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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

Since the SpeechMiner supported environment may be different for each SpeechMiner version, the current SpeechMiner Administration Guide may contain information that does 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, make sure of 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.

Then, review the [Pre-installation Checklist](#) before you begin the installation process.

System Requirements

Disk Space

Each server in the system should have at least the following amounts of 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, on some types of

recording-system integrations that have a very high volume, a larger (10 GB-200 GB) storage area is needed for temporary files.

Important

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

The database must run on a machine on which one of the following SQL servers is installed:

- Microsoft SQL Server 2008 with Reporting Services, SP1 or above (Enterprise edition is recommended for large installations.)
- Microsoft SQL Server 2012 with Reporting Services

Operating Systems

All machines must have Windows operating systems.

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

Browser

The SpeechMiner web interface is compatible with Google Chrome and Internet Explorer (IE) versions 10 and 11.

Users of the SpeechMiner web application must have a functioning audio device on their desktop. Users browsing using Internet Explorer should have Windows Media Player version 10 or 11 installed.

Memory (RAM)

Machines running SpeechMiner servers and applications should have at least the following amounts of memory:

- 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, as a rule of thumb)

What Is Installed?

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

Machine	Components
On the Recognition Server(s)	<ul style="list-style-type: none">• UPlatform service• Nuance recognition engine
On the DB Server	<ul style="list-style-type: none">• SpeechMiner database
On the Web Server	<ul style="list-style-type: none">• SpeechMiner virtual folder
On the Interaction Receiver Server	<ul style="list-style-type: none">• Interaction Receiver virtual folder
On Every Machine Running SMART	<ul style="list-style-type: none">• 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)	Web servers	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
Platform servers (recognition), SpeechMiner Administrator Workstations (SMART)	SpeechMiner Nuance License server	tcp 27000 + another port (can be configured in license file)
Web servers, Platform servers, SpeechMiner Administrator Workstations (SMConfig/SMART)	File System	smtp over tcp 445
Web servers, SpeechMiner Administrator Workstations (SMConfig/SMART)	Active Directory	tcp 88
Web servers, Platform servers	Email server	smtp over tcp 25

Ports and Protocols Required for SpeechMiner UConnector

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