

# Docker installation and maintenance

## System requirements

The docker runs on Linux Ubuntu 22.04 or later.

## Installing docker software on the server

### UBUNTU Server

**Copy and paste the following lines to the server terminal window, then execute them**

```
sudo apt-get update
sudo apt-get install ca-certificates curl gnupg lsb-release
sudo mkdir -p /etc/apt/keyrings
curl -fsSL https://download.docker.com/linux/ubuntu/gpg | sudo gpg --dearmor -o /etc/apt/keyrings/docker.gpg
echo "deb [arch=$(dpkg --print-architecture) signed-by=/etc/apt/keyrings/docker.gpg]
https://download.docker.com/linux/ubuntu $(lsb_release -cs) stable" | sudo tee /etc/apt/sources.list.d/docker.list
> /dev/null
sudo apt-get update
sudo apt-get -y install docker-ce docker-ce-cli containerd.io docker-compose-plugin
```

### Red Hat Linux

**copy and paste the following lines to the server terminal window, then execute them**

```
sudo yum install -y yum-utils
sudo yum-config-manager --add-repo https://download.docker.com/linux/centos/docker-ce.repo
sudo yum install docker-ce docker-ce-cli containerd.io docker-compose-plugin
sudo systemctl enable docker.service
sudo systemctl start docker.service
```

