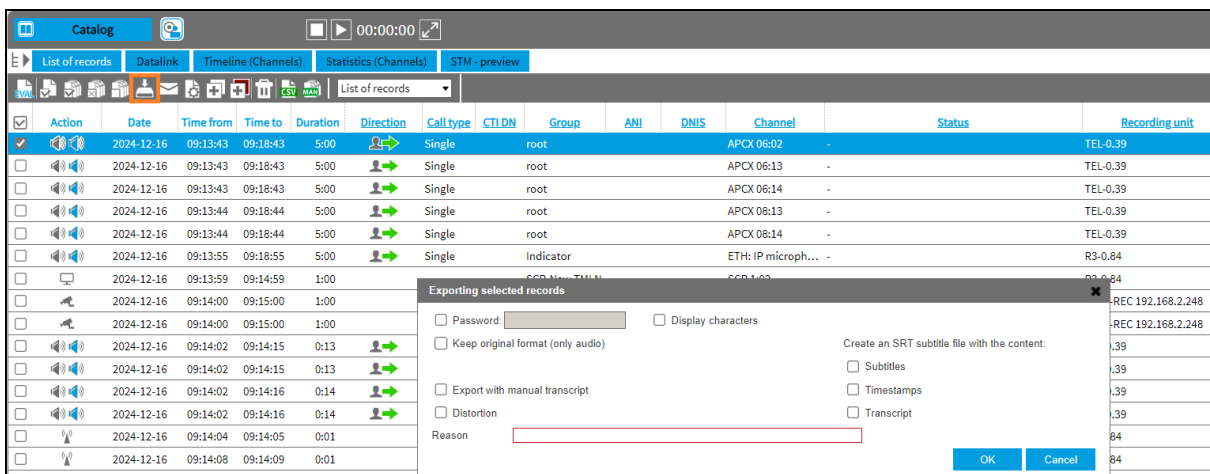
A new text field **"Reason"** has been added to the existing export dialog in the Catalog agenda to specify the reason for export when exporting a record.

It is necessary to set this mandatory field in the **System - Main – Adjustment**. The Export - Enter reason parameter must be set as "Yes". You can also specify the number of characters.

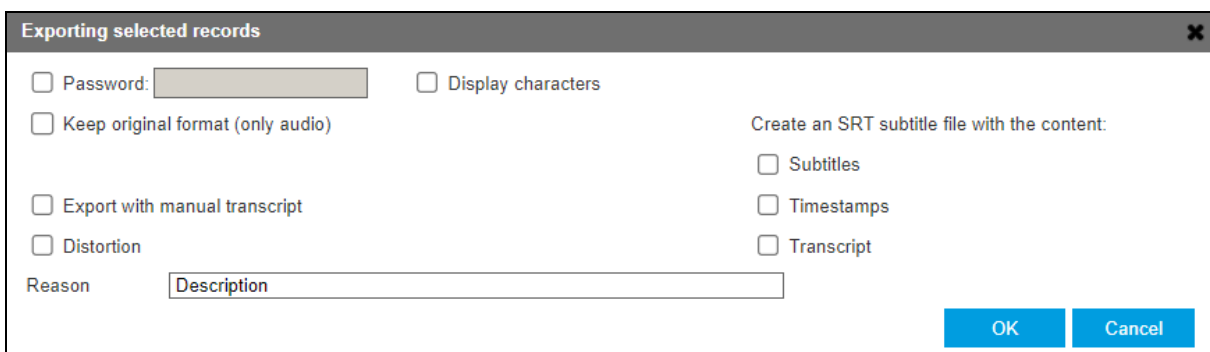


The screenshot shows the 'System' configuration window, specifically the 'Adjustment' tab. Under the 'Manual transcript' section, the 'Export - enter reason' checkbox is checked and highlighted with a red box. Below it, the 'Required export reason characters' field is set to 10. The 'File name format' section has 'Without labels' and 'Without channel identification' checked. The 'Rename applications' section shows a list of applications with 'Catalog' selected.

The user must enter the reason for record exporting in the specified minimum number of characters (e.g. at least 10 characters), otherwise the export will not be allowed (the Reason box will remain red).



The screenshot shows the 'Catalog' window with the 'List of records' tab selected. A table of records is displayed with columns: Action, Date, Time from, Time to, Duration, Direction, Call type, CTI DN, Group, ANI, DNIS, Channel, Status, and Recording unit. An 'Exporting selected records' dialog box is open over the table. The dialog has checkboxes for 'Password', 'Display characters', 'Keep original format (only audio)', 'Export with manual transcript', 'Distortion', 'Subtitles', 'Timestamps', and 'Transcript'. The 'Reason' field is highlighted with a red border, indicating it is mandatory.



