



Cisco Unified Workforce Optimization

Monitoring and Recording Services Error Code Dictionary 8.0
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Monitoring and Recording Services Error Code Dictionary
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Error Code Dictionary

Error Messages

Error messages are classified by the level of severity of the error. These levels are:

- **Fatal.** The program cannot continue.
- **Major (Error).** The program has suffered a loss of functionality, but it continues to run.
- **Minor (Warn).** There is a malfunction that is a nuisance but that does not interfere with the program's operation.
- **Informational.** Not an error, this is related information that may be useful for troubleshooting.

Error Code	Description
AUTH2000	Text: Invalid signature. Type: Major Add'l Info: There is an Invalid signature in the report request URL (internal error). Action: Provide the URL from the report popup window and the SQMR.dbg and SQMR.log files to technical support to assist in correcting the problem.
QMAD0000	Text: [message] Type: Info Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation. Action: None.

Error Code	Description
QMAD1000	<p>Text: Error running Admin application: <reason></p> <p>Type: Fatal</p> <p>Add'l Info: An unexpected error occurred while running the Admin application.</p> <p>Action: Check logs, consult system administrator and restart the application.</p>
QMAD1001	<p>Text: Cannot load properties file <fileName>: <reason></p> <p>Type: Fatal</p> <p>Add'l Info: The application could not read the properties file.</p> <p>Action: Make sure it exists in the configuration directory. Make sure that the name is correct. Try to open the properties file with a text editor.</p>
QMAD1002	<p>Text: Error connecting to database: <reason></p> <p>Type: Fatal</p> <p>Add'l Info: An error prevents this application from accessing the database.</p> <p>Action: Check the database logs.</p>
QMAD2000	<p>Text: Error reading agents by team ID <id>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading all Agents for a Team from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2001	<p>Text: Error reading data in DataLoaderThread: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading data from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2002	<p>Text: Error getting administrator password: <reason></p> <p>Type: Error</p> <p>Add'l Info: The program could not get the administrator password from Data API.</p> <p>Action: Check Data API logs.</p>

Error Code	Description
QMAD2003	Text: SyncServer error: <reason> Type: Error Add'l Info: The SyncServer service failed. Action: Verify that the SyncServer is running. Action: Verify this computer can communicate with the SyncServer computer. Check SyncServer logs.
QMAD2004	Text: Error selecting a tree node: <reason>. Type: Error Add'l Info: An error occurred in the tree control. Action: Check logs and restart the application.
QMAD2005	Text: Error saving data in DataSaverThread: <reason>. Type: Error Add'l Info: An error occurred saving data to Data API. Action: Check Data API logs and restart the application.
QMAD2006	Text: Error populating the tree: <reason>. Type: Error Add'l Info: An error occurred creating the tree control. Action: Check logs and restart the application.
QMAD2007	Text: Error reading Evaluation Form info from database. Type: Error Add'l Info: An error occurred reading Evaluation Form data from the database. Action: Check database logs and restart the application.
QMAD2008	Text: Error reading Evaluation Form: <reason>. Type: Error Add'l Info: An error occurred reading an Evaluation Form from the database. Action: Check database logs and restart the application.

Error Code	Description
QMAD2009	Text: Error deleting Workflow <name>: <reason>. Type: Error Add'l Info: An error occurred deleting a Workflow from Data API. Action: Check Data API logs and restart the application.
QMAD2010	Text: Error reading all Workflows: <reason>. Type: Error Add'l Info: An error occurred reading all Workflows from Data API. Action: Check Data API logs and restart the application.
QMAD2011	Text: Error reading all Teams: <reason>. Type: Error Add'l Info: An error occurred reading all Teams from Database. Action: Check Datapa logs and restart the application.
QMAD2012	Text: Error trying to parse <value> to a date. Type: Error Add'l Info: An error occurred parsing a date. Action: Check Data API logs and restart the application.
QMAD2013	Text: Error saving Team <name>: <reason>. Type: Error Add'l Info: An error occurred saving a Team to Data API. Action: Check Data API logs and restart the application.
QMAD2014	Text: Error saving Workflow <name>: <reason>. Type: Error Add'l Info: An error occurred saving a Workflow to Data API. Action: Check Data API logs and restart the application.
QMAD2015	Text: Error reading Workflow <name>: <reason>. Type: Error Add'l Info: An error occurred reading Workflow from Data API. Action: Check Data API logs and restart the application.

Error Code	Description
QMAD2016	Text: Error reading Archive Application Data: <reason>. Type: Error Add'l Info: An error occurred reading Archive Application Data. Action: Check datapa logs and restart the application.
QMAD2017	Text: Error reading Cleanup Server data: <reason>. Type: Error Add'l Info: An error occurred reading Cleanup Server data from Data API. Action: Check Data API logs and restart the application.
QMAD2018	Text: Error saving Archive Application data: <reason>. Type: Error Add'l Info: An error occurred saving Archive Application Data to Data API. Action: Retry, check Data API logs and restart the application.
QMAD2019	Text: Error saving Cleanup Server data: <reason>. Type: Error Add'l Info: An error occurred saving Cleanup Server data to Data API. Action: Check Data API logs and restart the application. Retry, check Data API logs and restart the application.
QMAD2020	Text: Error reading Bundle: <reason>. Type: Error Add'l Info: An error occurred reading Bundle from Data API. Action: Check Data API logs and restart the application.
QMAD2021	Text: Error reading all Groups: <reason>. Type: Error Add'l Info: An error occurred reading all Groups from Data API. Action: Check Data API logs and restart the application.

Error Code	Description
QMAD2022	<p>Text: Error reading agents for a list of teams: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading all Agents for a list of Teams from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2023	<p>Text: Error reading all Managers: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading all Managers from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2024	<p>Text: Error saving new Group <name>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred saving a new Group to Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2025	<p>Text: Error saving Group <name>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred saving a Group to Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2026	<p>Text: Error deleting Group <name>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred deleting a Group in Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2027	<p>Text: Error reading managers for group <name>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading all Managers for a Group from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>

Error Code	Description
QMAD2028	<p>Text: Error reading supervisors for team <name>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading all Supervisors for a team from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2029	<p>Text: Error reading all Persons: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading all Persons from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2030	<p>Text: Error reading Setup Application data: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading Setup Application Data from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2031	<p>Text: Error saving Person <name>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred saving a Person to Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2032	<p>Text: Error deleting person <name>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred deleting a Person from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2033	<p>Text: Error deleting manager <name> from group <groupName>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred deleting a Person who is a Manager from a Group from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>

Error Code	Description
QMAD2034	<p>Text: Error checking if <name> is unique: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred searching for a login name in Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2035	<p>Text: Error reading all Teams by Workflow ID <id>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading all Teams for a Workflow from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2036	<p>Text: Database error reading new group ID.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred getting a Group ID from the database.</p> <p>Action: Check database logs, make sure the catalog name is correct, and restart the application.</p>
QMAD2037	<p>Text: Error reading Group by its ID <id>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading a Group by its ID from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2038	<p>Text: Error reading Team by its ID <id>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading a Team by its ID from the database.</p> <p>Action: Check datapa logs and restart the application.</p>
QMAD2039	<p>Text: Administrator already in use by [user].</p> <p>Type: Error</p> <p>Add'l Info: Only one person may run the application at one time.</p> <p>Action: Log out the person who is currently logged in.</p>

Error Code	Description
QMAD2040	Text: Error reloading Workflow <name>: <reason>. Type: Error Add'l Info: An error occurred reloading Workflow from Data API. Action: Check Data API logs and restart the application.
QMAD2041	Text: Error reading Minimum Recording Duration information: <reason>. Type: Error Add'l Info: An error occurred reading Minimum Recording Duration information from Data API. Action: Check Data API logs and restart the application.
QMAD2042	Text: Error saving global evaluation status: <reason>. Type: Error Add'l Info: An error occurred saving the global manager or supervisor evaluation status to the database. Action: Check database logs, try redisplaying the current screen, and/or restarting the application.
QMAD2043	Text: Error saving data: <reason>. Type: Error Add'l Info: An error occurred saving data to Data API or the database. Action: Check Data API and database logs. Try redisplaying the current screen, and/or restarting the application.
QMAD2044	Text: Error reading manager evaluation status. Type: Error Add'l Info: An error occurred reading manager evaluation status from the database. Action: Check database logs, try redisplaying the current screen, and/or restarting the application.
QMAD2045	Text: Error reading supervisor evaluation status. Type: Error Add'l Info: An error occurred reading supervisor evaluation status from the database. Action: Check database logs, try redisplaying the current screen, and/or restarting the application.

Error Code	Description
QMAD2046	<p>Text: Operation <operation> timed out in <sec> seconds.</p> <p>Type: Error</p> <p>Add'l Info: An operation timed out either because of an error or network lag.</p> <p>Action: Retry the operation, check logs, network settings and connections.</p>
QMAD2047	<p>Text: Error reading <description> from Data API: <reason></p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading data from Data API.</p> <p>Action: Check Data API logs and retry.</p>
QMAD2048	<p>Text: Operation <operation> canceled by user.</p> <p>Type: Error</p> <p>Add'l Info: An operation was canceled by the user.</p> <p>Action: Retry the operation.</p>
QMAD2049	<p>Text: Error reading from Active Directory: <reason></p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading users from Active Directory.</p> <p>Action: Check Admin logs and retry.</p>
QMAD2050	<p>Text: Error trying to obtain a license client via the product code.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred obtaining a license client via the product code to check on license status. Since license status cannot be checked, there is no way to detect potential license problems which might cause desktop users not to function and/or recording not to function.</p> <p>Action: Check the Admin logs for the cause. Check base server licensing logs. Check licensed product code against installed product code. Ensure network settings are correct and the base server is installed correctly.</p>

Error Code	Description
QMAD2051	<p>Text: Unable to check license status due to invalid product code <productCode>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred when checking license status with the license servlet: the product code was unknown.</p> <p>Action: Make sure the tomcat service is starting up with a valid -Dlicensing.product.code argument. Ensure the installation was done correctly.</p>
QMAD2052	<p>Text: An unexpected error occurred while checking license status.</p> <p>Type: Error</p> <p>Add'l Info: An unexpected error occurred while checking license status. Since license status cannot be checked, there is no way to detect potential license problems which might cause desktop users not to function and/or recording not to function.</p> <p>Action: Check the Admin logs for the cause. Check base server licensing logs. Check licensed product code against installed product code, and license library servlet url against base server settings. Ensure network settings are correct and the base server is installed correctly.</p>
QMAD2053	<p>Text: An error occurred while checking license data: <cause></p> <p>Type: Error</p> <p>Add'l Info: Caught LicenseException while checking license data.</p> <p>Action: Check base server licensing logs.</p>
QMAD2054	<p>Text: Unable to obtain a product code from unknown brand: <productBrand></p> <p>Type: Error</p> <p>Add'l Info: The brand was unrecognized or missing, cannot obtain a product code.</p> <p>Action: Ensure the Administrator application is starting up with the JVM argument -Dqm.brand.</p>