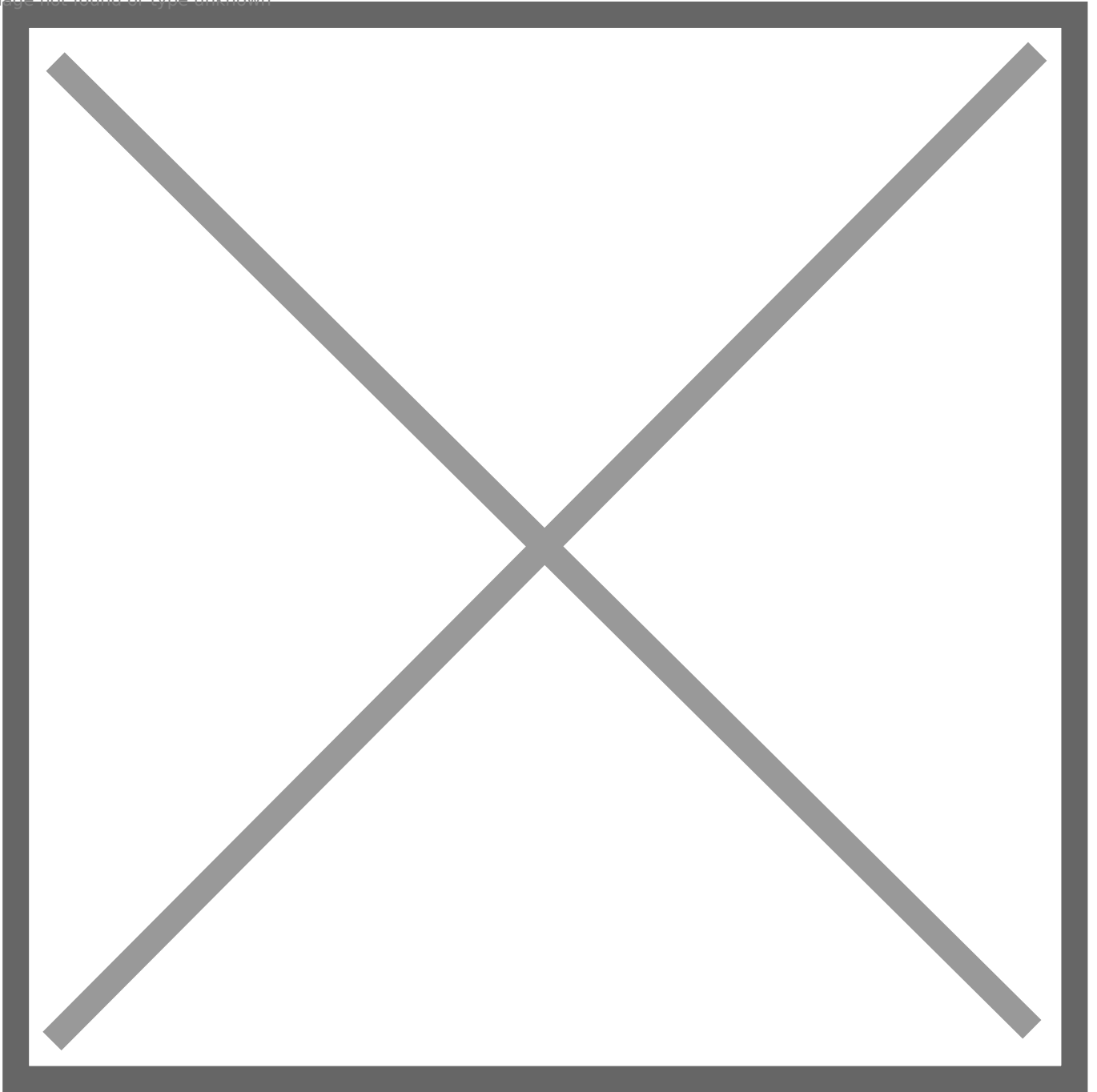
# Installing Emotion Logic docker

**copy and paste the following lines to the server terminal window, then execute them**

```
docker run -d --restart unless-stopped -p 80:8080 -p 2259:2259 --name nms-server nemesysco/on_premises
```

The docker will listen on port 80 for offline file analysis, and on port 2259 for real-time analysis

Image not found or type unknown



# Activating the docker

Activating the docker is done by setting the API Key and API Key Password. Both are generated on the applications page

1. Open the docker dashboard: [http://\[docker-ip\]/](http://[docker-ip]/)
2. On the docker dashboard set the API key and password and click “Activate”. This will connect the docker to your account on the platform and get the license.
3. The docker will renew its license on a daily basis. Please make sure it has internal access.
4. Now you can start sending audio for analysis

## Updating docker version

The docker periodically checks for new versions and will perform an automatic upgrade for mandatory versions.

You can manually check for mandatory and recommended updates by clicking the "Check Updates" button.

