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SpeechMiner Administration Guide

[Additional Configurations](#)

Additional Configurations

The following configurations are recommended for the successful completion of the SpeechMiner configuration process:

Browser

Configuring the Browser

End users of SpeechMiner access its browser-based interface from Internet Explorer or Google Chrome, which connects to the SpeechMiner Web server through the local network. In order for the SpeechMiner interface to work properly, you must configure each user's browser as explained below. The configuration changes that must be implemented are to allow popups from the SpeechMiner domain, to treat the SpeechMiner domain as part of the local intranet (or as a trusted site), and to enable automatic updating of cached web pages.

In addition, if Internet Explorer is running on a Windows Server 2008 machine or Windows Server 2012 machine, the Enhanced Security Configuration feature should be turned off.

Refer to the **Turning Off the Enhanced Security Configuration Feature** on [Windows Server 2008 / Windows Server 2012 / Windows Server 2019](#) section below.

Tip

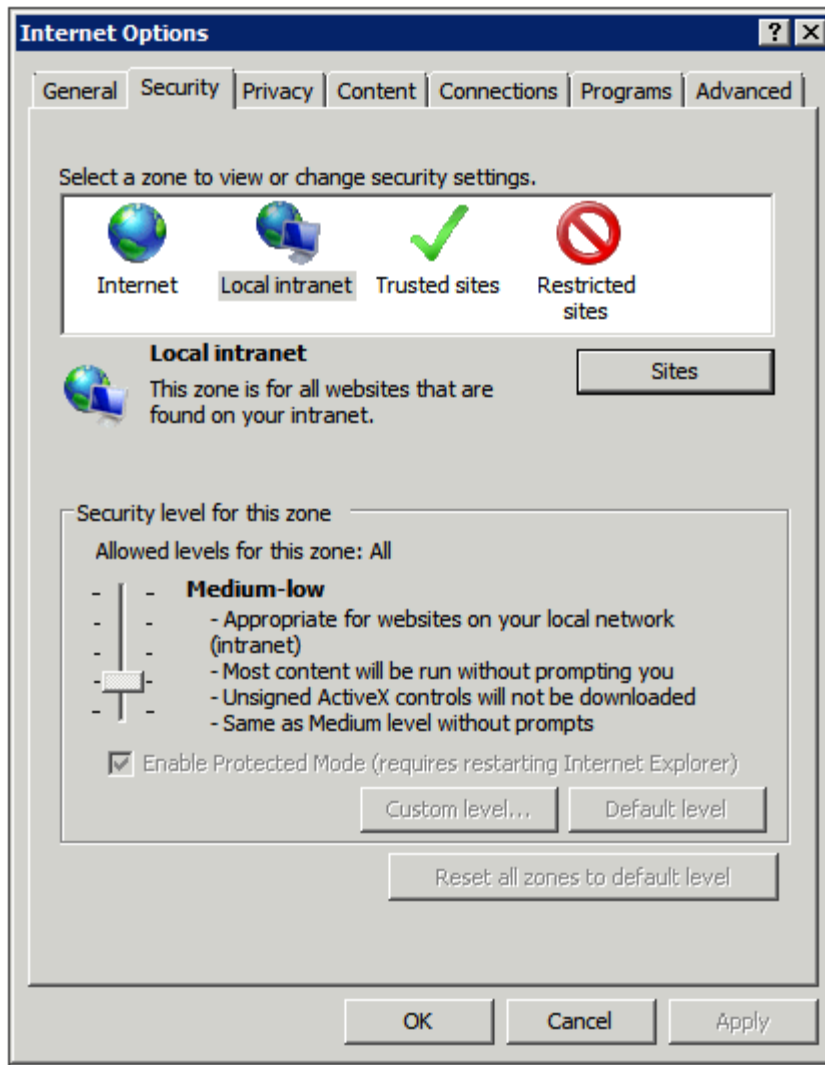
- To run SpeechMiner 8.5.5 you must use a minimum resolution of 1280X1024. We recommend that you work with a 1680x1050 resolution.
- When working with Internet Explorer 11+, the Online Help documentation may not appear as it should due to your Internet Explorer compatibility view settings. To view the Online Help properly, go to the **Tools** menu, select **Compatibility View Settings** and verify that **Display intranet sites in Compatibility View** is not checked.

Refer to one of the following procedures to configure the browser-based interface:

- [Configuring Internet Explorer](#)
- [Configuring Chrome](#)

