

Administrator's guide for SpeechLive Service

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Change history

Document version	Application version	Description
1.0	SEE 6.0	Initial document
2.0	SEE 6.1	Detailed product description, advanced troubleshooting
7.0	SEE 7.0	Updated OS and MS SQL requirements
7.1	SEE7.1	Updated Microsoft .NET Framework requirements

1 Product description

1.1 Features

SpeechLive Service acts as a gateway between client-like applications and the cloud-hosted SpeechLive ecosystem. Clients can connect to SpeechLive Service and utilize the following functionality provided by SpeechLive:

- Transcription service
- Speech recognition service

Client-like applications can hand over a dictation to SpeechLive Service, which will:

- Upload the dictation to an appropriate SpeechLive account
- Periodically query the state of the dictation on SpeechLive
- When processing on SpeechLive finished, download a newly created attachment and update the local version of the dictation.

Using SpeechLive Service requires an active SpeechLive account, please contact your SpeechExec Enterprise dealer for more information.

1.2 Components

1.2.1 SpeechLiveService (IIS web service)

The IIS web service component of SpeechLive Service allows the configuration of this product, while also acting as a request handling web service, which communicates with clients and SpeechLive.

Clients (like SpeechExec Enterprise Dictate / Transcribe) can connect to this web service (after configuration) and send dictations to transcription services or speech recognition services, available in SpeechLive.

Configuration can be handled from Enterprise Manager.

1.2.2 Microsoft SQL Server database

This component is configured from the SpeechLive Service configuration editor found in Enterprise Manager and acts as a dictation job store and service settings store for both components mentioned above.

It is the Administrator's responsibility to install and configure the required MSSQL server to be able to use this product.

1.2.3 SpeechExec SpeechLive Service connector (Windows service)

The Windows service component of SpeechLive Service acts as an upload and download manager for SpeechLive with the ability to query dictation states and recognition or transcription results. This service will only interact with the MSSQL database specified when configuring SpeechLive Service (web service component) and the actual file system where the dictations are located.

Configuration for this Windows service is read from the MSSQL Database using the encrypted database connection file created when configuring the web service from Enterprise Manager.

```
("c:\ProgramData\Philips Speech\Enterprise\SpeechLive  
Service\SpeechLiveServiceConfig.enc")
```

1.2.4 How the components work together

After a successful configuration, the above components will do the following:

- When a client connects to SpeechLive Service (web service), it will have the ability to send dictations to transcription services or speech recognition services and get back results.
- If the user decides to send a dictation, the SpeechLive Service (web service) will validate the SpeechLive account, the MSSQL database connection, and other necessary settings, then queues a new dictation job in the MSSQL database.
- The SpeechExec SpeechLive Service connector will periodically check the MSSQL database for new jobs, and if it finds one, it will process it.
- To be able to do the above steps, both the web service and the Windows service component needs access to the dictation files (to perform state changes and other operations) and the MSSQL database.
 - For this reason, it is highly recommend using the same domain user to
 - Run the Windows service (run as user)
 - Run the web service application pool (AppPool identity)
 - With access rights to do the following:
 - Read / write the file system where the dictation is stored
 - Read / write the MSSQL database where the jobs and settings are stored
 - While also making sure that the used file share for the dictations is available using the same UNC path for the client, the web service and the Windows service.
(for example: "\\dictation-storage-server\authorname\dictation001.ds2")
- If the SpeechExec SpeechLive Service successfully processed the dictation, it will upload it to SpeechLive to perform the requested operation.
- While the operation is in progress (on SpeechLive) the Windows service will periodically check SpeechLive to get the state of the uploaded dictation and determine if it is finished or not.
- If the requested operation is finished, the Windows service will download the results, and update the dictation (on the filesystem) with the results.

2 Requirements

SpeechLive Service has the following software requirements:

Warning: Please read the full list of requirements before you start.

Operating system	Windows Server 2016 or Windows Server 2019	
IIS	IIS 7 or later	Make sure that IIS is turned on before installing .NET Framework in order to have a properly installed ASP.NET
MSSQL	Microsoft SQL Server 2019	All service-related settings are stored in SQL
Microsoft .NET Framework	Microsoft .NET Framework 4.8 or later	

Role and Feature requirements

(the example below uses Windows Server 2016 – Add Roles and Features Wizard):

Roles tab:

- Web Server (IIS) [IIS 7 or later]
 - Security
 - Windows Authentication
 - Application Development
 - .NET Extensibility 4.x
 - ASP .NET 4.x
 - Application Initialization

Features tab:

- .NET Framework 4.x Features
 - WCF Services
 - HTTP Activation

Although the installer of SpeechLive Service installs the web service into IIS, it is the task of the administrator to properly set up IIS.

3 Installing SpeechLive Service

During the setup, you are required to provide a user to properly setup the IIS and Windows service component of SpeechLive Service. The SpeechLive Service also requires access to a Microsoft SQL Database, for more details see the advanced configuration guide for SpeechExec Enterprise.

This user must have access to the following resources:

- Your Installed SQL server to create / modify the settings database
- Your 'SEERoot' folder used for configuration later on

The given user will be configured as a "run as" user for both the IIS web service AppPool, and the Windows service (the user has to have read and write permissions for the **SEERoot configuration** and **finished dictation** folders). Further configuration on the installed IIS web service and the Windows service must be done manually using the guide below.

Both the IIS web service and the Windows service components are installed by the same setup. Both services must be running on the same host.

It is recommended to use the same user account for the AppPool and the Service even if you change it after the installation.

It is not recommended to install the SpeechLive Service with the built-in Local System account.