Error Code	Description
QMAD2055	<p>Text: An error occurred while checking user license data: <cause></p> <p>Type: Error</p> <p>Add'l Info: Caught LicenseException while checking user license data.</p> <p>Action: Try restarting the application. If the problem persists, check the base server licensing logs.</p>
QMAD2056	<p>Text: The number of users selected to be licensed for the <bundleName> bundle (<numberOfUsersChecked>) must not exceed the number of user licenses available (<maxUserLicenses>).</p> <p>Type: Error</p> <p>Add'l Info: Cannot licensed more users than number of user licenses available.</p> <p>Action: Uncheck users in the License Users dialog until no more are checked than the number of user licenses available.</p>
QMAD2057	<p>Text: An error occurred while saving user license data: <cause></p> <p>Type: Error</p> <p>Add'l Info: Caught LicenseException while saving user license data.</p> <p>Action: Try restarting the application. If the problem persists, check the base server licensing logs.</p>
QMAD2058	<p>Text: There was a problem storing licensed roles on users after refreshing the users with license information.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred saving the list of Persons to Data API after refreshing licensed user roles.</p> <p>Action: Check Data API logs and restart the application if the problem persists.</p>

Error Code	Description
QMAD2059	<p>Text: An error occurred while checking license data: <cause>: <message></p> <p>Type: Error</p> <p>Add'l Info: Caught an exception while checking license data.</p> <p>Action: Check base server licensing logs and compare exceptions to find a log of the problem on the base server.</p>
QMAD2060	<p>Text: Error getting Bundle: <cause></p> <p>Type: Error</p> <p>Add'l Info: An error occurred getting the Bundle from the license servlet.</p> <p>Action: Check licensing logs on the base server and restart Tomcat.</p>
QMAD2061	<p>Text: Error reading MetaData Field info from database.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading MetaData Field data from the database.</p> <p>Action: Check database logs and restart the application.</p>
QMAD2062	<p>Text: Error reading MetaData Type info from database.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading MetaData Type data from the database.</p> <p>Action: Check database logs and restart the application.</p>
QMAD2063	<p>Text: No MetaData Types were found in the database. You cannot add or edit MetaData Fields at this time.</p> <p>Type: Error</p> <p>Add'l Info: There are no MetaData Types in the database.</p> <p>Action: Check database for correct schema version. No metadata fields can be added or edited until this is corrected.</p>
QMAD2064	<p>Text: Error deleting Team <name>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred deleting a Team in Data API.</p> <p>Action: Check Data API logs and restart the application.</p>

Error Code	Description
QMAD2065	<p>Text: Unable to retrieve session timeout configuration.</p> <p>Type: Error</p> <p>Add'l Info: An error or unexpected result occurred when retrieving session timeout configuration data.</p> <p>Action: Check Data API and Administrator logs and restart the application.</p>
QMAD2066	<p>Text: Error reading Export Application Data: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading Export Application Data from Data API.</p> <p>Action: Check Data API logs and restart the application.</p>
QMAD2067	<p>Text: Error saving Export Application data: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred saving Export Application Data to Data API.</p> <p>Action: Retry, check Data API logs and restart the application.</p>
QMAD2068	<p>Text: Error saving Evaluation Form to the database.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred saving Evaluation Form data to the database.</p> <p>Action: Check database logs and check is DBProxy is running.</p>
QMAD2069	<p>Text: Error writing MetaData Field info to the database.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred writing MetaData Field data to the database.</p> <p>Action: Check database logs and restart the application.</p>
QMAD3000	<p>Text: Bad form <time> for Archive Upload Time: <reason>.</p> <p>Type: Warn</p> <p>Add'l Info: An error occurred parsing the Archive Upload Time from Data API.</p> <p>Action: Select a time and try to save it again.</p>

Error Code	Description
QMAD3001	<p>Text: The software license for <bundleName> bundle is invalid because it is expired.</p> <p>Type: Warn</p> <p>Add'l Info: The software license is invalid because it is expired.</p> <p>Action: Relicense the software. See the Monitoring and Recording Installation Guide for details.</p>
QMAD3002	<p>Text: The software license is invalid for this product.</p> <p>Type: Warn</p> <p>Add'l Info: The software license is invalid for this product.</p> <p>Action: Relicense the software. See the Monitoring and Recording Installation Guide for details.</p>
QMAD3003	<p>Text: The software license for <bundleName> bundle is invalid due to the node lock.</p> <p>Type: Warn</p> <p>Add'l Info: The software license is invalid due to the node lock.</p> <p>Action: Relicense the software. See the Monitoring and Recording Installation Guide for details.</p>
QMAD3004	<p>Text: The software license is invalid due to the bundle type (<bundleType>).</p> <p>Type: Warn</p> <p>Add'l Info: The software license is invalid due to the bundle type.</p> <p>Action: Relicense the software. See the Monitoring and Recording Installation Guide for details.</p>
QMAD3005	<p>Text: The software license is corrupt.</p> <p>Type: Warn</p> <p>Add'l Info: The software license is corrupt.</p> <p>Action: Relicense the software. See the Monitoring and Recording Installation Guide for details.</p>
QMAD3006	<p>Text: The software license is missing.</p> <p>Type: Warn</p> <p>Add'l Info: The software license is missing.</p> <p>Action: License the software. See the Monitoring and Recording Installation Guide for details.</p>

Error Code	Description
QMAD3007	<p>Text: The licensed user data was corrupt and has been reset.</p> <p>Type: Warn</p> <p>Add'l Info: The licensed user data was corrupt and has been reset.</p> <p>Action: Reconfigure user licenses via the License Users dialog in User Administration.</p>
QMAD3008	<p>Text: The licensed user list is empty.</p> <p>Type: Warn</p> <p>Add'l Info: The licensed user list is empty.</p> <p>Action: License users via the License Users dialog in User Administration.</p>
QMAD3009	<p>Text: Too many users are configured with user licenses for <bundleName> bundle.</p> <p>Type: Warn</p> <p>Add'l Info: Too many users are configured with user licenses.</p> <p>Action: Reconfigure user licenses via the License Users dialog in User Administration.</p>
QMAD3010	<p>Text: The background thread which loads persons in to the User Administration tables timed out after <timeout> milliseconds and did not complete.</p> <p>Type: Warn</p> <p>Add'l Info: The background thread to load persons for display in User Administration tables timed out.</p> <p>Action: Try restarting the Administrator application, or try allowing the User Administration panel to load before making changes.</p>
QMAD3011	<p>Text: The background thread which loads persons in to the User Administration tables was canceled and did not complete.</p> <p>Type: Warn</p> <p>Add'l Info: The background thread to load persons for display in User Administration tables was canceled.</p> <p>Action: Try restarting the Administrator application, or try allowing the User Administration panel to load before making changes.</p>

Error Code	Description
QMAD3012	<p>Text: The background thread which loads persons in to the User Administration tables ended unexpectedly and did not complete.</p> <p>Type: Warn</p> <p>Add'l Info: The background thread to load persons for display in User Administration tables ended unexpectedly.</p> <p>Action: Try restarting the Administrator application, or try allowing the User Administration panel to load before making changes.</p>
QMAD3013	<p>Text: The licensed user list is empty.</p> <p>Type: Warn</p> <p>Add'l Info: The licensed user list is empty.</p> <p>Action: License users via the License Users dialog in User Administration.</p>
QMAD3014	<p>Text: There are no users licensed for the license type: <bundleString>.</p> <p>Type: Warn</p> <p>Add'l Info: The licensed user list is empty.</p> <p>Action: License users via the License Users dialog in User Administration.</p>
QMAD3015	<p>Text: There are no valid licenses for this software.</p> <p>Type: Warn</p> <p>Add'l Info: There are no valid licenses for this software.</p> <p>Action: Relicense the software. See the Monitoring and Recording Installation Guide for details.</p>
QMBA0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>

Error Code	Description
<p>QMBA1000</p>	<p>Text: Cannot load properties file specified. Properties <props>: <cause></p> <p>Type: Fatal</p> <p>Add'l Info: The BARS program could not load the properties file specified.</p> <p>Action: Verify path specified.</p>
<p>QMBA2000</p>	<p>Text: Database backup unsuccessful: <cause></p> <p>Type: Error</p> <p>Add'l Info: The backup of the database was unsuccessful.</p> <p>Action: Verify configuration in bars.properties.</p> <p>Verify that the Monitoring and Recording Data API Service is running if database configuration is retrieved from there.</p> <p>Verify database is running and configured correctly in Monitoring and Recording.</p>
<p>QMBA2001</p>	<p>Text: Database restore unsuccessful: <cause></p> <p>Type: Error</p> <p>Add'l Info: The restore of the database was unsuccessful.</p> <p>Action: Verify configuration in bars.properties.</p> <p>Verify that the Monitoring and Recording Data API Service is running if database configuration is retrieved from there.</p> <p>Verify database is running and configured correctly in Monitoring and Recording.</p>
<p>QMBA2004</p>	<p>Text: Unable to retrieve DB information from Data API: <cause></p> <p>Type: Error</p> <p>Add'l Info: Could not get connection info to the database.</p> <p>Action: Verify configuration in bars.properties.</p> <p>Verify that the Monitoring and Recording Data API Service is running.</p>

Error Code	Description
QMBA3000	<p>Text: No output for cmd: <cmd></p> <p>Type: Warn</p> <p>Add'l Info: The application that was run did not return any output.</p> <p>Action: Verify command line is correct.</p>
QMBS0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>
QMBS2000	<p>Text: <qmbs> : details=<detail></p> <p>Type: Error</p> <p>Add'l Info: While starting the application, an error has occurred gathering the process id of the Monitoring and Recording Desktop application. The pid is used to determine if another instance of the application is already running.</p> <p>Action: Continue using the application, but do contact the system administrator.</p>
QMBS2001	<p>Text: Unable to load .properties file: <filename></p> <p>Type: Error</p> <p>Add'l Info: While starting the application, an error has occurred gathering log4j configuration values from the applications configuration file.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>
QMBS2004	<p>Text: Unable to run the automatic software update. Automatic updates may not be installed or configured correctly</p> <p>Type: Error</p> <p>Add'l Info: While starting the application, an error has occurred trying to run the automatic update module. The application will be allowed to run.</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>

