Installation V8.1

Required SW/HW for SpeechMiner

Database

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

os

- Servers (DB, Platform and Web): Windows Server 2008 R2 64 bit edition and Windows Server 2012.
- SMART clients: Windows 7 and Windows 8 Professional editions, in addition to Windows Server 2008 R2 64 bit edition and Windows Server 2012.
- SpeechMiner Users (web access): Windows XP Professional (SP3 or above), Windows Vista Business 32 bit, Windows 7 Professional 32 bit, Windows 8 Professional edition, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2 and Windows Server 2012.

Browser

For all browsers SpeechMiner application does not require JAVA, .NET framework or ActiveX.

- Internet Explorer (IE) 8
- Internet Explorer (IE) 9
- Internet Explorer (IE) 10

Memory (RAM)

- DB Server: 4GB 32GB
- Web Server: 4GB
- SMART client: 1 GB/2 GB Minimum/Recommended
- Platform server: 4GB-8GB (1GB per recognizer task as a rule of thumb)

General

- SMTP support: SMTP server with permissions to send emails (used for emailing reports to SpeechMiner users)
- Microsoft .NET Framework 3.5 SP1

What is installed

On all Platform servers

- UPlatform service 20MB disk space for entire runtime folder (+ ~10 GB for recognition packages caching. depends on implementation size)
- On the Recognition server(s) Recognition Engine ~1GB disk space

On the DB server

- MS-SQL 2005/2008 Server (normally installed beforehand). Must include MS Reporting Services
- SpeechMiner Database initial size is about 20 GB, It may grow depending on call volume and call purging policy.
- SpeechMiner Index Initial size is about 20 GB, It may grow depending on call volume and call purging policy
- UConnector service 20MB disk space for entire runtime folder. To integrate with recording systems with very high call volume, a larger (10-200GB) storage area is needed for temporary files, or in some cases a separate server.

On the Web server

• SpeechMiner virtual folder - 20MB (+ space for cached reports and call audio, depending on user activity)

On a user machine running SMART

- Recognition engine 1GB disk space
- SMART executable and runtime files (.dlls)

Required Credentials and Permissions

• Functional ID (domain user) with Power Users (and Performance Monitor Users, where applicable) privileges on the machines running

SpeechMiner (UPlatform.exe). This user is used as the credentials for the registered SpeechMiner service. (SMUSER)

- Add SMUSER to "Power Users" group and "Performance Monitor Users" group, if it exists (on each computer)
- Give SMUSER "modify" permissions on (Security tab of a folders properties)
 - UTOPY installation folder (c:\utopy) (where UTOPY installation exists)
 - Utopy data folders (e.g. C:\data) (where data\input and data\filtered exist)
 - Give impersonation user that specified in web.config file read/write permission on C:\utopy\Software\utopy\product\WEB\App_Data folder
- On data folder: in the sharing tab > permissions > add SMUSER with "change" permissions
- Add SMUSER as "content manager" in the reporting server (//webhost/reports properties)
- Give access permissions to SMUSER to the IIS metabase and other directories used by ASP.NET. To do this, an administrator can run:

aspnet_regiis.exe -ga "{domain}\{user}"

Functional ID UConnector

- Have read permissions on the recording system shared folder (Note: it is possible to use SMUSER, no need for dedicated domain user).
- · Have read/write permissions to SpeechMiner data\input folder
- SMART Users (Any user that will run SMART)
 - Read/write access to UTOPY installation folder (c:\utopy)
 - Read/Write access to the "Package Root Path" (see SMConfig documentation)
 - Read/Write access to the Nuance installation folder, for ex: C:\Program Files\Nuance
 - Permission to use .net encryption. To add this, an administrator can run:

aspnet_regiis -pa "NetFrameworkConfigurationKey" "{domain}\{user}"

Ports Used by SpeechMiner Components

Note: All ports are 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 |
| 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 | smb 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 done using TCP protocol using port 1433 (port number can be configured on the database server). Access to the file storage system is done using SMB over TCP protocol using port 445. Other protocols can be used as well, if it is available by the underlying Storage file system.