## Docker Management

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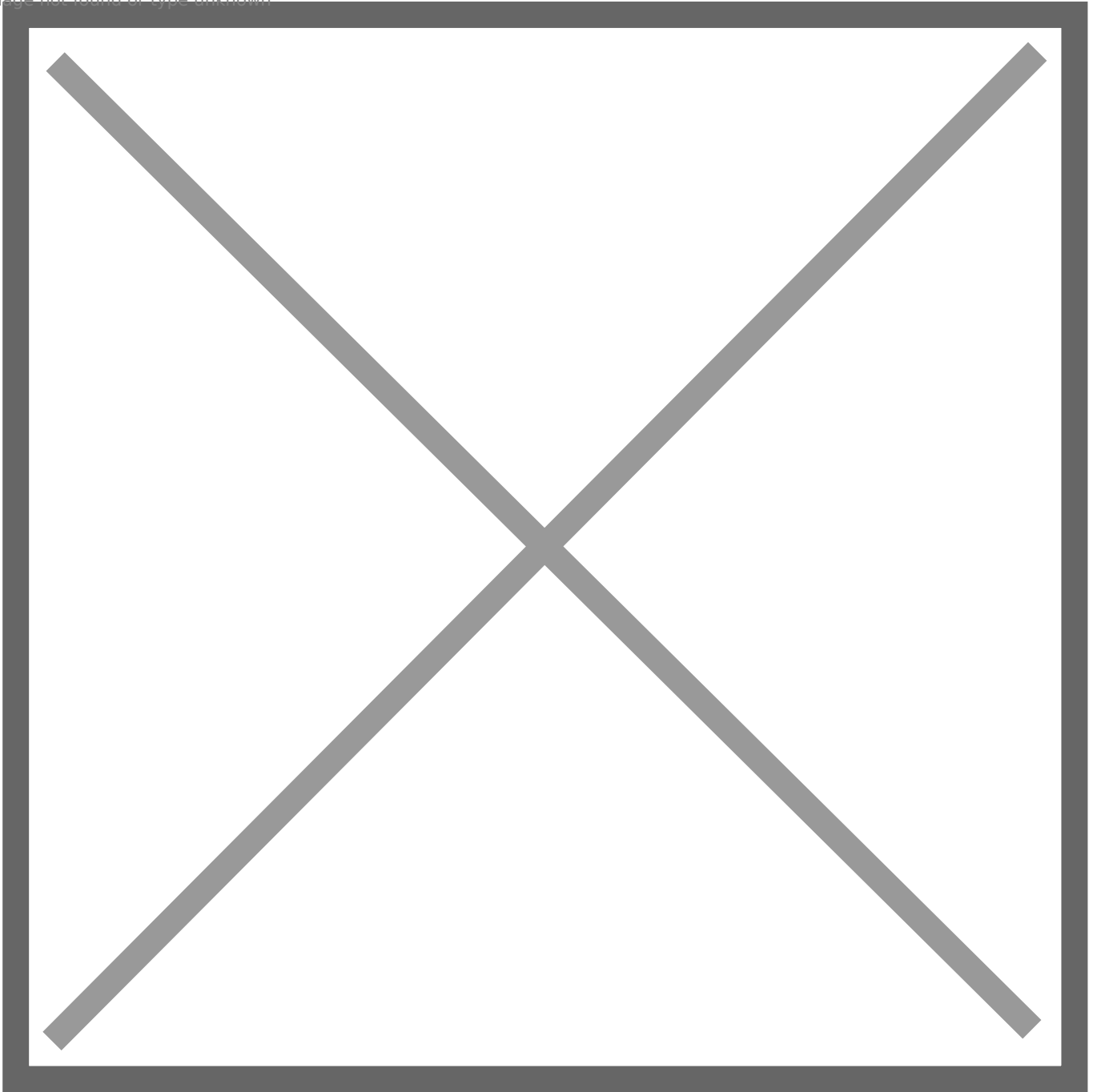
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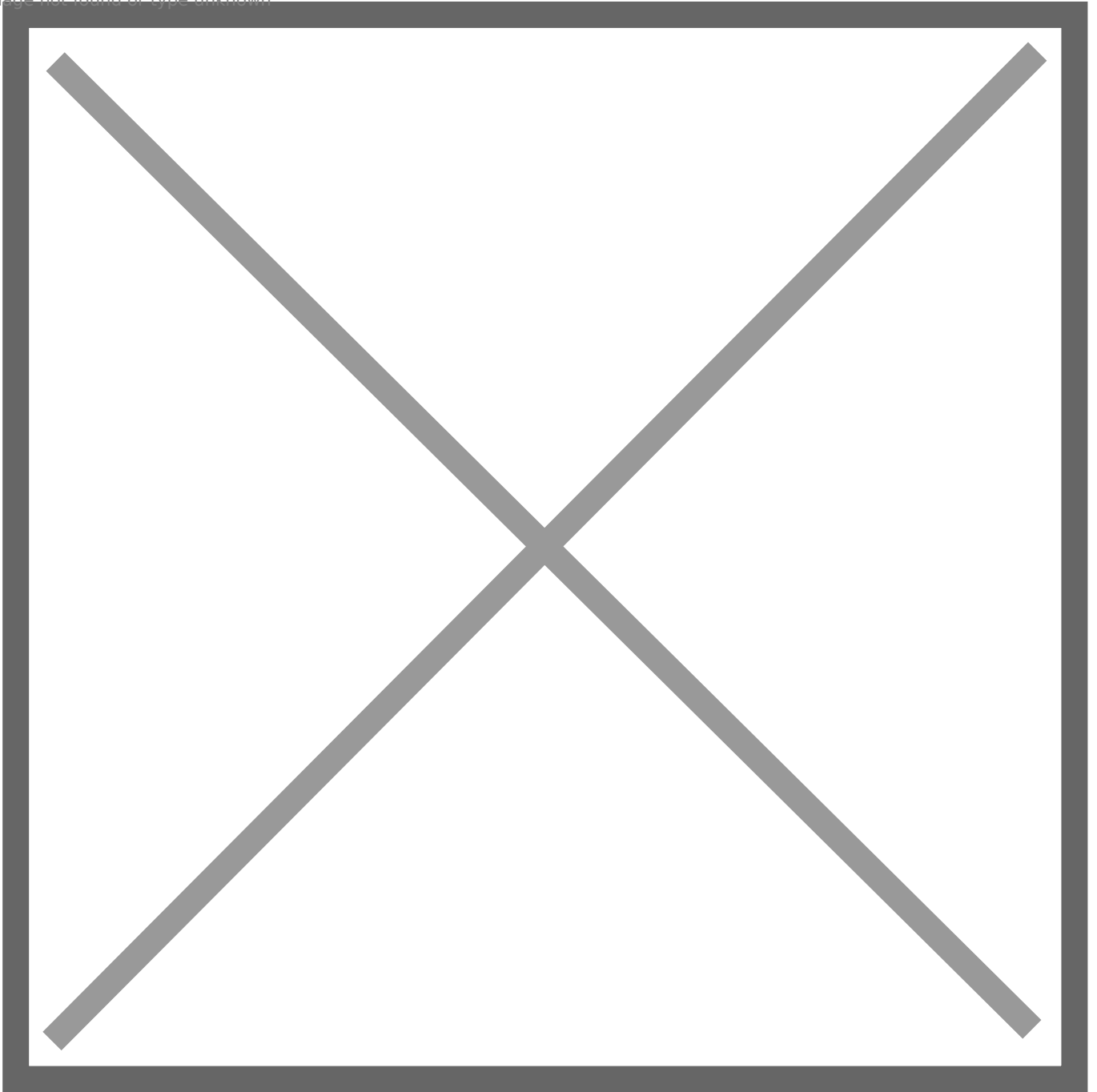
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You can manually check for mandatory and recommended updates by clicking the "Check Updates" button.



