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SpeechMiner Administration Guide

SpeechMiner Silent Installation

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SpeechMiner Silent Installation

A SpeechMiner Silent installation is a method of installing SpeechMiner without user interaction. That is, it is not necessary for the user to direct the installation process.

The SpeechMiner Silent installation bypasses all levels of user interaction by reading instructions that are coded within a `answers.ini` response file.

The `answers.ini` file contains responses to the prompts that the installer would get from the users input in a Wizard installation.

Before you begin a Silent installation, consider the following:

- The Silent installer ignores window errors (for example, "could not open file"). All errors will appear in the installation log located in the installation path.
- All of the options available in the Wizard installation can be configured in the `answers.ini` file. If the installer cannot find this file an error will appear in the log file and SpeechMiner will not be installed.
- The `answers.ini` file is divided into sections. These sections represent the Wizard installation pages.
- The Silent uninstall creates a log file in a directory that is configured by the user. This log contains errors and information about the uninstall.

To perform a SpeechMiner silent installation:

1. Prepare the `answers.ini` file.

- a. Open a text file and save it with the name `answers.ini`.
- b. Enter the following code to determine the SpeechMiner deployment you want to install (for example, an Analytics & Recording deployment):

[Installation Mode]

Mode=Analytics and Recording UI

You can also install a **Recording UI** Only or a **Analytics Only** deployment.

- c. Enter the following list and select the components that should be installed.
Only components that have the value **on** will be installed.

[SMComponents]

Uplatform=on

Smart=on

Web=on

SMConfig=on

ULogger=on

SMUpgrade=on

Nuance License=off

Database=off

- d. Enter the following language list to select the language you would like to install.

Only languages with the value **on** will be displayed.

[Languages]

Arabic - World wide=off
Catalan - Spain=off
English - Australia=off
English - South Africa=off
English - UK=off
English - USA=on
French - Canada=off
French - France=off
German - Germany=off
Italian - Italy=off
Japanese - Japan=off
Korean - Korea=off
Mandarin - China=off
Portuguese - Brazil=off
Spanish - Spain=off
Spanish - USA=off

- e. Enter the following code to determine the Nuance License Server.
If the Nuance License component is on, the value of the server should be empty (that is, only enter server=)

[Nuance License Server] server=27000@ServerName

- f. Enter the following database credentials list.
If the database component **Windows Authenticated User** is set to **off**, the value of each row (that is, field) under the component should be empty.
If the database component **Windows Authenticated User** is set to **on**, only the values in the last two rows should be empty.

[Database]

Windows Authenticated User=off
DB Server=<server>
DB Name=<Name>
DB User=<User>
DB Password=<Password>

- g. Enter the following general information.
If the **reboot value** is true, the computer will be automatically restarted after the installation.
The **uninstall log path** must exist. The path for the uninstall log is the value of uninstall log path.
If this value is empty, the path will be **C:\Temp**, and the user should verify that **C:\temp** exists. The **uninstall log name** is the value of uninstall log name. If this value is empty, the name will be **SMuninstLog.txt**.

[General] reboot=false uninstall log path=C:\Temp uninstall log name=SMuninstLog.txt

- h. Save the **answers.ini** file.
9. Open the **Command Line**.
- a. Run the following command in the folder that contains **SpeechMinerInstall.exe**:

start "SpeechMinerInstall" /wait "SpeechMinerInstall.exe" /S

- b. If the **answers.ini** file is not in the same folder as **SpeechMinerInstall.exe**, add the following to the end of the command:

/ANSWERS_PATH=<answers file path>

- c. If the installation path is not **C:\Program Files(x86)\Genesys\Software** for a 64 bit machine or in **C:\Program Files\Genesys\Software** for a 32 bit machine, add the following to the end of the command.

The installation path must be the last parameter used in the command line and it should not contain quotes (even if the path contains spaces).

/D=<installation path>

SpeechMiner is installed successfully.

Important

To uninstall SpeechMiner in Silent mode, run the following command in the **C** folder:

start "uninst" /wait "<uninst.exe path>\uninst.exe" /S .