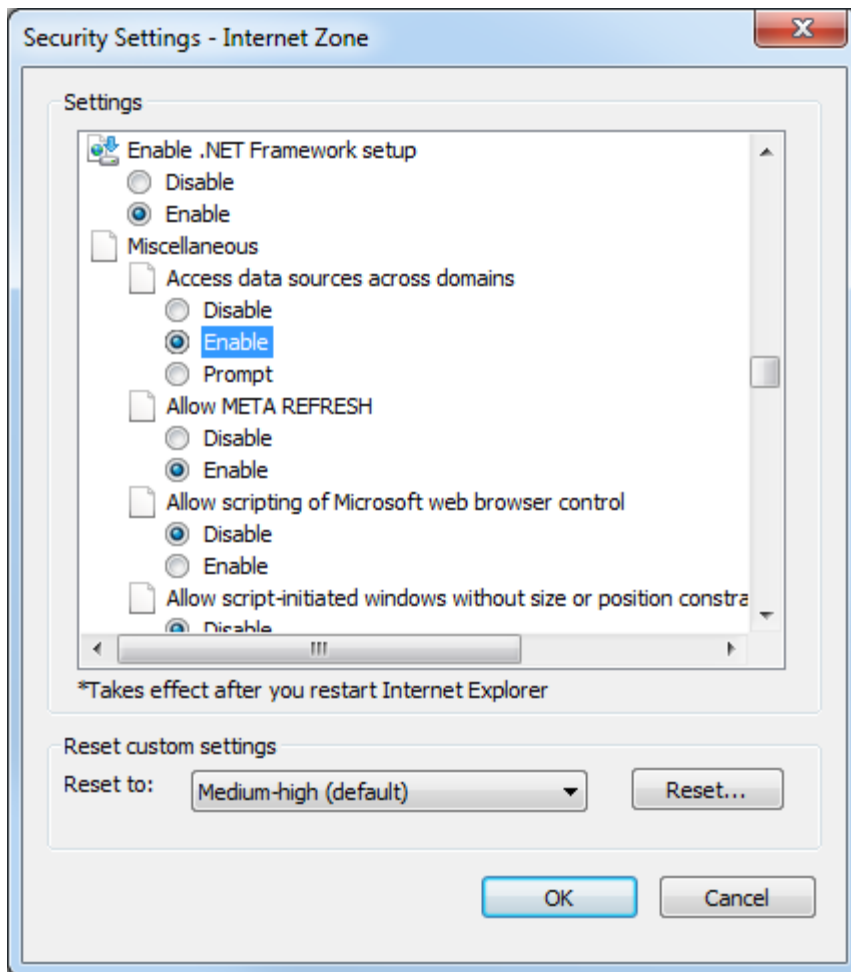
Configuring Internet Explorer

1. In the **Internet Options** dialog box, in the **Security** tab, select **Local Intranet**.

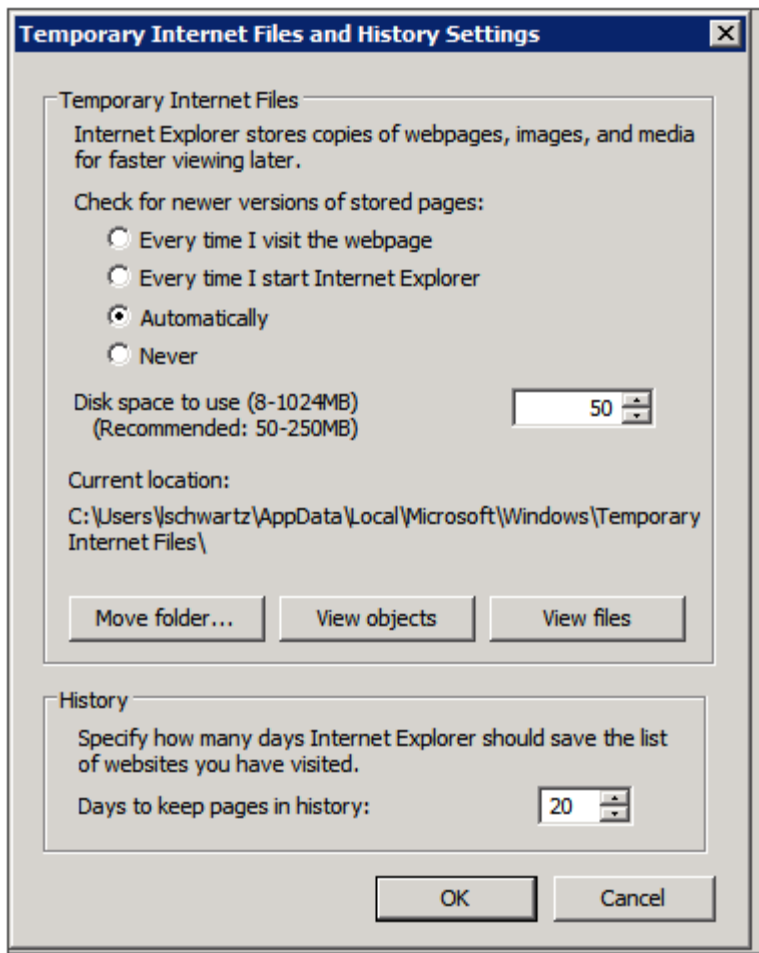


2. Add the SpeechMiner domain to the list of web sites in the **Local Intranet** zone.
3. Click **Sites > Advanced** and add the SpeechMiner web server URL to the list of safe websites. **Note:** This step is not required if you already turned off the Enhanced Security Configuration Feature.
4. Click **Custom Level** to customize the local intranet zone security.
5. Under **Miscellaneous > Access data sources across domains**, select **Enable**.

Selecting Enable makes Screen Recording playback possible because it allows access from the browser to Interaction Recording Web Services.



6. In the **Privacy** tab, add the SpeechMiner domain to the list of web sites that are permitted to open popups.
7. In the **General** tab, under **Browsing history**, select **Settings**.
8. Under **Check for newer versions of stored pages**, select **Automatically**.



9. Click **OK** to save the changes.

Important

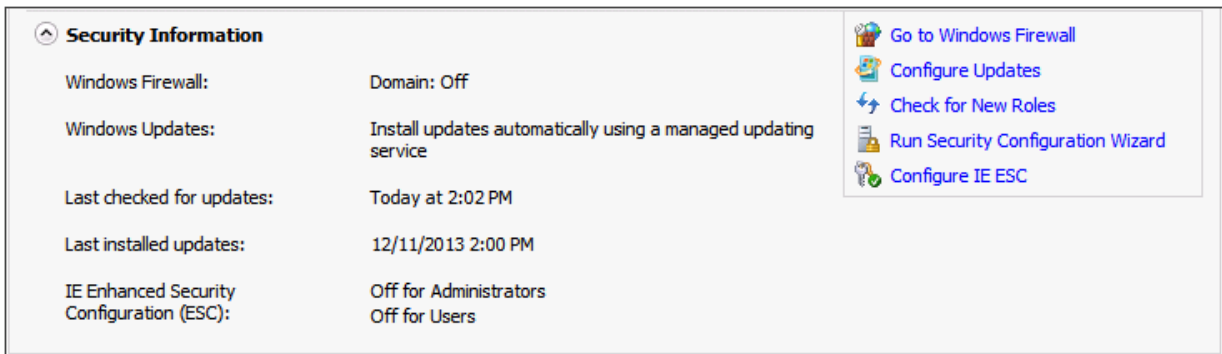
If the SpeechMiner domain is treated as part of the local intranet, **Local intranet** should appear in the **Status Bar** at the bottom of the Internet Explorer window whenever the browser is displaying a

SpeechMiner page. 

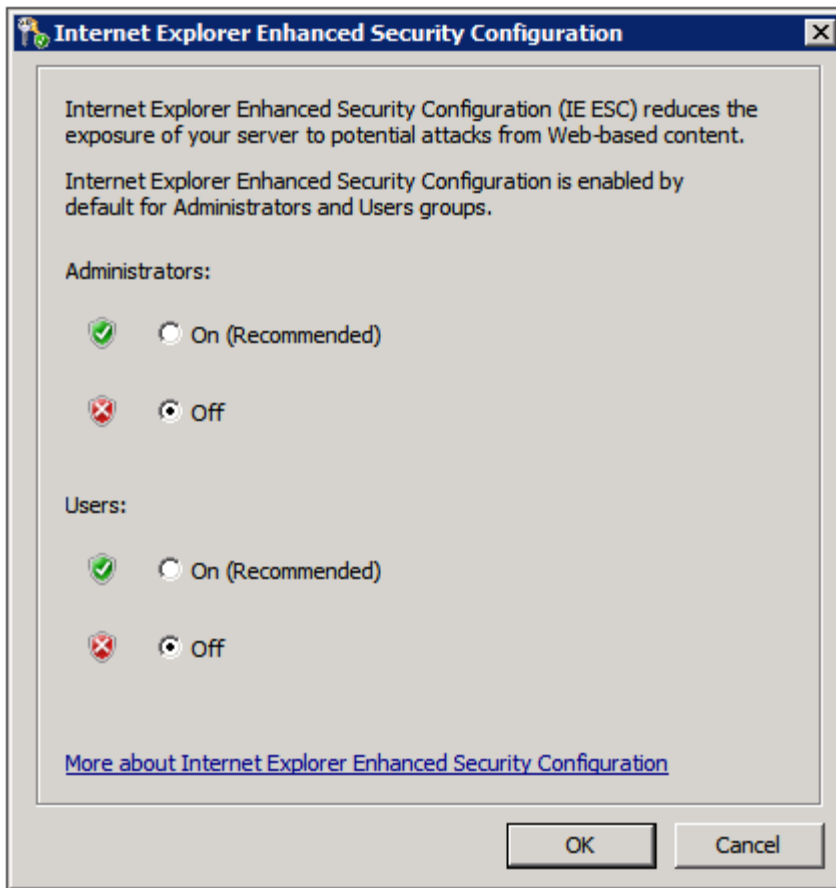
In newer versions of Internet Explorer, the same information can be found in **File > Properties**.