Installation files Check List

Provided by customer

- Windows Installation Media
- Microsoft SQL Server Installation Media

Provided by UTOPY

- SpeechMiner setup
- Licenses

Compare existing hardware to the original hardware specifications

Prerequisites

1. Space check

Make sure there is more than 2 GB of free disk space on the hard drive where you are planning to install.

- 2. OS Check
- Verify that all machines have supported operating system.
- 3. Machines connectivity & admin user Verify all machines are functional and con
- Verify all machines are functional and connected to the network and that the installing user account is an administrator on all of them. 4. Adding operational windows user to Power User group
- Add the designated windows user (operational user) that will run the SpeechMiner services to the Power Users group of all machines. 5. **.NET Framework**

Install on all machines Microsoft .NET Framework 3.5 SP1 (can be downloaded directly from MS at http://download.microsoft.com/download/2/0/e/20e90413-712f-438c-988e-fdaa79a8ac3d/dotnetfx35.exe).

Mindows Server 2008 R2

In Windows Server 2008 R2, the .NET Framework is a feature and installing it is different than on older versions of the Windows Operating System. In previous versions, one could either download the .NET Framework 3.5.1 install binaries from the link above. Starting with Windows Server 2008 R2, the method of installing .NET Framework 3.5.1 has changed. Follow this link http://support.microsoft.com/kb/2027770 for explanation how to verify that .NET Framework 3.5.1 is installed and if it is not installed how you can add it.

6. SQL Server installation

Microsoft SQL Server 2005 with Reporting Services (follow instructions at SQL2005 Server Installation and Configuration for SpeechMiner) or Microsoft SQL Server 2008 with Reporting Services (follow instructions at SQL2008 Server Installation and Configuration for SpeechMiner)

7. IIS configuration on Web app machine

Make sure Internet Information Server component is installed and operational. Make sure you complete all the following steps:

Windows Server 2003:

- a. In Control Panel open Add or Remove Programs
- b. Click on Add/Remove Windows Components

| Windows Components Wizard | | × | |
|---|---|--|---|
| Windows Components You can add or remove cor | nponents of Windows. | t | |
| To add or remove a compor part of the component will b Details. Components: | nent, click the checkbox. A shade e installed. To see what's included | d box means that only I in a component, click | |
| Active Directory Ser Control Control | em | 16.7 MB 34.4 MB 1.8 MB ∩ 1 MB I | |
| Description: The POP3 ser Transfer Proto Total disk space required: Space available on disk: | vice provides e-mail retrieval servic col (SMTP) is also installed. 3.0 MB 203051.3 MB | es. The Simple Mail | |
| Click Next and Finish to complete the When the installation is completed op | < <u>Back</u> <u>Next</u> > installation pen Internet Information Services M | Cancel Help Ianager (Start -> Run and type inetre | ngr) |
| Click on Web Service Extensions Make sure that ASP.net and ASP are Thternet Information Services (IIS) | set to "Allowed" Manager | | |
| $ \begin{array}{ c c c c c c c } \hline \hline & & & \hline & & \hline & & \hline & & & \hline & \hline & & \hline \hline & \hline & \hline \hline & \hline & \hline \hline \\ \hline \hline \hline & \hline \hline & \hline \hline \hline & \hline \hline \hline \hline$ | ∎ ₽ ▶ ■ II | | |
| Internet Information Services Internet Information Services Internet Information Pools Internet Web Sites Internet Web Service Extensions | Allow Prohibit Properties Tasks Add a new Web service extension Allow all Web service extensions for a specific application Prohibit all Web service extensions Open Help | ✓ Web Service Extension ✓ All Unknown CGI Extensions ✓ All Unknown ISAPI Extensions ✓ Active Server Pages ✓ ASP.NET v1.1.4322 ✓ ASP.NET v2.0.50727 ✓ HTTP Compression ✓ Internet Data Connector ✓ Server Side Includes ✓ WebDAV | Status Prohibited Allowed Allowed Allowed Prohibited Prohibited Prohibited |
| | Extended Standard / | | |

Windows Vista & Windows 7:

a. In Control Panel click on Programs and click on Turn Windows features on or off. If the User Access Control dialog appears click Continue