Error Code	Description
QMBS2005	<p>Text: <qmbs> <cmd></p> <p>Type: Error</p> <p>Add'l Info: Many parts of the application call other executable files. An error has occurred while running one of these commands</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
QMBS2007	<p>Text: <qmbs> <msg></p> <p>Type: Error</p> <p>Add'l Info: An error has occurred with the compiled HTML help that runs the Monitoring and Recording help documents.</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
QMBS2010	<p>Text: Error reading file <fileName>. Details: <details></p> <p>Type: Error</p> <p>Add'l Info: An error has occurred while reading the application terms for the about box from the file.</p> <p>Action: Check that the file with the application terms exists and is in the config directory.</p>
QMBS2012	<p>Text: <qmbs> : <brand>.</p> <p>Type: Error</p> <p>Add'l Info: There was an invalid brand string passed into the application.</p> <p>Action: Contact the Monitoring and Recording administrator.</p>
QMBS2013	<p>Text: There was an error retrieving true update configuration values</p> <p>Type: Error</p> <p>Add'l Info: There was an error retrieving true update configuration values.</p> <p>Action: Contact the Monitoring and Recording administrator.</p>

Error Code	Description
QMBS3000	<p>Text: IOR HOSTNAME in registry is not set. Using localhost <serverIp></p> <p>Type: Warn</p> <p>Add'l Info: The application could not load the specified properties file.</p> <p>Action: Specify an existing properties file (No properties file needs to be specified in production).</p>
QMCT0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>
QMCT2000	<p>Text: Could not retrieve configuration <msg>. Retry in <timeout> ms.</p> <p>Type: Error</p> <p>Add'l Info: The application was unable to retrieve configuration information from the Monitoring and Recording Data API service.</p> <p>Action: Verify connection settings in registry Verify Server Settings.</p>
QMCT2001	<p>Text: Could not initialize Server. Retry in <retry> ms.</p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize the server.</p> <p>Action: Verify CTI server settings Verify port is not already in use</p>
QMCT2002	<p>Text: Could not initialize RequestManager. Retry in <retry> ms.</p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize the RequestManager.</p> <p>Action: Verify CTI Server settings.</p>

Error Code	Description
QMCT2003	<p>Text: Could not initialize CTI Provider. Retry in <retry> ms.</p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to the CTI Provider.</p> <p>Action: Verify CTI Settings.</p> <p>Verify jtapi.jar is correct for this Unified Communications Manager.</p> <p>Verify Username/Password for CM user is correct.</p>
QMCT2004	<p>Text: Cannot open selector for requests.</p> <p>Type: Error</p> <p>Add'l Info: The application could not begin listening for requests.</p> <p>Action: Verify CTI Server Settings</p> <p>Restart CTI Server.</p>
QMCT2005	<p>Text: Could not initialize Provider.</p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize CTI Provider.</p> <p>Action: Verify CTI Settings.</p> <p>Verify jtapi.jar is correct for this Unified Communications Manager.</p> <p>Verify Username/Password for CM user is correct.</p>
QMCT2006	<p>Text: Cannot load configuration from Data API Service.</p> <p>Type: Error</p> <p>Add'l Info: The application could not load required information from the Monitoring and Recording Data API service.</p> <p>Action: Verify the Monitoring and Recording Data API service connection.</p> <p>Verify CTI configuration in DB.</p>

Error Code	Description
QMCT2007	<p>Text: Cannot find a CTI server in DB.</p> <p>Type: Error</p> <p>Add'l Info: The application could not find required CTI Server in Directory Services.</p> <p>Action: Verify CTI Server is configured.</p> <p>Verify connection to the Monitoring and Recording Data API service.</p>
QMCT2008	<p>Text: Cannot find specified CTI Factory <className>.</p> <p>Type: Error</p> <p>Add'l Info: The application could not find or run the code for the CTI Provider.</p> <p>Action: Verify required jars files are in place.</p> <p>Verify jar file is not corrupt.</p>
QMCT2009	<p>Text: Cannot register terminal. <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could register the client phone with JTAPI.</p> <p>Action: Verify JTAPI connection.</p> <p>Verify phone is registered with JTAPI user.</p>
QMCT2010	<p>Text: Cannot register terminal. <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not register the client phone with JTAPI. Invalid JTAPI jar.</p> <p>Action: Verify correct JTAPI jar.</p>
QMCT2011	<p>Text: Cannot initialize JTAPI Provider. <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize JTAPI provider.</p> <p>Action: Verify correct JTAPI jar.</p> <p>Verify CTI configuration. (ip/username/password).</p>

Error Code	Description
QMCT2012	<p>Text: Unspecified error during request initialization: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application received an unrecoverable error while initializing request handler.</p> <p>Action: Restart CTI. Contact administrator if error persists.</p>
QMCT2013	<p>Text: Unspecified error during server initialization: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application received an unrecoverable error while initializing the server connection handler.</p> <p>Action: Restart CTI. Contact administrator if error persists.</p>
QMCT2014	<p>Text: Unspecified error during CTI event handling: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application received an unspecified error while handling an event.</p> <p>Action: Contact administrator if error persists.</p>
QMCT3000	<p>Text: Cannot load properties file <propFilename>. Ignoring.</p> <p>Type: Warn</p> <p>Add'l Info: The application attempted to merge a specified properties file and failed. The default configuration will be used.</p> <p>Action: Correct the name of the properties file or use the default configuration.</p>
QMCT3001	<p>Text: Cannot accept a connection. Ignoring Connection.</p> <p>Type: Warn</p> <p>Add'l Info: A socket error occurred while attempting to accept a connection. Ignore the connection.</p> <p>Action: The client should retry to connect.</p>
QMCT3002	<p>Text: Unspecified error registering socket. Ignoring Request.</p> <p>Type: Warn</p> <p>Add'l Info: A socket error occurred while registering a request.</p> <p>Action: The client should retry to connect.</p>

Error Code	Description
QMCT3003	Text: Cannot handle client request. Type: Warn Add'l Info: Cannot handle client request. Ignoring the request. Action: The client should retry the request.
QMCT3004	Text: Unable to send error message. Connection lost. Type: Warn Add'l Info: Cannot handle client request. Ignoring the request. Action: The client should retry the request.
QMCT3005	Text: Creating Agent <mac> with unknown IP. Type: Warn Add'l Info: The IP Address cannot be retrieved from the socket. Action: None. The client IP may not be logged.
QMCT3006	Text: Cannot write to socket for <agent>. Type: Warn Add'l Info: Cannot write an event to agent. Snapshots will be saved. Action: None. The client should reconnect and receive a snapshot.
QMCT3007	Text: Cannot get local host IP address Type: Warn Add'l Info: The application cannot retrieve the local host. Action: Verify registry settings "SiteSetup -> IOR HOSTNAME". Verify computer has an IP address other than localhost
QMCT3008	Text: Cannot parse timestamp for event <timestamp> Type: Warn Add'l Info: The application cannot parse the timestamp into a valid Date Action: View log for proper timestamp.

Error Code	Description
QMCT3009	<p>Text: Error reading message header. Client may have closed socket. <cause>:<cause></p> <p>Type: Warn</p> <p>Add'l Info: The application could not read the header.</p> <p>Action: This could a normal state if the client closes the socket while the server is reading the message header.</p>
QMCT3010	<p>Text: Invalid message header. <cause>:<cause></p> <p>Type: Warn</p> <p>Add'l Info: The message header specified more memory than what is allowed.</p> <p>Action: The client sent an invalid message header.</p>
QMCT3011	<p>Text: Error reading message body. <cause>:<cause></p> <p>Type: Warn</p> <p>Add'l Info: The application could not read the message body.</p> <p>Action: If problem persists contact support.</p>
QMCT3012	<p>Text: Invalid request. <cause>:<cause></p> <p>Type: Warn</p> <p>Add'l Info: The application received an invalid request.</p> <p>Action: Client must sent a valid request.</p>
QMCT3013	<p>Text: Heartbeat Timeout for <agent>. Removing Event Observer.</p> <p>Type: Warn</p> <p>Add'l Info: There was a heartbeat timeout for this agent.</p> <p>Action: Client must reconnect.</p>
QMCT3014	<p>Text: Unknown MAC address. <cause>:<cause></p> <p>Type: Warn</p> <p>Add'l Info: The MAC Address provided by the client is not known to this CTI Server.</p> <p>Action: Verify that the MAC address can be seen by the CM user specified for this CTI Server.</p>

Error Code	Description
QMCT3015	<p>Text: No agent registered with EventManager for event: <ev>.</p> <p>Type: Warn</p> <p>Add'l Info: The agent this event is to be sent to is not registered with the CTI Server. The event will not be sent.</p> <p>Action: None.</p>
QMCT3016	<p>Text: Unspecified error during timeouts: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The application received an unspecified error while checking for timeouts.</p> <p>Action: Contact administrator if error persists.</p>
QMCT3017	<p>Text: An error occurred while reading CTI Inclusion list: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The application received an error reading the CTI inclusion list.</p> <p>Action: None. All extensions will be included.</p>
QMCT3018	<p>Text: An internal resource of JTAPI is not available. JTAPI Type <jtapiType>.</p> <p>Type: Warn</p> <p>Add'l Info: A JTAPI resource was not available when trying to register route points.</p> <p>Action: None. The route point(s) will not be registered.</p>
QMDB0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>

Error Code	Description
<p>QMDB1005</p>	<p>Text: SQL statement failed <sql>: <ex></p> <p>Type: Fatal</p> <p>Add'l Info: Unable to perform the indicated operation on the database.</p> <p>Action: Confirm that the database configuration setting for the catalog name is correct.</p> <p>Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>If the catalog name is correct, and the data in that catalog can be totally deleted, it may be necessary to drop the catalog and recreate it from scratch.</p>
<p>QMDB2000</p>	<p>Text: SQM database <action> failed: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An operation to the Monitoring and Recording database failed, but no data was lost.</p> <p>Action: Ensure that the Monitoring and Recording database server is running.</p> <p>Check the configuration settings for connecting to the database.</p> <p>Confirm that the user has privileges to perform the operation.</p> <p>Ensure that the user has privileges to perform the operation.</p> <p>Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>

Error Code	Description
QMDB2001	<p>Text: SQM database <action> failed: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An operation to the Monitoring and Recording database failed, and data may have been lost.</p> <p>Action: Ensure that the Monitoring and Recording database server is running.</p> <p>Check the configuration settings for connecting to the database.</p> <p>Confirm that the user has privileges to perform the operation.</p> <p>Ensure that the user has privileges to perform the operation.</p> <p>Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>
QMDB2002	<p>Text: Unexpected DB-API problem: <issue>.</p> <p>Type: Error</p> <p>Add'l Info: An unexpected problem was encountered in the database API, and data may have been lost.</p> <p>Action: The reason text will describe the problem in greater detail.</p>
QMDB2003	<p>Text: SQM database schema is <actual> but this software requires <expected>: <msg></p> <p>Type: Error</p> <p>Add'l Info: The database must be upgraded before using this application. The indicated operation was not attempted, and data may have been lost.</p> <p>Action: Run the Schema program to upgrade the database.</p>
QMDB2004	<p>Text: IllegalArgument: <msg>.</p> <p>Type: Error</p> <p>Add'l Info: The wrong table was passed to a Monitoring and Recording DB Cleaner service deletion method that it should not, but no data was lost.</p> <p>Action: This may indicate a software problem which should be reported.</p>