Turning Off the Enhanced Security Configuration Feature on Windows Server 2008

1. In the **Server Manager**, in the home page (the top level), expand the **Security Information** section. The current settings for the Enhanced Security Configuration feature appear under **IE Enhanced Security Configuration (ESC)**.



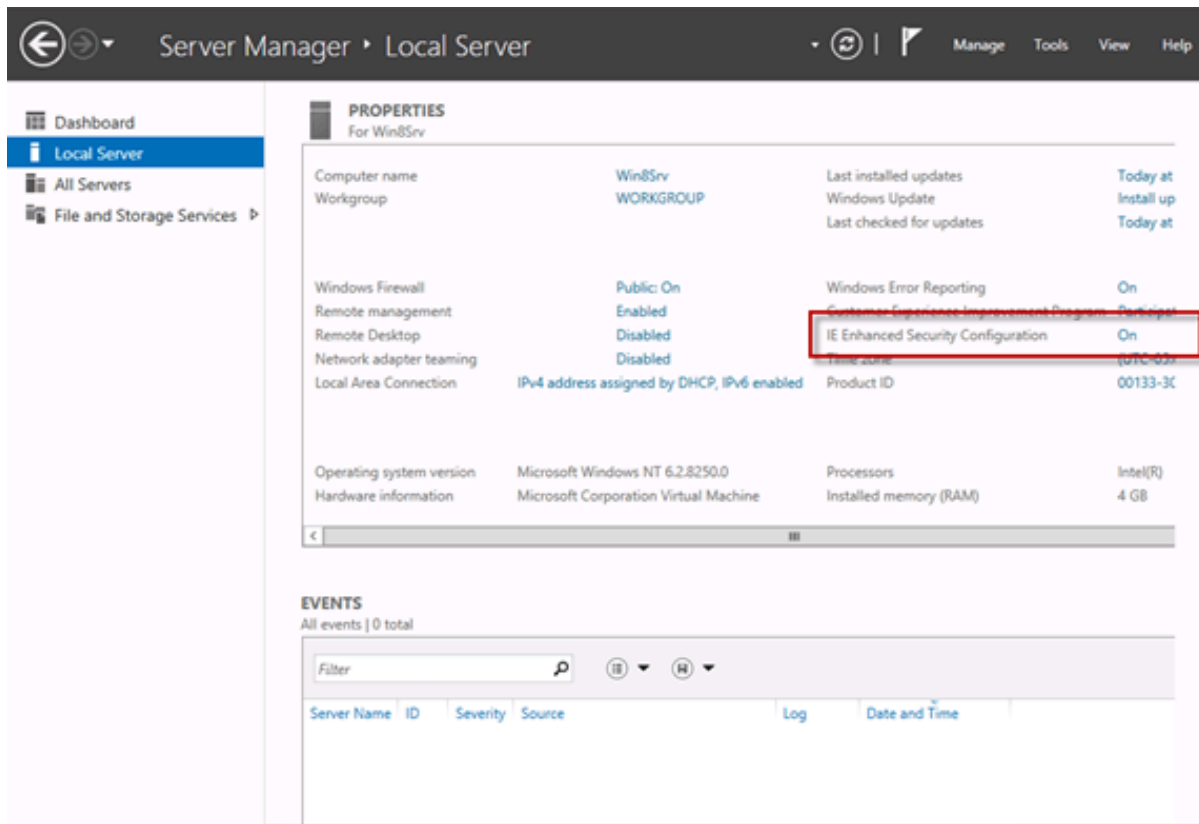
2. If the current settings are not **Off** for **Administrators** and **Off** for **Users**, click **Configure IE ESC**. The **Internet Explorer Advanced Security Configuration** dialog box opens.



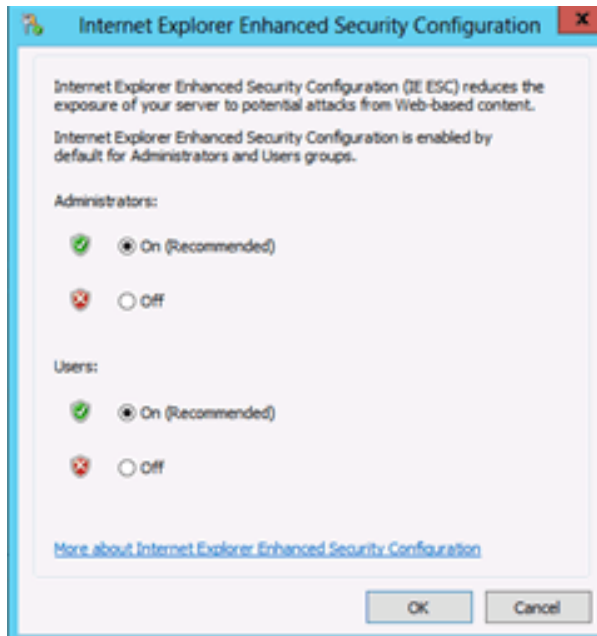
3. For both **Administrators** and **Users**, select **Off**.
4. Click **OK** to save the changes.


Turning Off the Enhanced Security Configuration Feature on Windows Server 2012 / Windows Server 2019

1. In the **Server Manager**, in the home page (the top level), select **Local Server**.





2. In the Server Properties for the Local Server, you will see the option for IE Enhanced Security Configuration. Click **On** to change the option.
3. At this point, you will be prompted with the options to turn off Internet Explorer Enhanced Security Configuration for Administrators and/or Users. For both **Administrators** and **Users**, select **Off** and click **OK**.



4. Click the **Refresh** button  at the top of the Server Manager and the IE Enhanced Security Configuration should now show as **Off**.

Configuring Chrome

By default Chrome disables popups. For this reason, perform the following steps to configure Chrome to work properly with the SpeechMiner UI:

1. In the Chrome browser, click the **Customize and control Google Chrome** menu , and select **Settings**.
2. Click **Advanced** at the bottom of the page and under **Privacy and security**, click **Content Settings...**
3. Click **Popups** and verify that **Allowed** is enabled. If it is not enabled click the slide button  to enable popups.
4. To allow popups for the SpeechMiner UI site:
 - a. Click **ADD** in the **Allow** row.
 - b. In the **Add a site** window under **Site** type the address **http[s]://host:port** (speechminer webserver url) in the field provided.

