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SpeechMiner Administration Guide

Additional Configurations

12/16/2025

Additional Configurations

The following configurations are recommended for the successful completion of the SpeechMiner configuration process:

Browser

Configuring the Browser

End users of SpeechMiner access its browser-based interface from Internet Explorer or Google Chrome, which connects to the SpeechMiner Web server through the local network. In order for the SpeechMiner interface to work properly, you must configure each user's browser as explained below. The configuration changes that must be implemented are to allow pop-ups from the SpeechMiner domain, to treat the SpeechMiner domain as part of the local intranet (or as a trusted site), and to enable automatic updating of cached web pages.

In addition, if Internet Explorer is running on a Windows Server 2008 machine or Windows Server 2012 machine, the Enhanced Security Configuration feature should be turned off. Refer to the *Turning Off the Enhanced Security Configuration Feature on Windows Server 2008 / Windows Server 2012* section below.

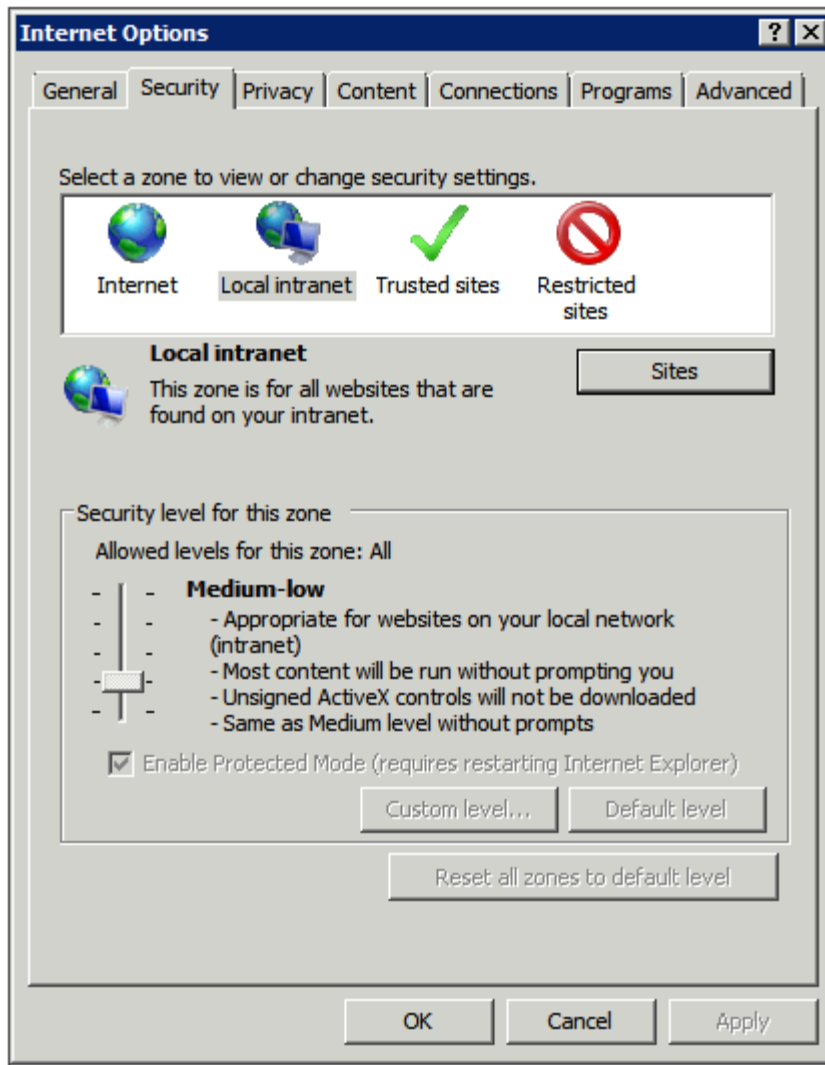
Tip

To run SpeechMiner 8.5.5 you must use a minimum resolution of 1366X768. We recommend that you work with a 1680x1050 resolution.

