



## Knowledge Base Article #ETM197, Rev B

### ETM<sup>®</sup> System Web Portal v7.1.2 Build 92 Release Notes

This document contains important information about release 7.1.2 Build 92 of the ETM<sup>®</sup> System Web Portal. The ETM Web Portal is an optional application that can be used to search for and access Call Recorder call recording .wav files stored on the CRCs and Collection Server, and to view and schedule Usage Manager reports. The ETM Web Portal 7.1.2 Build 92 supports 64-bit Windows systems only. It cannot be installed on Linux.

**Note:** To use this version of the ETM Web Portal, you must have ETM System v7.1.2 Build 74 or Build 92 installed. If you are running ETM Management Server v7.1.2 Build 74, an informational version mismatch error will be presented on the Web Portal, but it can still be used with that version.

#### Changes in Web Portal v7.1.2 Build 92

**New browser support**—The ETM Web Portal now supports Firefox and Chrome, in addition to Internet Explorer. This release was verified with the following browser versions: Chrome - 78, Firefox - 70, Internet Explorer – 11.

**New version of Apache Tomcat**—Apache Tomcat has been updated to v8.5.43.

**New Java JRE**—The Java JRE has been updated to v1.8.0\_161.

#### Issues Resolved in v7.1.2 Build 92

- **ETM-18242—Preview of Compressed Recordings**—Previously, if recordings were being compressed at the Collection Server, previews of these recordings using the Web Portal sometimes caused an error in the media player indicating that the .wav file was corrupt. The error was cosmetic and the preview media played properly even when this error occurred. This issue has been [resolved for Firefox and Internet Explorer](#). See the list of known issues for information about Chrome and compressed recordings.

#### Installation Instructions

Refer to the ETM Web Portal installation instructions in the *ETM<sup>®</sup> System Installation Guide*, in conjunction with the important “Special Configuration Instructions” below. **IMPORTANT:** Review the “Special Configuration Instructions” before you begin.

#### Special Configuration Instructions for Web Portal v7.1.2 Build 92

- Installations are supported on Windows 64 bit systems only.
- Upgrades from previous versions are not supported. Older versions must first be uninstalled and removed, and then the new version installed.
- After installation, you must open a command prompt to the **<WebETM>\apache-tomcat-8.5.43\bin** folder and run the command `service.bat remove`, followed by the command `service.bat install`.
- The first time the ETM Web Portal is started, it is pointing at the **localhost** address as the ETM Management Server. You can configure one or more specific ETM Servers by editing the **servers.xml** file located at **<WebETM>\apache-tomcat-8.5.43\webapps\webetm\WEB-INF\classes\com\sic\webetm\config\servers.xml**. The Apache Tomcat service must be restarted for this change to take effect.
- *(Internet Explorer only)* When used with Internet Explorer, Windows Media Player is not supported for previewing/playing recordings from the ETM Web Portal, due to changes in Internet Explorer and the fact that Windows Media Player has been deprecated by Microsoft on Windows 10 in favor of Groove Music. Downloaded recordings still can be played with Windows Media Player, but set Groove Music as the default audio player if you want to play call recordings directly from the ETM Web Portal via Internet Explorer. This limitation does not apply to Chrome or Firefox.



## Known Limitations in Web Portal v7.1.2 Build 92

- **Collection Server search results show Undetermined for calls with multiple call types**—During a Web Portal search for calls on a Collection Server, if recordings exist that contain multiple call type values, the call type field for these calls in the search results shows "Undetermined."
- **Java Heap Space Exception for large query result (thousands of calls)**—If a large number of calls (thousands or more) match a search via the Web Portal (CRC or Collection Server), a Java Heap Space exception may occur. To resolve this issue, initiate a new Web Portal session and repeat the search using a smaller start time range to reduce the number of matching recordings.
- **Collection Server search results do not provide .wav file size**—Web Portal results for call recordings stored on a CRC display the size of the .wav file. This field is left blank for Collection Server search results. Filtering based on .wav file size when searching a Collection Server is ignored (those filter criteria will not be used).

## Known Issues in Web Portal v7.1.2 Build 92

- **ETM-27424**—Error when trying to schedule a report via the Web Portal.
- **ETM-27425**—**View Reports** in the Web Portal produces an exception.
- **ETM-27380** —Invalid login error using Anonymous Login in the Web Portal.
- **ETM-27426**—With Chrome only, if recordings are being compressed at the Collection Server, they cannot be previewed or retrieved via the Web Portal. If you are using compressed recordings on the Collection Server, use Firefox or Internet Explorer to search for and access recordings from the Collection Server.
- **ETM-27427**—Web Portal page navigation during a recording search causes the search to start over and the navigation is ignored.
- **ETM-27428**—Previous search results or error messages remain displayed when performing a new search or changing to a new Call Recording Device.
- **ETM-27429**— Web Portal **Reset** button issues.
- **ETM-27430**—Web Portal version mismatch error displayed upon logout, rather than login. This is cosmetic.

## Version History

For information about previous releases of the ETM System, see the SecureLogix Knowledge Base at <http://support.securelogix.com/knowledgebase.htm>, keyword "release notes."

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SecureLogix Corporation

13750 San Pedro, Suite 820 • San Antonio, Texas 78232  
(210) 402-9669 • [www.securelogix.com](http://www.securelogix.com)

Support (877) SLC-4HELP • EMAIL [support@securelogix.com](mailto:support@securelogix.com) • <http://support.securelogix.com>



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