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

Configure the browser

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Contents

- 1 Configure Internet Explorer to work with SpeechMiner
 - 1.1 Turn off the Enhanced Security Configuration Feature on Windows Server 2008
 - 1.2 Turn off the Enhanced Security Configuration Feature on Windows Server 2012
- 2 Configure Chrome to work with SpeechMiner
 - 2.1 Verify that JavaScript is Enabled
- 3 Configure Edge to work with SpeechMiner
 - 3.1 Verify that JavaScript is Enabled



• Administrator

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

Related documentation:

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.

| Internet Options ? 🗙 |
|---|
| General Security Privacy Content Connections Programs Advanced |
| Select a zone to view or change security settings. |
| 🛛 🔮 🔩 🗸 🚫 |
| Internet Local intranet Trusted sites Restricted sites |
| Local intranet Sites This zone is for all websites that are found on your intranet. Sites |
| Security level for this zone Allowed levels for this zone: All |
| - - Medium-low - - Appropriate for websites on your local network - (intranet) - - Most content will be run without prompting you - - Unsigned ActiveX controls will not be downloaded - Same as Medium level without prompts |
| Enable Protected Mode (requires restarting Internet Explorer) |
| Custom level Default level |
| Reset all zones to default level |
| OK Cancel Apply |

- 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.



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.

| Security Information | | 🔐 Go to Windows Firewall |
|--|---|-------------------------------------|
| Windows Firewall: Domain: Off | | Configure Updates |
| Windows Dedatase | Tantall undertain automotion llucusion a managed undertime | ★↑ Check for New Roles |
| windows Opdates: | Install updates automatically using a managed updating service | 🚡 Run Security Configuration Wizard |
| | | 🏀 Configure IE ESC |
| Last checked for updates: | Today at 2:02 PM | |
| Last installed updates: | 12/11/2013 2:00 PM | |
| IE Enhanced Security Configuration (ESC): | Off for Administrators Off for Users | |

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 popups.
- 8. In the General tab, under Browsing History, select Settings.
- 9. Under Check for newer versions of stored pages, select 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: C Every time I visit the webpage C Every time I start Internet Explorer Automatically |
| © Never Disk space to use (8-1024MB) (Recommended: 50-250MB) Ourrent location: |
| C:\Users\schwartz\AppData\Local\Microsoft\Windows\Temporary Internet Files\ Move folder |
| History |
| Specify now many days internet Explorer should save the list of websites you have visited. Days to keep pages in history: |
| OK Cancel |

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



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)**.

| Security Information | | Go to Windows Firewall |
|--|---|-----------------------------------|
| Windows Firewall: | Domain: Off | Configure Updates |
| Windows Updates: | Install updates automatically using a managed updating service | Run Security Configuration Wizard |
| Last checked for updates: | Today at 2:02 PM | to compute in ESC |
| Last installed updates: | 12/11/2013 2:00 PM | |
| IE Enhanced Security Configuration (ESC): | Off for Administrators Off for Users | |

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.

| Ъ | Interne | t Explorer Enhanced Security Configuration | × |
|---|--|---|---|
| | Internet exposur Internet default | t Explorer Enhanced Security Configuration (IE ESC) reduces the re of your server to potential attacks from Web-based content. t Explorer Enhanced Security Configuration is enabled by for Administrators and Users groups. | |
| | Administ | trators: | |
| | ۲ | C On (Recommended) | |
| | ۲ | ⊙ off | |
| | Users: | | |
| | ۲ | C On (Recommended) | |
| | ۲ | ₢ off | |
| | More ab | oout Internet Explorer Enhanced Security Configuration | |
| | | OK Cancel | |

- 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**.

| Server Ma Server Ma Dashboard Local Server All Servers File and Storage Services | ager • Local Serv PROPERTIES For Win8Srv Computer name Workgroup | Ver · · · · · · · · · · · · · · · · · · · | • ② Manage Tools Last installed updates Windows Update Last checked for updates | View Help Today at Install up Today at |
|--|--|---|---|---|
| | Windows Firewall | Public: On | Windows Error Reporting | On |
| | Remote management | Enabled | Contents Constitute Improvement Prog | Duff <i>ept</i> |
| | Remote Desktop | Disabled | IE Enhanced Security Configuration | On |
| | Network adapter teaming | Disabled | Take corre | (UTC-03x |
| | Local Area Connection | IPv4 address assigned by DHCP, IPv6 enabled | Product ID | 00133-30 |
| | Operating system version | Microsoft Windows NT 62.8250.0 | Processors | Intel(R) |
| | Hardware information | Microsoft Corporation Virtual Machine | Installed memory (RAM) | 4 GB |
| | EVENTS All events 0 total Filter Server Name ID Severity | p (j) v (k) v y Source Log | Date and Time | |

- 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**.

| 10 | Int | ernet 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: | | | |
| | ۲ | On (Recommended) | | |
| | ٢ | ⊖ off | | |
| | Users: | | | |
| | ۲ | On (Recommended) | | |
| | ٢ | ⊖ off | | |
| | More al | out Internet Explorer Enhanced Security Configuration | | |
| | | OK Cancel | | |

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).