- c. Click **ADD** to add the site to the list of sites from which you allow popups.

Tip

To quickly enable popups for a specific site, click the area to the left of the site address inside the address bar. Select **Allow** from the **Popups** list.

Verify that Java Script is Enabled

1. In the Chrome Browser, navigate to **Chrome Settings > Show Advanced Settings > Privacy > Content Settings**.
2. Under **Java Script**, select **Allow all sites to run Java Script (recommended)**.

For more information about enabling Java Script, see the following example <https://support.google.com/adsense/answer/12654>.

ADDP Timeout Settings

ADDP Timeout Settings

The following two configServer DB table timeout values control the Configuration Server timeout connection.

- ClientTimeout
- ServerTimeout

Enable Config Server Logging

Enable Config Server Logging

When working with a 8.5.510 system, you can enable Config Server operation logs by configuring the PSDKLogEnabled parameter in the configServer table in the database to 1. By default the logging is off (0).

Tone Frequency Configuration

Tone Frequency Configuration

Tone frequencies are used to find non-linguistic events (for example, busy tone, dial tone, and so on). By default SpeechMiner is configured with tone frequencies according to US standards. Other countries may have different frequencies.

To change the tone frequency settings, you must modify the following tone frequency settings in the **NLEParams** table in the SpeechMiner database:

- DTMF_VECTOR - touch keys tones
- BUSY_TONE_VECTOR - busy tone
- DIAL_TONE_VECTOR - dial tone
- RINGBACK_VECTOR - ring back tone

Important

SpeechMiner supports tone frequencies for multiple countries. To add tone frequencies for multiple countries, add additional rows to the NLEParams table. Do not change the remaining fields in the NLEParams table.

Wave Graph Visibility

Set Wave Graph Visibility for Long Recordings

Configuring the `WaveGraphCallDurationLimit` parameter in the `WebServiceParams` table enables you to limit the Media Player wave graph visibility for recordings that do not include Analytics.

It is recommended to limit the visibility to recordings of the Media Player wave graph that are no longer than 30 minutes.

Set the `WaveGraphCallDurationLimit` parameter to 1800 seconds (30 minutes).

Important

If the value of the `WaveGraphCallDurationLimit` parameter is longer than 30 minutes, users may experience performance issues.

Date and Time

Setting the Date and Time

The `WebServiceParams` table includes the following parameters for configuring the date and time display:

- **globalDateFormat:** Configures the date format, for example: `MM/dd/yy`
- **globalDateTimeFormat:** Configures the time format, for example: `hh:mm tt`
- **globalDateTimeOffsetFormat:** Configures the timezone format, for example: `+/- nn:nn`

For additional information about the options available, see <http://www.w3.org/TR/NOTE-datetime>.

When the following SpeechMiner's interface languages are used for the Web interface, the only formats supported for **globalDateTimeFormat** are the following 24-hour formats: `H:mm:ss`, `H:mm`, `HH:MM` or `HH:mm`.

- German - Germany
- Spanish - Spain
- Spanish - USA
- French - France
- Italian - Italy
- Portuguese - Brazil

Archive Quality Management Evaluation Sessions

Archive Quality Management Evaluation Sessions

Archiving evaluation sessions, enables you to remove completed and expired evaluation sessions no longer needed online, but which must still be accessible at a later date if required. That is, archived sessions will be removed from the session grid, and will only be visible when the user filters to view archived sessions. By limiting the number of sessions that appear, archiving also enables you to maximize performance by minimizing search and filter response times.

There are two types of archiving options:

- **Automatic Archive** - Enables you to schedule archiving after a specific period of time.
- **Manual Archive** - Enables you to select specific sessions to archive.

Automatically Archive an Evaluation Session

Automatic archive is configured per system and after the entire system is installed and configured.

Automatic archive includes 2 tasks, that run on the platform and archive sessions x days after the sessions are completed and/or expired.

To change when Automatic archive is run, you must change the default values for the following parameters in the QMParams table:

- ArchiveCompletedSessionsAfterDays - Represents the number of days that must pass before the system archives sessions that have been completed.
- ArchiveExpiredSessionsAfterDays - Represents the number of days that must pass before the system archives sessions that have expired.

Tip

If the value of each parameter is -1, the automatic archive will not archive sessions.

Manually Archive an Evaluation Session

To manually archive an evaluation session refer to the *SpeechMiner User Manual > Quality Management > Evaluation Sessions > Archive an Evaluation Session*.

Export from Quality Management

Export evaluation and/or session data from Quality Management

To set the maximum number of evaluations and/or sessions from which data can be exported, you must set the following parameters in the **webServiceParams** table:

- Maximum number of evaluations (default 10): **MaxEvaluationsForQMSessionsExport**
- Maximum number of sessions (default 1000): **MaxExportedQMSessions**

Configure the Default Score to 100%

Configure the Default Score to 100%

When performing an Evaluation Session, the **Default scores to 100%** option enables you to turn on/off all the default answers in the forms associated with the the specific Evaluation Session.

When this option is turned on the form score is 100%. Also, when this option is turned on or off, all the information entered up to this point will be deleted.

Once the evaluator chooses to turn on the **Default scores to 100%** option, and subsequently answer all the questions in the form, the evaluator can change the default answers and reduce the score.

To activate the **Default scores to 100%** option in the Evaluation Session page, you must set the following parameter in the **QMPParams** table:

- **AutofillSessionFormsByDefault**
 - 0 - Do not activate the **Default scores to 100%** option.
 - 1 - Activate the the **Default scores to 100%** option when an Evaluation Session is opened.

Configure the Quality Management Exactly Value

Configure the Quality Management Exactly Value

When creating or editing a new Quality Management evaluation (not including the Calibration Evaluation), you can limit the amount of interactions associated with each Evaluation Session created as a result of the specific evaluation. To do this, you must configure the **Exactly** parameter.

To define the maximum and default values for the **Exactly** parameter, configure the following fields in the **QMParams** table:

- **DefaultExactlyForDistributedInteractionEvaluation** (default = 100)
- **MaxExactlyForDistributedInteractionEvaluation** (maximum = 1000)
- **DefaultExactlyForDistributedAgentEvaluation** (default = 3)
- **MaxExactlyForDistributedAgentEvaluation** (maximum = 30)
- **DefaultExactlyForSharedEvaluation** (default = 100)
- **MaxExactlyForSharedEvaluation** (maximum = 1000)

Media Player Wave Graph

Display Media Player Wave Graph

To display the Media Player wave graph you must set the WaveGraphVideoRendering parameter in the webServiceParams table to **1**.

