



Cisco Unified Workforce Optimization

Quality Management Error Code Dictionary
October 2007

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

CCVP, the Cisco Logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, *Packet*, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0704R)

Quality Management Error Code Dictionary

© 2007 Cisco Systems, Inc. All rights reserved.

Revision History

Revision Date	Description
October 2007	First issue.

Revision History

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
FKSR2001	<p>Text: Unable to initialize screen recording module with error <number>.</p> <p>Type: Warn</p> <p>Add'l Info: Desktop recording was unable to initialize the screen recording application.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Services are installed and running.</p>

Error Code	Description
FKSR2002	<p>Text: Unable to license screen recording module with error <number>.</p> <p>Type: Warn</p> <p>Add'l Info: Desktop recording was unable to acquire a license for the screen recording application.</p> <p>Action: Select Start > Programs > Proxy to start the Proxy Host Control Panel. On the About tab, verify that a license is listed in the License(s) field. If no license number is listed, reinstall QM Desktop Recording.</p>
FKSR2003	<p>Text: Unexpected exception while initializing screen recording module.</p> <p>Type: Warn</p> <p>Add'l Info: An unknown error occurred while initializing the screen recording module.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR2004	<p>Text: Unable to connect to the screen recording module at <IP address> with <protocol name> protocol.</p> <p>Type: Warn</p> <p>Add'l Info: Unable to connect to the specified IP address using the specified protocol.</p> <p>Action: Select Start > Programs > Proxy to start the Proxy Host Control Panel. On the Gateway tab, verify that a gateway is configured with the IP protocol and with the IP address 127.0.0.1. If no gateway is configured, reinstall QM Desktop Recording.</p>
FKSR2005	<p>Text: Unexpected CORBA exception while connecting to screen recording module: <error>.</p> <p>Type: Warn</p> <p>Add'l Info: An unknown error occurred while connecting to the screen recording module.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>

Error Code	Description
FKSR2006	<p>Text: Unexpected exception while connecting to screen recording module.</p> <p>Type: Warn</p> <p>Add'l Info: An unknown error occurred while connecting to the screen recording module.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR2007	<p>Text: Unexpected COM exception while setting the data directory for the screen recording module: <error>.</p> <p>Type: Warn</p> <p>Add'l Info: An unknown error occurred while initializing the recording directory for the screen recording module.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR2008	<p>Text: Unexpected exception while setting the data directory for the screen recording module.</p> <p>Type: Warn</p> <p>Add'l Info: An unknown error occurred while initializing the recording directory for the screen recording module.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR2009	<p>Text: Cannot start recording. Not connected.</p> <p>Type: Warn</p> <p>Add'l Info: The screen recording session cannot be started because the QM Desktop Recording is not yet connected to the screen recording module.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>

Error Code	Description
FKSR2010	<p>Text: Recording host key is still empty. Unable to record screen.</p> <p>Type: Warn</p> <p>Add'l Info: The host key needed to begin recording is empty.</p> <p>Action: Select Start > Programs > Proxy to start Proxy Gateway Administrator. On the General tab, verify that a valid folder path is listed in the Data Directory field.</p>
FKSR2011	<p>Text: Recording session key is empty.</p> <p>Type: Warn</p> <p>Add'l Info: The screen recording did not begin successfully.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR2012	<p>Text: Unexpected COM exception while starting a recording: <error>.</p> <p>Type: Warn</p> <p>Add'l Info: An unknown error occurred while trying to start recording the screen.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR2013	<p>Text: Unexpected exception while starting a recording.</p> <p>Type: Warn</p> <p>Add'l Info: An unknown error occurred while trying to start recording the screen.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>

Error Code	Description
FKSR2014	<p>Text: Cannot stop recording. Not connected.</p> <p>Type: Warh</p> <p>Add'l Info: The screen recording session cannot be stopped because QM Desktop Recording is no longer connected to the screen recording module.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR2015	<p>Text: Unexpected COM exception <error> while trying to stop the screen recording specified by the session key.</p> <p>Type: Warn</p> <p>Add'l Info: An unexpected error occurred while trying to stop the screen recording specified by the session key.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR2016	<p>Text: Unexpected exception while stopping recording session with key: <session key>.</p> <p>Type: Warn</p> <p>Add'l Info: An unexpected error occurred while trying to stop the screen recording specified by the session key.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR2017	<p>Text: Unexpected COM exception while disconnecting from screen recording module: <error>.</p> <p>Type: Warn</p> <p>Add'l Info: An unexpected error occurred while trying to disconnect from the screen recording module.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>