Error Code	Description
QMDB2005	<p>Text: Failed to load EventAudit.properties file to verify EventAudit message heads.</p> <p>Type: Error</p> <p>Add'l Info: Valid EventAudit message keys could not be loaded.</p> <p>Action: Verify that the i18n.jar is in the lib directory.</p>
QMDB2006	<p>Text: Failed to add metadata record because key name does not exist.</p> <p>Type: Error</p> <p>Add'l Info: Valid key name was not found in MetaDataField table.</p> <p>Action: In Monitoring and Recording Administrator, verify that the MetaDataField with that key name still exists.</p>
QMDB2007	<p>Text: Failed to decrypt metadata string.</p> <p>Type: Error</p> <p>Add'l Info: Metadata string was invalid. Neither keys or values can be null or empty.</p> <p>Action: Verify that data is not null or empty.</p>
QMDB2008	<p>Text: Failed to decrypt string <string>.</p> <p>Type: Error</p> <p>Add'l Info: Decrypting a string failed.</p> <p>Action: Look at the dbproxy.dbg for the stack trace and see why the string failed decryption</p>
QMDB2009	<p>Text: Failed to encrypt string <string>.</p> <p>Type: Error</p> <p>Add'l Info: Encrypting a string failed.</p> <p>Action: Look at the dbproxy.dbg for the stack trace and see why the string failed encryption</p>

Error Code	Description
QMDB3000	<p>Text: Unable to marshall response to client: <reason>.</p> <p>Type: Warn</p> <p>Add'l Info: DbProxy server could not send a response to a client.</p> <p>Action: This message may indicate that a client terminated abnormally between making a request from the DbProxy and receiving the response. Look into why the client quit.</p> <p>Network problems (connectivity, timeouts, configuration, glitches) can cause this. Address those problems.</p> <p>Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>
QMDB3001	<p>Text: SQM database <action> failed: <reason>.</p> <p>Type: Warn</p> <p>Add'l Info: An operation to the Monitoring and Recording database failed, but no data was lost.</p> <p>Action: Ensure that the Monitoring and Recording database server is running.</p> <p>Check the configuration settings for connecting to the database.</p> <p>Confirm that the user has privileges to perform the operation.</p> <p>Ensure that the user has privileges to perform the operation.</p> <p>Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>
QMDB3002	<p>Text: Unexpected DB-API problem: <issue>.</p> <p>Type: Warn</p> <p>Add'l Info: An unexpected problem was encountered in the database API; no data was lost.</p> <p>Action: The reason text will describe the problem in greater detail.</p>

Error Code	Description
QMDB3003	<p>Text: Unknown event audit message key: <msgHead>; tail: <msgTail></p> <p>Type: Warn</p> <p>Add'l Info: Event message could not be found for the given key.</p> <p>Action: This may indicate a software problem which should be reported.</p>
QMDC0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>
QMDC1000	<p>Text: Failed to start DbCleaner: <ex>.</p> <p>Type: Fatal</p> <p>Add'l Info: An unexpected error occurred while starting the Monitoring and Recording DB Cleaner service.</p> <p>Action: Check logs, consult system administrator and restart the service.</p>
QMDC2000	<p>Text: Unexpected error encountered while trying to delete media files: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: The system failed trying to delete audio or video files. It will retry next time.</p> <p>Action: Check logs for the cause of the failure, especially regarding Tomcat.</p>
QMDC2001	<p>Text: Failed to load DbCleaner property file <fileName>.</p> <p>Type: Error</p> <p>Add'l Info: the application could not read the properties file.</p> <p>Action: Make sure it exists in the configuration directory. Make sure that the name is correct. Try to open the properties file with a text editor.</p>

Error Code	Description
QMDC2002	<p>Text: Unexpected error encountered while trying to terminate DbCleaner: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An unexpected error occurred shutting down the Monitoring and Recording DB Cleaner service.</p> <p>Action: Check logs to fix any possible system errors.</p>
QMDC2004	<p>Text: Unexpected error: <reason></p> <p>Type: Error</p> <p>Add'l Info: An unexpected error occurred while the Monitoring and Recording DB Cleaner service was running.</p> <p>Action: Check logs to fix any possible system errors.</p>
QMDC2600	<p>Text: Error parsing cleanup time <cleanupTime>.</p> <p>Type: Error</p> <p>Add'l Info: A value for a cleanup retention time is invalid.</p> <p>Action: Resave the times in Administrator.</p>
QMDC3001	<p>Text: DbCleaner service has been interrupted and will terminate.</p> <p>Type: Warn</p> <p>Add'l Info: Normally the Monitoring and Recording DB Cleaner service sleeps until the next time it should work.</p> <p>Action: Check if the Monitoring and Recording DB Cleaner service was stopped intentionally. Check logs to fix any possible system errors.</p>
QMDC3002	<p>Text: DbCleaner will complete or be interrupted in <min> minutes, <sec> seconds.</p> <p>Type: Warn</p> <p>Add'l Info: The Monitoring and Recording DB Cleaner service is shutting down. It may finish its cleaning first, but it may shut down in spite of an error that keeps it in the cleaning status.</p> <p>Action: Check logs in case the Monitoring and Recording DB Cleaner service was hung up because of an error.</p>

Error Code	Description
QMD00000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>
QMD03000	<p>Text: Illegal weight <weight> overridden for EvalFormSection id=<efslid></p> <p>Type: Warn</p> <p>Add'l Info: An illegal section weight was encountered.</p> <p>Action: Section weights are from zero to 1.0 (inclusive) in the database, but are shown as integers from 0 to 100 in the GUIs. Use values only within those ranges.</p>
QMDP0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>
QMDP1000	<p>Text: An unexpected error occurred that caused the service to terminate: <cause></p> <p>Type: Fatal</p> <p>Add'l Info: An unspecified error occurred that caused the service to terminate. The service will restart after 1 minute, however the root cause is unknown and a potentially serious problem.</p> <p>Action: Contact support.</p>
QMDP2000	<p>Text: An unspecified error occurred in the DB API. Returning error message <packet></p> <p>Type: Error</p> <p>Add'l Info: An unspecified error occurred in the DB API. An error message is returned to the client.</p> <p>Action: This is most likely a programming error.</p>

Error Code	Description
QMDP2001	<p>Text: Unable to load database connection properties from Data API Service</p> <p>Type: Error</p> <p>Add'l Info: Could not load configuration information from Directory Services.</p> <p>Action: Verify that the Monitoring and Recording Data API Service is running.</p>
QMDP2002	<p>Text: Unable to save DB proxy settings to Data API Service.</p> <p>Type: Error</p> <p>Add'l Info: Could not save configuration information to the Monitoring and Recording Data API service. This may cause clients to not be able to connect.</p> <p>Action: Verify that the Monitoring and Recording Data API Service is running.</p>
QMDP2003	<p>Text: Could not initialize RequestManager. Verify DB connection information is correct. Will retry in <retry>ms.</p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize one of the components required to begin waiting for incoming requests. This step will retry until successful.</p> <p>Action: Verify database settings are configured correctly. Verify database is running.</p>
QMDP2004	<p>Text: Could not initialize Server. Verify server can listen on the specified port. Will retry in <retry>ms.</p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize the server. This step will retry until successful.</p> <p>Action: Verify another application is not listening on the same port.</p>
QMDP2005	<p>Text: Cannot handle incoming request.</p> <p>Type: Error</p> <p>Add'l Info: The application could not handle an incoming request for an unspecified reason.</p> <p>Action: Check log for cause.</p>

Error Code	Description
QMDP2006	<p>Text: Could not retrieve configuration from Data API Service.</p> <p>Type: Error</p> <p>Add'l Info: The application could not retrieve its configuration from Data API Service.</p> <p>Action: Verify Data API Service is running. Verify database configuration is correct.</p>
QMDP2007	<p>Text: Cannot connect to the DB using configuration: <config></p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to the database using the specified configuration.</p> <p>Action: Verify database configuration is correct.</p>
QMDP2008	<p>Text: Unknown IO Exception. Ignoring Request.</p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to the database using the specified configuration.</p> <p>Action: Verify database configuration is correct.</p>
QMDP2009	<p>Text: Error receiving packet from server.</p> <p>Type: Error</p> <p>Add'l Info: The application failed to correctly receive a packet from the server.</p> <p>Action: Resend request.</p>
QMDP2010	<p>Text: Cannot get Proxy Configuration information</p> <p>Type: Error</p> <p>Add'l Info: The client could not get configuration and connection information from Data API Service.</p> <p>Action: Verify Data API Service is running Verify DB Proxy Server is running.</p>
QMDP2011	<p>Text: Unknown host: <serverIp>: <serverPort></p> <p>Type: Error</p> <p>Add'l Info: The client could not resolve hostname.</p> <p>Action: Verify DB Proxy configuration.</p>

Error Code	Description
QMDP2012	<p>Text: Client could not get connection to <serverIp>:<serverPort></p> <p>Type: Error</p> <p>Add'l Info: The client could not get a connection to the DB Proxy Server.</p> <p>Action: Verify DB Proxy is running. Verify DB Proxy configuration.</p>
QMDP2013	<p>Text: Unspecified error connecting to DB Proxy Server.</p> <p>Type: Error</p> <p>Add'l Info: An unspecified error occurred while trying to get a connection to the DB Proxy server.</p> <p>Action: Verify DB Proxy is running. Verify DB Proxy configuration.</p>
QMDP2014	<p>Text: Cannot send IAM Request.</p> <p>Type: Error</p> <p>Add'l Info: The client could not send an initial registration request.</p> <p>Action: Verify DB Proxy is still running.</p>
QMDP2015	<p>Text: Cannot receive IAM Response Packet.</p> <p>Type: Error</p> <p>Add'l Info: The client could not receive an initial registration response from the server.</p> <p>Action: Verify DB Proxy is still running.</p>
QMDP2016	<p>Text: Error receiving packet: <cause></p> <p>Type: Error</p> <p>Add'l Info: The client could not receive a complete packet from the server.</p> <p>Action: Verify DB Proxy is still running.</p>
QMDP2017	<p>Text: Invalid Packet Received. Ignoring Packet.</p> <p>Type: Error</p> <p>Add'l Info: The client received an invalid packet from the server.</p> <p>Action: Verify DB Proxy is still running.</p>

Error Code	Description
QMDP2018	Text: Cannot send request <invokeld> Type: Error Add'l Info: The client could not send a request. Action: Verify DB Proxy is still running.
QMDP2019	Text: Unspecified error during request initialization. Type: Error Add'l Info: The application received an unrecoverable error while initializing request handler. Action: Restart DB Proxy. Contact administrator if error persists.
QMDP2020	Text: Unspecified error during server select. Type: Error Add'l Info: The application has a problem accepting incoming connections. Action: Restart DB Proxy Server.
QMDP3000	Text: Unsupported encoding. Using system default encoding. Type: Warn Add'l Info: The application could not convert a string into 16-bit encoding. Messages will be sent using the default encoding instead. There may be a mismatch on the client or server. Action: Verify UTF-16BE encoding is supported by the system.
QMDP3001	Text: Cannot parse invalid packet. Type: Warn Add'l Info: The application could not parse an invalid packet. If possible, a message will be sent back to the originator of the packet stating that an invalid packet was received. Under most circumstances, the packet is invalid because a client disconnected unexpectedly. Action: None.