Important

It is not recommended to change this value since doing so will have negative impact on the Media Player's performance when playing a screen recording.

Agent Evaluation Configuration

Agent Evaluation Configuration

To configure the maximum number of agents that can be selected to create a **Distributed Agent Evaluation** session (that is, a nonrecurring evaluation), you must set the `MaxAgentsInOneTimeDistributedEvaluations` parameter in the `webServiceParams` table to a specific value.

The default value is `MaxAgentsInOneTimeDistributedEvaluations = 20`.

Important

If the value of `MaxAgentsInOneTimeDistributedEvaluations` is set to 0, the Distributed Agent Evaluation session cannot be created as a nonrecurring evaluation. A recurring evaluation can be created.

Configuring Ad Hoc Evaluation Expiry Date

Configuring Ad Hoc Evaluation Expiry Date

To change the default Ad Hoc Evaluation Expiry Date, you must change the `DefaultAdHocExpiration` parameter in the `webServiceParams` table to a specific value.

The default hour value is `DefaultAdHocExpiration = 24`.

Configuring IIS Recycling

Configure Internet Information Server (IIS) Recycling

The IIS default configuration is set to a period of 1740 minutes (29 hours). When a recycle is completed, the following system log message appears:
A worker process with process id of 'xxxx' serving application pool 'speechminer' has requested a recycle because the worker process reached its allowed processing time limit.

It is recommended that the recycling configuration of the SpeechMiner's application pool be set to a specific hour during the night, when no one is likely to be working with the system.

To configure the SpeechMiner application pool recycle:

1. Open the IIS Manager.
2. In the **Connections** pane, expand the server node and click **Application Pools**
3. In the **Application Pools** page, select the **SpeechMiner application pool**, and click **Recycling** in the **Actions** pane.
4. Select specific time(s), and in the corresponding box type a time at which you want the application pool to recycle daily (preferably during non-working hours. For example, 00:00 AM). The value that you enter is saved in the configuration based on a 24-hour clock.
5. Verify that **Regular time intervals** is not selected.
6. Click **Next**, select the events that should be logged when an application pool recycles and click **Finish**.

Encrypt Exported Interactions

Request a Password when Exporting Encrypted Interactions

To force the user to enter a password when extracting interactions from a zip file, you must set the following parameter to **True** in the **webServiceParams** table:

- encryptExport

Important

- If encryptExport is set to True, the user will not be able to export an Interaction List and/or a Saved Search from a Coaching Session.
- To open an encrypted zip file you should not use the Microsoft Windows default zip tool. You must use an external tool.

Limit Export Audio Interactions Size

Set a limit for Exporting Audio Interactions

To limit the total exported audio files size, update the **LimitExportSize** parameter in the **webServiceParams** table.

The **LimitExportSize** value must be set in megabytes and the recommended limit is up to 1.5 GB.

If a limit is not set for **LimitExportSize**, the system may timeout when the amount requested for export is too large. When this happens, the export process will be aborted.

Important

The **LimitExportSize** configuration is only relevant in an Analytics only system.

Export from a Coaching Session

Export an Interaction List and/or a Saved Search from a Coaching Session

To enable a user to export an Interaction List and/or a Saved Search from a Coaching Session, you must set the following parameter to **False** in the **webServiceParams** table:

- **encryptExport**

Forget Password Configuration

Set the Forget Password Login Option

When configuring SpeechMiner you can give users the option of recovering forgotten passwords. If you choose to enable users to recover their forgotten passwords, the SpeechMiner log in screen will contain a **Forget Password?** link.

When the user clicks the Forget Password? link, the user will be required to enter his email address.

The user will then receive an email with a **Reset Password** link. By default the Reset Password link is only available for 4 hours. This default number can be changed.

To enable a user to recover his password perform the following:

1. Access the webServiceParams table.
2. Change the PasswordRecovery field from false to true.

To change the Reset Password link default:

1. Access the webServiceParams table.
2. Change the resetPasswordTokenExpirationTime field from 4 hours to the amount you prefer and save.

Important

If more than one user has the same email address, the Forget Password option will not be available.

To change the email message the user receives:

1. Access the webServiceParams table.
2. Change the resetPasswordMailBody field to the content you prefer the user to receive. The email message content should contain <resetLink>. <resetLink> represents the Reset Password link.
3. Change the resetPasswordMailSubject field to the subject you prefer the user to receive and save.

Session Timeout

Setting the Session Timeout Value

Web.config includes the following timeout parameter:

Timeout - Determines the period of time, after which the session expires and the user is logged out of the system.

To change the Session Timeout Value:

1. Open the **web.config** file.
2. Go to `<system.web>` under `<configuration>` and add the following line: `<sessionState timeout="enter the # in minutes"></sessionState>`
3. Run **IISReset** in the command line.

Important

The expiration time is reset when more than half the timeout interval has elapsed. The default timeout value is 20 minutes and the minimum value is 5 minutes.

Resource Type

Setting the Resource Type

The `resourceType` table contains a list of all the possible resource types.

To enable/disable a resource type in SpeechMiner, update the `isEnabled` field in the `resourceType` table with the relevant status.

The following Resource Types can be enabled/disabled for the Search filter:

- Call
- Email
- Chat
- Free Text
- Social

HTTPS for SpeechMiner

Enable HTTPS for SpeechMiner

The process of enabling HTTPS for SpeechMiner depends on how your system is configured. The following represent three different system configuration scenarios for which HTTPS can be enabled:

- [Enable HTTPS for SpeechMiner when Internet Information Service \(IIS\) is configured with HTTPS.](#)
- [Enable HTTPS for SpeechMiner when Load Balancer is configured with HTTPS and IIS is configured with HTTP.](#)
- [Enable HTTPS for SpeechMiner when both Load Balancer and IIS are configured with HTTPS.](#)
- [Securing SpeechMiner Connections](#)

Important

The following procedures are intended for a Windows 2008 Server

Enable HTTPS for SpeechMiner on IIS

1. Create a self signed server certificate to enable the https protocol:
 - a. Open the **Microsoft Management Console (MMC)**.
 - b. Select **File > Add / Remove Snap-in**.
 - c. Select **Certificate** and click **Add**.
 - d. In the **Add or Remove Snap-ins**, select the **Certificates** snap-in from the list provided and click **Add**. The **Certificate snap-in** window opens.
 - e. Select **Computer account** and click **Next**.
 - f. Select **Local computer** and click **Finish** and **OK**.
 - g. Under **Certificates (Local Computer)**, right-click **Personal, Select All Tasks, Request New Certificates**. The **Certificate Enrollment** window opens:
 - h. Click **Next**
 - i. Click **Active Directory Enrollment Policy** and **Next**.
 - j. Select **Public Web Server with Export** and click **Enroll** and **Finish**.