- b. Expand Internet Information Services, make sure that the following items are selected:
 - Web Management Tools
 World Wide Web Services
 - World Wide Web Services 🔂 Windows Features Turn Windows features on or off To turn a feature on, select its check box. To turn a feature off, clear its check box. A filled box means that only part of the feature is turned on. ActiveX Installer Service ۸ 🕀 🔲 🚹 Games 🔽 🚹 GroupPolicy Preferences CSE Ξ 🔲 🎍 Indexing Service Internet Information Services 🔲 🎍 FTP Publishing Service + 🎍 Web Management Tools + World Wide Web Services + viicrosott.ivei Framewor 📗 Microsoft Message Queue (MSMQ) Server + + Print Services OK. Cancel
- c. Expand World Wide Web Services, make sure that the following items are selected:
 - i. Under Common HTTP Features:
 - Static Content
 - Default Document
 - Directory Browsing
 - HTTP Errors
 - HTTP Redirection
 - ii. Under Application Development Features:
 - ASP.NET
 - ISAPI Extensions
 - ISAPI Filters
 - iii. Under Security:
 - Windows Authentication
- d. Expand Web Management Tools, expand IIS 6 Management Compatibility, make sure that the following items are selected:
 IIS 6 WMI Compatibility
 - IIS Metabase and IIS 6 configuration compatibility
- In IIS 8 installation (server 2012) IIS management console should be added as well.

Click OK to complete the installation

Windows Server 2008:

- a. Click Start Menu -> All Programs -> Administrative Tools -> Server Manager.
- b. Select Roles and click on Add Roles

| E Server Manager | | |
|-------------------------------------|--|---|
| File Action View Help | | |
| 🔄 🔿 🔰 📊 🛛 | | |
| Server Manager (TLVQA4) | Roles | |
| Koles Configuration Storage | View the health of the roles installed on your server and add or remov | ve roles and features. |
| | 🔿 Roles Summary | Roles Summary Help |
| | Roles: 1 of 17 installed | Add Roles |
| | File Services | |
| | File Services | File Services Help |
| | Provides technologies that help you manage storage, enable file replication, mar client computers | nage shared folders, ensure fast file searching, and enable access for UNIX |
| | | Go to File Services |

c. In the wizard select Web Server (IIS), in the popup dialog click Add Required Role Services

| Confirmation Progress Results | Active Directory Certificate Services Active Directory Domain Services Active Directory Federation Services Active Directory Rights Management Services Fax Server Fax Server File Services (Installed) Hyper-V Network Policy and Access Services Print and Document Services Remote Desktoo Services Web Server (IIS) (Installed) Windows Deployment Services Windows Server Update Services More about server roles | Active Directory Certificate Services (AD CS) is used to create certification authorities and related role services that allow you to issue and manage certificates used in a variety of applications. |
|-------------------------------------|--|---|
|-------------------------------------|--|---|

d. Click Role Services or in Server Manager -> Roles : right click on Web Server (IIS) and select Add Role Services

| Ī | Add Roles Wizard | | X |
|------|--|---|--|
| | Select Role Servi | ces | |
| | Before You Begin Server Roles Web Server (IIS) Role Services Confirmation Progress Results | Select the role services to install for Web Server (IIS): Role services: Web Server Gommon HTTP Features Static Content Default Document Directory Browsing HTTP Errors HTTP Redirection WebDAV Publishing Application Development ASP.NET ASP.NET Server Side Includes Server Side Includes Health and Diagnostics Hatth HTTP Logging Logging Tools Request Monitor Tracina | Description: Windows authentication is a low cost authentication solution for internal Web sites. This authentication scheme allows administrators in a Windows domain to take advantage of the domain infrastructure for authenticating users. Do not use Windows authenticated access your Web site from behind firewalls and proxy servers. |
| | | < Previous | Next > Install Cancel |
| e. | Make sure that the following item i. Under Common HTTP f Static Content Default Docum Directory Brows HTTP Errors HTTP Redirecti ii. Under Application Deve ASP.NET ISAPI Extensio ISAPI Filters iii. Under IIS 6 managemen IIS 6 WMI Com IIS 6 Metabase iv. Under Security: | ns are selected: Features: ent sing on lopment: ns nt computability : patibility compatibility | |
| f. (| Windows Authe Click Next and Install. When the | ntication installation is completed close the wizard | |
| g. | Select Features and click on Add Server Manager File Action View Help Server Manager (TLVQA4) Server Manager (TLVQA4) File Services File Services Fil | View the status of features installed on this server and add or remove features. | _ [] × |
| | Diagnostics Configuration Storage Storage | res Summary tures: 5 of 41 installed | Features Summary Help |
| | | | Remove Features |