Error Code	Description
FKSR2018	<p>Text: Unexpected exception while disconnecting from screen recording module.</p> <p>Type: Warn</p> <p>Add'l Info: An unexpected error occurred while trying to disconnect from the screen recording module.</p> <p>Action: In the Service Control Panel, verify that the Proxy Gateway Service and the Proxy Host Service are installed and running.</p>
FKSR3004	<p>Text: Unable to disconnect from the screen recording module with error <number>.</p> <p>Type: Warn</p> <p>Add'l Info: Unable to disconnect from the screen recording module with the specified error.</p> <p>Action: None.</p>
LRM2009	<p>Text: ERROR no message header.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action:</p>
LRM2010	<p>Text: ERROR sending header: (%d%s).</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action:</p>
LRM2011	<p>Text: ERROR sending body: (%d: %s).</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action:</p>
QMAD0000	<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
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.</p> <p>Action: Make sure that the name is correct.</p> <p>Action: 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>
QMAD1003	<p>Text: Error reading LDAP: <reason></p> <p>Type: Fatal</p> <p>Add'l Info: An error occurred reading data from LDAP.</p> <p>Action: Check LDAP logs and restart the application.</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 LDAP.</p> <p>Action: Check LDAP 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 LDAP.</p> <p>Action: Check LDAP logs and restart the application.</p>

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

Error Code	Description
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.
QMAD2009	Text: Error deleting Workflow <name>: <reason>. Type: Error Add'l Info: An error occurred deleting a Workflow from LDAP. Action: Check LDAP logs and restart the application.
QMAD2010	Text: Error reading all Workflows: <reason>. Type: Error Add'l Info: An error occurred reading all Workflows from LDAP. Action: Check LDAP logs and restart the application.
QMAD2011	Text: Error reading all Teams: <reason>. Type: Error Add'l Info: An error occurred reading all Teams from LDAP. Action: Check LDAP 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 LDAP logs and restart the application.
QMAD2013	Text: Error saving Team <name>: <reason>. Type: Error Add'l Info: An error occurred saving a Team to LDAP. Action: Check LDAP logs and restart the application.
QMAD2014	Text: Error saving Workflow <name>: <reason>. Type: Error Add'l Info: An error occurred saving a Workflow to LDAP. Action: Check LDAP logs and restart the application.

Error Code	Description
QMAD2015	Text: Error reading Workflow <name>: <reason>. Type: Error Add'l Info: An error occurred reading Workflow from LDAP. Action: Check LDAP logs and restart the application.
QMAD2016	Text: Error reading Archive Application Data: <reason>. Type: Error Add'l Info: An error occurred reading Archive Application Data from LDAP. Action: Check LDAP 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 LDAP. Action: Check LDAP 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 LDAP. Action: Retry, check LDAP 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 LDAP. Action: Check LDAP logs and restart the application. Action: Retry, check LDAP logs and restart the application.
QMAD2020	Text: Error reading Bundle: <reason>. Type: Error Add'l Info: An error occurred reading Bundle from LDAP. Action: Check LDAP logs and restart the application.

Error Code	Description
QMAD2021	Text: Error reading all Groups: <reason>. Type: Error Add'l Info: An error occurred reading all Groups from LDAP. Action: Check LDAP logs and restart the application.
QMAD2022	Text: Error reading agents for a list of teams: <reason>. Type: Error Add'l Info: An error occurred reading all Agents for a list of Teams from LDAP. Action: Check LDAP logs and restart the application.
QMAD2023	Text: Error reading all Managers: <reason>. Type: Error Add'l Info: An error occurred reading all Managers from LDAP. Action: Check LDAP logs and restart the application.
QMAD2024	Text: Error saving new Group <name>: <reason>. Type: Error Add'l Info: An error occurred saving a new Group to LDAP. Action: Check LDAP logs and restart the application.
QMAD2025	Text: Error saving Group <name>: <reason>. Type: Error Add'l Info: An error occurred saving a Group to LDAP. Action: Check LDAP logs and restart the application.
QMAD2026	Text: Error deleting Group <name>: <reason>. Type: Error Add'l Info: An error occurred deleting a Group in LDAP. Action: Check LDAP logs and restart the application.
QMAD2027	Text: Error reading managers for group <name>: <reason>. Type: Error Add'l Info: An error occurred reading all Managers for a Group from LDAP. Action: Check LDAP logs and restart the application.

