SpeechMiner Administration Guide

Prerequisites

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Before you install and configure Elasticsearch, you must consider the following:

Elasticsearch:

- For details about the supported Elasticsearch version, refer to the **Prerequisites** section in the SpeechMiner page in the *Genesys Supported Operating Environment Reference Guide*.
- All **Elasticsearch** nodes should be located on the same local network.

Operating Systems:

- For details refer to the SpeechMiner page in the *Genesys Supported Operating Environment Reference Guide* .

Indexer:

- Indexer cannot be run on either **Linux** or **Docker**.
- **IIS Web Service** must run on the Indexer machine.
- Multiple indexers can be run with a **Load Balancer**.

Architecture:

- SpeechMiner does not support active-active site deployment. To create a backup of a cluster using Elasticsearch API refer to Elasticsearch - Shared File System Repository and Elasticsearch - Monitoring Snapshot Progress.

Shards and Nodes:

- 1 shard is required for every 2 million interactions in a Genesys Interaction Analytics (GIA) solution and 20 million in a Genesys Interaction Recording (GIR) solution. For example, for a GIA solution if you have 32 million interactions you must have 16 shards.
- The number of shards cannot be changed after SpeechMiner indices are created. SpeechMiner indices are created when the **Elasticsearch Migration Tool** is run or when you first run **Uplatform** (when migration is not required).
- You must have one **Data** node for every 8 shards (16 million interactions in a Genesys Interaction Analytics (GIA) solution and 160 million in a Genesys Interaction Recording (GIR) solution).
- A minimum of 2 Shards and 2 Data nodes are required for redundancy.
- It is recommended that you use 3 **Master** nodes. **Note:** if you only use 1 Master node, the entire system is down when your 1 Master node is down.
- You can use the same Elasticsearch node for both the Master and Data node when working with 5 or less Data nodes.
- If you have more than 5 Data nodes, we recommend that you have 3 separate Master nodes.