11. Configure the Report Server:
 - a. Open the **Reporting Services Configuration Manager**.
 - b. Select **Web Service URL**.
 - c. Select **Advanced**.
 - d. Under **Multiple SLL Identities**, click **Add** and select the certificate you created.
 - e. Click **OK** and select the **https URL**.
 - f. Under **Multiple SSL Identities**, click **Add** and select the certificate you created.

Enable HTTPS for SpeechMiner when Load Balancer is configured with HTTPS and IIS is configured with HTTP

Important

Refer to the **Redirect SpeechMiner URL to Load Balancer** tab in this page to ensure that SpeechMiner is redirected to the correct URL after it times out.

1. Download and install **Microsoft URL Rewrite Module 2.0** for **IIS**.
2. Add the following code to the **web.config** file in side **<system.webServer>**:

```
<rewrite>
<rules>
<rule name="HTTPS_AlwaysOn" patternSyntax="Wildcard">
<match url="*" />
<conditions>
<add input="{HTTP_REFERER}" pattern="genesyscloud.com" />
</conditions>
<serverVariables>
<set name="HTTPS" value="on" />
</serverVariables>
<action type="None" />
</rule>
</rules>
</rewrite>
```

Important

genesyscloud.com should be replaced with your Load Balancer URL.

3. Restart **IIS**.

Enable HTTPS for SpeechMiner when Load Balancer and IIS are configured with HTTPS

1. **Enable HTTPS for SpeechMiner when Internet Information Service (IIS) is configured with HTTPS.**
2. **Enable HTTPS for SpeechMiner when Load Balancer is configured with HTTPS and IIS is configured with HTTP.**

Securing SpeechMiner Connections

TLS 1.2 Connections

You can configure SpeechMiner to work with TLS 1.2. SpeechMiner supports all TLS 1.2 connections as long as the server is configured to use TLS 1.2 and the server certificate is trusted.

Important

- When configuring SpeechMiner to work with TLS 1.2, verify that the connection is specified in the client exactly the same as it appears in the certificate.
- To ensure that the SQL server is working with an encrypted connection, the SQL connection must be configured to use a Protocol Encrypted Connection and a Trust Server Certificate. Both of these should be configured in the SQL Native client 11.0 Configuration Manager Properties window.

Configure UPlatform to work with TLS 1.2

For UPlatform to work with TLS 1.2, the name of the ODBC SQL driver should be manually changed in the UPlatform SpeechMiner Configuration file.

1. Install the latest ODBC SQL driver (version 13) in the UPlatform machine.
2. In the clients system, after completing the UPlatform installation, update the **Uplatform.exe.Config** file under **appSettings** the new **ODBC** driver as follows: `<add key="sql_driver_name" value="driver={ODBC Driver 13 for SQL Server};" />`
3. Restart UPlatform.

Working with HTTP

Starting with 8.5.512.37, as part of a security feature update, SpeechMiner is upgraded to work only with HTTPS connections. However to enable HTTP, remove the attribute `requireSSL="true"` from SpeechMiner Web's **web.config** file.

Important

It is recommended to always use HTTPS connections. However, this configuration provides an option to use HTTP also.

1. Open IIS Manager.
2. On the left panel, expand **<Server Name> > Sites > Default Web Site**.
3. Right click on **SpeechMiner** and click **Explore**. This opens a folder containing the **web.config** file.
4. Remove the `requireSSL="true"` from the **web.config** file.

Recording Modes

Additional Configuration for Recording Modes

- Create a new application for SpeechMiner with a Genesys Generic Server template in the **Genesys Administration Extension**:
 - Follow the **Creating Applications Objects** procedure in the **Procedures** tab of the **Applications** page in the Genesys Administration Extension document.
 - Verify that the name of the application that you create is the same as the **ApplicationName** field in the **configServer table** of the SpeechMiner database.
 - Creating a SpeechMiner application does not require configuring connections or options and is not integrated with LCA.

SpeechMiner Web Application

Configuring a SpeechMiner Web Application

Configure a new SpeechMiner Web application when your default web site is not sufficient for your systems demands.

1. Open the **IIS Manager**.
2. Under **Connections**, select **Sites > Default Web Sites** and right-click **SpeechMiner**.
3. Click **Remove** to remove the existing SpeechMiner Web Application.
4. Under **Connections** right-click the web site to which you want to add the SpeechMiner Web Application.
5. Select **Add Application**.
6. In the **Application Name** field enter **SpeechMiner** for the new web application.
7. Click **Select**.
8. Open the **Application Pool** list and select **SpeechMiner**.

9. Click **OK**.
10. In the **Physical Path** click the **Browse** button and select the **Installation > Web** folder. The default folder is c:\Program Files (x86)\Genesys\Software\utopy\product\web.
11. Click **OK**.

The SpeechMiner Web Application appears under the web site to which you selected to add the SpeechMiner Web Application.

Define Caching Reports

Defining Caching Reports

All Caching tasks are listed in the **ReportCachingParams** and **ReportCachingGlobalParams** tables.

In the default database there is one Caching task that caches all the reports in the expanded widgets for all the active partition sets during the last 30 days.

You can select different reports to cache than those defined by default. You can also delete the existing cache and create a new cache.

Important

Caching is only available for Saved reports.

To define a new cache report:

1. Access the **ReportCachingParams** table in the database and insert a new row.
2. Define the following parameters:

Parameter	Description
enabled	1
reportsQuery	The query that retrieves the report id's and the partition strings associated with the report you want to cache.
@templatesToExclude	The templates to exclude from caching.
@usersToExclude	The users to exclude from caching.
@daysUsersActive	The users that should be cached. For example, if this is 7, then only users that are active in the last 7 days should be cached.
runAtTime	Defines when the caching task will run within 24hrs. The maximum is 1440 minutes for 24hrs.

Parameter	Description
	For example, if you want the cache task to run at 12 midnight and your UTC difference is +2, enter -120. It is the difference between UTC and the local time you want it to run in. The difference is in minutes.
nextTimeToRun	The next time the Caching task is set to run. Set this parameter to a low value. During the initial run the task automatically sets the correct value.