h. Select SMTP Server

Desktop Experience Ink and Handwriting Services Ink Support

| Add Features Wizard | × |
|---|--|
| Select Features | |
| Features Confirmation Progress Results | Select one or more features to install on this server. Setures: DirectAccess Management Console Group Policy Management Group Policy Management Internet Printing Clert Internet Storage Name Server Internet Storage Name Server PRP Port Monitor Wultipath I/O Quality Windows Audio Video Experience Remote Server Administration Tools (Installed) Peer Name Resolution Protocol Quality Windows Audio Video Experience Remote Server Administration Tools (Installed) Storage Manager for SANs Subsystem for UNIX-based Applications More about features < Previous Net > |

i. Under Background Intelligent Transfer Service



j. In the popup dialog click Add Required Role Services

| Add Featu | res Wizard Add role services and features required You cannot install SMTP Server unless the required role serv | for SMTP Server? |
|---------------|---|--|
| | <u>R</u> ole Services: | Description: |
| | Web Server (IIS) Management Tools IIS 6 Management Compatibility Web Server Health and Diagnostics Remote Server Administration Tools Feature Administration Tools SMTP Server Tools | Web Server (IIS) provides a reliable, manageable, and scalable Web application infrastructure. |
| | | Add Required Role Services Cancel |
| i) <u>Why</u> | are these role services and features required? | |

k. Click Next, Next, Next and Install

General:

- a. Give "Modify" permissions to the domain user that SpeechMiner will impersonate on this folder:
- C:\<Windows>\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files
- b. Make sure the application pool uses v2.0 of the .Net framework, and not a later version.

8. Report Viewer Installation

- If you are going to use the Report Caching feature, you need to install Report Viewer 2005 on your Web machine. 9. **Disable "Simple File Sharing" on all machines**

| older Options | ? |
|--|-------|
| General View File Types Offline Files | |
| Folder views You can apply the view (such as Details or Tiles) to you are using for this folder to all folders. Apply to All Folders Reset All Folders | hat |
| Advanced settings: | |
| Launch folder windows in a separate process Managing pairs of Web pages and folders Show and manage the pair as a single file Show both parts and manage them individually Show both parts but manage as a single file Remember each folder's view settings Restore previous folder windows at logon Show Control Panel in My Computer Show encrypted or compressed NTFS files in color Show pop-up description for folder and desktop items Use simple file sharing (Recommended) | |
| Restore Defau | ults |
| OK Cancel A | .pply |

10. Audio capabilities - Users of the SpeechMiner web application must have a functioning audio device on their desktop and Windows Media Player version 10 or 11 installed.

DB Server Installation

| 1. | Run SpeechMine | r setup on DB | Server machine |
|-----|---------------------|---------------|----------------|
| ••• | rituri opooonininio | 1 Ootap on DD | |

2. Select **Database** in the component list. Optionally select **SMUpgrade** when upgrading from a SpeechMiner 6.0 version.

| | | | ponents you don't want to | 3 |
|--|--|---|---|--------------------------------|
| Sel Sp- | lect components to install: ace required: 200.3MB | Uplatform Smart Web SMConfig ULogger SMUpgrade Nuance License Database | Description Position your mouse over a component to see its description. | |
| Nullso | ift Install System v2.44 | , | | |
| | | < Back | Next > Can | cel |
| Jse SA These c c?? Spe | credentials in the Database redentials will be used in the eechMiner 8.0 Setup | credentials dialog. Database na process of creating the SpeechN | me should be speechminer liner DB. | r_verX_Y (i.e. speechMiner_ver |
| Data | abase credentials | | | |
| Plea | ase enter the credentials of | the Database administrator | Ç | |

| Windows Auth | nenticated user | | | |
|------------------------|--------------------|--------|--------|--------|
| DB Server | | | | |
| DB Name | speechminer_ver8_0 | | | |
| DB User | | | | |
| DB Password | | | | |
| | | | | |
| Nulleaft Teatall Custo | | | | |
| Nullson: Install byste | III V∠,44 | | | |
| | | < Back | Next > | Cancel |
| | | | | |

