



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

SpeechMiner Administration Guide

Required Third-Party Software

Required Third-Party Software

Important

You must install specific third-party software on the computers in your system before you install SpeechMiner.

.NET Framework

Installing the .NET Framework

Microsoft .NET Framework 4.7.2 SP2 or higher must be installed on all machines that run the SpeechMiner Web component. Machines that run SpeechMiner components and do not include the SpeechMiner Web component, must install a minimum of Microsoft .NET Framework 4.7.2. .NET 3.5.1 must be installed on all machines that will run SpeechMiner components or interact with SpeechMiner.

If you are installing the .NET Framework on machines that are running Windows Server 2008 R2, Windows Server 2012, Windows Server 2016 or Windows Server 2019:

- Enable .NET framework using the Add Features option in the Server Manager (Start > Administrative Tools > Server Manager).
- Verify that Windows Update is enabled.

If Windows Update is not enabled or you are using an operating system other than Windows Server 2008 R2, Windows Server 2012, Windows Server 2016 or Windows Server 2019, manually download and install .NET 4.7.2 from the following location: <https://support.microsoft.com/en-us/help/4054530/microsoft-net-framework-4-7-2-offline-installer-for-windows>

Important

Hosts on which the Indexer will be installed must have .NET Core Runtime & Hosting version 6.0 (see: <https://dotnet.microsoft.com/en-us/download/dotnet/6.0>). If the system does not have an Internet connection, obtain and install the **Microsoft Visual C++ 2015 Redistributable (64-bit)** before installing the ASP.NET Core/.NET Core:

Runtime & Hosting Bundle.

Installing .NET Core 8.0 Runtime & Hosting

To ensure that the Indexer application is installed successfully, install the following .NET components before you begin installing SpeechMiner:

- dotnet-sdk-8.0.403-win-x64
- dotnet-hosting-8.0.10-win
- dotnet-runtime-8.0.8-win-x64

Download and install these components from the following location: <https://dotnet.microsoft.com/en-us/download/dotnet/8.0>

Microsoft Visual C++ Redistributable

Installing Microsoft Visual C++ Redistributable

The following Microsoft Visual C++ Redistributable's must be installed on all machines that will run SpeechMiner components or interact with SpeechMiner.

- Microsoft Visual C++ 2013 Redistributable: [2013 installation](#)

Important

- When installing Microsoft Visual C++ 2015 Redistributable you must install both x86 and x64 versions.
- Hosts on which the Indexer will be installed must have version 6.0 (see: <https://dotnet.microsoft.com/en-us/download/dotnet/6.0>). If the system does not have an Internet connection, obtain and install the [Microsoft Visual C++ 2015 Redistributable \(64-bit\)](#) before installing the ASP.NET Core/.NET Core: Runtime & Hosting Bundle.

SQL Server

Setting Up the SQL Server

Before you begin installing SpeechMiner, you must install the SQL server on the database server. You can use either Microsoft SQL Server 2008 R2 with Reporting Services, Microsoft SQL Server 2012 with Reporting Services, Microsoft SQL Server 2014 with Reporting Services, Microsoft SQL Server 2016 with Reporting Services or Microsoft SQL Server 2019 with Reporting Services.

For information about installing and configuring the SQL Server for SpeechMiner, see [Setting Up the SQL Server for SpeechMiner](#).

For details about which MS SQL is supported, refer to the Supported Database/DB Clusters section in the [SpeechMiner](#) page in the *Genesys Supported Operating Environment Reference Guide*.

Elasticsearch

Installing and Configuring Elasticsearch

Elasticsearch must be installed and operational before you begin installing SpeechMiner.

For information about installing and configuring Elasticsearch for SpeechMiner, see [Install, Configure and Run Elasticsearch](#).

Internet Information Server

Installing IIS on the Web Server or Interaction Receiver Server

The Internet Information Server (IIS) must be installed and operational on the servers that will be used to run the SpeechMiner Web and the Interaction Receiver. You can install and configure IIS on either:

- [Windows Server 2008](#)
- [Windows Server 2012](#)
- [Windows Server 2016](#)

- [Windows Server 2019](#)

Notes:

- The SpeechMiner and Interaction Receiver Application Pool must use .NET framework version 4.0. After you install the SpeechMiner web server, you should check that this is the version in use.
- We recommend to enable HTTP Compression on the IIS server. For additional information, see [http://technet.microsoft.com/en-us/library/cc771003\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/cc771003(v=ws.10).aspx).

Report Viewer

Installing Report Viewer

You can configure SpeechMiner to use Microsoft Report Viewer to run saved reports at night and cache their results. Using Microsoft Report Viewer can significantly reduce the time required to load the SpeechMiner **Views** page, especially if it contains a large number of reports. To use this feature, install Reporter Viewer and then configure it to run the reports you want it to generate. You can download the installation file at <https://www.microsoft.com/en-us/download/details.aspx?id=1299>.

Important

A security issue is identified with Report Viewer Redistributable 2005 Service Pack 1. Protect your Windows-based system by installing the security update from Microsoft: <https://www.microsoft.com/en-us/download/details.aspx?id=1299>.

For additional information about Report Caching, see: [Defining Caching Reports](#).