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 LDAP.</p> <p>Action: Check LDAP 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 LDAP.</p> <p>Action: Check LDAP 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 LDAP.</p> <p>Action: Check LDAP 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 LDAP.</p> <p>Action: Check LDAP 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 LDAP.</p> <p>Action: Check LDAP 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 LDAP.</p> <p>Action: Check LDAP logs and restart the application.</p>

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

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

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 LDAP: <reason></p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading data from LDAP.</p> <p>Action: Check LDAP 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 (<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 LDAP after refreshing licensed user roles.</p> <p>Action: Check LDAP 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>
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 LDAP.</p> <p>Action: Select a time and try to save it again.</p>
QMAD3001	<p>Text: The software license 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 QM 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 QM Installation Guide for details.</p>
QMAD3003	<p>Text: The software license 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 QM Installation Guide for details.</p>

Error Code	Description
QMAD3004	Text: The software license is invalid due to the bundle type. Type: Warn Add'l Info: The software license is invalid due to the bundle type. Action: Relicense the software. See the QM Installation Guide for details.
QMAD3005	Text: The software license is corrupt. Type: Warn Add'l Info: The software license is corrupt. Action: Relicense the software. See the QM Installation Guide for details.
QMAD3006	Text: The software license is missing. Type: Warn Add'l Info: The software license is missing. Action: License the software. See the QM Installation Guide for details.
QMAD3007	Text: The licensed user data was corrupt and has been reset. Type: Warn Add'l Info: The licensed user data was corrupt and has been reset. Action: Reconfigure user licenses via the License Users dialog in User Administration.
QMAD3008	Text: The licensed user list is empty. Type: Warn Add'l Info: The licensed user list is empty. Action: License users via the License Users dialog in User Administration.
QMAD3009	Text: Too many users are configured with user licenses. Type: Warn Add'l Info: Too many users are configured with user licenses. Action: Reconfigure user licenses via the License Users dialog in User Administration.

Error Code	Description
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>
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>
QMBA1000	<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>
QMBA2000	<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>Action: Verify Directory Services is running if database configuration is retrieved from there.</p> <p>Action: Verify database is running and configured correctly in QM.</p>

Error Code	Description
QMBA2001	Text: Database restore unsuccessful: <cause> Type: Error Add'l Info: The restore of the database was unsuccessful. Action: Verify configuration in bars.properties. Action: Verify Directory Services is running if database configuration is retrieved from there. Action: Verify database is running and configured correctly in QM.
QMBA2002	Text: Directory Services Backup unsuccessful: <cause> Type: Error Add'l Info: The Directory Services backup was unsuccessful. Action: Verify configuration in bars.properties. Action: Verify Directory Services is running.
QMBA2003	Text: Directory Services restore unsuccessful: <cause> Type: Error Add'l Info: The Directory Services restore was unsuccessful. Action: Verify configuration in bars.properties. Action: Verify Directory Services is running.
QMBA2004	Text: Unable to retrieve DB information from Directory services: <cause> Type: Error Add'l Info: The Directory Services restore was unsuccessful. Action: Verify configuration in bars.properties. Action: Verify Directory Services is running.
QMBA2005	Text: Could not backup information in Directory Services: <cause> Type: Error Add'l Info: The Directory Services backup was unsuccessful. Action: Verify configuration in bars.properties. Action: Verify Directory Services is running.

