



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 Upgrade Guide

SpeechMiner 8.5.2 to 8.5.201 Upgrade Procedure

9/1/2025

SpeechMiner 8.5.2 to 8.5.201 Upgrade Procedure

This document explains how to upgrade SpeechMiner from version 8.5.2 to version 8.5.201

Pre-upgrade Requirements

- Request the newest 8.5.201 software from Genesys.

Upgrade Checklist

The following checklist summarizes all the procedures required for upgrading SpeechMiner. Make sure to complete all of the required procedures.

Item to Check	Details
Check for Customization	If any customizations were implemented on your database, make sure that they are part of the new version, or that they can be used in the new version without changes. Contact Genesys Customer Care for assistance.

Time Requirements

The following table lists the approximate times required to complete the upgrade steps:

Step	Time
Stop the system (step 1)	10 minutes
Backup the database (step 3)	15 minutes (the larger the database the more time this step will take).
Configuring and starting the system (steps 14 to end)	40 minutes

Upgrade Procedure

1. Close all browsers and SpeechMiner applications.

2. Stop the **Uplatform** service.
3. Backup the SpeechMiner 8.5.2 database in the SQL server.
4. Uninstall SpeechMiner 8.5.2 (build 194).
5. If SpeechMiner applications in IIS are not removed, remove the Interaction Receiver and SpeechMiner Web application manually.
6. Copy the entire **FullInstaller** folder from the 8.5.201 build 252 kit to your local server.
7. Install the new SpeechMiner 8.5.201 (build 252).
8. Provide the relevant user with IIS_IUSRS group read/write/modify (that is, Windows file Security) permissions for the new SpeechMiner Installation folder.
9. Reboot your machine.
10. Perform SpeechMiner 8.5.2 database changes on the SQL Manager by running all the SpeechMiner 8.5.2 database commands in the SQL query window.
To receive the relevant commands, see [Database Changes - Commands](#).
11. Deploy SQLCLR: Via SQL management run the commands that are in C:\Program Files (x86)\Genesys\Software\Support\sqlclr.sql in the SpeechMiner 8.5.2 database.

For details refer to the SpeechMiner Administration Guide (Installing the SpeechMiner Components > Installing the SpeechMiner Database > SQL CLR).

12. Run SMConfig and connect to the database that was upgraded.
13. Click **Save** in **Sites & Machines**.
14. Deploy the MRSLibrary and all the Reports in the Reports tab.
15. In the **SpeechMiner Configuration Tool 8.5.2 > Services** select the following under the **Services** tab:
 - Create Performance Counters
 - Register services
 - Update config files
 - Encrypt config files
 - Select/Deselect All > select the relevant machine.
 - Restart Services > change status to run.
 - Under **Credential** enter the relevant user's information.
 - Click **Save**.
16. Open the SpeechMiner Web and check its functionality.