This is a closer view of the 'Exporting selected records' dialog box. The 'Reason' field is now black, indicating the user has entered a valid reason. The dialog also includes checkboxes for 'Password', 'Display characters', 'Keep original format (only audio)', 'Export with manual transcript', 'Distortion', 'Subtitles', 'Timestamps', and 'Transcript'. The 'OK' and 'Cancel' buttons are at the bottom right.

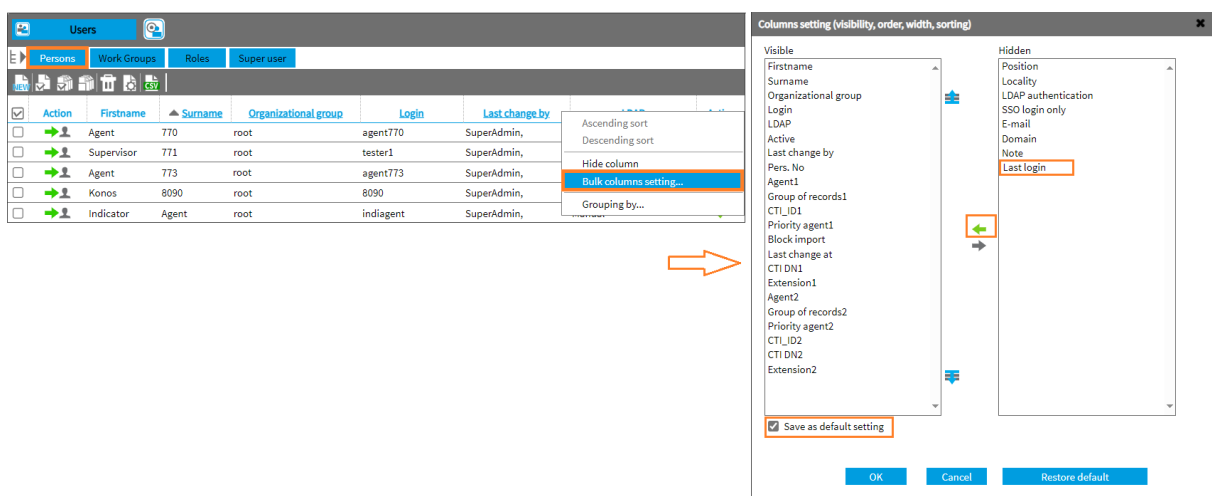
When the user adds the export reason in a specified length, the box turns black. Then click the OK button and the record is exported. Next, the reason for the download can be found in the eXperience Audit agenda.

Audit									
List									
☒	Time	Event ID	Level	Source	IP address	Module	Event	Details	Record
☐	2024-12-16 13:45:52	5928341	i	SuperUser,	192.168.0.212	Catalog	Record download	Reason: Description	2024-12-16 09:13:43@(2055@APCX 06:02)
☐	2024-12-16 13:45:47	5928341	i	SuperUser,	192.168.0.212	Catalog	Record download	Reason: Description	2024-12-16 09:12:53@(3100@APCM 15:01)

2.2 Users/Persons – Last login

The **Last login** column has been added to the Users/Persons agenda. The column displays the date and time of the user's last login (according to the Login event in Audit). The column can be used, for example, to review account logins. (The data is not logged for the user if the superuser logs in as the user via the Log in as function.)

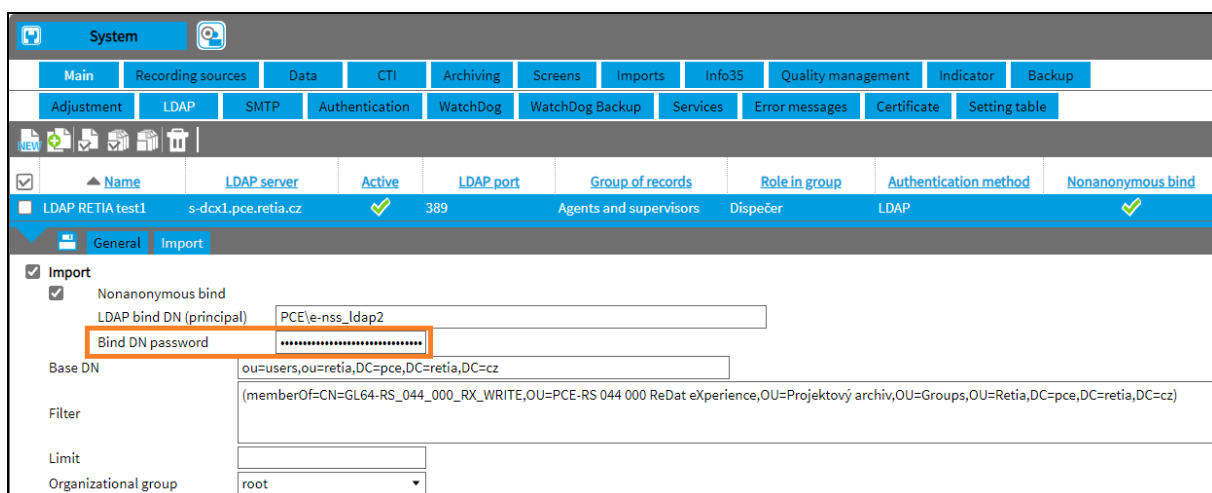
The column is not displayed by default. It must be set in the column settings and moved to the list of visible columns. This column offers the same options as columns such as Last change by (i.e. sorting, column filter, grouping).