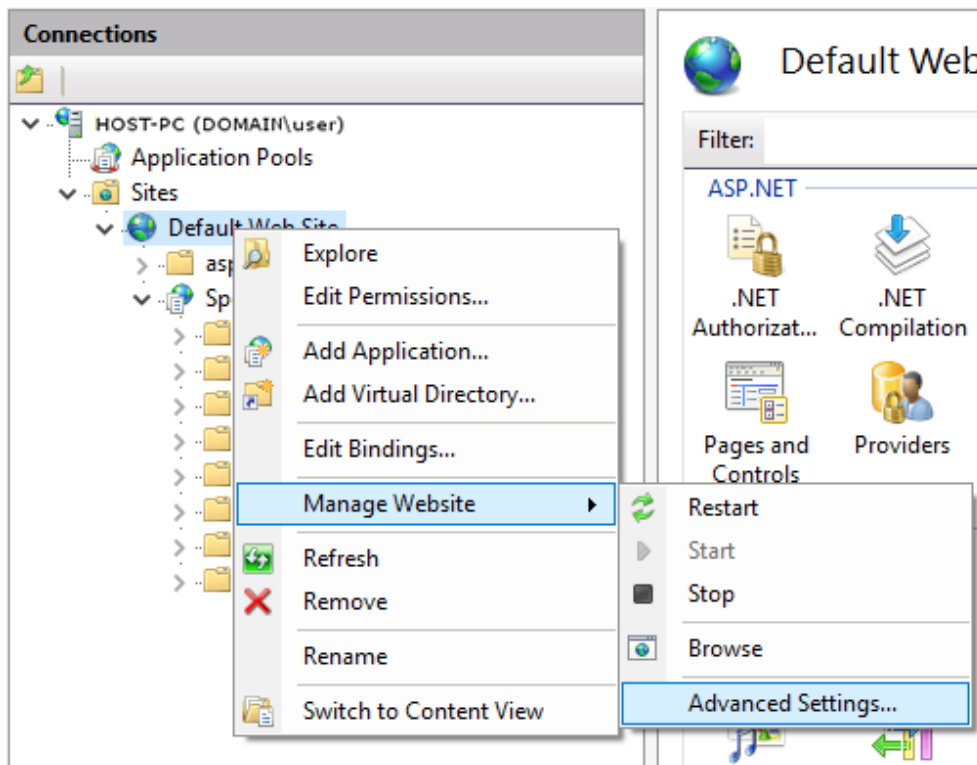
4 Configuring the web service

4.1 How to set up automatic startup for the web service

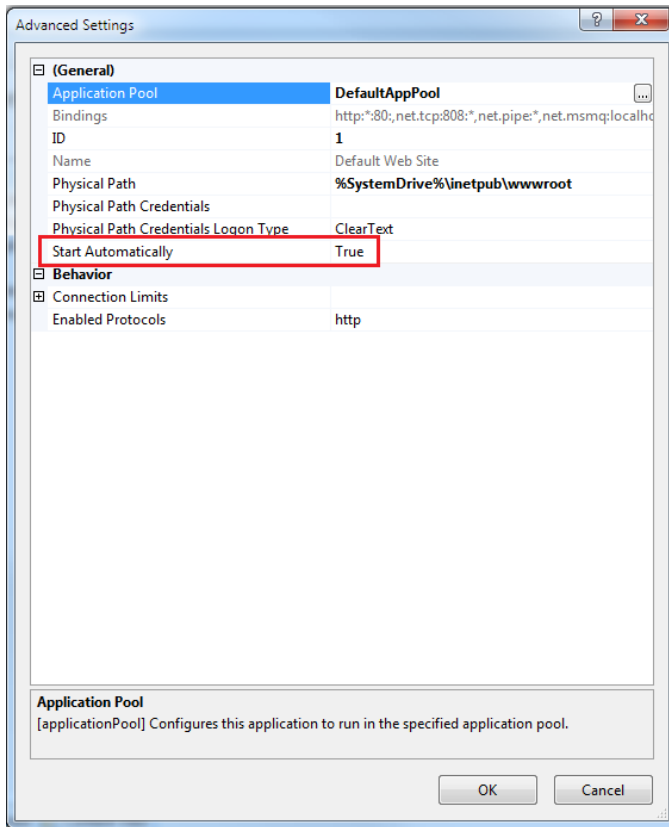
To set up the web service to start automatically, do the following:

Older IIS versions (earlier than version 8):

1. Right-click **Default Web Site** and select **Manage Web Site > Advanced settings...**



2. Set Start Automatically to True.



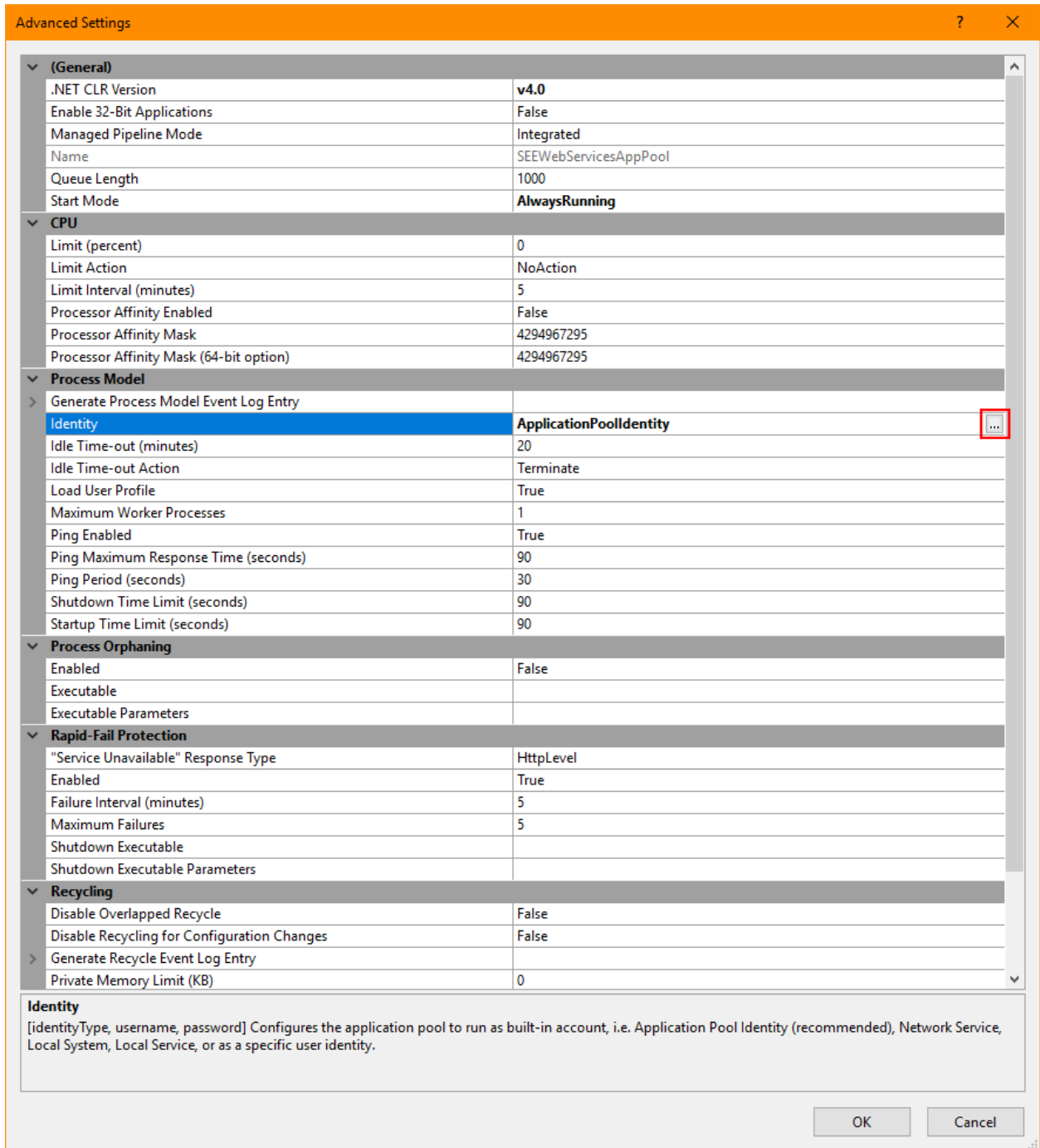
Newer IIS versions (8 or later):

