



Speech Search Server Installation Guide

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OVERVIEW

This document describes how to install the Speech Search Server (Aurix Speech Engine) for use with OAISYS 7.3 speech search feature.

SPEECH SERVER REQUIREMENTS

The user account to run SAS service must have full control to the Recordings Directory

CPU	Memory	Operating System**	SQL Server*	Storage
Core2 Quad 9550 or better	8GB	Windows 7 or higher	2008	x2 Audio Recording Storage

****NOTE:** SQL version must match the version of SQL on the OAISYS server

NOTE: The Speech Search Server is designed to consume as much CPU as possible to make it as efficient as possible. High CPU usage is expected.

RECOMMENDATION

Provide 2 Hard Drives

- ✓ OS, SQL, SAS – min 120GB
- ✓ Index – x2 Audio Recording Storage



SPEECH SEARCH INSTALLATION & CONFIGURATION

License your Speech Search Server (SAS) through the primary Tracer server.

The number of Speech Search Port Licenses (CLIDVA) must match your number of recording ports (VAT Ports).

INSTALLATION

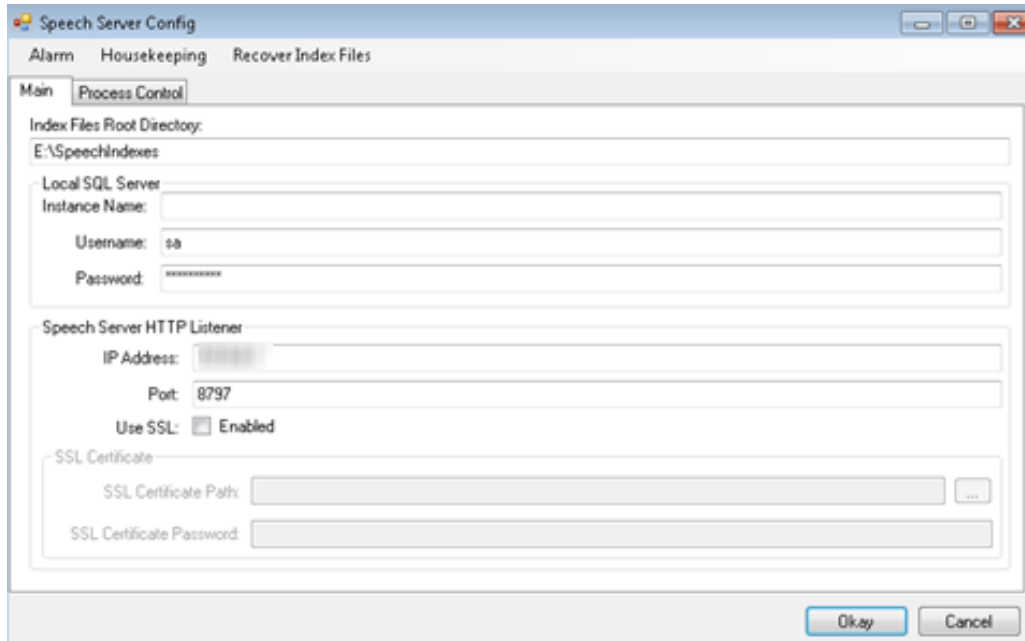
1. Download and Install SAS Setup
 - <ftp://templates.oaisys.com/Installers/Production/SAS/>
 - a. There are no special requirements
 - b. Click *Next* to progress through the setup

2. All files are deployed to
C:\Program Files\CTS.NET\OAISYS.SAS
 - a. A new service will be created in Windows Services Menu
[OAISYS.SAS.Service.Main.exe](#)

