GENESYS™

Genesys Recording, Quality Management, and Speech Analytics User's Guide

Configure the browser

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Learn to configure Internet Explorer or Google Chrome to enable you to access the SpeechMiner UI.

Related documentation:
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SpeechMiner end users access the SpeechMiner browser-based interface from Internet Explorer or Google Chrome. The selected browser connects to the SpeechMiner Web server through the local network.

In order for the SpeechMiner interface to work properly, you must configure your browser as explained in the relevant section below:

- Internet Explorer

- Chrome

- Edge

Performing the required configuration enables:

- The use of pop-ups from the SpeechMiner Domain.

- Treating the SpeechMiner domain as part of the local intranet (or as a trusted site).

- Automatic updating of cached web pages.

> ### Important
> To run SpeechMiner 8.5.5, you must use a minimum resolution of 1280X1024. Genesys recommends that you work with a 1680X1050 resolution.
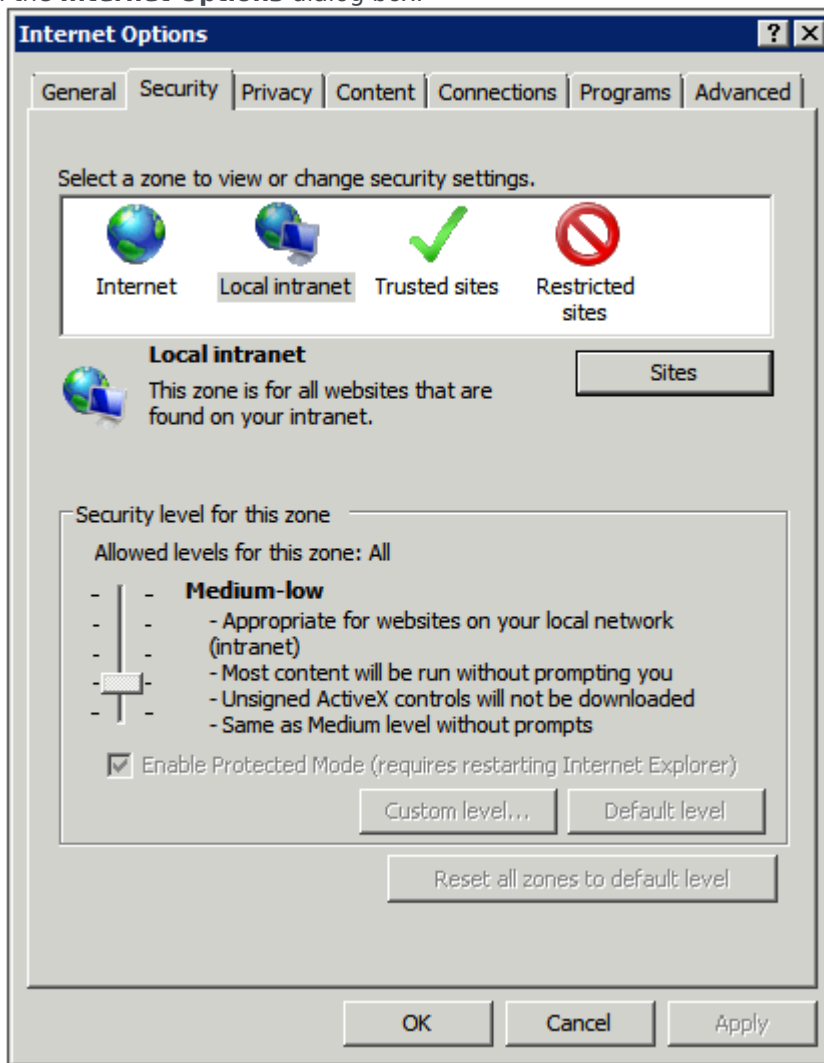
Configure Internet Explorer to work with SpeechMiner

Perform the following steps to configure Internet Explorer to work with SpeechMiner:

Important

- 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 Windows Server 2008 or Windows Server 2012 section below.

- 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.

- When you playback an interaction in an Internet Explorer environment, the Playback button does not appear after you play the specific interaction for the first time. The Playback button reappears after you close the specific interaction and reopen it.

