



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 8.5.0.5 to 8.5.0.6 Upgrade Procedure

12/20/2025

SpeechMiner 8.5.0.5 to 8.5.0.6 Upgrade Procedure

This document explains how to upgrade SpeechMiner from version 8.5.005.01 to version 8.5.006.00.

Pre-upgrade Requirements

- Request the newest 8.5.006.00 software from Genesys.
- Verify that you are working with **English US** localization settings. You can not upgrade using localization settings that are not English US.
- When upgrading to a later build for the same version, SMUpgrade is not required. Contact **Genesys Customer Care** to verify if you need an SQL script for the specific upgrade.

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
Back up the database (step 3)	15 minutes (the larger the database the more time this step will take)
Configure and start the system (steps 13 to end)	40 minutes

Upgrade Procedure

1. Close all browsers and SpeechMiner applications.
2. Stop the **Uplatform** service.
3. Back up the SpeechMiner 8.5.005.01 database in the SQL server.
4. Uninstall SpeechMiner 8.5.005.01 (build 7188).
5. Copy the entire **FullInstaller** folder to your local server.
6. Install the new SpeechMiner 8.5.006.00 (build 7214).
7. Reboot your machine.
8. Run the following database query:

```
ALTER TABLE [dbo].[callEventsAuditTbl] DROP CONSTRAINT [FK_callEventsAuditTbl_callMetaTbl]
GO
IF EXISTS(SELECT * FROM sys.procedures WHERE NAME = 'sp_get_old_audio')
BEGIN
DROP PROCEDURE sp_get_old_audio
END
GO

CREATE PROCEDURE [dbo].[sp_get_old_audio] (@audioFormat AS INT,@siteId AS
INT,@fromCallId AS INT=0,@lastCallId AS INT OUTPUT)

AS

BEGIN

CREATE TABLE #ret (callId int, storeMode int, folder varchar(256), filename
varchar(256))

DECLARE @retentionPeriod int

SELECT @retentionPeriod=retentionPeriod FROM siteAudioFormatsTbl where
siteId=@siteId and audioFormatId=@audioFormat

IF @retentionPeriod >= 0

BEGIN

DECLARE @retentionTod int

SELECT
@retentionTod=dbo.time2tod(DATEADD(hour,0-@retentionPeriod,GETUTCDATE()))

INSERT INTO #ret

SELECT TOP (1000) WITH TIES ca.callid,storeMode,folder,[filename]

FROM callAudioTbl ca WITH (nolock)

JOIN callstatustbl AS cs WITH (nolock) ON ca.callid=cs.callid

WHERE ca.siteId = @siteId

AND ca.format = @audioFormat
```

```
        AND ca.owner = 0

        AND cs.endRecTime <> 0

        AND cs.arrivalTime<@retentionTod

        AND ca.callid NOT IN (SELECT callid FROM callcategorytbl WITH (nolock) WHERE
categoryid IN (SELECT categoryid FROM categoryinfotbl WITH (nolock) WHERE isManual = 1))

        AND ca.callId NOT IN (SELECT DISTINCT callId FROM coachingStaticCallListCalls
WITH (nolock))

        AND ca.callId > @fromCallId

    ORDER BY callId

    END

    SELECT @lastCallId = MAX(callId) from #ret

    SELECT * FROM #ret

    DROP TABLE #ret

END

update dbo.versionTbl set version= '8.5.7204' where resource in ('SM', 'SMART')
go
```

9. Deploy **SQLCLR**: Using SQL management, run the commands that are in the C:\Program Files (x86)\Genesys\Software\Support\sqlclr.sql script in the SpeechMiner 8.5.005.01 database.
10. Run **SMConfig** and connect to the database that was upgraded.
11. Click **Save** in **Sites & Machines**.
12. Deploy the reports (not required for recording only installations).
13. Update MRSLibrary.dll on the Report server.
14. In the **SpeechMiner Configuration Tool 8.5.0 > Services** select the following:
 - Under **Services** select:
 - **Create Performance Counters**
 - **Register services**
 - **Update config files**
 - **Encrypt config files**
 - Under **Select/Deselect All** select the relevant machine.
 - Select **Restart Services** and select **change status to run** from the drop down list.
15. Open the SpeechMiner Web and check its functionality.