The screenshot shows the 'Users' agenda with the 'Persons' tab selected. The 'Bulk columns setting...' option is highlighted in the context menu. The 'Columns setting (visibility, order, width, sorting)' dialog is open, showing the 'Last login' column being moved from the 'Hidden' list to the 'Visible' list. The 'Save as default setting' checkbox is checked.

2.3 System/Main/LDAP – Authentication password

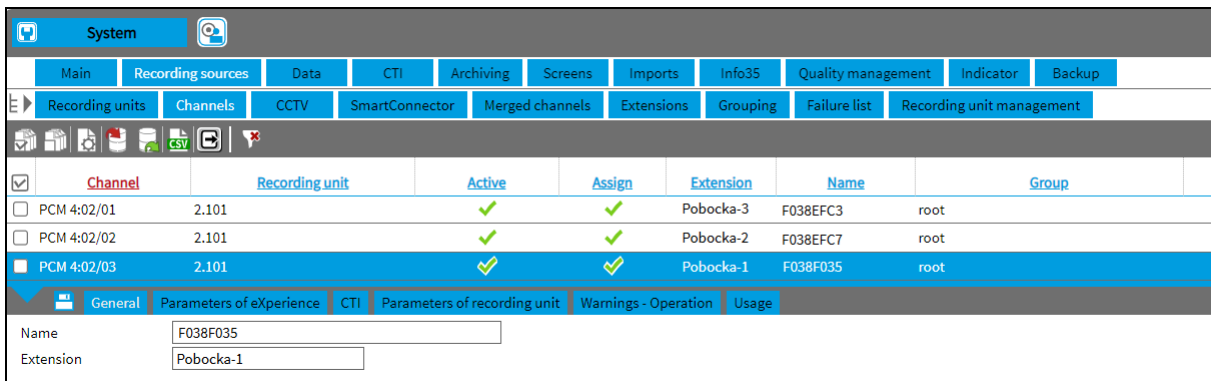
We have increased the number of password characters. You can enter up to 80 characters for the System/Main/LDAP agenda and other password secure connection.



The screenshot shows the 'System' configuration window with the 'Main' tab selected. The 'LDAP' sub-tab is active, and the 'Import' section is expanded. The 'Bind DN password' field is highlighted, showing a masked password. Other fields include 'LDAP bind DN (principal)', 'Base DN', 'Filter', 'Limit', and 'Organizational group'.

2.4 System/Channels – Extension parameter for PCMP/PCME

Since version 2.38.3, ReDat eXperience supports the **Extension parameter** for PCMP Telephony Recorder channels.