4. In Choose Install Location dialog, it is recommended to select <DRIVE>:\Utopy\software (default value)

| RSpeechMiner 8.0 Se | tup | | | | |
|--|---|--|--|---|--|
| Choose Install Loca | ion | | | _ | |
| Choose the folder in w | hich to install SpeechMine | er 8.0. | | <u>C</u> 7-1 | |
| Setup will install Speed Browse and select and | hMiner 8.0 in the followin ther folder. Click Install t | ng folder. To install in a to start the installation. | different folder, cl | ick | |
| Destination Folder | 21 | | Browse | | |
| Space required: 200.3 Space available: 714.3 | MB IGB | | | | |
| Julisoft Install System v2 | .44 | < Back In: | stall Ca | ncel | |
| After the DB Se SQL Server Ma An alternative w C:\utopy\Softwa choose settings In addition you on the master of on the new data | rver installation check than nagement Studio and rev ray to perform DB installa re\Support during any reg based on the setting in the should run the following c atabase: create login [dbi base: EXEC sp_change_ | at speechminer_verX_Y viewing the list of databa ation is to use data_ver8 gular server install. You he steps above. commands to create the user] with password='dt _users_login 'Auto_Fix', | database is prese uses on the server _0_sql2005.bak (a should restore this dbuser user: buser',check_policy 'dbuser' | nt. This can be c SQL backup file backup on the s =OFF | lone by opening e) deployed in SQL server and |
| a. Run SMConfig and b. If you need alternal an advanced settin c. If the DB server is a d. Review and modify when a database is updateUntilYester purge old calls sho volume is as low as may include in this | deploy the MRSLibrary a ive call queue manageme g. If you don't know that y in Enterprise Edition, run the DB job for maintenar created. The job's name dayMaxChannels and s ild be added as a step to possible. If information a job sp_createAgentsFro | and the reports (see Spe ent, replace sp_GetNex you need this, just ignore "EXEC sp_create_DB_ nce, and schedule it to ru is SpeechMiner_Mainte p_agentFilterCleanByl this job. This job should about the agents and the pmPartitions . | eechMiner Configu tCallFromQ with sp e this step). storage_partitions un on a regular basenance_job - <data Days. In addition, a d run daily or week eir hierarchy is not</data | ration V8.0) <u>o</u> _GetNextCallFr sis. The job is cro base>. The job any procedure to ly at a predefine available throug | omQ_alternative. (Th eated by the installer may include (optional rebuild indexes and d time window when o n the UConnector, yo |
| In orde Owner Proper change | r to allow the 'updateUntil field. Click on SQL Serve ies window will pop up. U it to be 'sa'. Click OK to s | IYesterdayMaxChannels er Agent -> Jobs. Double Jnder the General section submit the change. | s' job to run, you ne e click on 'updateU on there is an Own | eed to insert sa c ntilYesterdayMa er field. If the ent | credentials into the xChannels' job. The rry is 'dbuser' |
| The da as a ba | tabase contains a stored se for your job. | procedure that creates | such a maintenand | e job. You can r | eview it and use it |
| e. To boost the perfor directory. For secu See below for spec | mance of the reports reno ity reasons grant access fic configuration. | dering in the web server only from the web serve | r, allow anonymous er(s) IP address(es | access to the R). | eportServer virtual |