Error Code	Description
QMDP3002	<p>Text: Unable to send packet: <packet>. Canceling request.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not send the specified packet. The request will be cancelled (and a error message will attempt to be sent).</p> <p>Action: The client should resend the request.</p>
QMDP3003	<p>Text: Problem deregistering write access for the socket.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not unregister write access to a client socket.</p> <p>Action: None. This should only occur if the socket disconnects during a write.</p>
QMDP3004	<p>Text: Problem registering write access for the socket.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not register for write access to a client socket.</p> <p>Action: None. This should only occur if the socket disconnects during a write.</p>
QMDP3005	<p>Text: SQL error from DB API. Returning error packet <packet></p> <p>Type: Warn</p> <p>Add'l Info: The application received a SQL error from the DB API. The client will receive an error message notifying them of the problem.</p> <p>Action: None.</p>
QMDP3006	<p>Text: Could not get a database connection. Returning error packet <packet></p> <p>Type: Warn</p> <p>Add'l Info: The application could not get a database connection.</p> <p>Action: The database may have gone down. The connection pool could be empty and timed out waiting for a connection to become available.</p>

Error Code	Description
QMDP3007	Text: DB API could not execute the request. Returning error packet <packet> Type: Warn Add'l Info: The application could not execute a client request. Action: The client request may be invalid.
QMDP3008	Text: Unable to load database connection properties from file <propFile> Type: Warn Add'l Info: The application could not load the specified properties file. Action: Specify an existing properties file (No properties file needs to be specified in production).
QMDP3009	Text: IOR HOSTNAME in registry is not set. Using localhost <serverIp> Type: Warn Add'l Info: The application could not load the specified properties file. Action: Specify an existing properties file (No properties file needs to be specified in production).
QMDP3010	Text: Cannot return DB Connection to the database pool. Type: Warn Add'l Info: The application could not return a connection to the pool of connections. Action: Verify the database is up.
QMDP3011	Text: Cannot accept an incoming connection. Ignoring connection. Type: Warn Add'l Info: The application could not accept an incoming connection. The application will ignore the attempt and the client must retry. Action: Client must retry the connection.

Error Code	Description
QMDP3012	<p>Text: Unknown packet type <packet> received: <packet></p> <p>Type: Warn</p> <p>Add'l Info: The server received a packet that it understood but has an unknown packet type. The request will be ignored.</p> <p>Action: The client that sent this request may a different version than the server.</p>
QMDP3013	<p>Text: Unable to send packet <packet>.</p> <p>Type: Warn</p> <p>Add'l Info: The server received a packet that it understood but has an unknown packet type. The request will be ignored.</p> <p>Action: The client that sent this request may a different version than the server.</p>
QMDP3014	<p>Text: Channel closed. Ignoring Request.</p> <p>Type: Warn</p> <p>Add'l Info: The incoming request socket has been closed.</p> <p>Action: Client must reconnect.</p>
QMDP3015	<p>Text: Could not retrieve port from DB. Using default <port>.</p> <p>Type: Warn</p> <p>Add'l Info: The port could not be retrieved or is in the wrong format.</p> <p>Action: Verify port is a valid number and exists in DB.</p>
QMDP3016	<p>Text: Could not send cancel request <requestId> . Server will not be notified of cancellation.</p> <p>Type: Warn</p> <p>Add'l Info: The client could not send a cancel request. The server is not notified but any data from this request is discarded by the client.</p> <p>Action: None.</p>

Error Code	Description
QMDP3017	<p>Text: Client could not reconnect to DB Proxy Server.</p> <p>Type: Warn</p> <p>Add'l Info: The client could not reconnect after an unexpected disconnection.</p> <p>Action: Client should resend the request to regain the connection.</p>
QMDP3018	<p>Text: Could not receive IAM request:</p> <p>Type: Warn</p> <p>Add'l Info: The client could not receive a registration response.</p> <p>Action: Verify DB Proxy is still running.</p>
QMDP3019	<p>Text: Client received with unknown Invoke ID <invokeld>. Request may have been cancelled. Packet will be discarded.</p> <p>Type: Warn</p> <p>Add'l Info: The client received a packet from the server regarding a request that the client no longer knows about.</p> <p>Action: None. The packet will be discarded.</p>
QMDP3020	<p>Text: Could not send an acknowledgement to the server.</p> <p>Type: Warn</p> <p>Add'l Info: The client could not send an acknowledgement of the packet.</p> <p>Action: None.</p>
QMDS0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>

Error Code	Description
QMDS0001	<p>Text: Database catalog <catalog> not dropped (not found in database).</p> <p>Type: Info</p> <p>Add'l Info: The named database catalog was not found in the database, so the requested operation to drop that catalog was ignored.</p> <p>Action: If this is the first time this catalog has been referenced, then no action is necessary as this is normal operation.</p> <p>If this is not the first time this catalog has been referenced, then this message can indicate a problem with the configuration settings for the database catalog name. Check that it is spelled correctly and if not, update the configuration.</p>
QMDS1000	<p>Text: Error upgrading to database version <major>.<minor>.</p> <p>Type: Fatal</p> <p>Add'l Info: An unexpected problem was detected when upgrading to the indicated schema version.</p> <p>Action: Check that the database server is running.</p> <p>Confirm the database configuration settings for the catalog name, user, and password.</p> <p>Confirm that the database privilege settings allow the configured user to write to the indicated catalog.</p>
QMDS1001	<p>Text: Unable to drop database catalog <catalog>.</p> <p>Type: Fatal</p> <p>Add'l Info: The named database catalog exists, but the attempt to drop it failed.</p> <p>Action: Check that the database server is running.</p> <p>Confirm the database configuration settings for the catalog name, user, and password.</p> <p>Confirm that the database privilege settings allow the configured user to drop the indicated catalog.</p>

Error Code	Description
QMDS1002	<p>Text: Cannot determine schema version of catalog <catalog>.</p> <p>Type: Fatal</p> <p>Add'l Info: The named database catalog does not appear to be a Monitoring and Recording database.</p> <p>Action: Confirm that the database configuration setting for the catalog name is correct.</p> <p>Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>If the catalog name is correct, and the data in that catalog can be totally deleted, it may be necessary to drop the catalog and recreate it from scratch.</p>
QMDS1003	<p>Text: Catalog <catalog> schema version <major>.<minor> is incompatible with this <supportedMajor>.x updater.</p> <p>Type: Fatal</p> <p>Add'l Info: The named database catalog cannot be updated by this program because the schema is too different.</p> <p>Action: Review your documentation for a separate schema migration tool which should be used instead.</p>
QMDS1004	<p>Text: Unable to access required table in catalog <catalog>.</p> <p>Type: Fatal</p> <p>Add'l Info: The named database catalog does not appear to be a Monitoring and Recording database.</p> <p>Action: Confirm that the database configuration setting for the catalog name is correct.</p> <p>Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>If the catalog name is correct, and the data in that catalog can be totally deleted, it may be necessary to drop the catalog and recreate it from scratch.</p>

Error Code	Description
QMDS1005	<p>Text: SQL statement failed <sql>: <ex></p> <p>Type: Fatal</p> <p>Add'l Info: Unable to perform the indicated operation on the database.</p> <p>Action: Confirm that the database configuration setting for the catalog name is correct.</p> <p>Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>If the catalog name is correct, and the data in that catalog can be totally deleted, it may be necessary to drop the catalog and recreate it from scratch.</p>
QMDS2000	<p>Text: Input line <linenum> of <filename> failed.</p> <p>Type: Error</p> <p>Add'l Info: The LoadDb program could not process the indicated line of the named file. This message indicates where processing of the input file(s) ended. The message just prior to this one should indicate a more specific reason for the failure.</p> <p>Action: Address the message immediately preceding this one.</p>
QMDS2001	<p>Text: Unable to open file <filename>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: The LoadDb program was not able to open an input file.</p> <p>Action: Ensure that the input filename is spelled correctly.</p> <p>Check that the input filename exists.</p> <p>Confirm read privileges on the input file.</p>
QMDS2002	<p>Text: Unable to read from SQL file <filename>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: The LoadDb program was not able to read from an input file.</p> <p>Action: Check that the input filename exists.</p> <p>Confirm read privileges on the input file.</p>

Error Code	Description
QMDS2003	<p>Text: Lines read=<total>: <succeeded> succeeded and <failed> failed.</p> <p>Type: Error</p> <p>Add'l Info: The LoadDb program processed only part of the input data. This message indicates how much of the input files were processed. The messages just prior to this one should indicate more specific reasons for the failure.</p> <p>Action: Address the messages immediately preceding this one.</p>
QMDS3000	<p>Text: Unhandled dbType <dbtype>.</p> <p>Type: Warn</p> <p>Add'l Info: The database type is not supported.</p> <p>Action: Either upgrade the software to a version which supports this database type, or use a different database type.</p>
QMDS3001	<p>Text: Unhandled column type <coltype>.</p> <p>Type: Warn</p> <p>Add'l Info: The database column type is not supported.</p> <p>Action: Either upgrade the software to a version which supports this database column type, use a different database, or adjust the program inputs to use a different column type.</p>
QMEX0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>
QMEX0003	<p>Text: Contact audio file with id <ccrid> is not encrypted</p> <p>Type: Info</p> <p>Add'l Info: This message is logged when Monitoring and Recording Desktop plays an audio file that is not encrypted. Note: all audio files in v2.2 of Monitoring and Recording should be encrypted.</p> <p>Action: None.</p>

Error Code	Description
QMEX2002	<p>Text: Error closing input or output stream for file: <sourceFile></p> <p>Type: Error</p> <p>Add'l Info: While downloading a file, there was an error closing the input or output stream used for downloading the file.</p> <p>Action: Contact the Monitoring and Recording Administrator.</p>
QMEX2003	<p>Text: Unable to delete file <file></p> <p>Type: Error</p> <p>Add'l Info: The file was requested to be deleted. Deletion of the file failed.</p> <p>Action: Contact the Monitoring and Recording Administrator.</p>
QMEX2004	<p>Text: Invalid method parameter: <parameter></p> <p>Type: Error</p> <p>Add'l Info: This happens when invalid data is retrieved from the database</p> <p>Action: Contact the Monitoring and Recording Administrator.</p>
QMEX2005	<p>Text: Password decrypt error for contact id <ccrld></p> <p>Type: Error</p> <p>Add'l Info: This error occurs if something goes wrong when decrypting the Host.password</p> <p>Action: Contact the Monitoring and Recording Administrator.</p>
QMEX2006	<p>Text: Error retrieving configuration value <configValue></p> <p>Type: Error</p> <p>Add'l Info: This error occurs if there is an error getting configuration values.</p> <p>Action: Contact the Monitoring and Recording Administrator.</p>
QMEX2007	<p>Text: Error playing screen file=<screenFile> details=<details></p> <p>Type: Error</p> <p>Add'l Info: The user was playing a contact, and an error has occurred with screen playback.</p> <p>Action: Contact the Monitoring and Recording Administrator.</p>

Error Code	Description
QMLC2000	Text: The license expired <millis> millis ago Type: Error Add'l Info: While retrieving product licensing information for the specified bundle type, an error occurred retrieving license expiration date. Action: This should be configured by the system administrator.
QMLC2001	Text: An error occurred retrieving the maximum number of allowed user licenses for the bundle <bundleType> Type: Error Add'l Info: While retrieving product licensing information for the specified bundle type, an error occurred retrieving the maximum number of allowed user licenses. Action: This should be configured by the system administrator.
QMLC2003	Text: The maximum number of user licenses must exceed zero for the bundle <bundleType> Type: Error Add'l Info: For the specified bundle, the maximum number of users licensed must exceed zero. Action: This should be configured by the system administrator.
QMLC2004	Text: Too many licenses are allocated for the bundle <bundleType> Type: Error Add'l Info: Too many licenses are allocated for the specified bundle. Action: This should be configured by the system administrator.