1. Open the **Internet Options** dialog box.

2. Select the **Security tab** and **Local Intranet**.

3. Add the SpeechMiner domain to the list of websites in the **Local Intranet** zone.

4. Click **Sites > Advanced** and add the SpeechMiner web server URL to the list of safe websites.
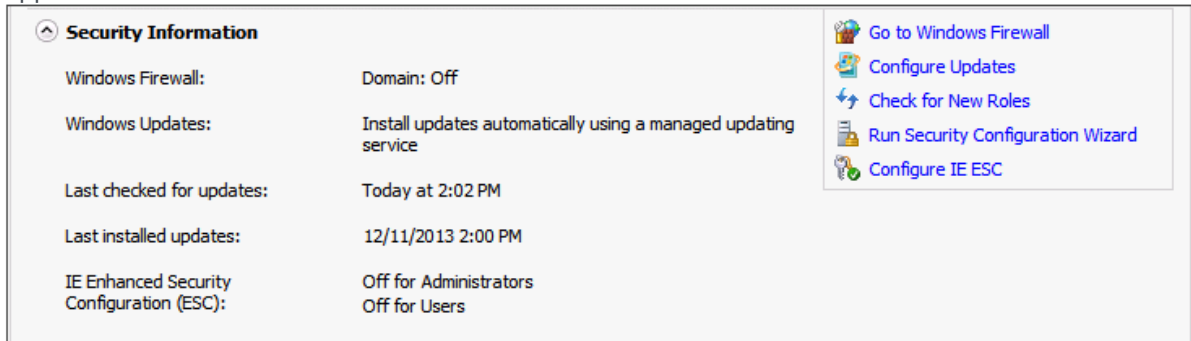
> ### Important
> This step is not required if you already turned off the Enhanced Security Configuration Feature.

5. Click **Custom Level** to customize the local intranet zone security.

> ### Important
> When working with Internet Explorer 11+, the Online Help documentation may not appear as it should. To view the Online Help properly, you must enable **Active Scripting** in the **Internet Options > Security > Custom Level** window.
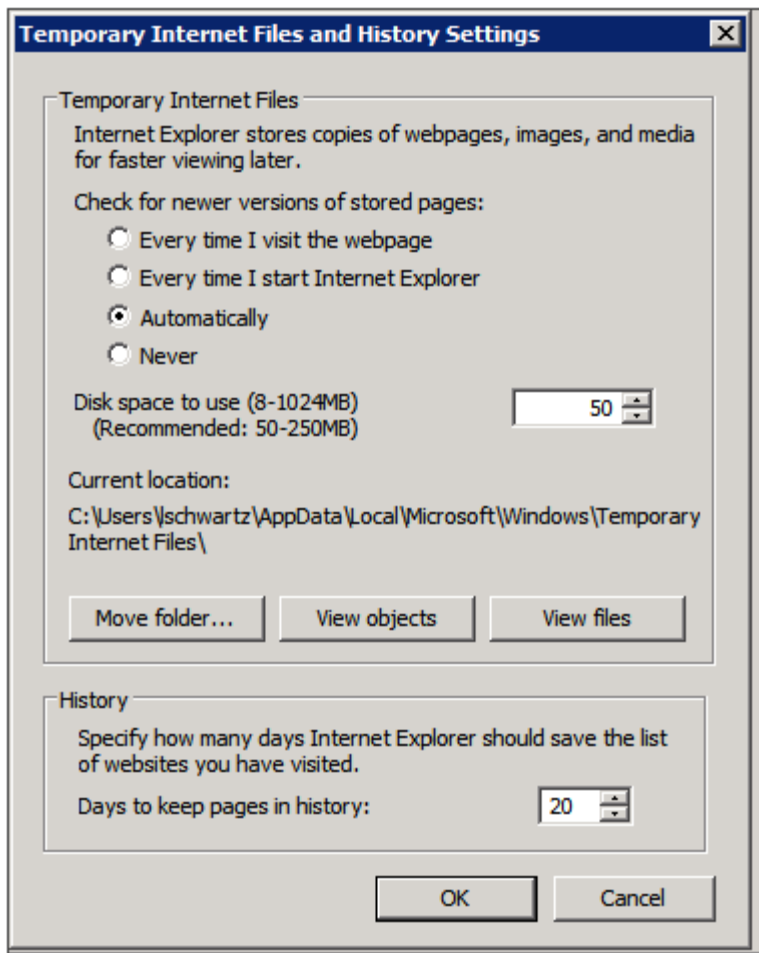
6. Under **Miscellaneous** change **Access data sources across domains** to **Enable**. Selecting **Enable** makes Screen Recording playback possible because it allows access from the browser to Web Services and Applications.

> ### Important
> Allowing access from the browser to Web Services and Applications is only relevant in a 8.5.512 environment.