| Authentication N | Methods | 1 | | | |
|-------------------------------------|--|--------------|--|--|--|
| Enable anor | nymous access | | | | |
| Use the followir | Use the following Windows user account for anonymous access: | | | | |
| <u>U</u> ser name: | UTOPYINC\integ Browse | | | | |
| <u>P</u> assword: | ••••• | | | | |
| | | | | | |
| | | | | | |
| -Authenticated a | access | | | | |
| For the followin are required wh | ng authentication methods, user name and password hen: | | | | |
| - anony | ymous access is disabled, or access control lists | | | | |
| ✓ Integrated | Windows authentication | | | | |
| Digest auth | entication for Windows domain servers | | | | |
| Ba <u>s</u> ic authe | entication (password is sent in clear text) | | | | |
| .NET Passp | ort authentication | | | | |
| Default <u>d</u> oma | ain: Select | | | | |
| <u>R</u> ealm: | Seject, | | | | |
| | OK Cancel <u>H</u> elp | | | | |
| P Address and D | Domain Name Restrictions | × | | | |
| □ IP address acce | ass restrictions | | | | |
| By default, all c | computers will be: 🥜 🔿 Granted access 🦵 | | | | |
| Except the follo | Except the following: | | | | |
| Access IP address (Subnet mask) | | | | | |
| of Granted | 🖳 192.168.5.64 | A <u>d</u> d | | | |
| | | Remove | | | |
| | 2 - | Edit | | | |
| | | | | | |
| - | OK Cancel <u>H</u> elp | | | | |
| | | | | | |

f. In order to deploy the SQLCLR please set the permissions of the XmlSerializers.dll. Under Master DB run the following commands (after copying sqlclr.XmlSerializers.dll from the InstallFolder\support files to a new folder - sqlclrDeploy and changing DB_SERVER in the first command to be the name of the dvserver)

| use [master] |
|--|
| CREATE ASYMMETRIC KEY SQLCLRTestKey FROM EXECUTABLE FILE = |
| '\\DB_SERVER\C\$\sqlclrDeploy\sqlclr.XmlSerializers.dll' |
| go |
| use [master] |
| CREATE LOGIN SQLCLRTestLogin FROM ASYMMETRIC KEY SQLCLRTestKey |
| go |
| use [master] |
| GRANT EXTERNAL ACCESS ASSEMBLY TO SQLCLRTestLogin |
| |
| |

Web Server Installation

SQL Requirement for Web Server - Make sure the system on which you plan to install the Web Server has either SQL Server Client or SQL Server Database Server installed (not required if DB Server and Web Server are the same machine).

- 1. Run SpeechMiner setup
- 2. In the Select Components dialog, choose Web. Optionally add the ULogger tool for monitoring the system log.

| Speccil incl 0.0 Secup | | |
|---|-----------------------------------|---|
| Choose Components Choose which features of Spee | chMiner 8.0 you want to install | . – |
| Check the components you wa install. Click Next to continue. | nt to install and uncheck the cor | mponents you don't want to |
| | | |
| Select components to install: | Uplatform | Position your mouse |
| | Web | over a component to see its description. |
| | SMConfig | |
| | SMUpgrade | |
| | Nuance License | |
| Space required: 253.0MB | | |
| | 1 | |
| Julisoft Install System v2,44 —— | | |
| | < Back | Next > Cancel |

- 3. In "Choose Destination Location" it is recommended to select <DRIVE>:\Utopy\software (default value)
- 4. Select DB credentials for the configuration files.
- 5. After installation is done set the following permissions:
 - Set read/write/modify permissions to the IIS user/group (IUSR_XXX in Windows XP or Network Service group in Windows Server 2003 and above) and the operational domain user (SMUSER) on the SpeechMiner installation folder.
 - Set read/write/modify permissions to the IIS user/group (IUSR_XXX in Windows XP or Network Service group in Windows Server 2003 and above) on the windows temp folder.

Recommended: Enable HTTP Compression on the IIS server

Platform Server Installation

1. On the Choose Components dialog, choose UPlatform and ULogger.

| 🛱 SpeechMiner 8.0 Setup | | | | |
|--|---|---|--|--|
| Choose Components Choose which features of Spea | echMiner 8.0 you want to install. | | | |
| Check the components you want to install and uncheck the components you don't want to install. Click Next to continue. | | | | |
| Select components to install: Space required: 219.9MB | Uplatform Smart Web SMConfig ULogger SMUpgrade Nuance License Database | Description Position your mouse over a component to see its description. | | |
| Nullsoft Install System v2,44 | | | | |
| | < Back | Next > Cancel | | |