Internet Explorer

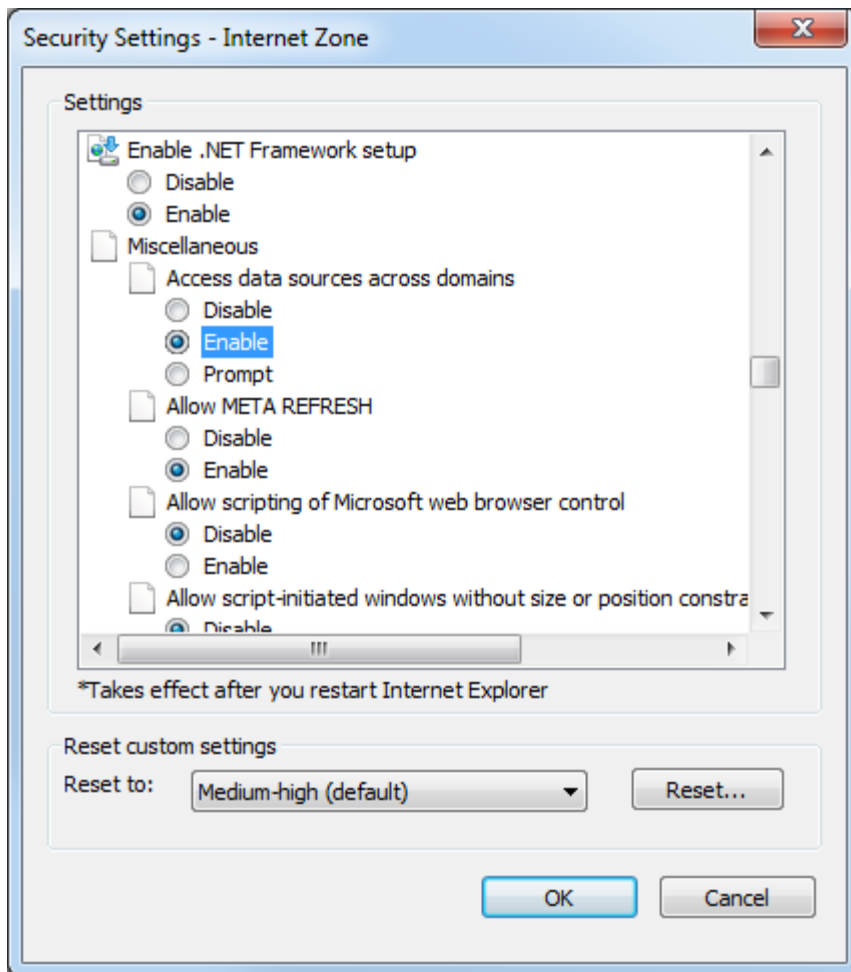
Configuring Internet Explorer

1. In the **Internet Options** dialog box, in the **Security** tab, select **Local Intranet**.

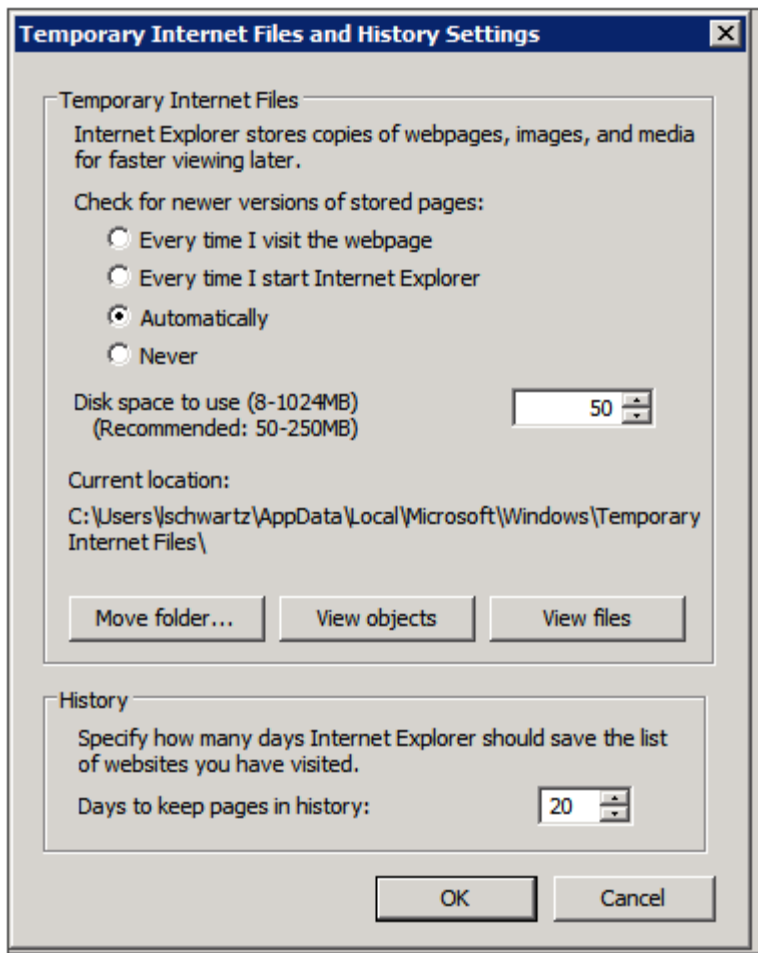


2. Add the SpeechMiner domain to the list of web sites in the **Local Intranet** zone.
3. Click **Sites > Advanced** and add ***.genesyscloud.com** to the list of safe websites.
4. Click **Custom Level** to customize the local intranet zone security.
5. Under **Miscellaneous > Access data sources across domains**, select **Enable**.

Selecting Enable makes Screen Recording playback possible because it allows access from the browser to HTCC.