3. Access the **ReportCachingGlobalParams** table in the database and define the following parameters:

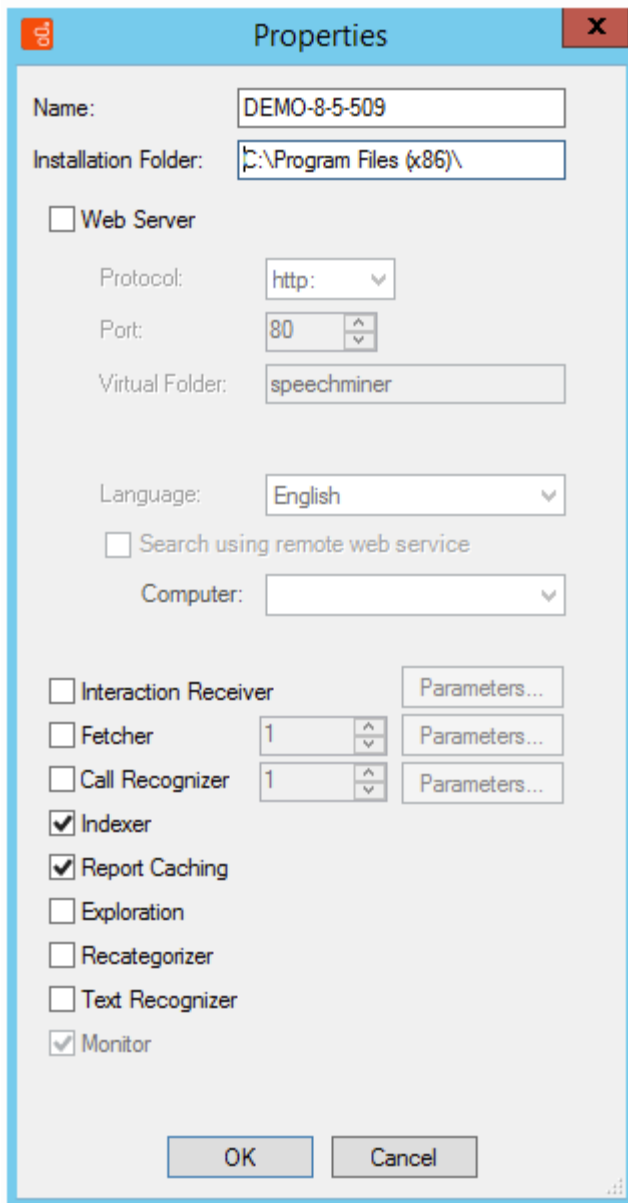
Parameter	Description
numberOfProcesses	The number of parallel threads that should be cached (at the same time).
keepLogMessages	The number of days log messages associated with caching tasks be should be kept.
NotificationMail	The email address belonging to the users to whom the caching task report should be sent when the caching is complete.
webComputerName	The name of the web server to which the reports are cached.

4. Log into SMConfig.
 5. Under **Machines & Tasks**, select one or more machines on which the Caching task will run.

If you select more than one machine the Caching task will be divided equally between the machines that run simultaneously. The more machines the faster the Caching task will be completed.

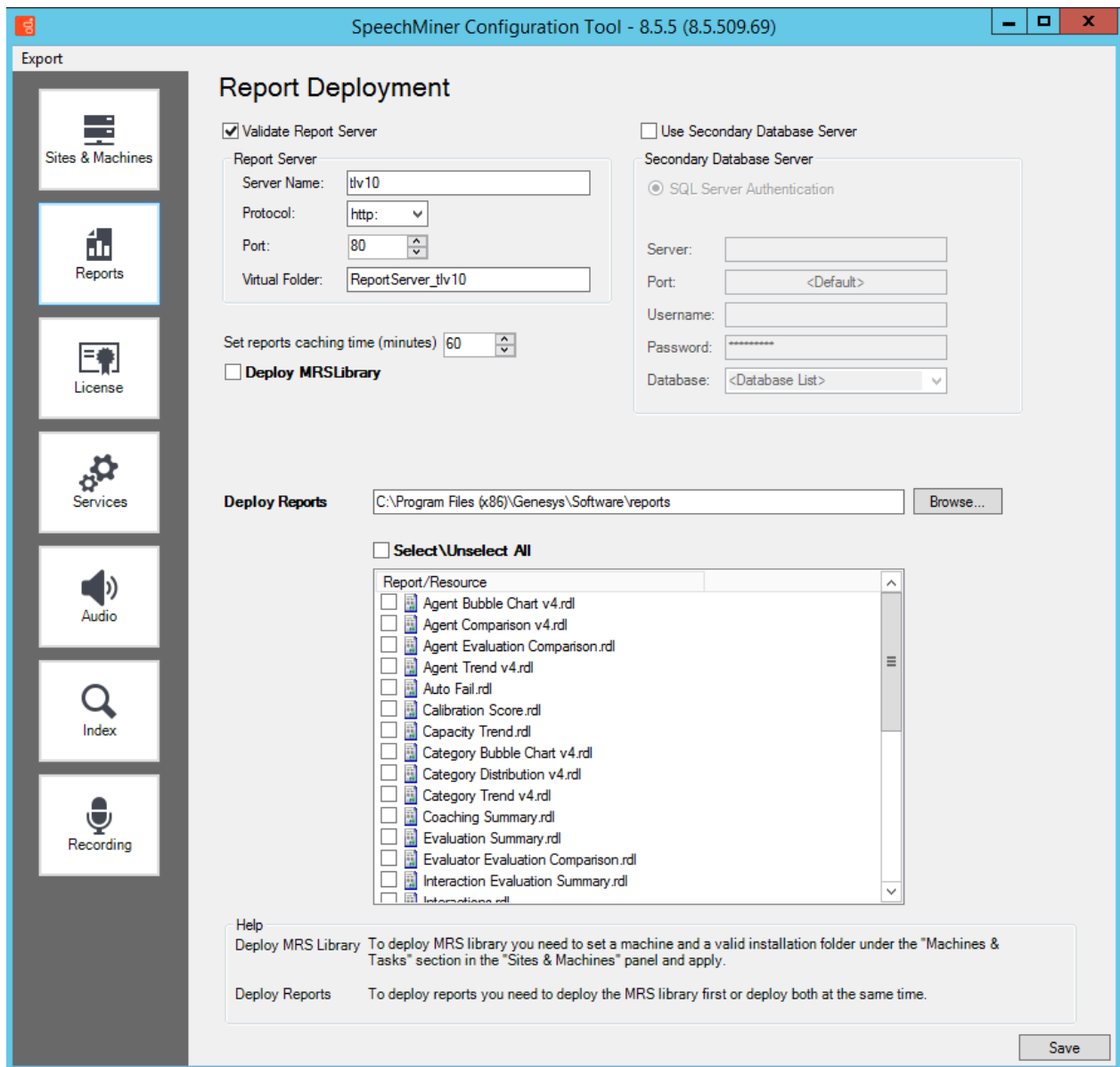
6. Click **Edit**.

The following **Properties** window appears:



7. Select **Report Caching**.
8. Click **Ok**.
9. Click **Save**.
10. Select the **Report** tab.

The following **Report Deployment** page is opened:



11. In the **Set reports caching time (minutes)** field enter **1440** (this number represents 24 hours).
12. Select all the report templates and click **Save**.
13. Verify that the Caching task is running:
 - a. Access the **reportCachingLog** table.
 - b. Select the table records and verify that the Caching task ran.
 - c. Access the **ulogger** and verify that it is caching the selected reports.