1. In IIS Manager, click on the computer name on the **Connection** pane.
2. Switch to **Features View** if the view is not active.
3. Double-click **Configuration Editor** in the **Management** section of the **Features View**.
4. Click the down-arrow next to the **Section** field, expand system.applicationHost, and then click **applicationPools**.
5. Click **(Collection)** and then click ellipses (...) next to the field that shows the count.
6. In the **Collection Editor**, select the application pool for which you want to configure the startMode attribute.
7. In the **Properties** window at the bottom, set the following values:
 - autoStart attribute to **true**
 - startMode attribute to **AlwaysRunning**

4.2 How to change the user identity for the application pool

To change the user identity for the new application pool, follow the instruction below:

1. On the **Application Pools** panel in IIS, right-click the newly created **SEESWebServicesAppPool** and select **Advanced Settings...**
2. In the **Advanced Settings** dialog, select **Identity** and click **Browse (...)**.



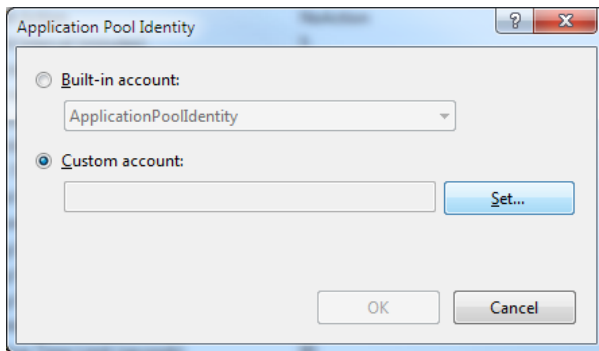
Advanced Settings

(General)	
.NET CLR Version	v4.0
Enable 32-Bit Applications	False
Managed Pipeline Mode	Integrated
Name	SEESWebServicesAppPool
Queue Length	1000
Start Mode	AlwaysRunning
CPU	
Limit (percent)	0
Limit Action	NoAction
Limit Interval (minutes)	5
Processor Affinity Enabled	False
Processor Affinity Mask	4294967295
Processor Affinity Mask (64-bit option)	4294967295
Process Model	
Generate Process Model Event Log Entry	
Identity	ApplicationPoolIdentity ...
Idle Time-out (minutes)	20
Idle Time-out Action	Terminate
Load User Profile	True
Maximum Worker Processes	1
Ping Enabled	True
Ping Maximum Response Time (seconds)	90
Ping Period (seconds)	30
Shutdown Time Limit (seconds)	90
Startup Time Limit (seconds)	90
Process Orphaning	
Enabled	False
Executable	
Executable Parameters	
Rapid-Fail Protection	
"Service Unavailable" Response Type	HttpLevel
Enabled	True
Failure Interval (minutes)	5
Maximum Failures	5
Shutdown Executable	
Shutdown Executable Parameters	
Recycling	
Disable Overlapped Recycle	False
Disable Recycling for Configuration Changes	False
Generate Recycle Event Log Entry	
Private Memory Limit (KB)	0

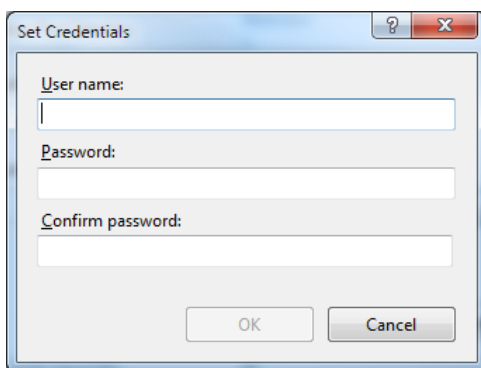
Identity
 [identityType, username, password] Configures the application pool to run as built-in account, i.e. Application Pool Identity (recommended), Network Service, Local System, Local Service, or as a specific user identity.

OK Cancel

3. In the **Application Pool Identity** dialog, check **Custom account** and click **Set**.



4. In the **Set Credentials** dialog, enter your user credentials and click **OK**.



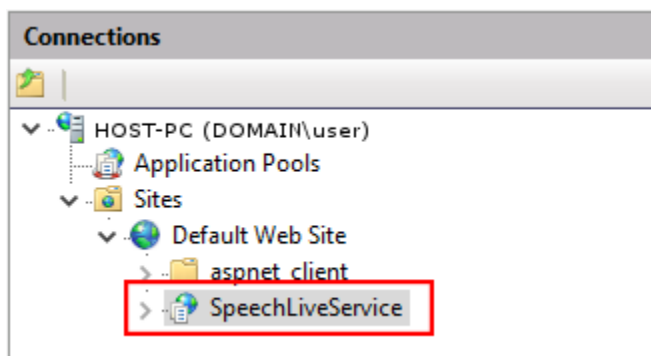
NOTE: the user has to have read and write permissions for the **SEERoot configuration** and **finished dictation** folders)

For information on how to create an application pool, see [Optional: How to create a new application pool](#).