6. In the **Privacy** tab, add the SpeechMiner domain to the list of web sites that are permitted to open pop-ups.
7. In the **General** tab, under **Browsing history**, select **Settings**.
8. Under **Check for newer versions of stored pages**, select **Automatically**.



9. Click **OK** to save the changes.

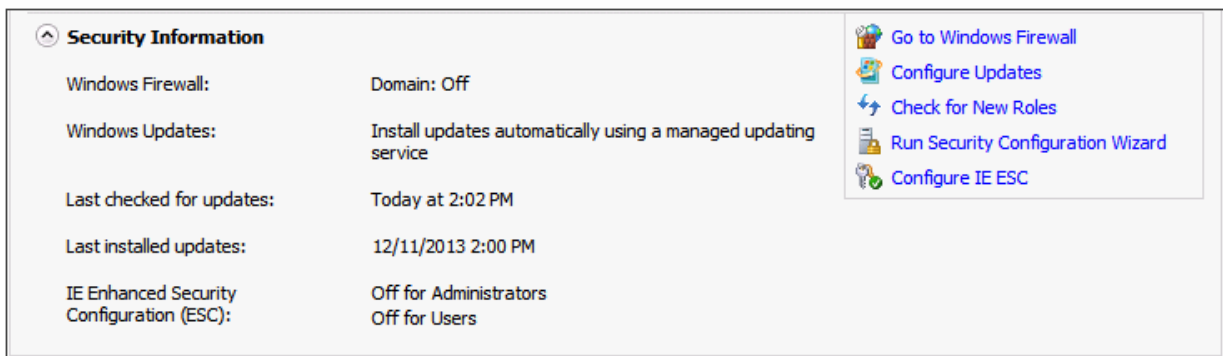
Important

If the SpeechMiner domain is treated as part of the local intranet, **Local intranet** should appear in the **Status Bar** at the bottom of the Internet Explorer window whenever the browser is displaying a SpeechMiner page.