Error Code	Description
QMBA2006	<p>Text: Could not restore information to Directory Services: <cause></p> <p>Type: Error</p> <p>Add'l Info: The Directory Services restore was unsuccessful.</p> <p>Action: Verify configuration in bars.properties.</p> <p>Action: Verify Directory Services is running.</p>
QMBA2007	<p>Text: Could not create default nodes for Directory Services restore: <cause>.</p> <p>Type: Error</p> <p>Add'l Info: The application could not create default Directory Service data.</p> <p>Action: Verify configuration in bars.properties.</p> <p>Action: Verify Directory Services is running.</p>
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>
QMBS1001	<p>Text: <qmbs> : <msg></p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, a valid database connections must be established. If not, the application needs to exit.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>

Error Code	Description
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 SQM 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: <qmbs>, details: <optionalMsg></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>
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>
QMBS2006	<p>Text: details=<details></p> <p>Type: Error</p> <p>Add'l Info: While starting the application, an error has occurred while attempting to gather the applications versioning from the it manifest file.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>

Error Code	Description
QMBS2007	<p>Text: <qmbs> : <msg></p> <p>Type: Error</p> <p>Add'l Info: An error has occurred with the java help module that runs the SQM 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 SQM administrator.</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 Directory Services.</p> <p>Action: Verify Directory Services connection settings in registry</p> <p>Action: Verify Directory Services Server Settings.</p>

Error Code	Description
QMCT2001	Text: Could not initialize Server. Retry in <retry> ms. Type: Error Add'l Info: The application could not initialize the server. Action: Verify CTI server settings in Directory Services Action: Verify port is not already in use
QMCT2002	Text: Could not initialize RequestManager. Retry in <retry> ms. Type: Error Add'l Info: The application could not initialize the RequestManager. Action: Verify CTI Server settings in Directory Services.
QMCT2003	Text: Could not initialize CTI Provider. Retry in <retry> ms. Type: Error Add'l Info: The application could not connect to the CTI Provider. Action: Verify CTI Settings in Directory Services. Action: Verify jtapi.jar is correct for this CallManager. Action: Verify Username/Password for CM user is correct.
QMCT2004	Text: Cannot open selector for requests. Type: Error Add'l Info: The application could not begin listening for requests. Action: Verify CTI Server Directory Services Settings Action: Restart CTI Server.
QMCT2005	Text: Could not initialize Provider. Type: Error Add'l Info: The application could not initialize CTI Provider. Action: Verify CTI Settings in Directory Services. Action: Verify jtapi.jar is correct for this CallManager. Action: Verify Username/Password for CM user is correct.

Error Code	Description
QMCT2006	<p>Text: Cannot load configuration from Directory Services.</p> <p>Type: Error</p> <p>Add'l Info: The application could not load required information from Directory Services.</p> <p>Action: Verify Directory Services connection.</p> <p>Action: Verify CTI configuration in directory services.</p>
QMCT2007	<p>Text: Cannot find a SQM CTI server in Directory Services.</p> <p>Type: Error</p> <p>Add'l Info: The application could not find required CTI Server in Directory Services.</p> <p>Action: Verify SQM CTI Server is configured.</p> <p>Action: Verify connection to Directory Services.</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>Action: 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>Action: 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>

Error Code	Description
QMCT2011	Text: Cannot initialize JTAPI Provider. <cause> Type: Error Add'l Info: The application could not initialize JTAPI provider. Action: Verify correct JTAPI jar. Action: Verify CTI configuration. (ip/username/password).
QMCT2012	Text: Unspecified error during request initialization: <cause> Type: Error Add'l Info: The application received an unrecoverable error while initializing request handler. Action: Restart CTI. Contact administrator if error persists.
QMCT2013	Text: Unspecified error during server initialization: <cause> Type: Error Add'l Info: The application received an unrecoverable error while initializing the server connection handler. Action: Restart CTI. Contact administrator if error persists.
QMCT2014	Text: Unspecified error during CTI event handling: <cause> Type: Error Add'l Info: The application received an unspecified error while handling an event. Action: Contact administrator if error persists.
QMCT3000	Text: Cannot load properties file <propFilename>. Ignoring. Type: Warn Add'l Info: The application attempted to merge a specified properties file and failed. The default configuration will be used. Action: Correct the name of the properties file or use the default configuration.
QMCT3001	Text: Cannot accept a connection. Ignoring Connection. Type: Warn Add'l Info: A socket error occurred while attempting to accept a connection. Ignore the connection. Action: The client should retry to connect.