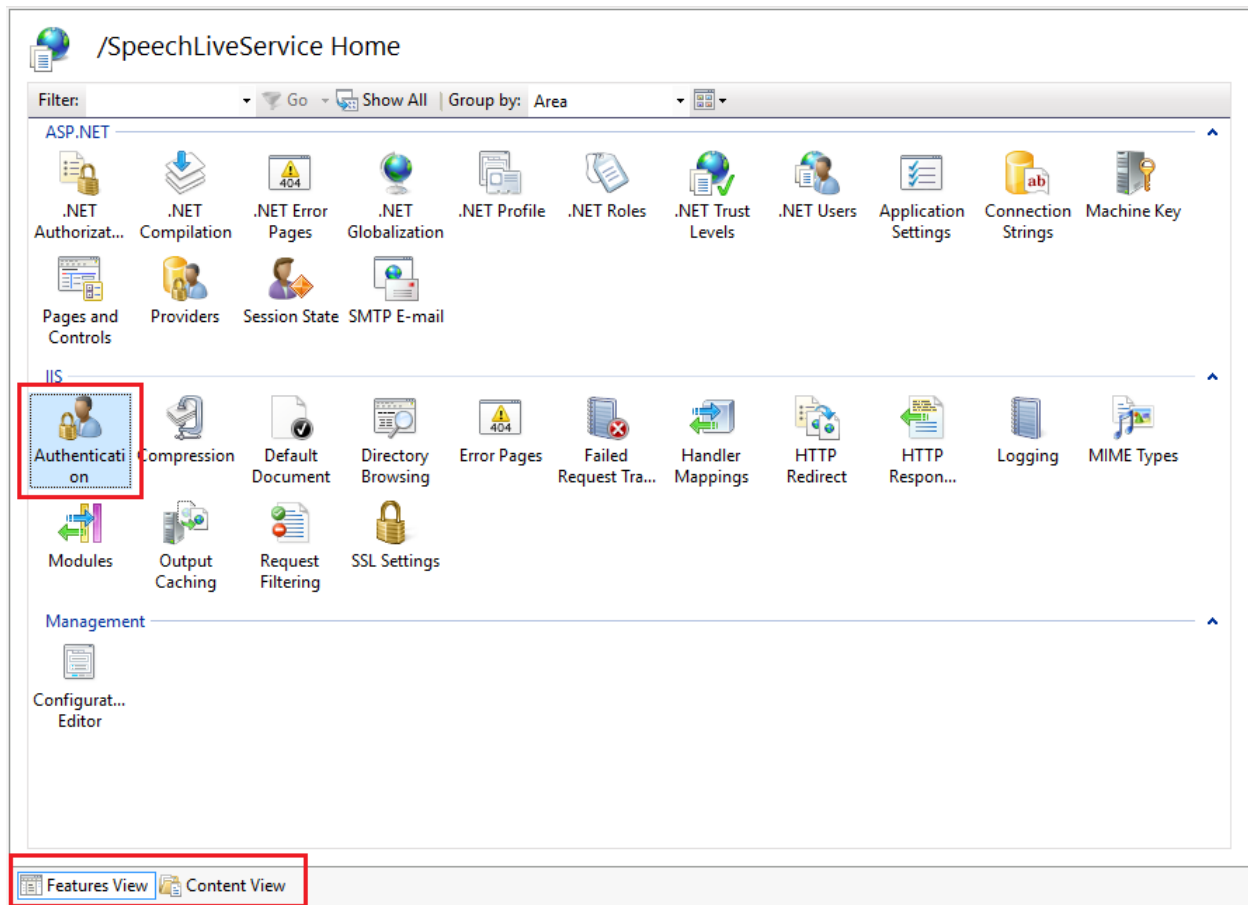
4.3 How to activate Windows Authentication for the service

To enable Windows Authentication, do the following:

1. In the **Connections** panel on the left, select the **Sites > SpeechLiveService** web service.



2. Select the **Features View** at the bottom of the panel.
3. Double-click **Authentication** in the **IIS** section of the panel.



4. In the **Authentication** panel, do the following:
 - Right-click **Anonymous Authentication** and select **Disabled**.
 - Right-click **Windows Authentication** and select **Enabled**.

Authentication		
Group by: No Grouping		
Name	Status	Response Type
Anonymous Authentication	Disabled	
ASP.NET Impersonation	Disabled	
Basic Authentication	Disabled	HTTP 401 Challenge
Digest Authentication	Disabled	HTTP 401 Challenge
Forms Authentication	Disabled	HTTP 302 Login/Redirect
Windows Authentication	Enabled	HTTP 401 Challenge

4.4 How to configure admin AD groups allowed to configure the service

To configure SpeechLiveServices service, administrators must be members of a pre-defined AD group (defined in the Web.Config file). To enable administrators to configure SpeechLiveService, do the following:

- Create an active directory security group called 'SEEAminsRoot' and add the administrators of SpeechLiveServices into the group or
- Edit the Web.Config file and add the name of your administrator group to the configuration to grant access right to configure SpeechLiveServices (see [Web.config settings](#))

4.4.1 Adding / modifying administrator AD group setting in SpeechLiveService

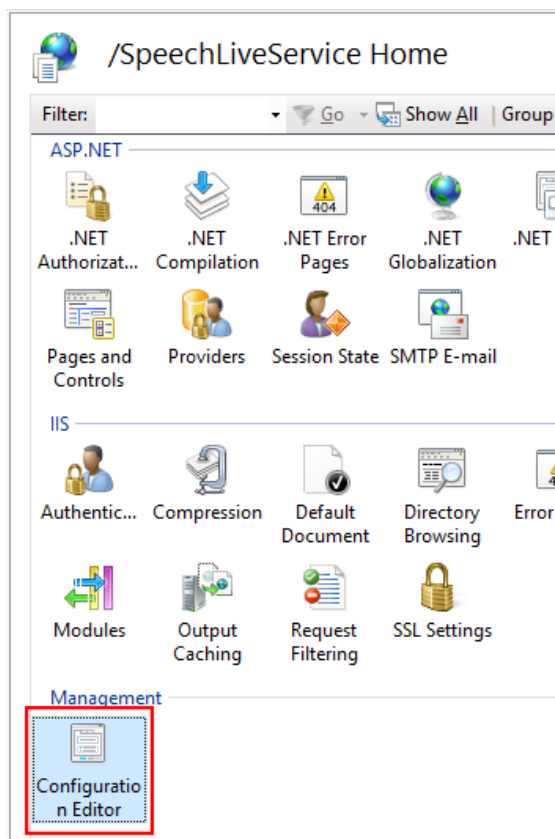
Changing the 'SEEAminsRoot' group to your own administrator group:

- Edit the following setting in the Web.Config file:
`<add key="ConfigRoutes.AuthorizedADGroups" value="SEEAminsRoot" />`
- Replace "SEEAminsRoot" with your own administrator security group name

Adding multiple allowed groups:

- Edit the following setting in the Web.Config file:
`<add key="ConfigRoutes.AuthorizedADGroups" value="SEEAminsRoot" />`
- Add your desired group with a "," separator like this:
`<add key="ConfigRoutes.AuthorizedADGroups" value="SEEAminsRoot,SomeOtherGroup" />`

Note: Editing the Web.Config file can either be done manually with a text editor, or through IIS Manager's Configuration Editor:



4.5 Starting the SpeechLiveService configuration editor

After you have created a SpeechLive account via www.speechlive.com, with the SpeechLiveService configuration editor, you can configure the following:

- Database connection / configuration
- SpeechLive account
- SMTP settings (for notifications)
- Recipient emails
- Service settings

In SpeechLiveService, you need to start the configuration editor from Enterprise Manager.

To do this, open Enterprise Manager and log in with one of the login options:

- License server (using the current Windows user for SpeechLiveService configuration)
- Active Directory (using given user for SpeechLiveService configuration)

Note: The selected login method will dictate which user will be used for starting the SpeechLiveService configuration editor. This user must be a member of the group you defined in [Adding / modifying administrator AD group setting in SpeechLiveService](#).

Open "System Administration" and navigate to the "SpeechLive Service" node on the left. Here you can add your service friendly name (for better identification), service URL, and connect to configure your target service.

Manage your SpeechLive service

Enter the URL of your SpeechLive service and click Connect to set it up.

Service name	Service URL	
Test SpeechLiveService	http://localhost/SpeechLiveService	Connect

After successful connection, you can begin your configuration in the editor.

Example for the database settings (in this case, the database is running on the local server):

4.6 Optional: Using HTTPS for SpeechLiveService

In order to use SpeechLiveService with HTTPS, you need to define the following settings:

4.6.1 Configuration in IIS

1. In IIS Manager, select the **Default Web Site** node (or the one containing SpeechLiveService) on the **Connections** panel.
2. On the **Actions** panel (on the right), select **Bindings...**
3. Click **Add**.
4. Select **https** from the **Type** combo box.
5. Select an SSL certificate from the **SSL certificate** combo box.
6. Click **OK**.

- Restart the host computer to apply the new settings.

5 Testing the web service

SpeechLive Service provides a dedicated testing interface:

`<url_of_web_service>/test/testconfig`

For example, if the web service is running on the local computer, the URL looks like the following:

<http://localhost/SpeechLiveService/test/testconfig>

To limit user access to the URL, opening this URL by default requires the following:

- an authenticated Active Directory user session on the calling (browser) side
- the calling user must be the member of the `SEERAdminsRoot` Active Directory security group

The test process validates the servers' configuration settings and returns a JSON array of validation steps. Each validation step consists of a `StepID`, a `StepResult` and a `StepExplanation`.

Returned response codes can be the following:

- 401 (Unauthorized), if the current user cannot be authenticated by the web service
- 566, if any of the validation steps failed
- 200 (OK), if all validation steps passed

Validation steps:

StepID	Explanation
001_SQLConnectionStringSpecified	SQL server configuration is done and the encrypted connection file exists
005_SQLConnectionEstablished	SQL connection can be established using the encrypted connection file
015_SEERootStructureCorrect	SEE Root is configured, and the configured SEE root structure is correct (folders, files)

Please note that the response content is always returned in English.

Example response result when the 1st step passed, but the 2nd step failed:

SpeechService version: 106.0.849.305

```
[
  {
    "StepID": "001_SQLConnectionStringSpecified",
    "StepResult": "SUCCESS",
    "StepDescription": "Connection string to SQL server is specified."
  },
  {
    "StepID": "005_SQLConnectionEstablished",
    "StepResult": "FAIL",
    "StepDescription": "SQL server can be contacted, Version table can be queried."
  }
]
```



```
}  
]
```

Example response result when all steps are passed:

SpeechService version: 106.0.849.305

```
[  
  {  
    "StepID": "001_SQLConnectionStringSpecified",  
    "StepResult": "SUCCESS",  
    "StepDescription": "Connection string to SQL server is specified."  
  },  
  {  
    "StepID": "005_SQLConnectionEstablished",  
    "StepResult": "SUCCESS",  
    "StepDescription": "SQL server cannot be contacted or Version table  
cannot be queried."  
  },  
  {  
    "StepID": "015_SEERootStructureCorrect",  
    "StepResult": "SUCCESS",  
    "StepDescription": "The structure of SEERoot is correct (it has all  
required sub-folders and required .config files)"  
  }  
]
```

5.1 Authentication details to test the web service

Important: The /test/testconfig URL should only be accessible for administrators, and only for testing purposes.

For diagnostics purposes, access control can be re-configured using the following web.config settings:

```
<add key="TestingRoutes.AuthorizedADGroups"  
      value="%GROUPLIST%" />  
<add key="TestingRoutes.DisableAuthorization"  
      value="false" />
```

By setting the value of `TestingRoutes.DisableAuthorization` to "true", access to the /test/testconfig URL becomes **totally unrestricted**, i.e. **ANY** user can call it **WITHOUT authentication**.

Access to the /test/testconfig URL can be restricted to members of certain Active Directory security groups by listing the allowed groups in the `TestingRoutes.AuthorizedADGroups` value.

Multiple groups can be specified by separating the Active Directory group names with a comma (,).

6 Web.config settings

The following settings are **mandatory** in the Web.config <configuration> <appSettings> section in order to run the SpeechLiveServices service.

The settings below should only be changed after reading the relevant section of the guide, or as suggested by our support team.