3. Create a folder for index files on the Indexing drive
 - a. Name the folder **INDEX**

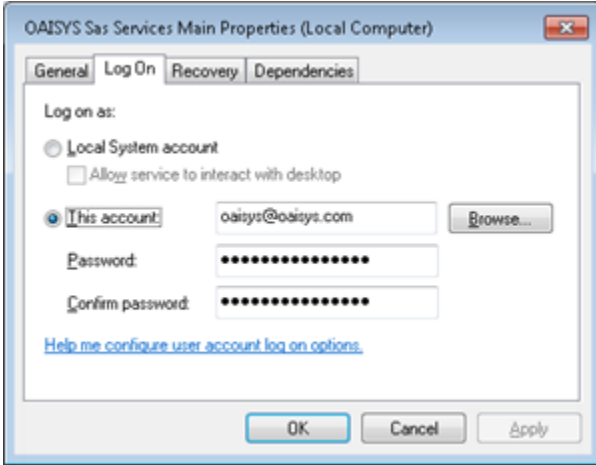
CONFIGURATION

1. Run configuration app `Sas.Apps.Config.exe` from
`C:\Program Files\CTS.NET\OASYS.SAS`

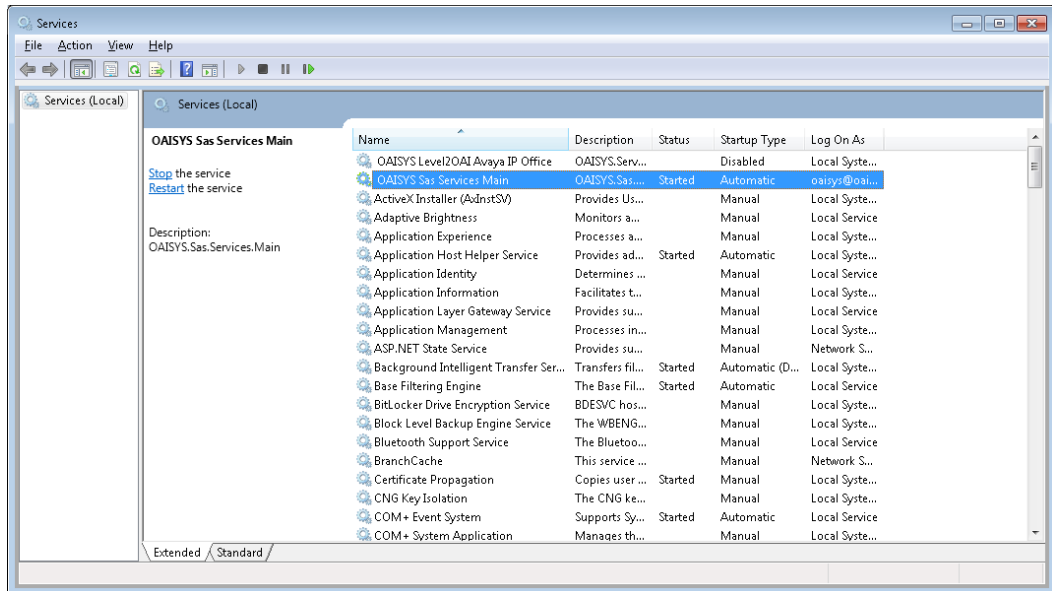


- a. Index file root directory is the folder created in step 4
- b. Unless multiple instances are being used in SQL, instance remains blank
- c. Provide SQL credentials
- d. Specify SAS IP address
- e. Default port 8797 can be used