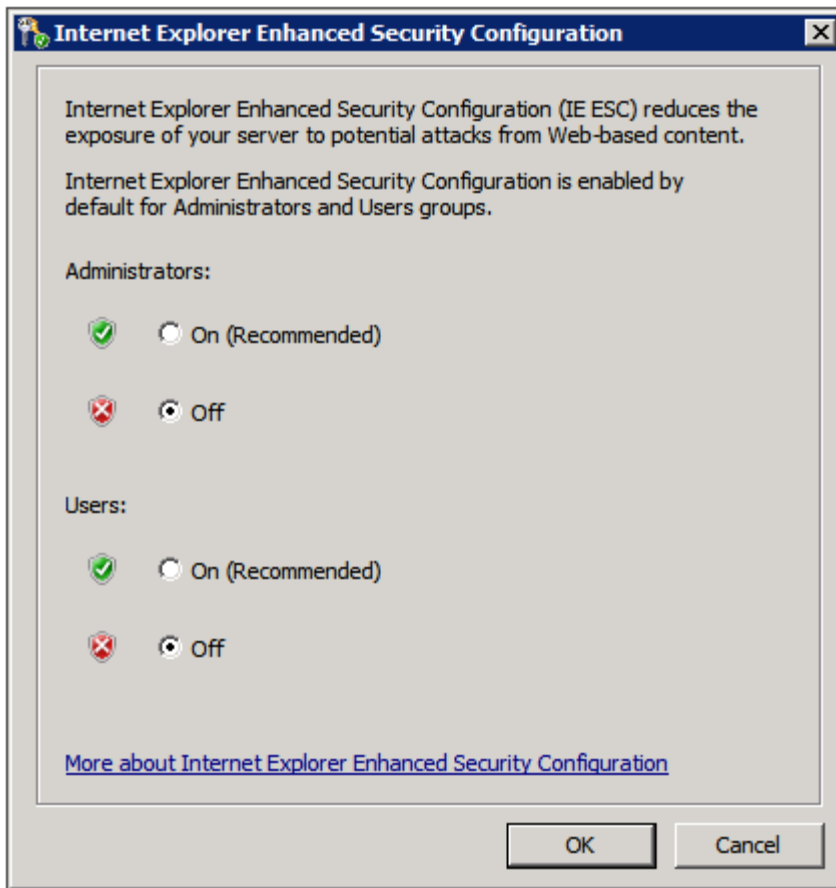


Turning Off the Enhanced Security Configuration Feature on Windows Server 2008 / Windows Server 2012

1. In the **Server Manager**, in the home page (the top level), expand the **Security Information** section. The current settings for the Enhanced Security Configuration feature appear under **IE Enhanced Security Configuration (ESC)**.




2. If the current settings are not **Off** for **Administrators** and **Off** for **Users**, click **Configure IE ESC**. The **Internet Explorer Advanced Security Configuration** dialog box opens.



3. For both **Administrators** and **Users**, select **Off**.
4. Click **OK** to save the changes.

Chrome

Configuring Chrome

1. In the Chrome browser, click the **Chrome** menu , and select **Settings**.
2. Under **Privacy**, click **Content Settings...**
3. Under Pop-ups, verify that **Allow all sites to show pop-ups** is selected. If it is not selected perform the following:

- a. Click **Manage exceptions....**
- b. In the field provided, type ***.genesyscloud.com** and select the **Allow** behavior.
- c. Press **Enter** and click **Done**.

Verify that Java Script is Enabled

1. In the Chrome Browser, navigate to **Chrome Settings > Show Advanced Settings > Privacy > Content Settings**.
2. Under **Java Script**, select **Allow all sites to run Java Script (recommended)**.

For more information about enabling Java Script, see the following example <https://support.google.com/adsense/answer/12654>.

Date and Time

Setting the Date and Time

The `webServiceParam` table has two fields for configuring the date and time display:

- **globalDateFormat** which configures the date format, for example: MM/dd/yy
- **globalDateTimeFormat** which configures the time format, for example: hh:mm tt

For additional information about the options available, see <http://www.w3.org/TR/NOTE-datetime>.

When the following SpeechMiner's interface languages are used for the Web interface, the only formats supported for **globalDateTimeFormat** are the following 24-hour formats: H:mm:ss, H:mm, HH:MM or HH:mm.