Setting	Default value	Description
TestingRoutes.AuthorizedADGroups	SEAdminsRoot	AD group for members who are allowed to use the test/testconfig on the service (see “Testing the web service”)
TestingRoutes.DisableAuthorization	false	Override switch to turn off authentication for test/testconfig on the service (see “Testing the web service”).
ConfigRoutes.AuthorizedADGroups	SEAdminsRoot	AD group(s) for members who are allowed to configure SpeechLiveServices service (see “How to configure admin AD groups allowed to configure the service”).

7 Service settings in SQL (settings table)

The following mandatory settings are present in the created SQL database's settings table. These settings should only be changed as a result of a request from our support or developer team for debugging purposes.

SpeechLive.ConnectionTimeoutSeconds	60	Communication timeout for request toward SpeechLive.
LiveAccountCacheUpdater.ProcessDelaySeconds	30	Refresh interval for SpeechLive account cache.
UploadQueueProcessor.ProcessDelaySeconds	30	If the MaxNumberOfThreads setting is reached, this timeout is used to wait until the previous tasks are completed.
UploadQueueProcessor.LastUpdateTimeoutMinutes	5	If upload fails, the next upload attempt will start after this timeout.
UploadQueueProcessor.MaxNumberOfThreads	1	Number of threads that the upload queue processor can use simultaneously.
DownloadQueueProcessor.ProcessDelaySeconds	30	If the MaxNumberOfThreads setting is reached, this timeout is used to wait until the previous tasks are completed.

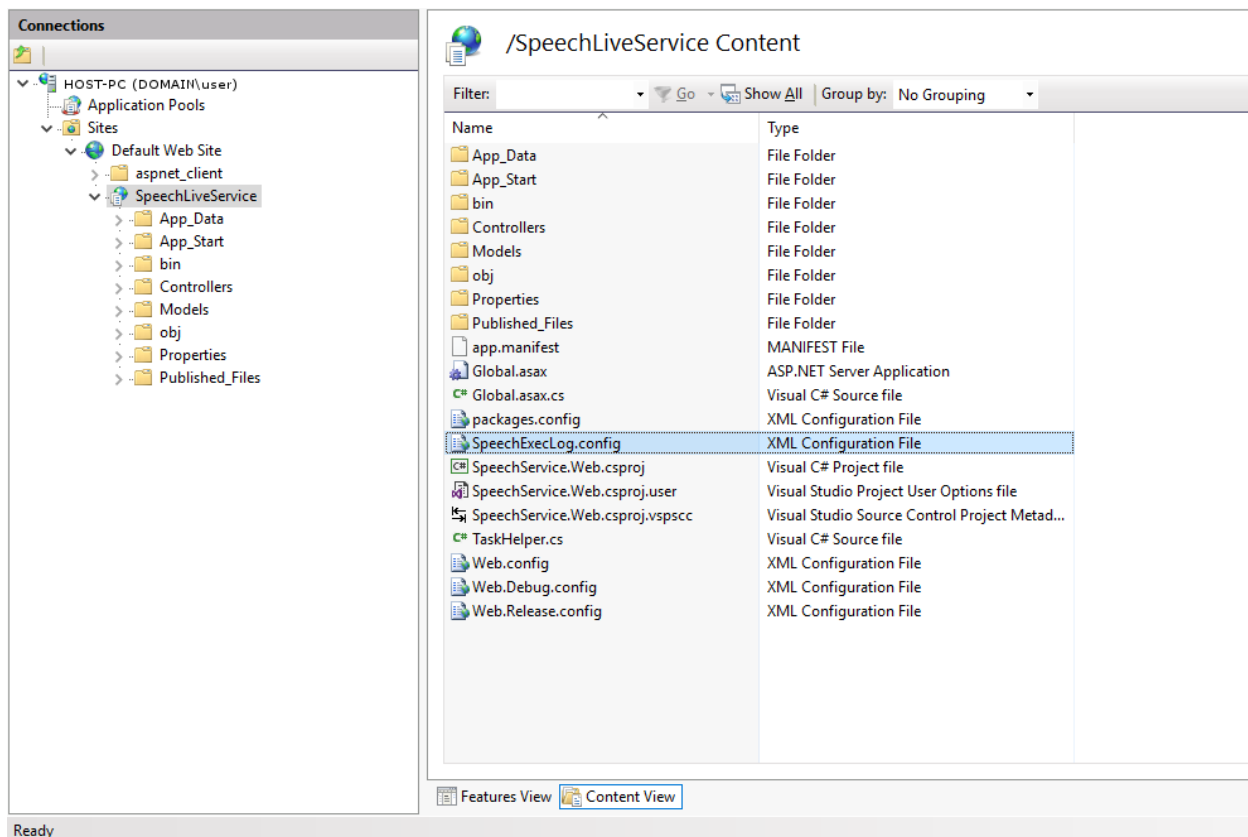
DownloadQueueProcessor.LastUpdateTimeoutMinutes	5	If download fails, the next download attempt will start after this timeout.
DownloadQueueProcessor.MaxNumberOfThreads	1	Number of threads that the download queue processor can use simultaneously.
StateRefreshProcessor.ProcessDelaySeconds	10	Refresh delay for dictation state update from SpeechLive.
StateRefreshProcessor.MaxBatchSize	10	Number of dictation jobs processed in a batch by the Dictation state refresh processor

8 Troubleshooting

8.1 SpeechLiveService service (IIS web service)

8.1.1 Logging

The log configuration file is **SpeechExecLog.config**, which is located in the root folder of the **SpeechLiveService** service (visible in **Content View**).



It is the IIS administrator's responsibility to manually edit the **SpeechExecLog.config** file and specify correct configuration values.