Error Code	Description
QMLC2005	<p>Text: Client product code <clientProductCode> must match licensed product code <serverProductCode> and neither may be null or equal <ProductCode></p> <p>Type: Error</p> <p>Add'l Info: This happens when a Monitoring and Recording client's product code doesn't match the Monitoring and Recording licensed product code.</p> <p>Action: This should be configured by the system administrator.</p>
QMLC2006	<p>Text: There are no licensed bundles</p> <p>Type: Error</p> <p>Add'l Info: This occurs when the Licensing server is not configured with any licenses</p> <p>Action: This should be configured by the system administrator.</p>
QMLC2007	<p>Text: The node-locked protocol has been violated for the bundle <bundleType></p> <p>Type: Error</p> <p>Add'l Info: The node-locked protocol has been violated (the MAC address specified in the license does not match the licensed server).</p> <p>Action: This should be configured by the system administrator.</p>
QMLC3000	<p>Text: User licensing is invalid: Max=<max>. Allocated=<allocated>.</p> <p>Type: Warn</p> <p>Add'l Info: Use licensing is invalid for the specified bundle.</p> <p>Action: This should be configured by the system administrator.</p>
QMMN0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>

Error Code	Description
QMMN0001	<p>Text: No jar files in the search path for Mana plugins.</p> <p>Type: Info</p> <p>Add'l Info: There are no jar files in the search path for Mana plugins. This message is expected in most Monitoring and Recording installs.</p> <p>Action: None.</p>
QMMN2000	<p>Text: Could not get REST API configuration from the registry.</p> <p>Type: Error</p> <p>Add'l Info: REST API configuration information cannot be retrieved from the registry.</p> <p>Action: None.</p>
QMMN2001	<p>Text: Unexpected error: <msg></p> <p>Type: Error</p> <p>Add'l Info: An unexpected error occurred while executing a task.</p> <p>Action: None.</p>
QMMN2002	<p>Text: Could not access information from <service>: <msg></p> <p>Type: Error</p> <p>Add'l Info: Could not get information from a service because the service is not in a state where that information is retrievable.</p> <p>Action: If the problem persists, contact support.</p>
QMMN2003	<p>Text: Failed to add jar <jar> to search list for Mana tasks.</p> <p>Type: Error</p> <p>Add'l Info: Failed to add a jar to search list for Mana tasks.</p> <p>Action: None.</p>
QMMN2004	<p>Text: Unexpected error while loading a <resource>: <cause></p> <p>Type: Error</p> <p>Add'l Info: Unexpected error while loading a resource.</p> <p>Action: None.</p>

Error Code	Description
QMMN2005	<p>Text: The emergency properties file <properties> could not be found. A valid Mana configuration cannot be created.</p> <p>Type: Error</p> <p>Add'l Info: The emergency properties file could not be found. A valid Mana configuration cannot be created.</p> <p>Action: None.</p>
QMMN2006	<p>Text: The emergency properties file <properties> could not be loaded. A valid Mana configuration cannot be created.</p> <p>Type: Error</p> <p>Add'l Info: The emergency properties file could not be loaded. A valid Mana configuration cannot be created.</p> <p>Action: None.</p>
QMMN2007	<p>Text: Failed to get configuration from REST API; will use default configuration and details from emergency properties file.</p> <p>Type: Error</p> <p>Add'l Info: Failed to get configuration from REST API</p> <p>Action: None.</p>
QMMN2008	<p>Text: A required property is missing from the emergency properties file. A valid Mana configuration cannot be created.</p> <p>Type: Error</p> <p>Add'l Info: A required property is missing from the emergency properties file.</p> <p>Action: None.</p>
QMMN2009	<p>Text: An error occurred while retrieving data from the database for intentId=<intentId></p> <p>Type: Error</p> <p>Add'l Info: An error occurred while retrieving data from the database</p> <p>Action: None.</p>

Error Code	Description
QMMN2012	<p>Text: FTS connection parameters were invalid</p> <p>Type: Error</p> <p>Add'l Info: One of the following connection parameters to FTS was invalid: ip, port, userName, or password</p> <p>Action: None.</p>
QMMN2013	<p>Text: Bad HTTP status statusCode=<statusCode> <statusMessage></p> <p>Type: Error</p> <p>Add'l Info: This happens when the Monitoring and Recording Mana service connects to a client via a HTTP connection, and the server returns a bad HTTP status code.</p> <p>Action: None.</p>
QMMN2014	<p>Text: Configuration is invalid. Tasks cannot run, and notifications cannot be sent. <msg></p> <p>Type: Error</p> <p>Add'l Info: Failed to get configuration from REST API. Will retry again.</p> <p>Action: None.</p>
QMMN2015	<p>Text: Unexpected error while loading configuration from REST API.</p> <p>Type: Error</p> <p>Add'l Info: Unexpected error while getting configuration from REST API.</p> <p>Action: Refer to logs for details.</p>
QMMN2016	<p>Text: Unexpected error while getting call data for CM task.</p> <p>Type: Error</p> <p>Add'l Info: Unexpected error while getting call data for CM task.</p> <p>Action: Refer to logs for details.</p>
QMMN2017	<p>Text: Failed to send notification using SMTP.</p> <p>Type: Error</p> <p>Add'l Info: Failed to send notification using SMTP due to an unexpected error.</p> <p>Action: Refer to logs for details.</p>

Error Code	Description
QMMN3000	<p>Text: Thread interrupted while waiting for polling diagnostic to complete. Trying again immediately.</p> <p>Type: Warn</p> <p>Add'l Info: A thread was interrupted while waiting for a polling diagnostic to complete.</p> <p>Action: None.</p>
QMMN3001	<p>Text: SMTP Host may not be configured correctly: <host></p> <p>Type: Warn</p> <p>Add'l Info: Notification could not be sent because host may not be setup correctly.</p> <p>Action: Check the SMTP Host Configuration is setup correctly.</p>
QMMN3002	<p>Text: SMTP Port may not be configured correctly: <port></p> <p>Type: Warn</p> <p>Add'l Info: Notification could not be sent because port may not be setup correctly.</p> <p>Action: Check the SMTP Port Configuration is setup correctly.</p>
QMMN3003	<p>Text: The list of polling tasks to run is empty.</p> <p>Type: Warn</p> <p>Add'l Info: The list of polling tasks to run is empty.</p> <p>Action: None.</p>
QMMN3004	<p>Text: Failed to parse problem XML. All problem types will be enabled.</p> <p>Type: Warn</p> <p>Add'l Info: Failed to parse problem XML.</p> <p>Action: None.</p>
QMMN3005	<p>Text: Failed to get configuration from REST API; will use previous configuration.</p> <p>Type: Warn</p> <p>Add'l Info: Failed to get configuration from REST API</p> <p>Action: None.</p>

Error Code	Description
QMPA0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>
QMPA2001	<p>Text: Unexpected SQL error occurred on resource: <resource></p> <p>Type: Error</p> <p>Add'l Info: The Adapter was unable to fulfill the request due to the SQL error specified. This is an unexpected error.</p> <p>Action: Verify SQL Server is running and Monitoring and Recording is configured correctly to access the data. Verify DB schema matches required for the Product Adapter.</p>
QMPA2002	<p>Text: Database could not be updated for resource: <resource> due to the following error: <message></p> <p>Type: Error</p> <p>Add'l Info: The Adapter was unable to execute the SQL statement. This is an unexpected error.</p> <p>Action: Verify SQL Server is running and Monitoring and Recording is configured correctly to access the data. Verify DB schema matches required for the Product Adapter.</p>
QMPI0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>

Error Code	Description
QMPI1000	<p>Text: Could not setup default configuration in DB. SQM Configuration Setup will exit.</p> <p>Type: Fatal</p> <p>Add'l Info: Configuration Setup attempted and failed to load the default data into DB.</p> <p>Action: Verify the Data API Service is running.</p>
QMPI1001	<p>Text: Could not start up SQM Configuration: <cause></p> <p>Type: Fatal</p> <p>Add'l Info: Configuration Setup was unable to start up successfully. Most likely the application is missing a file.</p> <p>Action: Check log for cause of the error.</p>
QMPI2000	<p>Text: Cannot retrieve information <viewName>. <msg></p> <p>Type: Error</p> <p>Add'l Info: The data for the specified screen could not be loaded.</p> <p>Action: Verify Data API Service is running. Verify database is running.</p>
QMPI2001	<p>Text: Unspecified error running step.</p> <p>Type: Error</p> <p>Add'l Info: An unspecified error occurred in the step. This is a programming error in the step.</p>
QMPI2002	<p>Text: Unable to revert to saved. See log for details.</p> <p>Type: Error</p> <p>Add'l Info: The data for the specified screen could not be loaded.</p> <p>Action: Verify Data API Service is running. Verify database is running.</p>

Error Code	Description
QMPI2003	<p>Text: Unable to discover server identification in the registry.</p> <p>Type: Error</p> <p>Add'l Info: The application could not look up server identification in registry.</p> <p>Action: Verify SplkStd4J.jar is in ext and SplkStd4J.dll is in bin directories.</p> <p>Verify Monitoring and Recording registry entries exist.</p>
QMPI2004	<p>Text: Cannot access version information in DB.</p> <p>Type: Error</p> <p>Add'l Info: The application could not access version information in DB.</p> <p>Action: Verify Data API Service is running.</p>
QMPI2005	<p>Text: Cannot access data store or registry information.</p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to Data API.</p> <p>Action: Verify Surrogate and Data API Services are running and configured.</p>
QMPI2006	<p>Text: Cannot save information to Database.</p> <p>Type: Error</p> <p>Add'l Info: The application could not save information to database.</p> <p>Action: Verify Surrogate and Data API Services are running and configured.</p>
QMPI2007	<p>Text: Cannot update view <viewName> with new information.</p> <p>Type: Error</p> <p>Add'l Info: The application could not update the current view.</p> <p>Action: None.</p>