- Catalan - Spain
- German - Germany
- Spanish - Spain
- Spanish - USA
- French - France
- Italian - Italy
- Portuguese - Brazil

Forget Password Configuration

Set the Forget Password Login Option

When configuring SpeechMiner you can give users the option of recovering forgotten passwords. If you choose to enable users to recover their forgotten passwords, the SpeechMiner log in screen will contain a **Forget Password?** link.

When the user clicks the Forget Password? link, the user will be required to enter his email address.

The user will then receive an email with a **Reset Password** link.

By default the Reset Password link is only available for 4 hours. This default number can be changed.

To enable a user to recover his password perform the following:

1. Access the webServiceParam table.
2. Change the PasswordRecovery field from false to true.

To change the Reset Password link default:

1. Access the webServiceParam table.
2. Change the resetPasswordTokenExpirationTime field from 4 hours to the amount you prefer.

Important

If more than one user has the same email address, the Forget Password option will not be available.

To change the email message the user receives:

1. Access the webServiceParam table.
2. Change the resetPasswordMailBody field to the content you prefer the user to receive.
The email message content should contain <resetLink>.
<resetLink> represents the Reset Password link.
3. Change the resetPasswordMailSubject field to the subject you prefer the user to receive.

Resource Type

Setting the Resource Type

The resourceTypeId table contains a list of all the possible resource types.

To enable/disable a resource type in SpeechMiner, update the isEnabled field in the resourceTypeId table with the relevant status.

VMWare

Configuring a VMWare Server

If you are installing SpeechMiner on virtual machines and using VMWare Server VSphere4, it is recommended to use the Scheduling Affinity feature, which dedicates specific logical CPUs for the virtual CPUs of particular VMs. Doing this can improve Recognition performance.

To use the VMWare Scheduling Affinity feature:

1. For each active Virtual Machine, check the VM Settings to see how many CPUs are configured for the machine.
2. In **Setting\Resources tab\Advanced CPU\Scheduling Affinity**, enter the serial numbers of the VMWare server's logical CPUs.

HTTPS for SpeechMiner

Enable HTTPS for SpeechMiner

Important

The following procedure is intended for a Windows 2008 Server

1. Create a self signed server certificate to enable the https protocol:
 - a. Open the **Microsoft Management Console (MMC)**.
 - b. Select **File > Add / Remove Snap-in**.
 - c. Select **Certificate** and click **Add**.
 - d. Click **OK**.

- e. Select **Computer account** and click **Next**.
- f. Select **Local computer** and click **Finish** and **OK**.
- g. Under **Certificates (Local Computer)**, right-click **Personal, All Tasks, Request New Certificates**

The following **Certificate Enrollment** window appears:

- h. Click **Next**
- i. Under **Active Directory Enrollment Policy**, Select **Computer**.
- j. Click **Enroll** and **Finish**.

11. Configure the Report Server:

- a. Open the **Reporting Services Configuration Manager**.
- b. Select **Web Service URL**.
- c. Select **Advanced**.
- d. Under **Multiple SLL Identities**, click **Add** and select the certificate you created.
- e. Click **OK** and select the **https URL**.
- f. Under **Multiple SSL Identities**, click **Add** and select the certificate you created.
- g. Click **OK** and select the **Report Manager URL**.

8. Create an SSL Binding:

- a. Open **IIS Manager**.
- b. Select **Default Web Site** and in the right **Action** pane click **Bindings**.
- c. Click **Add**.
- d. In the **Type** list select **https**.
- e. In the **IP address** list select **All Unassigned**.
- f. In the **Port** field enter the relevant port number.
- g. In the **SSL Certificate** list select the relevant SSL Certificate.

8. Configure SSL settings:

- a. In the **IIS Manager**, click **Default Web Site**.
- b. Under **IIS**, select **SSL Settings**.
- c. Select **Require SSL** and click **Apply**.