The default path of the log file is:

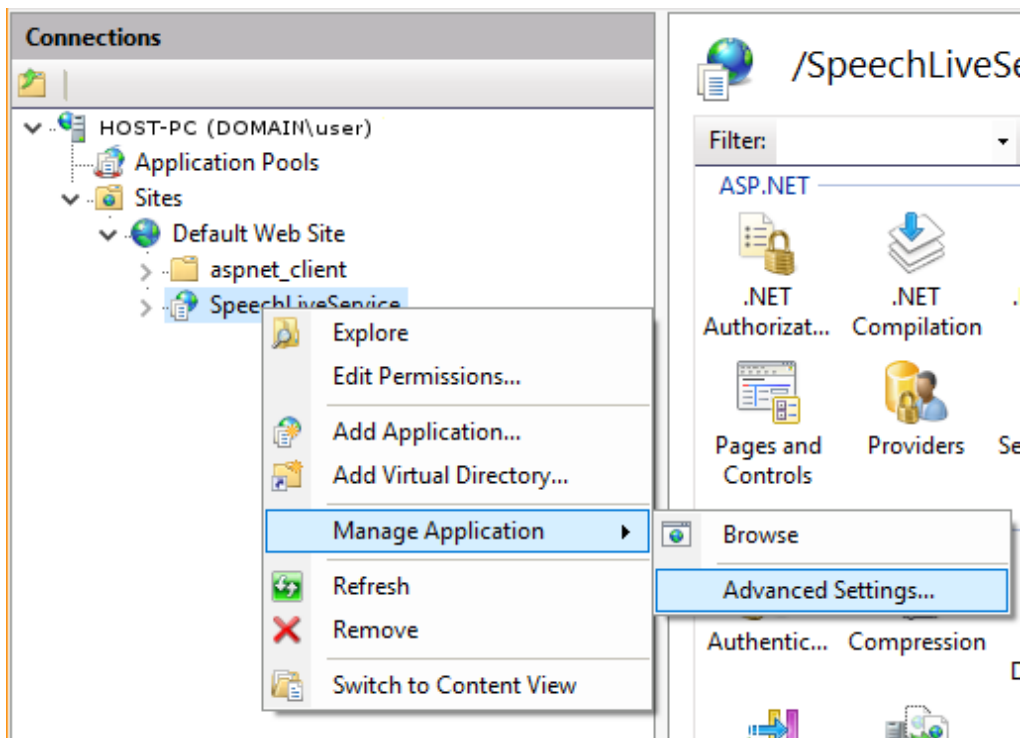
```
<param name="File"
value="c:/SEESpeechLiveServiceServiceLogFolder/SEESpeechLiveService.log" />
```

The default maximum size of the log file is:

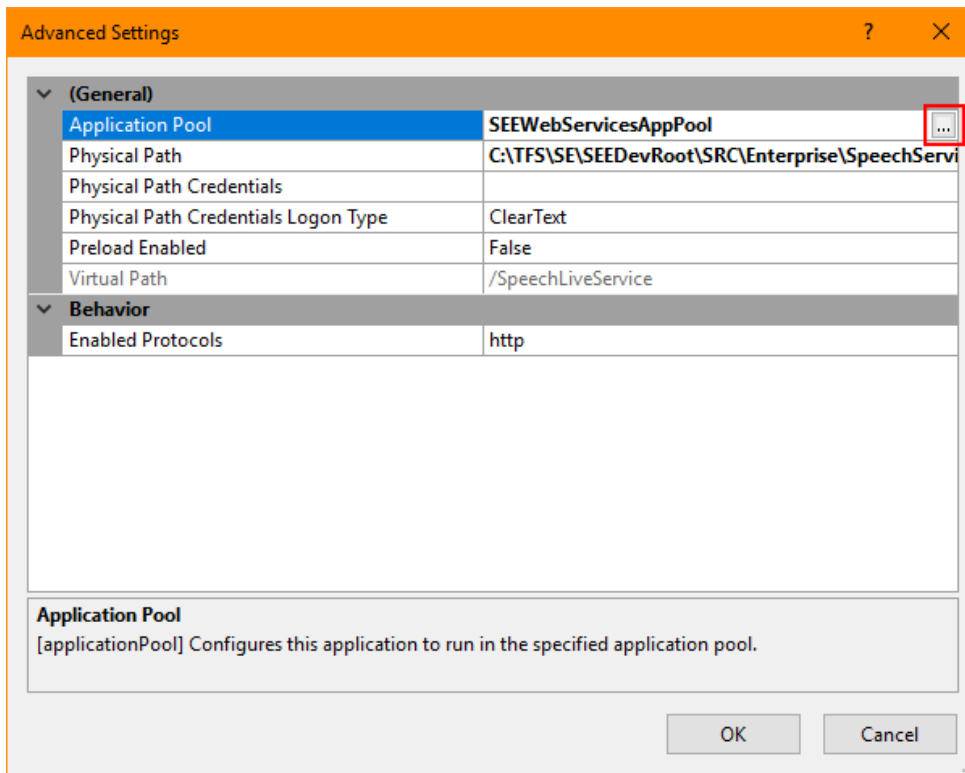
```
<param name="MaximumFileSize" value="1000MB" />
```

8.1.2 How to set up the application pool of the web service

1. In the **Connections** panel on the left, select the **Sites > SpeechLiveService** web service.
2. Right-click the web service, and click **Manage Application > Advanced settings...**



3. In the **Advanced Settings** dialog, select **Application Pool** and click **Browse (...)**.



4. In the **Select Application Pool** dialog, select **SEWebServicesAppPool**, and click **OK**.

8.1.3 How to create a new application pool

Application pools allow isolating one web application from another, even if they are running on the same server. This way, if there is an error in one app, it will not take down other applications.

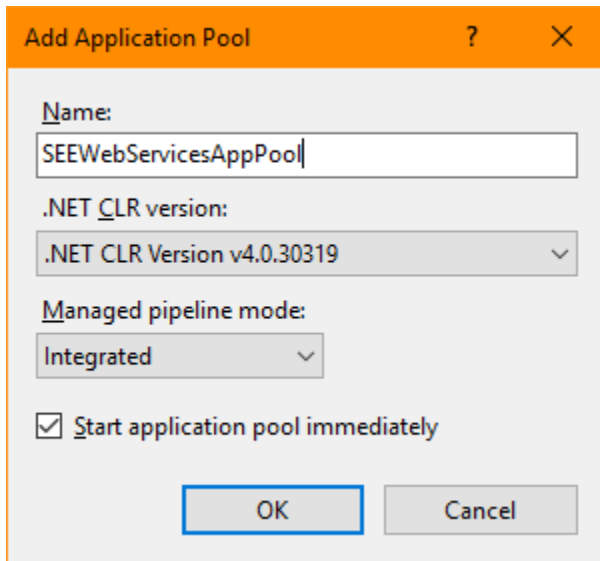
Additionally, applications pools allow specifying different levels of security (for example, file access security) for different apps.

The installer of the web service will create a new application pool by default and assign the web service to the pool.

