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SpeechMiner Administration Guide

Installing SpeechMiner

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This section describes how to prepare your environment before you install SpeechMiner, and how to install the SpeechMiner software. The SpeechMiner components can be installed on one or more servers, as required by the particular configuration of your system.

Important

The SpeechMiner supported environment might be different for each SpeechMiner version and the current SpeechMiner Administration Guide information might not apply to your version of SpeechMiner. For detailed information about supported operating environments, see the [Supported Operating Environment Reference Guide](#)

Getting Started

Before you install SpeechMiner, confirm the following:

- The **system requirements** are met.
- The **required third-party software** has been installed on the machines in your system.
- The required **permissions** are set.
- The individual installing SpeechMiner must be a database owner.

Once the above are confirmed, review the [Preinstallation Checklist](#) before you begin the installation process.

Important Points to Remember

- When working with **Internet Explorer 11+**, the **Online Help** documentation may not appear as it should due to your **Internet Explorer > Compatibility View** settings. To view the Online Help properly, go to the **Tools** menu, select **Compatibility View Settings** and verify that **Display intranet sites in Compatibility View** is not checked.
- A **Text Interaction** with more than **100K** characters (with or without an attachment) is not supported.
- The following characters are not supported in Text interactions with xml formats (for example, chat and social): **& < >**.

- Phrases defined in SMART must be part of a single sentence. Phrases cannot be a combination of multiple sentences separated by a period. The period can only appear once at the end of the phrase.

System Requirements

Disk Space

Each server in the system requires at least the following available disk space before installing SpeechMiner:

- **All servers:** Approximately 1 GB of disk space for the recognition engine
- **Recognition server(s):** For the UPlatform service, 20 MB of disk space for the runtime folder plus approximately 10 GB for caching recognition packages. (The exact amount required for caching depends on the size of the implementation.)
- **Database server:** At least 20 GB for the SpeechMiner database. In addition, for some types of recording-system integrations that have a very high volume, a larger (10-200 GB) storage area is needed for temporary files.

Important

- The initial size of the database is about 20 GB; it might grow larger, depending on the call volume and the call-purging policy.
- On relatively high-volume installations, UConnector might need its own dedicated server.

- **Web server:** About 20 MB of disk space are needed for the SpeechMiner virtual folder, plus additional space for call audio. (The exact amount required for caching depends on user activity.)
- **Interaction Receiver:** About 15 MB for the Interaction Receiver virtual folder.
- **Machines running SMART:** About 1 GB of disk space for the recognition engine.

Database

For detailed information about the SpeechMiner database refer to the [Supported Operating Environment Reference Guide](#).

Operating Systems

SpeechMiner works on machines running Windows operating systems. For detailed information about the Windows operating systems that are compatible with each SpeechMiner component, refer to the [Supported Operating Environment Reference Guide](#).

Browser

When working with the SpeechMiner web application, you must work with specific operating systems, browsers and resolutions.

- For detailed information about SpeechMiner **operating system** and **browser** compatibility refer to the [Supported Operating Environment Reference Guide](#).
- For additional information about **minimal desktop resolution** and **browser configuration** see: [Configuring your Browser](#)

Machines running SpeechMiner must have the following minimal **web client desktop** specification:

- 8 GB RAM
- Dual-core, 2GHz or faster CPU x64-bit processor
- 10 GB hard drive

Memory (RAM)

Machines running SpeechMiner servers and applications must have the following minimum memory requirements:

- Database server: 4 GB - 128 GB (dependent on call volume)
- Web server: 4 GB
- SMART application: 2 GB
- Platform server: 8 GB (allow 1 GB per recognizer task)

What Is Installed?

The following software will be installed on the machines in your system:

Machine	Components
On the Recognition Server(s)	UPlatform service
On the DB Server	SpeechMiner database
On the Web Server	SpeechMiner virtual folder
On the Interaction Receiver Server	Interaction Receiver virtual folder
On Every Machine Running SMART	- Recognition engine - SMART executable and runtime files (dlls)

Ports Used by the System Components

The following ports are used by SpeechMiner:

Important

The ports listed are the default ports. Most of them can be changed upon request.

Source	Destination	Protocol and Port Pair (ex. TCP 3389)
Web Servers, Platform Servers, SpeechMiner Administrator Workstations (SMConfig/SMART)	Database Server	tcp 1433
Database Server, Web Server, Platform Servers, SpeechMiner Administrator Workstations (SMConfig/SMART)	MS-SQL Report Server	http 80 / https 443
SpeechMiner Administrator Workstations (SMConfig/SMART)	WebServers	http 80 / https 443
Genesys Interaction Recording Server	Interaction Receiver Server	http 80 / https 443
Web Servers	Web Servers	http 80 / https 443
SpeechMiner Administrator Workstations (SMConfig)	Platform Servers, Web Servers	tcp 135
Web Servers, Platform Servers, SpeechMiner Administrator	File System	smtp over tcp 445

Source	Destination	Protocol and Port Pair (ex. TCP 3389)
Workstations (SMConfig/SMART)		
Web Servers, SpeechMiner Administrator Workstations (SMConfig/SMART)	Active Directory	tcp 88
Web Servers, Platform Servers	Email Server	smtp over tcp 25
Platform Servers	Indexer Microservice	http 80
Elasticsearch Cluster	Elasticsearch Cluster	tcp 9300
Indexer Microservice	Elasticsearch Cluster	http 9200

Ports and Protocols Required for SpeechMiner UConnector

SpeechMiner UConnector requires access to the recording-system database and file-storage system. SpeechMiner UConnector uses the TCP protocol with port 1433 to access the database. (The port number can be configured on the database server.) To access the storage system, the SMB over TCP protocol with port 445 is used. Other protocols can be used as well, if they are available in the underlying file-storage system.

Important

- Professional Services is responsible for the development, installation and configuration of UConnector and UConnector for PureConnect. For additional information about UConnector refer to Professional Services.
- Verify that your antivirus software and firewall configuration are not blocking SpeechMiner ports and protocols.