- In "Choose Destination Location" it is recommended to select <DRIVE>:\Utopy\software (default value)
 You should either install Nuance license server or enter the name of an existing server:

 Install Nuance license server

| 🛱 SpeechMiner 8.0 Setup | | _ 🗆 🗙 | | |
|--|---|---|--|--|
| Choose Components Choose which features of Spe | echMiner 8.0 you want to install. | <mark>, ⊂</mark> , | | |
| Check the components you wait install. Click Next to continue. | ant to install and uncheck the comp | ponents you don't want to | | |
| Select components to install: | Uplatform Smart Web SMConfig ULogger SMUpgrade Vuance License | Description Position your mouse over a component to see its description. | | |
| Space required: 205.8MB | Database | | | |
| Nullsoft Install System v2.44 | | | | |
| | < Back | Next > Cancel | | |
| Enter the information of an existing Nuance license server | | | | |

| | | 🛤 SpeechMiner 8.0 Setup | | | |
|-----|------------|---|--------------------------|-------------------|--------|
| | | Nuance License Please enter nuance license servers as by semi-colon | a list of port@server co | mbinations separa | ated 🖵 |
| | | | | | |
| | | Nullsoft Install System v2.44 | | | |
| 3 9 | Select re | ecognition languages you would like to install | < Back | Next > | Cancel |
| 0. | ci Sp | eechMiner 8.0 Setup | | | |
| 5 | Lar Ple | guages Selection ase select the languages you would like to in | stall | | ср. |
| | | | | | |
| | | English | | | |
| | | Spanish | | | |
| | | English UK | | | |
| | | Catalan | | | |
| | | English AU | | | |
| | Nullso | ft Install System v2,44 | | | |
| | | | Z Back Nov | t S Car | ncel |

- 1. Manual steps
 - a. Create the input, store, filtered, and grammar shared folders. Note all SpeechMiner machines should have access to these shared folders.
 - b. Consult with http://support.microsoft.com/kb/895980/ if you have AMD based servers, in case you need to install some updates.
 - c. Optional: turn off error reporting (http://support.microsoft.com/kb/310414) :

To access the settings for the reporting feature:

1. Click Start.

- 2. Right-click My Computer, then click Properties.
- 3. Click the Advanced tab.
- 4. Click Error Reporting.

SMART Installation (user desktop)

- 1. Install the .NET 3.5 Framework (with SP1)
- 2. Run SpeechMiner setup. In the Select Components dialog, choose Smart. Optionally add the ULogger tool for monitoring the system

| SpeechMiner 8.0 Setup | | | | |
|--|---|---|--|--|
| Choose Components Choose which features of SpeechMiner 8.0 you want to install. | | | | |
| Check the components you want to install and uncheck the components you don't want to install. Click Next to continue. | | | | |
| Select components to install: | Uplatform Smart Web SMConfig ULogger SMUpgrade Nuance License Database | Description Position your mouse over a component to see its description, | | |
| Space required: 276.9MB | | | | |
| Nullsoft Install System v2,44 —— | < Back | Next > Cancel | | |

- 3. Select destination folder (Leave default if not sure)
- 4. Restart computer

User Desktop (IE Settings)

A On the end user's desktop, the Internet Explorer has to be set with to following for the SpeechMiner domain:

- Allow popups
- Set as "Trusted Sites" zone or as "Local Intranet" as explained below

* Set the SpeechMiner domain as a "Local Intranet" browser zone. This is done in the security panel of the IE settings dialog.

| ٢ | - 🧐 🗸 | ΄ Ο | |
|-------------------------|--|-------------------------------------|---------------------------|
| ternet | Local intranet Trusted | sites Restrict sites | ed |
| Loca This : found | Il intranet cone is for all websites that d on your intranet. | are | Sites |
| urity leve | I for this zone | | |
| - P | Iedium-low - Appropriate for websites (intranet) - Most content will be run | on your local new without prompting | etwork ng you |
| | - Unsigned ActiveX contro - Same as Medium level wi | ls will not be dov thout prompts | vnloaded |
| - | - Unsigned ActiveX contro - Same as Medium level wi | ls will not be dov thout prompts | vnioaded Default level |

The bottom toolbar of IE should say "Local Intranet" when browsing the SpeechMiner application pages.