Image not found or type unknown



Docker conducts regular checks for new versions and will automatically upgrade when mandatory versions are available. However, it does not initiate automatic upgrades for non-mandatory versions. You have the option to manually check for mandatory and recommended updates by clicking the 'Check Updates' button

## Removing EMLO docker image

Sometimes it is required to completely remove EMLO docker. In order to do that, it is required to first delete the container, then the image

## remove the container

1. list all containers

```
sudo docker container ls
```

2. stop the container

```
sudo docker stop [CONTAINER_ID]
```

3. delete the container

```
sudo docker rm [CONTAINER_ID]
```

## remove the image

1. list the images

```
sudo docker image ls
```

2. delete the docker

```
sudo docker image rm [IMAGE_ID]
```

## Remove All

Stop all containers on the server, than delete all containers and images

```
docker stop $(docker ps -q) && docker rm -f $(docker ps -aq) && docker rmi -f $(docker images -q)
```

Stop/Start EMLO docker image

Sometimes it is required to stop or restart EMLO docker. In order to do that, it is required to stop

the container

Stop the container

1. list all containers

```
sudo docker container ls
```

2. stop the container

```
sudo docker stop [CONTAINER_ID]
```

Start the container

1. list all containers

```
sudo docker container ls
```

2. start the container

```
sudo docker start [CONTAINER_ID]
```

# Emotion Logic analysis

## docker version history

| Version | Release date | Mandatory for | Whats new?   |
|---------|--------------|---------------|--|
| 1.6.38  | 2024-08-15   | Not Mandatory | <ul style="list-style-type: none"><li>Allows max audio file of 600MB</li></ul> |

|        |            |               |   |
|--------|------------|---------------|---|
| 1.6.37 | 2024-07-22 | Not Mandatory | <ul style="list-style-type: none"><li>• Added Speechmatics integration support</li></ul>  |
| 1.6.36 | 2024-06-11 | Not Mandatory | <ul style="list-style-type: none"><li>• Added licence renew logs</li><li>• Handle crush when invalid audio file sent for analysis</li></ul> |

|        |            |              |  |
|--------|------------|--------------|--|
| 1.6.18 | 2024-03-18 | Not Madatory | <ul style="list-style-type: none"><li>• Objective Risk Formula Optimization:<ul style="list-style-type: none"><li>◦ Fine-tuned Objective (OZ) risk formulas to better account for inaccuracy indicators, improving the nuance in risk assessments.</li><li>◦ Modest recalibration of risk scores to flag a broader range of risk indicators and inaccuracies.</li><li>◦ Option to revert to the previous versi</li></ul></li></ul> |
|--------|------------|--------------|--|

|        |            |              |   |
|--------|------------|--------------|---|
| 1.6.14 | 2024-01-16 | Not Madatory | <ul style="list-style-type: none"> <li>• Fix bug when calculationg emotional styles</li> </ul>  |
| 1.6.11 | 2024-01-01 | Not Madatory | <ul style="list-style-type: none"> <li>• Fix bug when docker build segments from STT service</li> </ul>   |
| 1.6.10 | 2023-12-31 | Not Madatory | <ul style="list-style-type: none"> <li>• Improved call-classification tags</li> </ul>   |
| 1.6.03 | 2023-12-13 | Not Madatory | <ul style="list-style-type: none"> <li>• Fix an "ENOENT: no such file or directory" error messag when sending large batch audio</li> <li>• Set defaiult max file to 300mb</li> </ul>  |
| 1.6.01 | 2023-12-08 | Not Madatory | <ul style="list-style-type: none"> <li>• Added DistressPriority for call call priority field. Modification for FeelGPT standard output</li> </ul>   |
| 1.5.14 | 2023-12-06 | Not Madatory | <ul style="list-style-type: none"> <li>• Fix problem when analysis streaming</li> </ul>   |
| 1.5.7  | 2023-11-14 | Not Madatory | <ul style="list-style-type: none"> <li>• Fine-tune "Confidance"</li> <li>• Fix a bug with "dummyRespon se" when max daily analyzes count exceeded</li> <li>• Improve the background-noise, too-high-volume, too-low-volume recognision mechanism</li> </ul> |

|        |            |               |   |
|--------|------------|---------------|---|
| 1.5.4  | 2023-11-07 | Not Madatory  | <ul style="list-style-type: none"> <li>• Added noise-clean service on cloud</li> </ul>  |
| 1.5.3  | 2023-11-02 | Not Madatory  | <ul style="list-style-type: none"> <li>• FeelGPT fine tuning</li> <li>• Mental effort Efficiency bug fix</li> <li>• Emotional Diamond fine tuning</li> <li>• Emotional Copgnitive Ration highest value is now 500 (was 5000 before)</li> <li>• Dissatisfaction fine tune</li> <li>• Fine tune objective risk formula (riskOZ)</li> <li>• The Risk assessment formulas were updated to take into account extreme emotional distress situations</li> <li>• Fix bug where log files older than 14 days were not deleted</li> </ul> |
| 1.5.01 | 2023-10-26 | Not Mandatory | <ul style="list-style-type: none"> <li>• Emotional player values are per-channel now</li> <li>• Allow to bo back-and-forward with the analysis library</li> <li>• Fix bug to auto-delete log files after 14 days</li> </ul>   |

