Speech and Text Analytics

Known Issues and Recommendations

12/21/2025

Known Issues and Recommendations

Speech and Text Analytics

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Speech and Text Analytics. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

Call Recognition fails in SpeechMiner when FIPS is enabled.

ID: **PRSM-29818**	Found In: **8.5.512.37**	Fixed In:

When Arabic language is selected in the browser language setting, SpeechMiner may not render the page in Arabic, instead it would render the page in English (en-US).

ID: **PRSM-29814**	Found In: **8.5.512.37**	Fixed In:

Interaction export with Encryption turned ON does not work when FIPS is enabled in the Web Server.

ID: **PRSM-29787**	Found In: **8.5.512.37**	Fixed In:

Screen Recording Export is currently unavailable in SpeechMiner Help.

ID: **PRSM-29629**	Found In: **8.5.512.37**	Fixed In:

SpeechMiner encounters the error, **CRIT Unhandled Exception occurred**, when a user tries to choose a column layout when creating a dashboard.

ID: **PRSM-29519**	Found In: **8.5.512.37**	Fixed In:

Genesys is not responsible for the data migration from old Elasticsearch to new Elasticsearch.

ID: **PRSM-28682**	Found In: **8.5.512.28**	Fixed In:

As part of the installation process, there might be database changes. If you are planning for a fresh installation of the database, it can only be restored from the **.bak** file packaged in the IP and not through the installer. If you want to migrate your existing database, use the **SMUpgrade** option. For more information, contact Genesys Customer Care.

> ## Important
>
> After manually installing the database, you should update the database version by running the following script:
> ```
> update dbo.versionTbl set version= '8.5.512.429' where resource in
> ('SM', 'SMART') go
> ```

If you use **SMUpgrade** or install the database through the installer, you'll get the following error when trying to log in to SMConfig:

```
"SMConfig failed to load - Invalid column name 'RcsUri'. Invalid column name 'HtccUrl'.
Invalid column name 'ExternalRcsUri'.".
```