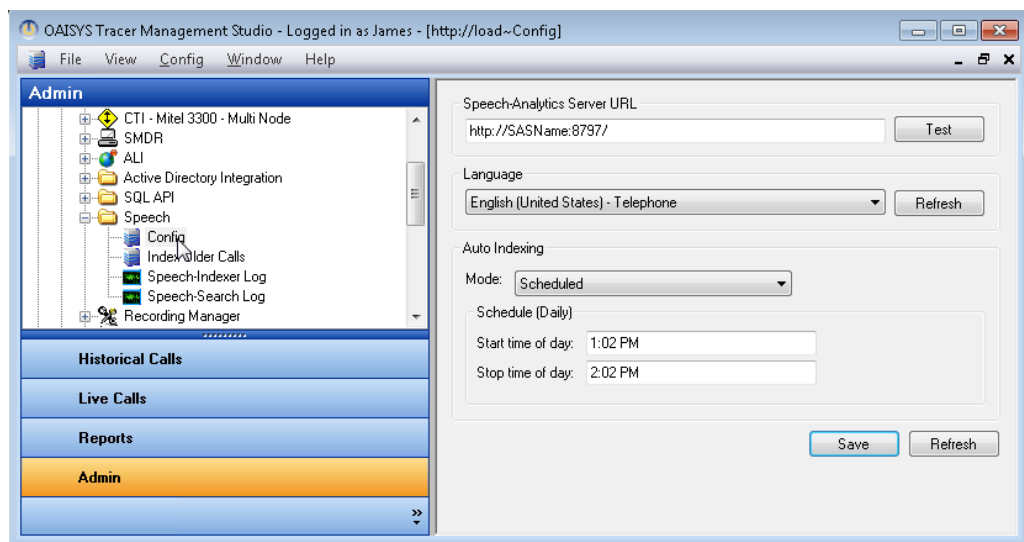
2. Set User Login for Windows Service to match SQL location
[OAISYS.SAS.Service.Main.exe](#)



a. Start Service
[OAISYS.SAS.Service.Main.exe](#)

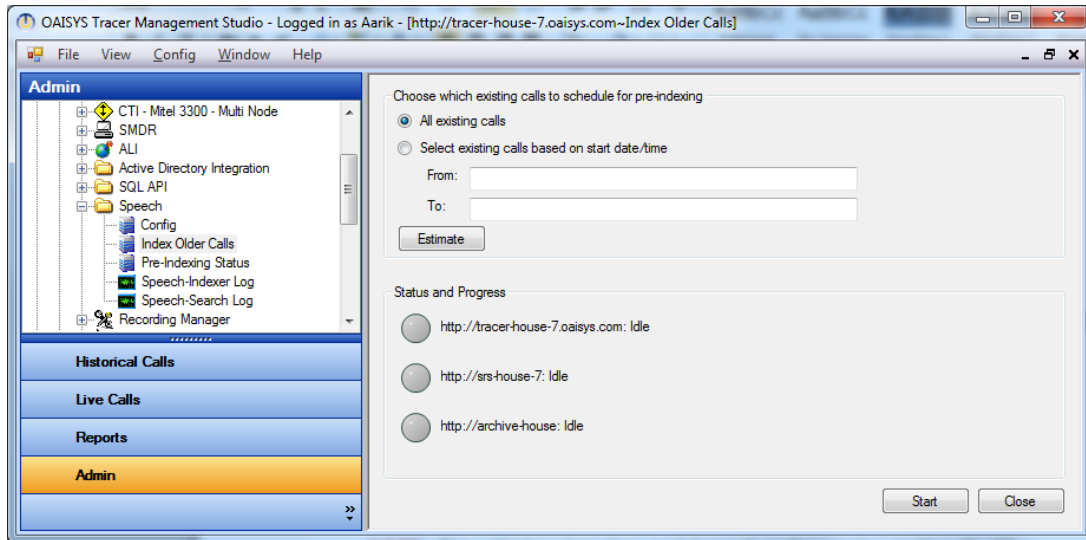


3. Configure Speech in the Management Studio Admin application
 - a. Enter full URL of SAS server including Port Number
 - b. Click *Test*
 - c. Select an option from the drop down list of supported languages
 - d. Set indexing schedule
 - i. **Real Time** – Call is indexed on completion
 - ii. **Scheduled** – Calls needing to be indexed are queued up until scheduled time period