7. In the **Privacy** tab, add the SpeechMiner domain to the list of web sites that are permitted to open pop-ups.

8. In the **General** tab, under **Browsing History**, select **Settings**.

9. Under **Check for newer versions of stored pages**, select **Automatically**.

10. Click **OK** to save the changes.
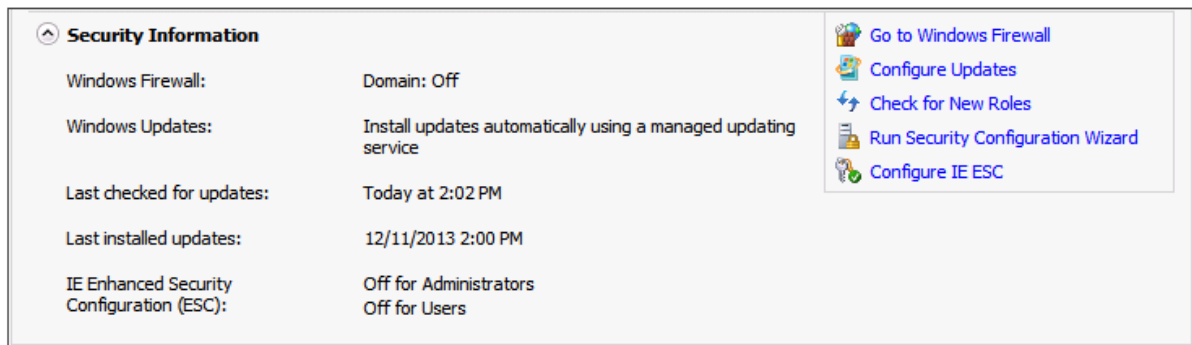
> ## Important
> If the SpeechMiner domain is treated as part of the local intranet, Local Intranet
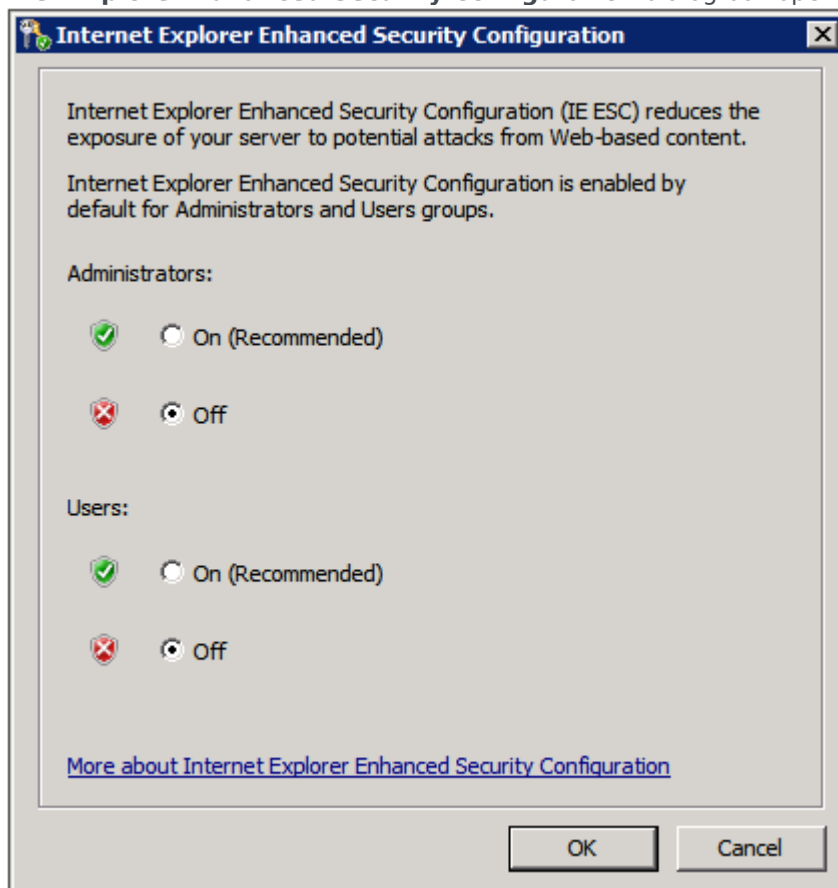> should appear in the Status Bar at the bottom of the Internet Explorer window whenever the browser displays a SpeechMiner page. In newer versions of Internet Explorer, the same information can be found in File > Properties.