Important

If the Report Caching task fails, the Partition Failure error will appear in the reportCachingLog table. To resolve this error copy the Microsoft.ReportViewer*.dlls from the web\bin folder to the platform bin folder utopy\product\bin\release or Install MS Report Viewer 2005.

Report Server Email Configuration

Report Server Email Configuration

Configure the Report Server email as follows so that the report schedule and report deliverable functions operate as expected.

1. Access the **Report Server** machine.
2. Open **Reporting Services Configuration Manager**.
3. Click **Connect** to connect to the Report Server.
4. Select **Service Account** and define a user account with access to the SMTP server.
5. Click **Apply**.
6. Select **E-mail Setting** and define the **SMTP Server** and default **Sender Address**.
7. Click **Apply**.

Integrated Windows Authentication

Integrated Windows Authentication

Integrated Windows Authentication enables you to ensure that your SpeechMiner users are not required to log into SpeechMiner every time they want to access the application.

Tip

To configure your application to use Integrated Windows Authentication, you must use IIS Manager to configure your application's virtual directory security settings and you must configure the <authentication> element in the Web.config file.

1. Open IIS Manager and navigate to the level you want to manage. For information about opening IIS Manager, see [Open IIS Manager \(IIS 7\)](#).

For information about navigating to locations in the UI, see [Navigation in IIS Manager \(IIS 7\)](#).

2. In **Features View**, double-click **Authentication**.
3. On the **Authentication** page, select **Windows Authentication**.
4. In the **Actions pane**, click **Enable** to use Windows authentication and **Disable** to use Anonymous authentication.
5. In your application's Web.config file or in the machine-level Web.config file, ensure that the authentication mode is set to Windows as shown here.

```
...  
<system.web>  
...  
  <authentication mode="Windows" />  
...  
</system.web>  
...
```

Multiple Language Support for the User Interface

Multiple Language Support for the User Interface

To enable your user interface to display in more than one language perform the following steps:

1. Create a copy of the SpeechMiner web folder (C:\Program Files (x86)\Genesys\Software\utopy\product\WEB).
2. In IIS create an additional SpeechMiner application and select SpeechMiner as the Application Pool.
3. Under **Advanced Settings** change the path of the new physical folder to the new web folder.
4. In the ...\utopy\product\web.config file change en-US to one of the supported languages. For a list of the supported languages, refer to [SpeechMiner Language Support](#)

Disable the Multi-Language support feature

The web UI is displayed in a language that you selected in the browser. If you select an unsupported language in the browser, the web UI defaults to the language selected in the SMConfig application.

To disable the Multi-Language support, perform the following steps:

- **SMConfig Config File:**

1. Navigate to the installation path of SpeechMiner:
C:<installationpath>\Software\utopy\tools\bin\release
2. Open the XML configuration file: **SMConfig.exe.config**.
3. In the file, search for the parameter: `multilingualSupport`.
4. Set its value to `False`.
5. Close and reopen SMConfig.
6. Restart SM Web from SMConfig.

- **SpeechMiner Web Config File:**

1. Navigate to the installation path of SpeechMiner:
C:<installationpath>\Software\utopy\product\WEB
2. Open XML configuration file: **web.config**.
3. In the file, search for the parameter: `multilingualSupport`.
4. Set its value to `False`.
5. Restart the SM Web.

Purging Fragments Configuration

Purging Fragments Configuration

By default, recognition fragments are stored in the database for two weeks. After two weeks the fragments are purged.

The default purge value can be configured so that when you create a Trending Cluster Task you can configure a filter criteria for fixed dates older than two weeks.

To change the default purging fragments value, set a different value in the **PurgeFragmentAfterXDays** field in the **CallRecognizer** database table.

Redirect SpeechMiner URL to Load Balancer

Redirect SpeechMiner URL to Load Balancer

After logging into SpeechMiner using Load Balancer, and the SpeechMiner session times out, SpeechMiner may be redirected to the wrong URL.

To verify that SpeechMiner is not redirected to the wrong URL, set the **externalApplicationBaseUrl** in the **webserviceparams** table to the correct Load Balancer URL (for example, <http://lb/speechminer>).

Once you assure that SpeechMiner is directed to the correct URL you can **Enable HTTPS for SpeechMiner when Load Balancer is configured with HTTPS and IIS is configured with HTTP**. For details refer to the **HTTPS for SpeechMiner** tab in this page.

Configure SMART Show Calls Since Value

Configure Default SMART Show Calls Since Value

The default **Show Calls Since** value can be configured so that users do not have to calculate and change the date themselves.

To change the default **Show Calls Since** value, set the **DAYS_FOR_TOPIC_AUDIT** field in the **SMARTConstants** table.

If you enter values lower or equal to zero or a null value (the default), 1/1/1970 will appear in the field.

If you enter other values, the field will contain the current date minus the value entered in the field (including the current date). For example, if today is November 6th, 2017 and the value is 5, the field will show November 2nd, 2017 and if the value is 1, the field will show November 6th, 2017.

Configure SMART Update Event Value

Configure Default SMART Event Update Value

When a new SMART Strictness value is applied, the **Update Event** value determines the number of previous days from which the system will fetch events to update. If this value is null, all events are updated with the new strictness value.

Important

When the SMART Event Update value is 0, previous events are not updated.

To change the default **Event Update** value, set the **DAYS_TO_UPDATE_EVENTS** field in the **SMARTConstants** table to # days.

Remove SpeechMiner Metadata Fields

Remove SpeechMiner Metadata Fields

To remove metadata fields from the SpeechMiner Metadata filter perform the following steps for each metadata field you want to remove:

1. Run the following **SQL** command:
 - a. delete from **CallMetaExTypes** where fieldName= '<FIELD_NAME>'
 - b. delete from **callMetaExTbl** where fieldName= '<FIELD_NAME>'
2. Mark all the interactions that should be re-indexed by running the following **SQL** command
exec dbo.sp_reindexCallsByParams 3,0,0,"
3. Restart the **SpeechMiner** platform.

Important

All of the SpeechMiner fields in the Metadata filter can be removed.

Configuring Enhanced digits filtering

Configuring Enhanced digits filtering

Update the following value in the callRecognizer table in database for modifying/updating digit filtering condition: COMPLEX_FILTERED_CONDITION

CORS Support

CORS Support

Cross-origin resource sharing (CORS) configurations are available in the Speechminer **Web.config** file.

The **Access-Control-Allow-Origin** and **Access-Control-Allow-Methods** values in customHeaders section has CORS related configurations.

- Any domains that should be included can be added to **Access-Control-Allow-Origin**.
- Any HTTP methods that should be included can be added to **Access-Control-Allow-Methods**.

By default, all domains and HTTP methods - GET, POST, PUT, DELETE, OPTIONS are included.

The **Web.config** file is available in Speechminer installation path. It can be navigated from IIS.

Path: IIS > Select Default WebSite in left side panel and expand > Right click on Speechminer > Explore.