4. Restart the **IIS Server**.

Important

If the following error occurs after you restart the IIS Server, it

maybe due to the fact that your Skype process is using the same ports and should be stopped:

IIS Manager Error: The process cannot access the file because it is being used by another process. (Exception from HRESULT: 0x80070020)

Additional information about SSL on IIS 7 can be found here: <http://learn.iis.net/page.aspx/144/how-to-set-up-ssl-on-iis-7/>

Recording Modes

Additional Configuration for Recording Modes

- Create a new application for SpeechMiner with a Genesys Generic Server template in the **Genesys Administration Extension**:
 - Follow the [Creating Applications Objects](#) procedure in the **Procedures** tab of the **Applications** page in the Genesys Administration Extension document.
 - Verify that the name of the application that you create is the same as the **ApplicationName** field in the **configServer table** of the SpeechMiner database.
 - Creating a SpeechMiner application does not require configuring connections or options and is not integrated with LCA.

SpeechMiner Web Application

Configuring a SpeechMiner Web Application

Configure a new SpeechMiner Web application when your default web site is not sufficient for your systems demands.

1. Open the **IIS Manager**.
2. Under **Connections**, select **Sites > Default Web Sites** and right-click **SpeechMiner**.
3. Click **Remove** to remove the existing SpeechMiner Web Application.
4. Under **Connections** right-click the web site to which you want to add the SpeechMiner Web Application.

5. Select **Add Application**.
6. In the **Application Name** field enter **SpeechMiner** for the new web application.
7. Click **Select**.
8. Open the **Application Pool** list and select **SpeechMiner**.
9. Click **OK**.
10. In the **Physical Path** click the **Browse** button and select the **Installation > Web** folder. The default folder is c:\Program Files (x86)\Genesys\Software\utopy\product\web.
11. Click **OK**.

The SpeechMiner Web Application appears under the web site to which you selected to add the SpeechMiner Web Application.

Enabling CMD for SMART

Configuring Command Line availability for SMART

To update the database configuration perform one of the procedures:

SMConfig

1. Log into **SMConfig**.
2. Select **Services**.
3. In the Services window, select **Update config files**.
4. Click **Save**.

SMART

1. Manually log into **SMART**.
2. Go to **C:\Program Files (x86)\Genesys\Software\utopy\product\bin\release**.
3. Make a copy of **smart.exe.config** and name the copy **smartc.exe.config**.
4. When asked to replace a file with the same name click **Yes**.

Define Caching Reports

Defining Caching Reports

All Caching tasks are listed in the **Report Caching Params** table.

In the default database there is one Caching task that caches all the reports in the expanded widgets for all the active partition sets during the last 30 days.

You can select different reports to cache then those defined by default. You can also delete the existing cache and create a new cache.

To define a new cache report:

1. Access the **Report Cache Params** table in the database and insert a new row.
2. Define the following parameters:

Parameter	Description
Enable	True
Report Query	The query that retrieves the report id's and the partition strings associated with the report you want to cache.

Within the Report Query you can use the following parameters:

Parameter	Description
@templatesToExclude	The templates to exclude from caching.
@usersToExclude	The users to exclude from caching.
@daysUserIsActive	The users that should be cached. For example, if this is 7, then only users that are active in the last 7 days should be cached.
numberOfProcesses	The number of parallel threads that should be cached (at the same time).
keepLogMessages	The number of days log messages associated with caching tasks be should be kept.
NotificationMail	The email address belonging to the users to whom the caching task report should be sent when the caching is complete.
webComputerName	The name of the web server to which the reports are cached.
RunAtTime	Defines when the caching task will run within 24hrs. The maximum is 1440 minutes for 24hrs. For example, if you want the cache task to run at 12 midnight and your UTC difference is +2, enter -120. It is the difference between UTC and the local time you want it to run in. The difference is in minutes.
nextTimeToRun	The next time the Caching task is set to run. Set this parameter to a low value. During the initial run the task automatically sets the correct value.