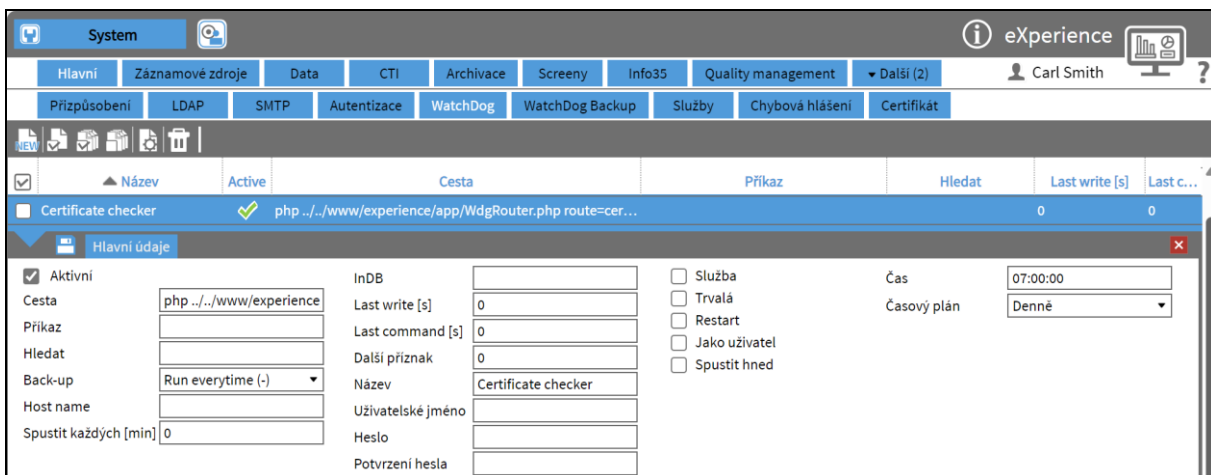


Channel	Recording unit	Active	Assign	Extension	Name	Group
☐ PCM 4:02/01	2.101	✓	✓	Pobocka-3	F038EFC3	root
☐ PCM 4:02/02	2.101	✓	✓	Pobocka-2	F038EFC7	root
☒ PCM 4:02/03	2.101	✓	✓	Pobocka-1	F038F035	root

Name:
 Extension:

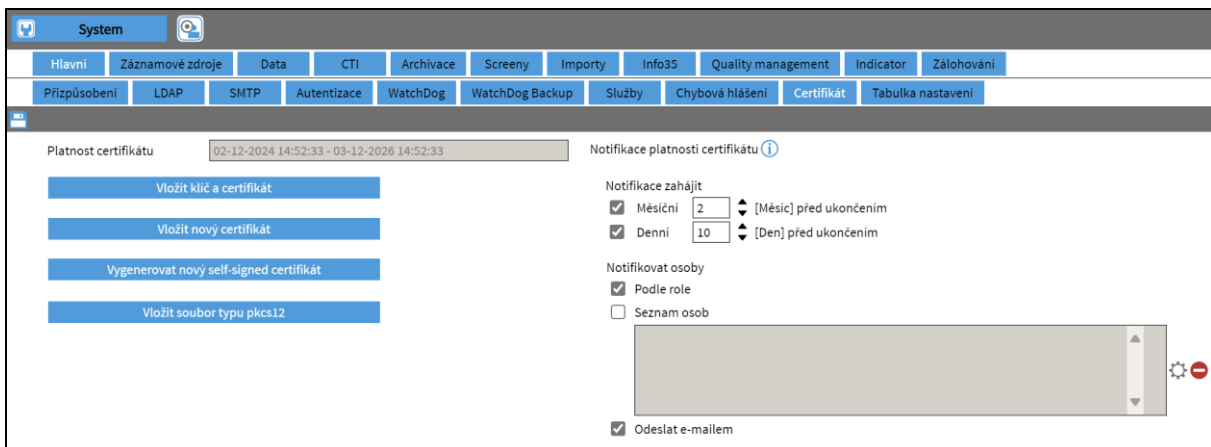
2.5 Certificate expiration notification and logging (https)

We have a new Certificate Checker task that monitors the validity of a "web" certificate. The task runs via WatchDog - the daily schedule must be used for correct operation.



☒ Aktivní
 Cesta:
 Příkaz:
 Hledat:
 Back-up:
 Host name:
 Spustit každých [min]:
 InDB:
 Last write [s]:
 Last command [s]:
 Další příznak:
 Název:
 Uživatelské jméno:
 Heslo:
 Potvrzení hesla:
☐ Služba
☐ Trvalá
☐ Restart
☐ Jako uživatel
☐ Spustit hned
 Čas:
 Časový plán:

Notification start is set in the System/Main/Certificate agenda.



Platnost certifikátu: 02-12-2024 14:52:33 - 03-12-2026 14:52:33
 Notifikace platnosti certifikátu
 Vložit klíč a certifikát
 Vložit nový certifikát
 Vygenerovat nový self-signed certifikát
 Vložit soubor typu pkcs12
 Notifikace zahájit
☒ Měsíční: 2 [Měsíc] před ukončením
☒ Denní: 10 [Den] před ukončením
 Notifikovat osoby
☒ Podle role
☐ Seznam osob
☒ Odeslat e-mailem

- Daily and monthly notifications can be set separately (evaluated on the 1st of the month).

Notification is addressed according to:

- Role - edit permissions for System/Main/Other (...)
 - Listed in the list of persons
- The notification is displayed via the notification icon (i). It is possible to set sending notifications by email.
- Notification is logged in Audit.

2.6 Changing the processing and display of datalink messages from the datalink ACARS interface

Message processing respects the line break characters in the textForm XML tag.

Presentation of line breaks in:

- Datalink agenda column: line breaks are presented by inserting a space
- Message Detail: Line breaks are presented by a new line and a paragraph
- Player: line breaks are presented by a new line and a paragraph

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.
- Firefox incompatibility and possible solution:
 - 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.redatrecording.com, 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).