INDEXING

1. Indexing older calls can be accomplished according to settings chosen in Index Older Calls

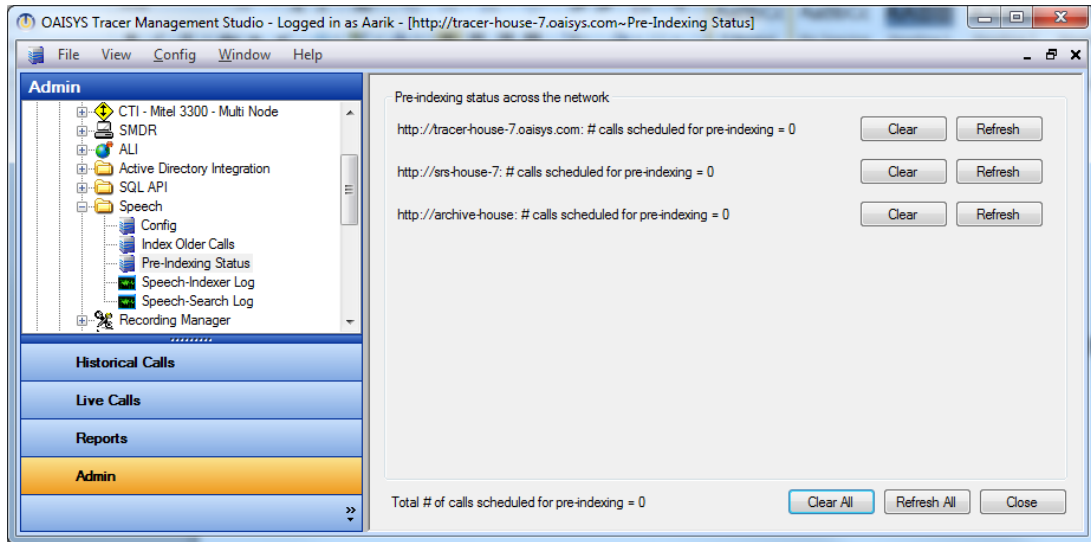


NOTE: This will take a long time and depends on the number and length of the calls being indexed. At the present time there is no option to cancel.

RECOMMENDATION

Index 1 week or month to start, then go back and index additional segments depending on time invested and need.

2. The number of calls currently in queue can be found in Pre-Indexing Status.



NOTE: If calls are not indexed prior to running a speech search against them, they will be indexed on the fly. Those searches will run significantly slower than searches where all calls are pre-indexed. Therefore, it is best to have all conceivable calls that will be searched against for speech indexed prior to running searches.

DEFRAGMENTATION

OAISYS **highly recommends** configuring scheduled defragmentation for approximately once per week in Windows on this drive.

Less frequent defragmentation may be appropriate depending on how fragmented a drive gets under a load over long timeframes.

Defragmentation should occur when there is low search traffic and should not be performed while SAS housekeeping is taking place.

1. To get to the Disk Defragmenter, go to the Windows Start Menu search bar and enter “Disk Defragmenter” (See Fig. 1 for 2008 R2, or Fig. 2 for Windows 7)

