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# Recording, Quality Management and Speech Analytics User Manual

Monitor System

5/11/2025

# Monitor System

The **Monitor System** screen provides information on the status of the different SpeechMiner modules and allows the user to stop or run (restart) the system as necessary. In addition, the bottom of the screen can be used to view system messages.

## Open the Monitor Screen

In the Main Menu, under **Tools**, select **System Admin > Monitor System**.

1200px

See also

[Preset Views](#)  
[Purge System](#)  
[Manage Cache](#)  
[Interactions Administration](#)  
[System Configuration](#)  
[Manage Alerts](#)  
[System Alerts](#)

## Monitoring Module Status

The Monitor System screen displays system status information that includes the following:

Status	Description
All Interactions	Interactions currently in the SpeechMiner database.
Not Processed	Number of interactions waiting to be processed. These interactions have been added to the system by the fetcher, but have not gone through recognition yet.
Latest Interaction Time	The time of the latest interaction that was added to the system.
Log Errors, Log Warnings	Number of errors and warnings that haven't been handled yet. When there are errors, the administrator can investigate using the information

Status	Description
	<p>in this screen as well as by running the <b>Monitor System</b> report or using the ULogger utility directly on a server.</p> <p>Note: The system can be configured to send reports of errors via e-mail to specified recipients whenever errors arise. For additional information, see <b>System Alerts</b>.</p>
In Process	Number of interactions currently being processed. These interactions have started the recognition process and haven't been completed yet.
Total Processed (24H)	Number of interactions that were processed in the last 24 hours. This is an indicator of how well the processing system is functioning.
Waiting for Categorization	This number includes interactions that are waiting to be processed (Not Processed) and interactions that are done processing but that are waiting to be picked up by the categorizer.
Total Categorized (24H)	Number of interactions that were categorized in the last 24 hours. This is an indicator of how well the categorization system is functioning.
Sites tab	Status of the various sites.
Folders tab	Folder status (Input, Filter, and Store): If available space is low, a warning or error is generated.
Computers tab	Status of the various computers.

See also

[Preset Views](#)  
[Purge System](#)  
[Manage Cache](#)  
[Interactions Administration](#)  
[System Configuration](#)  
[Manage Alerts](#)  
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## Start/Stop Machines

You can start or stop some or all of the machines in the system from the **Monitor System** screen.

To start or stop all the machines in the system

Use the **Start System** and **Stop System** buttons on the right.

### Important

Stopping the system does not turn off the UPlatform.exe service. To do that, you must run the SMConfig tool.

To start or stop a single machine in the system

In the left panel, select the machine. Two new buttons appear under the system's **Start** and **Stop** buttons: **Start Machine** and **Stop Machine**.

See also

[Preset Views](#)  
[Purge System](#)  
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[System Alerts](#)

## Viewing System Messages

The bottom of the screen can be used to display system messages.

### Important

You can also see system messages, as well as additional system-status information, by running the Monitor System report.

To view system messages

At the bottom of the screen, in the Messages area, set the filters you want to apply to the message list. Click **Show**. The messages are displayed below the filters. To see the full text of a message:

Place your mouse cursor on the message text. To mark all the messages that were retrieved as "read":

Click **Mark as Read**.

### See also

[Preset Views](#)  
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