3. Log into SMConfig.
4. Under **Machines & Tasks**, select one or more machines on which the Caching task will run.

If you select more than one machine the Caching task will be divided equally between the machines that run simultaneously. The more machines the faster the Caching task will be completed.

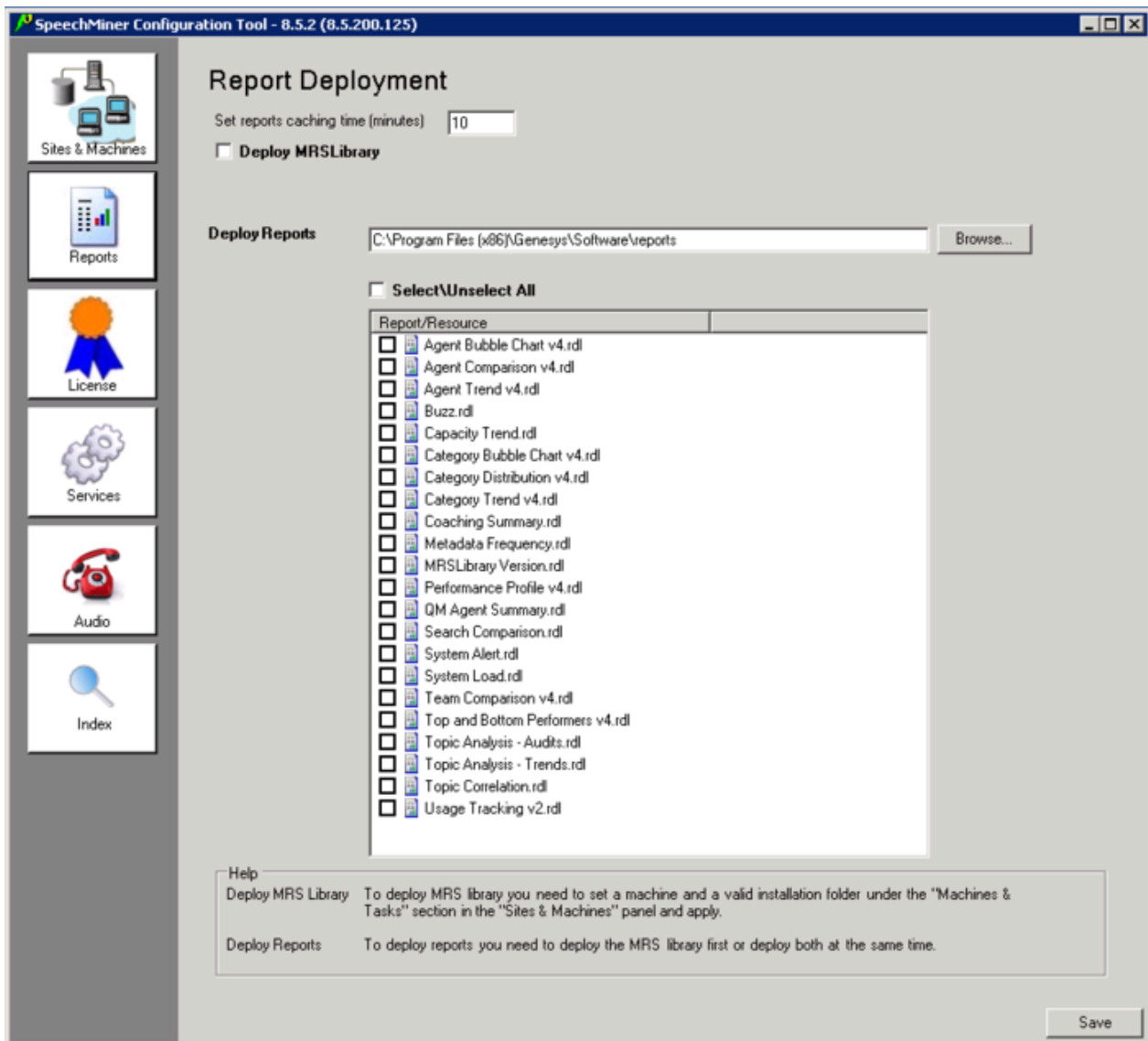
5. Click **Edit**.