Figure 1: 2008 R2

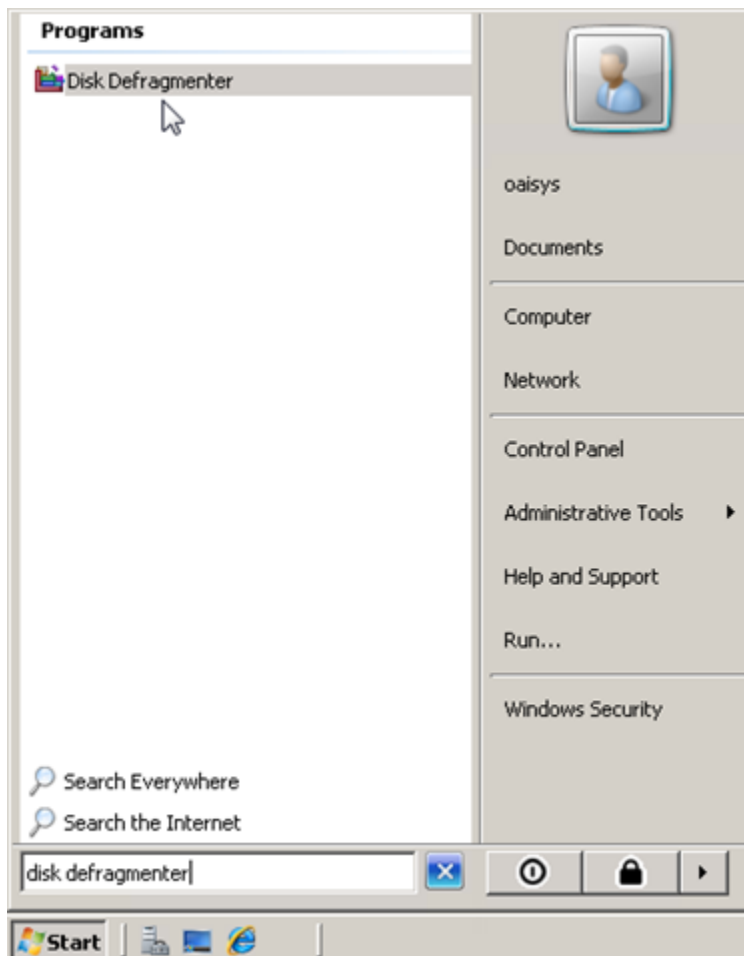
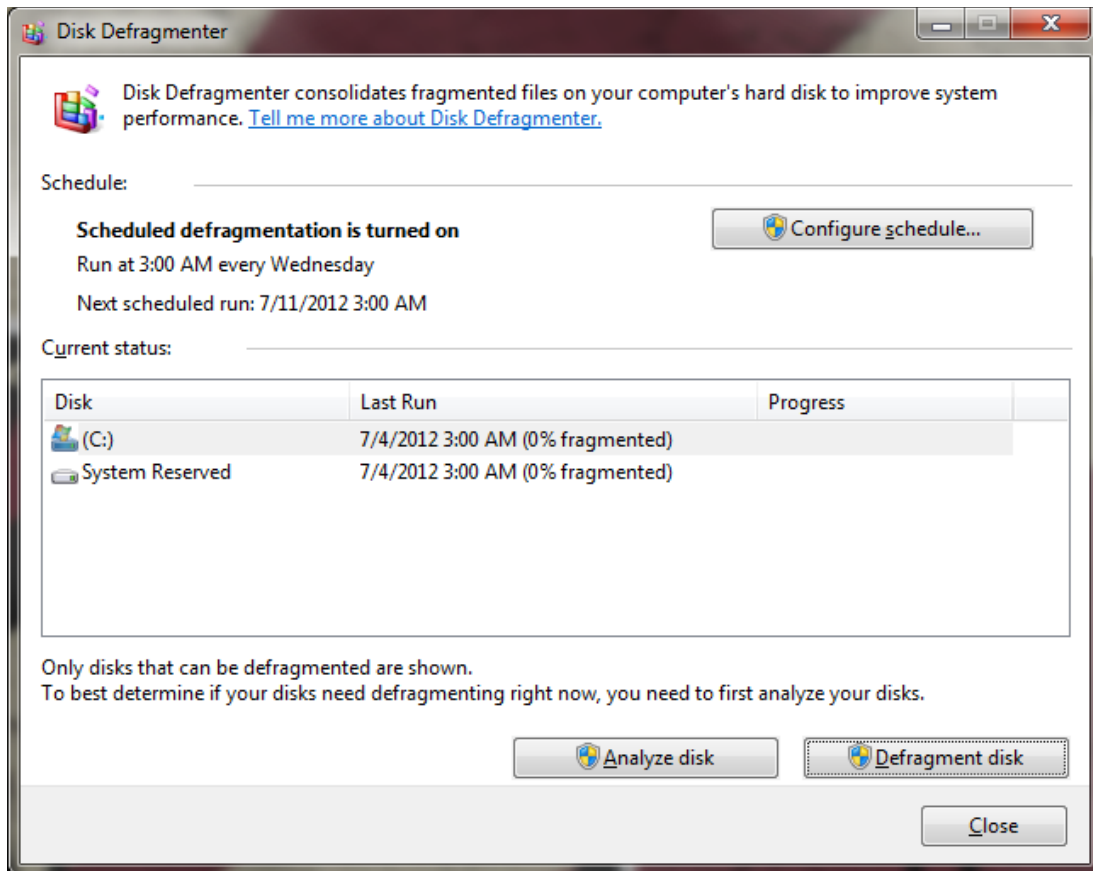