Error Code	Description
QMPI2008	<p>Text: Cannot get load information from the database.</p> <p>Type: Error</p> <p>Add'l Info: The application could not get a direct connection to the database. Note: Site Configuration does not use the DB Proxy to connect to the database. It connects directly.</p> <p>Action: Verify the database is running and configured within Monitoring and Recording correctly.</p>
QMPI2009	<p>Text: Cannot load information from DB: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could load the configured data.</p> <p>Action: Verify Surrogate and Data API Services are running.</p>
QMPI2010	<p>Text: Cannot save information to DB: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could save the configuration data.</p> <p>Action: Verify Surrogate and Data API Services are running.</p>
QMPI2011	<p>Text: Could not load JDBC driver: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could load the appropriate JDBC driver.</p> <p>Action: Verify jtds.jar is in the ext directory.</p>
QMPI2012	<p>Text: Could not run MSI batch file: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not run the MSI batch program.</p> <p>Action: Run this step from Site Configuration Tools menu.</p>
QMPI2013	<p>Text: Cannot get server information from DB: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could get server information from Directory Services.</p> <p>Action: None.</p>

Error Code	Description
QMPI2014	<p>Text: Unable to load database connection properties from data store: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application was unable to load connection parameters for the database from the Data API.</p> <p>Action: Verify the Data API Service is running.</p>
QMPI2015	<p>Text: Cannot find local services:</p> <p>Type: Error</p> <p>Add'l Info: The application could not discover if Monitoring and Recording services were installed. The Windows registry cannot be accessed.</p> <p>Action: Verify that SplkStd4J.jar and SplkStd4j.dll are present.</p>
QMPI2016	<p>Text: Cannot discover local IP</p> <p>Type: Error</p> <p>Add'l Info: The application could not discover the local IP address.</p> <p>Action: Verify that the local computer has a network card and connected to a network.</p>
QMPI2017	<p>Text: Could not find site config defaults properties file in classpath: <propFile></p> <p>Type: Error</p> <p>Add'l Info: The application could not find the property file to use for default values.</p> <p>Action: Verify that the file specified exists and can be read.</p>
QMPI2018	<p>Text: Error connecting to host: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to the remote host.</p> <p>Action: Verify that the host specified is reachable.</p>
QMPI2019	<p>Text: Error sending/receiving from server: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not send/receive from remote host.</p> <p>Action: Verify that the host is running the necessary server.</p>

Error Code	Description
QMPI2020	<p>Text: Cannot get address for local IP address <localIp>: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not get the hostname for the address specified in Monitoring and Recording registry.</p> <p>Action: Verify that the IP address to use for local services is a current IP address for this server.</p>
QMPI2021	<p>Text: Cannot find SQM CTI Server profile for ip <localIp> or hostname <hostname>.</p> <p>Type: Error</p> <p>Add'l Info: The application could not find information in DB for the local Monitoring and Recording CTI Server.</p> <p>Action: Verify that a Monitoring and Recording CTI service was defined for this server in Site Configuration.</p>
QMPI2022	<p>Text: Cannot load Primary CTI Manager profile for PG ID <pgId>: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not load information about this cluster.</p> <p>Action: Verify that a Monitoring and Recording CTI Server was defined for this server in Site Configuration. Verify that Data API Service is running.</p>
QMPI2023	<p>Text: Packaged JTAPI jar did not connect successfully.</p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to the Monitoring and Recording CTI Server using the packaged JTAPI jar.</p> <p>Action: Install JTAPI jar manually or try this step again from the Tools menu.</p>

Error Code	Description
QMPI2024	<p>Text: Could not get JTAPI plugin URL from AXL: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not retrieve the JTAPI plugin via AXL.</p> <p>Action: Install plugin manually or retry this step using Tools menu.</p>
QMPI2025	<p>Text: Cannot download file from URL <url>: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not retrieve the JTAPI plugin via AXL.</p> <p>Action: Install plugin manually or retry this step using Tools menu.</p>
QMPI2026	<p>Text: Local File <localPath> does not exist. Did not download JTAPI plugin installer successfully.</p> <p>Type: Error</p> <p>Add'l Info: The application could not find the file downloaded.</p> <p>Action: Install plugin manually or retry this step using Tools menu.</p>
QMPI2027	<p>Text: Could not execute JTAPI Installer successfully.</p> <p>Type: Error</p> <p>Add'l Info: The application could not execute the JTAPI installer.</p> <p>Action: Install plugin manually or retry this step using Tools menu.</p>
QMPI2028	<p>Text: Could not copy file <src> to <dest>: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not copy jtapi.jar from install directory to the Monitoring and Recording ext directory.</p> <p>Action: Copy file manually.</p>

Error Code	Description
QMPI2029	<p>Text: Downloaded/Installed JTAPI jar did not connect successfully. Install JTAPI manually.</p> <p>Type: Error</p> <p>Add'l Info: The CTI server could not use the downloaded and installed jtapi.jar to connect to the Unified Communications Manager.</p> <p>Action: Install plugin manually or retry this step using Tools menu.</p>
QMPI2030	<p>Text: Unspecified error downloading JTAPI installer: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not download JTAPI installer for an unspecified reason.</p> <p>Action: Install plugin manually or retry this step using Tools menu.</p>
QMPI2031	<p>Text: Could not connect to server to get JTAPI installation file: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to the Unified Communications Manager server.</p> <p>Action: Install plugin manually or retry this step using Tools menu.</p>
QMPI2032	<p>Text: Cannot create bat file to run JTAPI silent install: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could create the batch file used to run the JTAPI install program.</p> <p>Action: Install plugin manually or retry this step using Tools menu.</p>

Error Code	Description
<p>QMPI2033</p>	<p>Text: Could not get OK status from CTI Service.</p> <p>Type: Error</p> <p>Add'l Info: The Site Configuration application could not get an OK status from the local Recording and Monitoring CTI service.</p> <p>Action: Verify that the Monitoring and Recording CTI service is running (check Monitoring and Recording CTI service log).</p>
<p>QMPI2034</p>	<p>Text: Unspecified error connecting to CTI Server: <cause></p> <p>Type: Error</p> <p>Add'l Info: The Site Configuration application could not connect to the local Monitoring and Recording CTI service for an unspecified reason.</p> <p>Action: Verify that the Monitoring and Recording CTI service is running (check Monitoring and Recording CTI service log).</p>
<p>QMPI2035</p>	<p>Text: Unspecified error reading from defaults properties file: <cause></p> <p>Type: Error</p> <p>Add'l Info: An unspecified error occurred while attempting to read from the sitedefaults.properties file.</p> <p>Action: Verify file exists and is readable.</p>
<p>QMPI2036</p>	<p>Text: The location specified could not be saved as the Funk data directory: <dir></p> <p>Type: Error</p> <p>Add'l Info: The location for screen files could not be saved to the Funk registry.</p> <p>Action: Verify Funk server is installed on the Monitoring and Recording Screen server.</p> <p>Verify path specified is valid.</p>

Error Code	Description
QMPI2037	<p>Text: The following directories could not be created: <dir></p> <p>Type: Error</p> <p>Add'l Info: The directory structure for recording files could not be created.</p> <p>Action: Verify user has permissions to create directories. Verify path specified is valid.</p>
QMPI2038	<p>Text: Could not connect to the SQM database: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to the Monitoring and Recording database.</p> <p>Action: Verify database is running and configured correctly in Monitoring and Recording. This step can be run again from the Tools menu of Configuration Setup.</p>
QMPI2039	<p>Text: Could not load required DLL: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not load a required DLL.</p> <p>Action: Verify that the DLL specified exists in java.library.path.</p>
QMPI2040	<p>Text: Could not validate domain connection: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not validate the added domain.</p> <p>Action: Verify domain connection information</p>
QMPI2041	<p>Text: Could not read recording file <file> to encrypt: <cause></p> <p>Type: Error</p> <p>Add'l Info: The specified file could not be read.</p> <p>Action: Verify the file is readable.</p>
QMPI2042	<p>Text: Could not encrypt recording file <file>: <cause></p> <p>Type: Error</p> <p>Add'l Info: The specified file could not be encrypted.</p> <p>Action: Verify the file is exists and is writable.</p>

Error Code	Description
QMPI2044	<p>Text: Could not validate user paths because one or more paths are not valid AD paths: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not validate the user paths.</p> <p>Action: Verify user paths are valid AD paths</p>
QMPI2045	<p>Text: Could not convert agent records: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not convert agent records to new version.</p> <p>Action: None.</p>
QMPI2046	<p>Text: Could not set Recording Home Directory: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not set the recording home directory.</p> <p>Action: None.</p>
QMPI2047	<p>Text: The inclusion list could not be converted from xml: <cause></p> <p>Type: Error</p> <p>Add'l Info: The inclusion list could not be converted from xml.</p> <p>Action: None.</p>
QMPI2048	<p>Text: License information could not be retrieved: <cause></p> <p>Type: Error</p> <p>Add'l Info: License data could not be retrieved.</p> <p>Action: If problem persists, contact administrator or reload license.</p>
QMPI2049	<p>Text: Could not communicate with AXL: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not communicate with AXL.</p> <p>Action: Verify that a Monitoring and Recording CTI Server was defined for this server in Site Configuration. Verify that Data API Service is running.</p>

Error Code	Description
QMPI2050	<p>Text: Cannot load site config defaults from: <propFile></p> <p>Type: Error</p> <p>Add'l Info: The property file for default values could not be loaded successfully.</p> <p>Action: Verify that the file has not become corrupt and is in key/value format.</p>
QMPI2051	<p>Text: The certificate could not be loaded from the database: <cause></p> <p>Type: Error</p> <p>Add'l Info: The certificate could not be loaded from data store.</p> <p>Action: Add a new certificate.</p>
QMPI2052	<p>Text: Cannot read certificate from: <certFile></p> <p>Type: Error</p> <p>Add'l Info: The certificate file could not be loaded successfully.</p> <p>Action: Verify that the file is a valid certificate format.</p>
QMPI2053	<p>Text: Cannot encode certificate to a string: <cause></p> <p>Type: Error</p> <p>Add'l Info: The certificate file could not encoded for storage.</p> <p>Action: Verify that the file is a valid certificate format.</p>
QMPI2054	<p>Text: Cannot create certificate from the file provided: <cause></p> <p>Type: Error</p> <p>Add'l Info: The certificate object could not created.</p> <p>Action: Verify that the file is a valid certificate format.</p>
QMPI2055	<p>Text: Could not find the registry path: <cause></p> <p>Type: Error</p> <p>Add'l Info: Could not find a registry entry.</p> <p>Action: Verify registry key exists.</p>