If a new application pool must be created, follow the instructions below:

1. Open the Internet Information Services (IIS) Manager.
2. Select **Application Pools** from the **Connections** panel on the left. Right-click the **Application Pools** panel and select **Add Application Pool...**
3. Enter a name for your new application pool, such as **SEWebServicesAppPool**.
4. In the **.NET CLR version** list, select :
 - .NET CLR Version v4.0.30319

5. Make sure the **Start application pool immediately** checkbox is selected.
6. Click **OK** to create and start the application pool.



The screenshot shows a Windows dialog box titled "Add Application Pool". The dialog has a light gray background and an orange title bar with a question mark icon and a close button (X). Inside the dialog, there are four main sections: 1. "Name:" with a text input field containing "SEESWebServicesAppPool". 2. ".NET CLR version:" with a dropdown menu showing ".NET CLR Version v4.0.30319". 3. "Managed pipeline mode:" with a dropdown menu showing "Integrated". 4. A checkbox labeled "Start application pool immediately" which is checked. At the bottom of the dialog are two buttons: "OK" and "Cancel".

8.2 SpeechExec SpeechLive Service connector (Windows service)

8.2.1 Logging

The log configuration file is **SpeechExecLog.config**, which is located in the installation folder of the SpeechExec **SpeechLive Service** connector (Windows service).

Installation folder: "c:\Program Files (x86)\Philips Speech\Philips Speech\SpeechLive Service connector".

It is the administrator's responsibility to manually edit the SpeechExecLog.config file and specify correct configuration values.

The default path of the log file is:

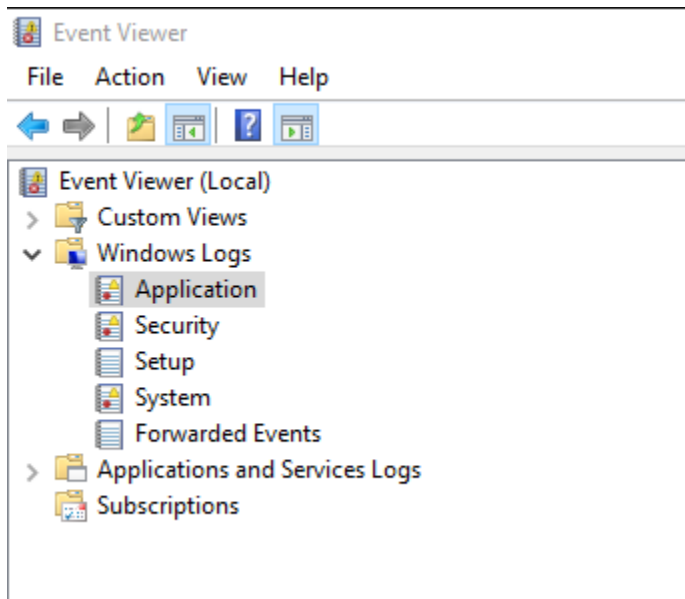
```
<param name="File" value="c:/SEESpeechLiveServiceConnectorLogFolder/SpeechLiveServiceConnector_%TIMESTAMP%.log" />
```

The default maximum size of the log file is:

```
<param name="MaximumFileSize" value="1000MB" />
```

8.2.2 Troubleshooting using Windows event viewer

A good place to start troubleshooting issues with SpeechLive Service is using the built in Windows event viewer. Application exceptions are logged here and these log entries can help identify the underlining issues, in certain cases.



The log entries can be filtered and sorted based on the application executable, application name or entry type (error in this case).

8.3 Frequent error scenarios

8.3.1 No log file found for service

In case you face some issues while using SpeechLive Service and you cannot find the corresponding log file for the web service or the windows service component, please try checking Windows event viewer for application specific exceptions.

The missing log file could be the sign of one of the following issues:

- Either the web service or the windows service component is running under a user account which doesn't have write rights to the destination folder where the log files would be created
- If the services are running under the built in "Local System" account (which is highly not recommended), the log files might be created to an alternative path (especially in versions prior to 6.1):
 - Check
`c:\Windows\SysWOW64\config\systemprofile\AppData\Roaming\Philips Speech\...` folder or its subfolders for the log files.

8.3.2 Dictations are stuck in "Queued for ..." state

The Windows service component is responsible for sending queued dictations to SpeechLive. This component needs access to the configured MSSQL database to be able to detect queued dictations, and access to the dictations on the file system. It also needs a valid, active, configured SpeechLive account.

In order to the Windows service to upload the queued dictation and put it in "... in progress" state, it needs to find the job in the MSSQL database, upload it to SpeechLive, and access the dictation file on the file system and change its state to "... in progress".

The following issues can result in dictations stuck in "Queued for ..." state:

Possible cause	Solution
The Windows service (SpeechExec SpeechLive Service connector) is not running	<ul style="list-style-type: none"> Start the Windows service If the service fails to start, check the log or Event Viewer
The connector cannot access the MSSQL database	<ul style="list-style-type: none"> Check if the MSSQL database server is running Check if the "run as..." user for the Windows service has rights to access the database server Check if the MSSQL database connection is properly configured in the SpeechLive Service configuration editor located in Enterprise Manager
The connector cannot access the UNC path (or the whole file system) to modify the dictation	<ul style="list-style-type: none"> Check if the "run as..." user for the Windows service has rights to access and read / write the file system where the target dictations are located Make sure that all the participating clients and services can access the same dictation with the same UNC path. <p>For example : "\\dictation-host-server\author1\dictation001.ds2" must be accessible using this path from the client that queues the dictation, the SpeechLive web service and the SpeechLive Service connector windows service</p>
The connector cannot log in to SpeechLive	<ul style="list-style-type: none"> Check if the SpeechLive account specified using the SpeechLive Service configuration editor (located in Enterprise Manager) is a valid, active account Check if the Windows service has rights to connect to SpeechLive (network / firewall configuration)

8.3.3 Feedback from SpeechLive

8.3.3.1 Feedback for users

Users can get feedback by checking the following dictation properties on a problematic dictation:

- SpeechLive last dictation error code
- SpeechLive last dictation error text

These properties can contain information about errors during the recognition or transcription process such as not enough credits, audio issues, etc.

8.3.3.2 *Feedback for administrators*

- SpeechLive can send emails to account administrators about missing credits and other information regarding the processed dictations.
- SpeechLive Service can send emails to the configured admin emails about upload, download and general errors. The receiving admin emails can be configured in SpeechLive Service configuration editor (in Enterprise Manager).