|        |            |               |  |
|--------|------------|---------------|--|
| 1.4.25 | 2023-10-17 | Not Mandatory | <ul style="list-style-type: none"> <li>• Added "sensitivity" param to the API (see documentation)</li> <li>• Better handling of the Emotional Diamond</li> <li>• Remove from FeelGPT the "tired" param, and added "agitate" and "frantic"</li> <li>• Allow upgrade process for dockers that were manually activated</li> </ul> |
| 1.4.22 | 2023-09-15 | Not Mandatory | <ul style="list-style-type: none"> <li>• Improved error messages</li> <li>• Improved FeelGPT protocol</li> </ul>   |
| 1.4.17 | 2023-09-04 | Not Mandatory | <ul style="list-style-type: none"> <li>• Analyze questionnaires even when some of the audio file are corrupted</li> <li>• Fix bug on sample rates 44000 and 44100</li> <li>• Allow speech-to-text integration with DeepGram (bring your own API Key)</li> </ul>  |



|        |            |               |  |
|--------|------------|---------------|--|
| 1.4.12 | 2023-08-14 | Not Mandatory | <ul style="list-style-type: none"> <li>• Improved handling of final segment in a stream</li> <li>• Fix bug with backgroundNoise &lt; 1000 on streaming service</li> <li>• Improvements on feelGPT</li> <li>• Add onlineLVS analysis on CCC plug</li> </ul> |
| 1.4.06 | 2023-08-01 | 1.3.92 and up | <ul style="list-style-type: none"> <li>• Improve handling segments provided by the client or STT service</li> <li>• Improve license-renew after the docker was down for a long period</li> </ul>   |
| 1.4.01 | 2023-07-26 |               | <ul style="list-style-type: none"> <li>• Improve segmentation</li> </ul>   |
| 1.3.92 | 2023-07-05 | Not Mandatory | <ul style="list-style-type: none"> <li>• Fix bug with 2 channels streaming results</li> <li>• Added 16000 sample rate on streaming</li> </ul>  |
| 1.3.87 | 2023-06-07 | Not Mandatory | <ul style="list-style-type: none"> <li>• Not rejecting audio files with too-high volume.</li> </ul>  |
| 1.3.85 | 2023-06-05 | Not Mandatory | <ul style="list-style-type: none"> <li>• Fix bug with "dummyResponse" flag</li> </ul>  |

|        |            |               |   |
|--------|------------|---------------|---|
| 1.3.83 | 2023-05-31 | Not Mandatory | <ul style="list-style-type: none"> <li>• Improved analysis algorithm for Agent Priority</li> <li>• Improved analysis algorithm for Call Priority</li> <li>• Improved analysis algorithm for Human Resource</li> <li>• Improved docker logs</li> </ul> |
| 1.3.81 | 2023-05-22 | Not mandatory | <ul style="list-style-type: none"> <li>• Improved auto-background level calculation</li> </ul>  |
| 1.3.80 | 2023-05-08 | Not mandatory | <ul style="list-style-type: none"> <li>• Fix misspellings in the response</li> <li>• Added "requestId" parameter</li> </ul>   |
| 1.3.77 | 2023-04-27 | Not mandatory | <ul style="list-style-type: none"> <li>• Added warning on "analyzeTest" route when one or more of the questions failed to be analyzed</li> <li>• Add 44100 Hz support</li> </ul>  |
| 1.3.75 | 2023-04-18 | Not mandatory | <ul style="list-style-type: none"> <li>• Fix a crash when passing audio with a very high volume for analysis</li> </ul>   |
| 1.3.73 | 2023-04-17 | Not mandatory | <ul style="list-style-type: none"> <li>• Added "mentalEfficiency" analysis on the channel-profile report</li> <li>• Offline LVA analysis fixes</li> </ul>   |

Revision #2

Created 12 March 2025 21:01:13 by mauricio olarte

Updated 12 March 2025 21:26:23 by mauricio olarte