Error Code	Description
QMCT3002	Text: Unspecified error registering socket. Ignoring Request. Type: Warn Add'l Info: A socket error occurred while registering a request. Action: The client should retry to connect.
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. Msg <ctiMsg> 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". Action: Verify computer has an IP address other than localhost

Error Code	Description
QMCT3008	<p>Text: Cannot parse timestamp for event <timestamp></p> <p>Type: Warn</p> <p>Add'l Info: The application cannot parse the timestamp into a valid Date</p> <p>Action: View log for proper timestamp.</p>
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>

Error Code	Description
<p>QMCT3014</p>	<p>Text: Unknown MAC address. <cause>:<cause> Type: Warn Add'l Info: The MAC Address provided by the client is not known to this CTI Server. Action: Verify that the MAC address can be seen by the CM user specified for this CTI Server.</p>
<p>QMCT3015</p>	<p>Text: No agent registered with EventManager for event: <eventID>. Type: Warn Add'l Info: The MAC Address is not registered with the CTI Server. The event will not be sent. Action: None.</p>
<p>QMCT3016</p>	<p>Text: Unspecified error during timeouts: <cause> Type: Warn Add'l Info: The application received an unspecified error while checking for timeouts. Action: Contact administrator if error persists.</p>
<p>QMCT3017</p>	<p>Text: An error occurred while reading CTI Inclusion list: <cause> Type: Warn Add'l Info: The application received an error reading the CTI inclusion list. Action: None. All extensions will be included.</p>
<p>QMDB0000</p>	<p>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.</p>

Error Code	Description
QMDB2000	<p>Text: SQM database <action> failed: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An operation to the SQM database failed, but no data was lost.</p> <p>Action: Ensure that the SQM database server is running.</p> <p>Action: Check the configuration settings for connecting to the database.</p> <p>Action: Confirm that the user has privileges to perform the operation.</p> <p>Action: Ensure that the user has privileges to perform the operation.</p> <p>Action: Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>
QMDB2001	<p>Text: SQM database <action> failed: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An operation to the SQM database failed, and data may have been lost.</p> <p>Action: Ensure that the SQM database server is running.</p> <p>Action: Check the configuration settings for connecting to the database.</p> <p>Action: Confirm that the user has privileges to perform the operation.</p> <p>Action: Ensure that the user has privileges to perform the operation.</p> <p>Action: 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>

Error Code	Description
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 DbCleaner 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>
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>
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>Action: Network problems (connectivity, timeouts, configuration, glitches) can cause this. Address those problems.</p> <p>Action: Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>

Error Code	Description
QMDB3001	<p>Text: SQM database <action> failed: <reason>.</p> <p>Type: Warn</p> <p>Add'l Info: An operation to the SQM database failed, but no data was lost.</p> <p>Action: Ensure that the SQM database server is running.</p> <p>Action: Check the configuration settings for connecting to the database.</p> <p>Action: Confirm that the user has privileges to perform the operation.</p> <p>Action: Ensure that the user has privileges to perform the operation.</p> <p>Action: 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>
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>

Error Code	Description
QMDC1000	<p>Text: Failed to start DbCleaner: <ex>.</p> <p>Type: Fatal</p> <p>Add'l Info: An unexpected error occurred while starting the DbCleaner 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.</p> <p>Action: Make sure that the name is correct.</p> <p>Action: Try to open the properties file with a text editor.</p>
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 DbCleaner.</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 DbCleaner was running.</p> <p>Action: Check logs to fix any possible system errors.</p>

Error Code	Description
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 DbCleaner sleeps until the next time it should work.</p> <p>Action: Check if DbCleaner was stopped intentionally.</p> <p>Action: 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: DbCleaner 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 DbCleaner was hung up because of an error.</p>
QMDO0000	<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>
QMDO3000	<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>

Error Code	Description
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 DBAPI. An error message is returned to the client.</p> <p>Action: This is most likely a programming error.</p>
QMDP2001	<p>Text: Unable to load database connection properties from Directory Services</p> <p>Type: Error</p> <p>Add'l Info: Could not load configuration information from Directory Services.</p> <p>Action: Verify Directory Services is running.</p>
QMDP2002	<p>Text: Unable to save DB proxy settings to Directory Services.</p> <p>Type: Error</p> <p>Add'l Info: Could not save configuration information to Directory Services. This may cause clients to not be able to connect.</p> <p>Action: Verify Directory Services is running.</p>