The following **Properties** window appears:

The screenshot shows a 'Properties' dialog box for a machine named 'TLVQAVM29'. The 'Installation Folder' is 'C:\Program Files (x86)\Genesys\'. Under the 'Web Server' section, the 'Protocol' is 'http', 'Port' is '80', 'Virtual Folder' is 'speechminer', and 'Language' is 'English'. The 'Search using remote web service' checkbox is unchecked, and the 'Computer' is 'TISRUEL'. Under the 'Tasks' section, 'Report Caching' is checked, while 'Interaction Receiver', 'Fetcher', 'Call Recognizer', 'Indexer', 'Active Search Manager', 'Exploration', 'Recategorizer', and 'Text Recognizer' are unchecked. Each task has a 'Parameters...' button next to it. The 'OK' and 'Cancel' buttons are at the bottom.

6. Select **Report Caching**.
7. Click **Ok**.
8. Click **Save**.
9. Select the **Report** tab.

The following **Report Deployment** page is opened:



10. In the **Set reports caching time (minutes)** field enter **1440** (this number represents 24 hours).
11. Select all the report templates and click **Save**.
12. Verify that the Caching task is running:
 - a. Access the **reportCachingLog** table.
 - b. Select the table records and verify that the Caching task ran.
 - c. Access the **ulogger** and verify that it is caching the selected reports.

Important

If the Report Caching task fails, the Partition Failure error will appear in the reportCachingLog table. To resolve this error copy the Microsoft.ReportViewer*.dlls from the web\bin folder to the platform bin folder utopy\product\bin\release or Install MS Report Viewer 2005.

Report Server Email Configuration

Report Server Email Configuration

Configure the Report Server email as follows so that the report schedule and report deliverable functions operate as expected.

1. Access the **Report Server** machine.
2. Open **Reporting Services Configuration Manager**.
3. Click **Connect** to connect to the Report Server.
4. Select **Service Account** and define a user account with access to the SMTP server.
5. Click **Apply**.
6. Select **E-mail Setting** and define the **SMTP Server** and default **Sender Address**.
7. Click **Apply**.

Integrated Windows Authentication

Integrated Windows Authentication

Integrated Windows Authentication enables you to ensure that your SpeechMiner users are not required to log into SpeechMiner every time they want to access the application.

Tip

To configure your application to use Integrated Windows Authentication, you must use IIS Manager to configure your application's virtual directory security settings and you must configure the <authentication> element in the Web.config file.

1. Open IIS Manager and navigate to the level you want to manage. For information about opening IIS Manager, see [Open IIS Manager \(IIS 7\)](#).

For information about navigating to locations in the UI, see [Navigation in IIS Manager \(IIS 7\)](#).

2. In **Features View**, double-click **Authentication**.
3. On the **Authentication** page, select **Windows Authentication**.
4. In the **Actions** pane, click **Enable** to use Windows authentication and **Disable** to use Anonymous authentication.
5. In your application's Web.config file or in the machine-level Web.config file, ensure that the authentication mode is set to Windows as shown here.

```
...  
<system.web>  
...  
  <authentication mode="Windows" />  
...  
</system.web>  
...
```

Multiple Language Support for the User Interface

Multiple Language Support for the User Interface

To enable your user interface to display in more than one language perform the following steps:

1. Create a copy of the SpeechMiner web folder (C:\Program Files (x86)\Genesys\Software\utopy\product\WEB).
2. In IIS create an additional SpeechMiner application and select Speechminer as the Application Pool.
3. Under **Advanced Settings** change the path of the new physical folder to the new web folder.
4. In the ...\utopy\product\web.config file change en-US to one of the following supported languages:

Supported Languages:

- en-US
- ca-ES
- de-DE
- es-ES
- es-MX
- fr-FR
- it-IT
- ja-JP
- ko-KR
- pt-BR
- zh-CN