Figure 2: Windows 7



2. Turn on scheduled defragmentation (See Fig. 3 and Fig. 4 for 2008 R2, or Fig. 5 for Windows 7)
 - a. Set the frequency to weekly
 - b. Set the day of the week and time for the schedule
 - i. This should be when SAS use is low

Figure 3: 2008 R2

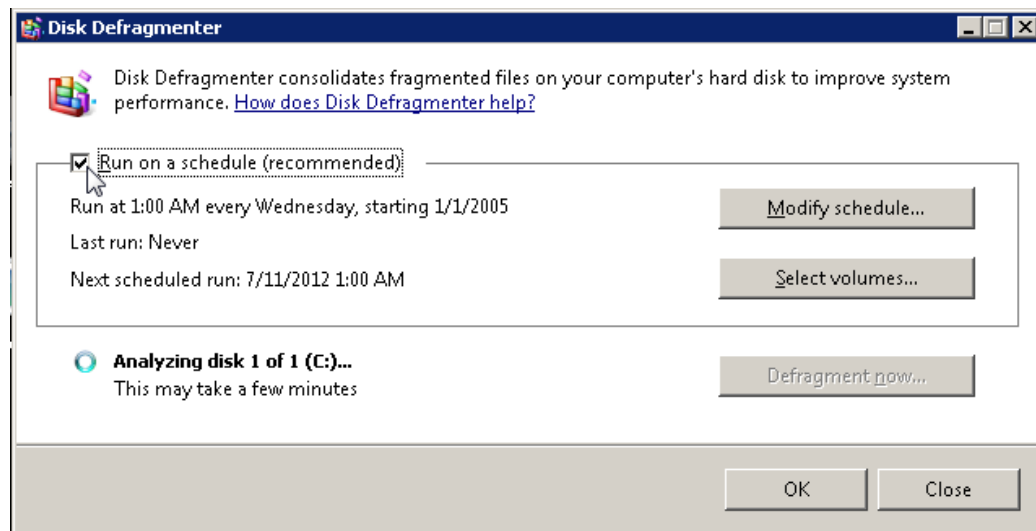