Error Code	Description
QMDP2003	<p data-bbox="565 327 1362 426">Text: Could not initialize RequestManager. Verify DB connection information is correct. Will retry in <retry>ms.</p> <p data-bbox="565 443 800 474">Type: Error</p> <p data-bbox="565 491 1341 590">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 data-bbox="565 606 1312 638">Action: Verify database settings are configured correctly.</p> <p data-bbox="565 655 1052 686">Action: Verify database is running.</p>
QMDP2004	<p data-bbox="565 709 1362 774">Text: Could not initialize Server. Verify server can listen on the specified port. Will retry in <retry>ms.</p> <p data-bbox="565 791 800 823">Type: Error</p> <p data-bbox="565 840 1328 905">Add'l Info: The application could not initialize the server. This step will retry until successful.</p> <p data-bbox="565 921 1362 987">Action: Verify another application is not listening on the same port.</p>
QMDP2005	<p data-bbox="565 1014 1130 1045">Text: Cannot handle incoming request.</p> <p data-bbox="565 1062 800 1094">Type: Error</p> <p data-bbox="565 1110 1362 1176">Add'l Info: The application could not handle an incoming request for an unspecified reason.</p> <p data-bbox="565 1192 979 1224">Action: Check log for cause.</p>
QMDP2006	<p data-bbox="565 1245 1287 1310">Text: Could not retrieve configuration from Directory Services.</p> <p data-bbox="565 1327 800 1358">Type: Error</p> <p data-bbox="565 1375 1328 1440">Add'l Info: The application could not retrieve its configuration from Directory Services.</p> <p data-bbox="565 1457 1154 1488">Action: Verify Directory Services is running.</p> <p data-bbox="565 1505 1206 1537">Action: Verify database configuration is correct.</p>
QMDP2007	<p data-bbox="565 1560 1284 1625">Text: Cannot connect to the DB using configuration: <config></p> <p data-bbox="565 1642 800 1673">Type: Error</p> <p data-bbox="565 1690 1328 1755">Add'l Info: The application could not connect to the database using the specified configuration.</p> <p data-bbox="565 1772 1206 1803">Action: Verify database configuration is correct.</p>

Error Code	Description
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 Directory Services.</p> <p>Action: Verify Directory Services is running</p> <p>Action: 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>
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.</p> <p>Action: Verify DB Proxy configuration.</p>

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

Error Code	Description
QMDP2019	<p>Text: Unspecified error during request initialization.</p> <p>Type: Error</p> <p>Add'l Info: The application received an unrecoverable error while initializing request handler.</p> <p>Action: Restart DB Proxy. Contact administrator if error persists.</p>
QMDP2020	<p>Text: Unspecified error during server select.</p> <p>Type: Error</p> <p>Add'l Info: The application has a problem accepting incoming connections.</p> <p>Action: Restart DB Proxy Server.</p>
QMDP3000	<p>Text: Unsupported encoding. Using system default encoding.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not convert a string into 16bit encoding. Messages will be sent using the default encoding instead. There may be a mismatch on the client or server.</p> <p>Action: Verify UTF-16BE encoding is supported by the system.</p>
QMDP3001	<p>Text: Cannot parse invalid packet.</p> <p>Type: Warn</p> <p>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.</p> <p>Action: None.</p>
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>

Error Code	Description
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 DBAPI. 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.</p> <p>Action: The connection pool could be empty and timed out waiting for a connection to become available.</p>
QMDP3007	<p>Text: DB API could not execute the request. Returning error packet <packet></p> <p>Type: Warn</p> <p>Add'l Info: The application could not execute a client request.</p> <p>Action: The client request may be invalid.</p>

Error Code	Description
QMDP3008	<p>Text: Unable to load database connection properties from file <propFile></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>
QMDP3009	<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>
QMDP3010	<p>Text: Cannot return DB Connection to the database pool.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not return a connection to the pool of connections.</p> <p>Action: Verify the database is up.</p>
QMDP3011	<p>Text: Cannot accept an incoming connection. Ignoring connection.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not accept an incoming connection. The application will ignore the attempt and the client must retry.</p> <p>Action: Client must retry the connection.</p>
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>

Error Code	Description
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 Directory Services. 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 Directory Services.</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>
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>