Secol intranet

• Set the caching setting, under "check for newer versions of stored pages" to "Automatically".

| Temporary Internet Files and History Settings |
|---|
| Temporary Internet Files Internet Explorer stores copies of webpages, images, and media for faster viewing later. |
| Check for newer versions of stored pages: |
| O Every time I visit the webpage |
| Automatically Never |
| Disk space to use (8-1024MB) (Recommended: 50-250MB) 50 🗭 |
| Current location: C:\Documents and Settings\ron\Local Settings\Temporary Internet Files\ |
| Move folder View objects View files |
| History |
| Specify how many days Internet Explorer should save the list of websites you have visited. |
| Days to keep pages in history: 20 🚔 |
| OK Cancel |

Disable Internet Explorer Enhanced Security Configuration.
 On 2008 servers: Server Manager main page , Security Information, Configure IE ESC, click to set the options to Off.

| Internet Explorer Enhanced Security Configuration Internet Explorer Enhanced Security Configuration (IE ESC) reduces the exposure of your server to potential attacks from Web-based content. Internet Explorer Enhanced Security Configuration is enabled by default for Administrators and Users groups. Administrators: Image: Configure Enhanced Security Configuration is enabled by default for Administrators and Users groups. Administrators: Image: Configure Enhanced Security Configuration is enabled by default for Administrators and Users groups. Administrators: Image: Configure Enhanced Security Configuration is enabled by default for Administrators and Users groups. Administrators: Image: Configure Enhanced Security Configuration is enabled by default for Administrators and Users groups. Administrators: Image: Configure Enhanced Security Configuration is enabled by default for Administrators and Users groups. Image: Configure Enhanced Security Configuration is enabled by default for Administrators is configure Enhanced Security Configuration Image: Configure Enhanced Security Configuration </th <th></th> <th>🔛 Change System Properties</th> | | 🔛 Change System Properties |
|---|---|---|
| Internet Explorer Enhanced Security Configuration Internet Explorer Enhanced Security Configuration (IE ESC) reduces the exposure of your server to potential attacks from Web-based content. Internet Explorer Enhanced Security Configuration is enabled by default for Administrators and Users groups. Administrators: On (Recommended) On | | 👰 View Network Connections |
| Configure Server Manager Rer Management Configure Server Manager Rer Configure Server | | 🐅 Configure Remote Desktop |
| Internet Explorer Enhanced Security Configuration (IE ESC) reduces the exposure of your server to potential attacks from Web-based content. Internet Explorer Enhanced Security Configuration is enabled by default for Administrators and Users groups. Administrators: [®] On (Recommended) [®] On the explorer Enhanced Security Configuration | % Internet Explorer Enhanced Security Configuration | Configure Server Manager Rer Management |
| Image: Imag | Internet Explorer Enhanced Security Configuration (IE ESC) reduces the exposure of your server to potential attacks from Web-based content. Internet Explorer Enhanced Security Configuration is enabled by default for Administrators and Users groups. Administrators: Image: Organ Security Configuration (IE ESC) reduces the exposure of your server to potential attacks from Web-based content. Internet Explorer Enhanced Security Configuration is enabled by default for Administrators and Users groups. Administrators: Image: Organ Configuration (Recommended) | |
| Users: © On (Recommended) © Off More about Internet Explorer Enhanced Security Configuration OK Cancel © Go to Roles Add Roles Remove Roles | S off | Go to Windows Firewall |
| Image: Configure IE Esc | Users: | ✓ ← Check for New Roles |
| Image: Configuration Image: Configuration Image: OK Cancel | On (Recommended) | Run Security Configuration Wi Configure IE ESC |
| More about Internet Explorer Enhanced Security Configuration OK Cancel Image: Concel Image: Concel | 😵 C Off | |
| OK Cancel | More about Internet Explorer Enhanced Security Configuration | |
| Go to Roles | OK Cancel | Roles Summary Help |
| Add Roles | | 👔 Go to Roles |
| | | Add Roles |
| | | Remove Roles |