Figure 4: 2008 R2

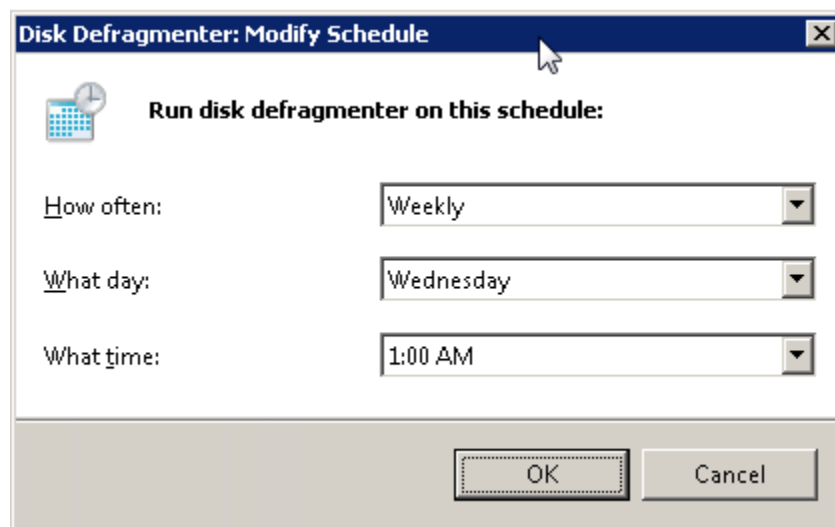
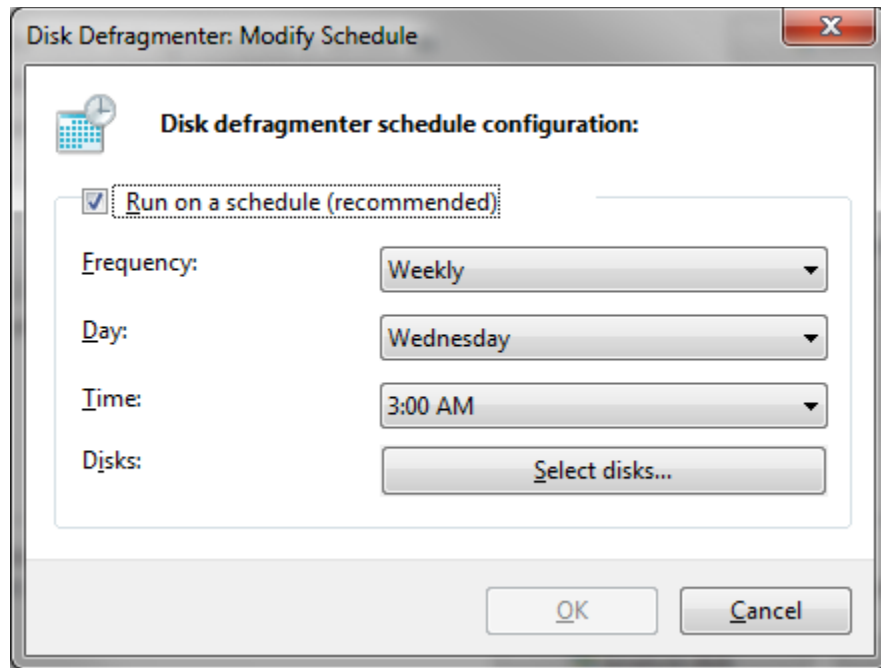


Figure 5: Windows 7



3. Select the disks (See Fig. 6 for 2008 R2, or Fig. 7 for Windows 7)

Figure 6: 2008 R2

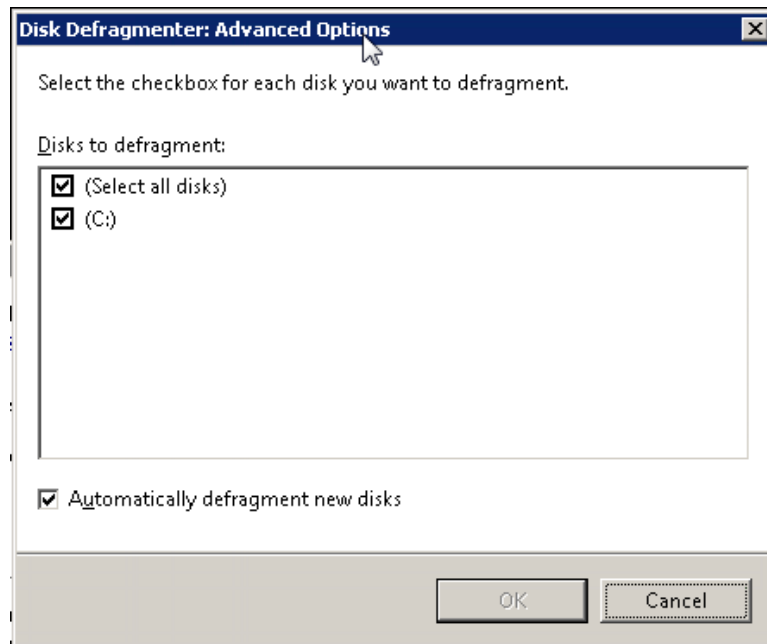


Figure 7: Windows 7