Error Code	Description
QMPI3000	<p>Text: Could not find registry entry for <keyName>. Showing Registry Dialog.</p> <p>Type: Warn</p> <p>Add'l Info: The registry key specified could not be found.</p> <p>Action: Verify SplkStd4J.jar exists in ext and SplkStd4j.dll is in bin directories.</p> <p>Verify Monitoring and Recording - Site Setup entries are in the registry.</p>
QMPI3002	<p>Text: Could not saved due to the following error: <msg></p> <p>Type: Warn</p> <p>Add'l Info: The application could not save the information.</p> <p>Action: Verify that the Monitoring and Recording Data API Service is running.</p>
QMPI3003	<p>Text: Cannot access bundle information from DB. Default to basic bundle.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not access the bundle information from DB. The application will assume basic bundle.</p> <p>Action: Verify that the Monitoring and Recording Data API Service is running.</p>
QMPI3004	<p>Text: Could not configure FTP Server.</p> <p>Type: Warn</p> <p>Add'l Info: The application configure FTP Server.</p> <p>Action: The user may not have permissions to run the script.</p> <p>This step can be run again from the Tools menu of Configuration Setup.</p>

Error Code	Description
QMPI3005	<p>Text: Could not save Recording Servers to the database.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not save the location of this recording server to the database.</p> <p>Action: Verify database is running and configured correctly in Monitoring and Recording.</p> <p>This step can be run again from the Tools menu of Configuration Setup.</p>
QMPI3006	<p>Text: Connection to CTI server closed while reading message.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not read the status message from the CTI server.</p> <p>Action: Verify CTI Server is running.</p>
QMPI3007	<p>Text: Could not get a database connection: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The application could not get a database connection.</p> <p>Action: Verify database is running and configured correctly in Monitoring and Recording.</p>
QMPI3008	<p>Text: Schema program failed: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The DB schema programmed failed.</p> <p>Action: Verify database is running and configured correctly in Monitoring and Recording.</p>
QMPI3009	<p>Text: QM DB script '<scriptName>' failed: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The application could not successfully run the SQL script.</p> <p>Action: Verify database is running and configured correctly in Monitoring and Recording.</p>

Error Code	Description
QMPI3010	<p>Text: Wrong number or type of arguments for this step.</p> <p>Type: Warn</p> <p>Add'l Info: The current received the wrong information from the previous step.</p> <p>Action: This is a programming error. Contact administrator.</p>
QMPI3011	<p>Text: Process cancelled by user: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The process has been cancelled by the user.</p> <p>Action: None.</p>
QMPI3012	<p>Text: Error testing and saving pooling information: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The application could not test database pooling information.</p> <p>Action: Verify database is running and configured correctly in Monitoring and Recording. Verify Data API Service is running.</p>
QMPI3013	<p>Text: Cannot get a connection from the database: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The application could not get a connection to the database.</p> <p>Action: Verify database is running and configured correctly in Monitoring and Recording.</p>
QMPI3014	<p>Text: Cannot test if SQM catalog exists: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The application could not verify the Monitoring and Recording catalogs exist.</p> <p>Action: Verify database is running and configured correctly in Monitoring and Recording.</p>
QMPI3015	<p>Text: Cannot add initialized version for this server: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The initialized version for this server could not be set.</p> <p>Action: Verify Surrogate and Data API service is running.</p>

Error Code	Description
QMPI3016	<p>Text: Could not start service: <service></p> <p>Type: Warn</p> <p>Add'l Info: The application could not start the specified service.</p> <p>Action: Retry starting services from Configuration Setup Tools menu.</p> <p>Start Service manually from Administration Tools.</p>
QMPI3017	<p>Text: No port specified in properties file. Using default of <port></p> <p>Type: Warn</p> <p>Add'l Info: The application could not find a a port. A default port will be used.</p> <p>Action: None.</p>
QMPI3018	<p>Text: Could not save network monitor device to registry.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not save the network monitor device to the registry.</p> <p>Action: If there are multiple NICs, contact administrator.</p> <p>If there is a single NIC, the default NIC will be used.</p>
QMPI3019	<p>Text: Could not create directory structure: <dir></p> <p>Type: Warn</p> <p>Add'l Info: The application could not create the recording directory.</p> <p>Action: Verify user can create directories in specified location.</p>
QMPI3020	<p>Text: Unable to validate the ACD connection: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The data entered does not validate against the ACD system. A connection is attempted using the data and if the data is not correct, it will not allow this information to be saved.</p> <p>Action: Verify the data entered is correct for the ACD specified.</p> <p>Verify the ACD database is accessible using the information provided.</p>

Error Code	Description
QMPI3021	<p>Text: Could not apply SSL certificate: <cause></p> <p>Type: Warn</p> <p>Add'l Info: SSL certificate could not be applied.</p> <p>Action: Retry from Post Install Tools menu. Contact Administrator.</p>
QMPT0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>
QMR2000	<p>Text: Fail to load report template.</p> <p>Type: Major</p> <p>Add'l Info: The report template file is missing or corrupted.</p> <p>Action: Check to see if the template is in the following folder: C:\Program Files\Calabrio\WFO_QM\jetty\calabrio-solutions\reports. If the template is not there, contact your administrator.</p>
QMR2001	<p>Text: Fail to generate the report.</p> <p>Type: Major</p> <p>Add'l Info: Internal error.</p> <p>Action: Contact technical support. Provide SQMR.dbg and SQMR.log files to assist in correcting the problem.</p>
QMR2002	<p>Text: Fail to compute the Agent Trend Line.</p> <p>Type: Major</p> <p>Add'l Info: Internal error when computing the agent trend line.</p> <p>Action: Contact technical support. Provide SQMR.dbg and SQMR.log files to assist in correcting the problem.</p>

Error Code	Description
QMR2003	<p>Text: Fail to connect database.</p> <p>Type: Major</p> <p>Add'l Info: Cannot establish a connection to the database.</p> <p>Action: Do the following:</p> <ul style="list-style-type: none"> • Microsoft SQL Server service is running. • Monitoring and Recording is configured correctly to connect to SQL Server (Admin > Site Configuration > Monitoring and Recording Databases). • If the problem persists, contact technical support.
QMR2004	<p>Text: Fail to load the query file.</p> <p>Type: Major</p> <p>Add'l Info: The report query file is missing or corrupted.</p> <p>Action: Check the following folder to see if the query file is present: C:\Program Files\Calabrio\WFO_QM\jetty\calabrio-solutions\queries. Query files are of the format reportQuery*.sql. If the file is missing or corrupted, provide the SQMR.log and SQMR.dbg files to technical support to assist in correcting the problem.</p>
QMR2005	<p>Text: Wrong parameters for this report. (report:{0}, parameter:{1}, value:{2}).</p> <p>Type: Major</p> <p>Add'l Info: The wrong parameter value is in the report request URL (internal error).</p> <p>Action: Provide the URL from the report popup window and the SQMR.dbg and SQMR.log files to technical support to assist in correcting the problem.</p>
QMSY0000	<p>Text: [message]</p> <p>Type: Info</p> <p>Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p>Action: None.</p>

Error Code	Description
QMUI0000	Text: [message] Type: Info Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation. Action: None.
QMUI2000	Text: Error displaying dialog: <reason>. Type: Error Add'l Info: An error occurred displaying a dialog. Action: Restart the application.
QMUI2001	Text: Error setting look-and-feel display to <lookAndFeel>: <reason>. Type: Error Add'l Info: An error occurred setting look-and-feel display. Action: None.
QMUT0000	Text: [message] Type: Info Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation. Action: None.
QMUT1000	Text: Error parsing LDAP configuration for DbCleaner settings: <reason>. Type: Fatal Add'l Info: An error occurred parsing numbers from the Monitoring and Recording DB Cleaner service settings. Action: Logs should show which settings are actually wrong.
QMUT2000	Text: Error loading required DLLs: <reason>. Type: Error Add'l Info: An error occurred loading required DLLs. Action: Restart the application.

Error Code	Description
QMUT2001	<p>Text: Error parsing a date <dateString>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred parsing a date.</p> <p>Action: Restart the application.</p>
QMUT2002	<p>Text: Cannot start process with command: <cmd></p> <p>Type: Error</p> <p>Add'l Info: The process that was started with the specified command line could not start.</p> <p>Action: Verify the command line is valid.</p>
QMUT2003	<p>Text: Cannot load required DLL: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not find a required DLL.</p> <p>Action: Verify the DLL exists and is in the Monitoring and Recording bin directory.</p>
QMUT2004	<p>Text: Could not get login authentication configuration: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could not get authentication configuration.</p> <p>Action: Verify the configuration file exists and is in the Monitoring and Recording config directory.</p>
QMUT2005	<p>Text: Security configuration is invalid: <cause></p> <p>Type: Error</p> <p>Add'l Info: The security configuration is invalid.</p> <p>Action: Verify the registry key for DB Proxy contains -Djava.security.auth.login.config setting.</p>
QMUT2006	<p>Text: An unspecified error occurred during Windows Authentication: <cause></p> <p>Type: Error</p> <p>Add'l Info: An unspecified error occurred during Windows Authentication.</p> <p>Action: See full log message for details.</p>

Error Code	Description
QMUT2007	<p>Text: Unexpected error occurred while loading configuration from LDAP: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred loading the Monitoring and Recording DB Cleaner service settings from LDAP.</p> <p>Action: Correct the problem indicated by the reason.</p>
QMUT2008	<p>Text: Failed to load dbcollation.properties for DbCollationMap</p> <p>Type: Error</p> <p>Add'l Info: An error occurred loading a properties file.</p> <p>Action: See full log message for details.</p>
QMUT2009	<p>Text: Unexpected error creating the .keystore file used by Tomcat for SSL certificates: command=<command></p> <p>Type: Error</p> <p>Add'l Info: An error occurred creating the .keystore file used by Tomcat for SSL certificates</p> <p>Action: See full log message for details.</p>
QMUT3000	<p>Text: Cannot read input stream from process: <cause>.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not read the output of the spawned process.</p> <p>Action: Verify the command line is valid.</p>
QMUT3001	<p>Text: The account <username> has expired: <cause>.</p> <p>Type: Warn</p> <p>Add'l Info: The account with the specified username has expired.</p> <p>Action: Verify account.</p>
QMUT3002	<p>Text: The account <username> has expired: <cause>.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not read the output of the spawned process, or the account's credentials has expired.</p> <p>Action: Verify account.</p>

Error Code	Description
QMUT3003	Text: Unexpected exception - <reason>: <msg> Type: Warn Add'l Info: An unexpected problem was encountered. Action: The message will indicate further details.
QMUT3004	Text: Loading deletion configuration already in progress. Only one initialization can occur at a time. Type: Warn Add'l Info: A program is attempting to configure the Monitoring and Recording DB Cleaner service process when a Monitoring and Recording DB Cleaner service process seems to be running already. Action: Verify from logs that some unexpected error has not occurred, since this should not happen.