This error means that the database is using the build 429 and not 335. In such case, you should run the following script to downgrade the database to the 335 build.

```
ALTER TABLE configServer DROP COLUMN GwsUrl
GO
ALTER TABLE configServer DROP COLUMN ClientId
GO
ALTER TABLE configServer DROP COLUMN ClientSecret
GO
ALTER TABLE webServiceParams DROP COLUMN HubUrl
GO
ALTER TABLE configServer DROP COLUMN GwsUrlExternal


ALTER TABLE configServer ADD  RcsUri varchar(512) NULL
GO
ALTER TABLE configServer ADD  RcsKeepAliveInterval int NULL
GO
ALTER TABLE configServer ADD  ExternalRcsUri varchar(512) NULL
GO
ALTER TABLE configServer ADD  HtccUrl varchar(512) NULL
GO

SET ANSI_NULLS ON
SET QUOTED_IDENTIFIER ON
GO

-- create a new table to store transcript json
DROP TABLE [dbo].[ExportedDataTbl]
ALTER TABLE CallRecognizer DROP COLUMN TranscriptionExportSaveData;
GO


/****** Object:  StoredProcedure [dbo].[sp_deleteCallsAndGetTheirPath]    Script Date: 11/9/
2021 2:17:56 PM ******/

ALTER PROCEDURE [dbo].[sp_deleteCallsAndGetTheirPath](@CallIDs varchar(max),@DeletedCallsNum
int OUTPUT)
WITH EXECUTE AS SELF
```

```
AS
BEGIN
  SET NOCOUNT ON;
  DECLARE @getPaths as nvarchar (max)
  SET @getPaths = 'select folder + ''\'' + filename,siteId from callAudioTbl where owner = 0
and storeMode = 1 and callid in (' + @CallIDs + ')'
  EXEC sp_executesql @getPaths
  --This calculates into @DeletedCallsNum the number of calls that are deleted (regardless of
callAudioTbl)
  DECLARE @ParmDefinition nvarchar(500);
  DECLARE @SelectCounter nvarchar(max)
  SET @SelectCounter = N'select @sOUT = count(*) from callmetatbl where callid in (' +
@CallIDs + ')'
  SET @ParmDefinition = N'@sOUT int OUTPUT';
  EXEC sp_executesql @SelectCounter,@ParmDefinition,@sOUT=@DeletedCallsNum OUTPUT;
  DECLARE @getAdhocIDs as nvarchar (max)
  DECLARE @adhocIDs as nvarchar (max)
  SET @getAdhocIDs = N'SELECT @sOUT = STUFF((SELECT '','' + STR(EvaluationId) FROM
EvaluationSession where InteractionId in (' + @CallIDs + ') AND Type = 5 FOR XML PATH(''''))
,1,1,'''')'
  SET @ParmDefinition = N'@sOUT nvarchar (max) OUTPUT';
  EXEC sp_executesql @getAdhocIDs, @ParmDefinition, @sOUT=@adhocIDs OUTPUT;
  DECLARE @getFormFilledIDs as nvarchar (max)
  DECLARE @formFilledIDs as nvarchar (max)
  SET @getFormFilledIDs = N'SELECT @sOUT = STUFF((SELECT '','' + STR(FormFilledID) FROM
EvaluationSessionForms where EvaluationSessionId in (SELECT Id FROM EvaluationSession where
InteractionId in (' + @CallIDs + ')) FOR XML PATH('''')) ,1,1,'''')'
  EXEC sp_executesql @getFormFilledIDs, @ParmDefinition, @sOUT=@formFilledIDs OUTPUT;
  DECLARE @deleteCalls as nvarchar (max)
  SET @deleteCalls = ''
  ---------
  SET @deleteCalls = @deleteCalls + 'DELETE FROM actionItemEvaluationSessions where
evaluationSessionId in (SELECT EvaluationId FROM EvaluationSession where InteractionId in ('
+ @CallIDs + '))'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationSessionForms where
EvaluationSessionId in (SELECT Id FROM EvaluationSession where InteractionId in (' + @CallIDs
+ '))'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationSession where InteractionId in ('
+ @CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationInteraction where InteractionId in
(' + @CallIDs + ')'
  IF (@adhocIDs IS NOT NULL)
    BEGIN
      SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationAgent where EvaluationId in ('
+ @adhocIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationEvaluator where EvaluationId
in (' + @adhocIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationForm where EvaluationId in ('
+ @adhocIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationSchedule where
EvaluationManagerId in (' + @adhocIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM Evaluations where Id in (' + @adhocIDs +
')'
    END
  IF (@formFilledIDs IS NOT NULL)
    BEGIN
      SET @deleteCalls = @deleteCalls + 'DELETE FROM FormsQuestionsSelectedAnswers where
FormFilldId in (' + @formFilledIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM FormFilledQuestions where formFilledid
in (' + @formFilledIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM FormFilledGroups where formFilledid in
(' + @formFilledIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM FormFilled where Id in (' +
```

```
@formFilledIDs + ')'
    END
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callAudioTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callForwardTasksTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM coachingStaticCallListCalls where callid in
(' + @CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callMetaExTbl where callid in (' + @CallIDs
+ ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM repCategoryMetaTbl where callid in (' +
@CallIDS + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callcategoryTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callStatusTbl where callid in (' + @CallIDs
+ ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callNotesTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callEventsTbl where callid in (' + @CallIDs
+ ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callEventsAuditTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callStatisticsTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callAgentTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callPartitionTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callTasksTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callSpeakersTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM segmentMetaTbl where callId in (' + @CallIDs
+ ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callMetaTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM CallQTbl where callId in (' + @CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM lvcsrindex where callId in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callchannels where callId in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callLogTbl where callId in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM ExplorationFragment where callId in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM InteractionTags where InteractionId in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM TranscriptionExportStatus where CallId in ('
+ @CallIDs + ')'
  ---------
  EXEC sp_executesql @deleteCalls
END
GO
DROP TABLE [MetricsTbl]
GO
ALTER TABLE siteStoreTbl Drop Column resourceType
GO
update configServer set RcsKeepAliveInterval = 10
GO
update dbo.versionTbl set version= '8.5.512.429' where resource in ('SM', 'SMART')
GO
```

ID: **PRSM-28615**	Found In: **8.5.512.28**	Fixed In: **8.5.512.37**