Turn off the Enhanced Security Configuration Feature on Windows Server 2008

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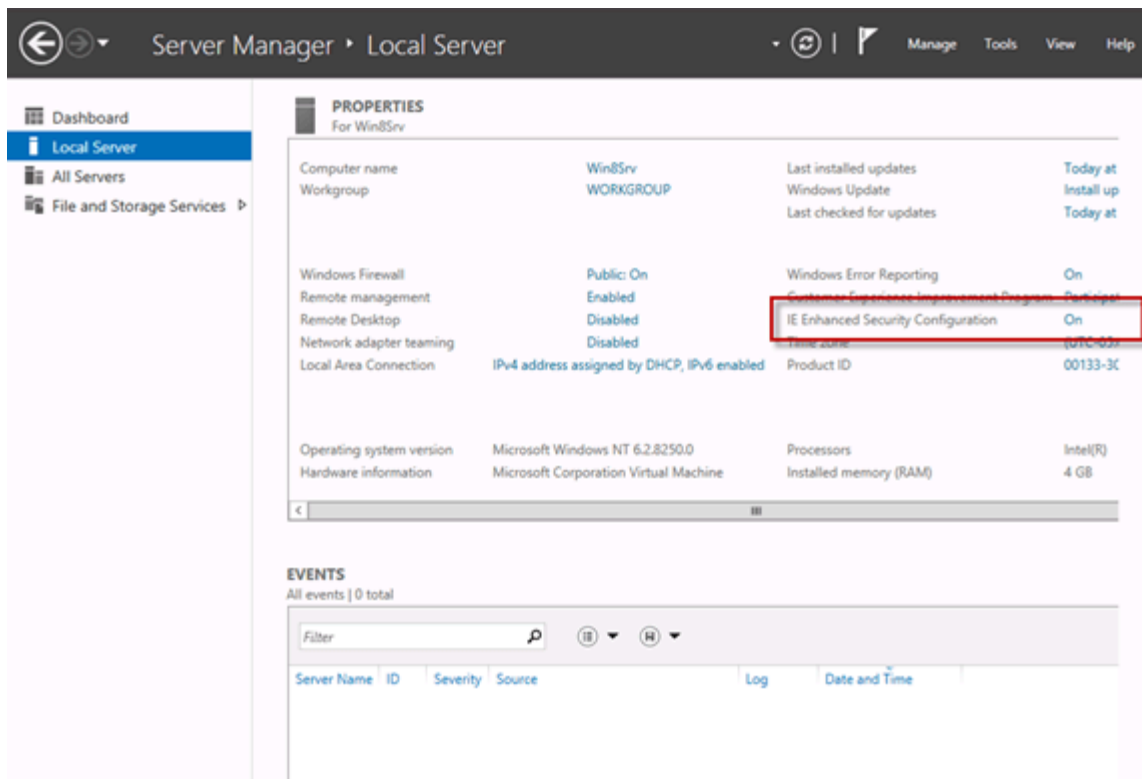
2. If the current settings are not **Off** for **Administrators** and **Off** for **Users**, click **Configure IE ESC**. The **Internet Explorer Advanced Security Configuration** dialog box opens.
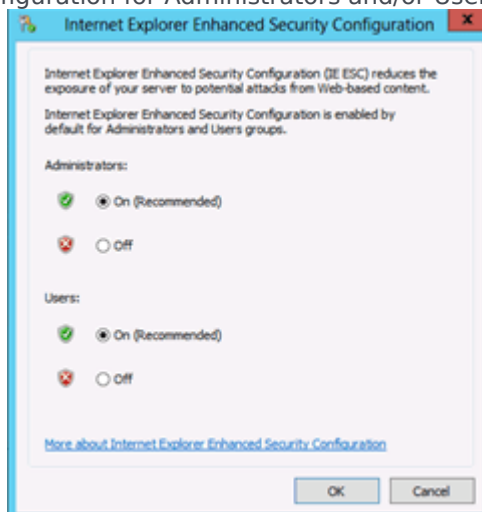

3. For both **Administrators** and **Users**, select **Off**.

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

Turn off the Enhanced Security Configuration Feature on Windows Server 2012

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. After selecting your option, 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**.

Configure Chrome to work with SpeechMiner

1. In the Chrome browser, click the Chrome menu ☰ and select **Settings**.

2. Under **Privacy**, click **Content Settings...**.

3. Under Pop-ups, verify that **Allow all sites to show pop-ups** is selected. If it is not selected perform the following:

    1. Click **Manage exceptions...**.

    2. In the field provided, type ***. genesyscloud.com** and select the **Allow** behavior.

    3. Press **Enter** and click **Done**.

> ### Important
> When working with the search filter in a Chrome environment and the zoom value is 100%, the last value in the filter may be hidden by the scrollbar.

Verify that JavaScript is Enabled

1. In the Chrome Browser, navigate to **Chrome Settings > Privacy and security > Site Settings**.

2. Under **JavaScript**, select **Sites can use JavaScript**.

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

Configure Edge to work with SpeechMiner

1. In the Edge browser, click the menu **...** and select **Settings**.

2. Select **Cookies and site permissions**.

3. Under **Site Permissions**, choose **All permissions > Pop-ups and redirects**.

4. In the **Allow** sub-section, click **Add**.

5. In the **Add a site** window, enter the site value as: **[*.]genesyscloud.com**.

6. Click **Add** to add the site to the list of sites from which you allow pop-ups.

Verify that JavaScript is Enabled

1. In the Edge browser, navigate to **Settings > Cookies and site permissions > All permissions**.

2. Under **JavaScript**, enable **Allowed** (recommended).