Error Code	Description
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>Action: 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>Action: Confirm the database configuration settings for the catalog name, user, and password.</p> <p>Action: 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>Action: Confirm the database configuration settings for the catalog name, user, and password.</p> <p>Action: 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 Spanlink QM database.</p> <p>Action: Confirm that the database configuration setting for the catalog name is correct.</p> <p>Action: Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>Action: 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 Spanlink QM database.</p> <p>Action: Confirm that the database configuration setting for the catalog name is correct.</p> <p>Action: Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>Action: 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>Action: Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>Action: 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>Action: Check that the input filename exists.</p> <p>Action: 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>Action: 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 preceeding 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>
QMDT0000	<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>
QMDT0001	<p>Text: Either a phone number must be entered or an agent must be selected.</p> <p>Type: Info</p> <p>Add'l Info: In the archive panel, when a user has selected a date, they are required to also select a phone number or an agent. agent name must be entered.</p> <p>Action: The user should select a phone number or agent.</p>

Error Code	Description
QMDT0002	<p>Text: Start date must be equal to or precede the end date.</p> <p>Type: Info</p> <p>Add'l Info: The archive panel start date must precede or equal the end date.</p> <p>Action: The user should select a different start or end date.</p>
QMDT0005	<p>Text: Comment length is limited to a max of <Comment> characters</p> <p>Type: Info</p> <p>Add'l Info: When adding a comment, comment length is limited to a maximum number. What the user entered has exceeded the maximum.</p> <p>Action: The user can retry, or contact their system administrator.</p>
QMDT0006	<p>Text: Intent id <intentId> exceeding <maxRows> maximum rows</p> <p>Type: Info</p> <p>Add'l Info: The query returns more rows than the max it is allowed to return.</p> <p>Action: The user should narrow the date range for their search.</p>
QMDT0007	<p>Text: Intent id <intentId> exceeding <maxRows> maximum rows</p> <p>Type: Info</p> <p>Add'l Info: The user selected a different sorting method for the Recording.TreeCombo and that action failed.</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
QMDT0010	<p>Text: There are no other roles assigned to this person: id=<personId> msg=<msg></p> <p>Type: Info</p> <p>Add'l Info: While logging in, it has been determined that the user has no valid roles assigned to them. In this scenario, login on is not permitted.</p> <p>Action: The user can re-try the logon or contact their system administrator.</p>

Error Code	Description
QMDT0011	<p>Text: Please play a file to export. msg=<msg></p> <p>Type: Info</p> <p>Add'l Info: While logging in, it has been determined that the user has no valid roles assigned to them. In this scenario, login on is not permitted.</p> <p>Action: The user can re-try the logon or contact their system administrator.</p>
QMDT0012	<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 QM Desktop plays an audio file that is not encrypted. Note: all audio files in v2.2 of QM should be encrypted.</p> <p>Action: None.</p>
QMDT1000	<p>Text: Unknown error.</p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, an unknown fatal error has occurred and the application needs to exit.</p> <p>Action: see the qmdesktop.log or qmdesktop.dbg file</p> <p>Action: the application must exit</p>
QMDT1001	<p>Text: The Database is not connected</p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, a valid database connections must be established. If not, the application needs to exit.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>
QMDT1002	<p>Text: Bundle type configuration not found: details=<msg></p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, a valid bundle type must be configured. If not, the application needs to exit.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>

Error Code	Description
QMDT1003	<p>Text: Error retrieving logon domain(s) from LDAP.</p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, a valid logon domain(s) must be established. If not, the application needs to exit.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>
QMDT1004	<p>Text: A LDAP connection could not be established.</p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, a valid LDAP connection must be established. If not, the application needs to exit.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>
QMDT1005	<p>Text: Error with temporary directory for audio playback files. source=<source>, details=<details></p> <p>Type: Fatal</p> <p>Add'l Info: This error occurs if something goes wrong when initializing the directory where audio temporary files are stored</p> <p>Action: The user should just retry the download, or contact their system administrator.</p>
QMDT1006	<p>Text: Error retrieving windows authentication setup value from LDAP.</p> <p>Type: Fatal</p> <p>Add'l Info: A configuration value is saved in LDAP specifying whether the application should use windows authentication for logging in to the application.</p> <p>Action: The use can close the application and restart it, or contact their system administrator.</p>

Error Code	Description
QMDT1007	<p>Text: Error retrieving logon domain(s) from LDAP.</p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, a valid logon domain(s) must be established. If not, the application needs to exit.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>
QMDT1008	<p>Text: The Database is not connected</p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, a valid database connections must be established. If not, the application needs to exit.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>
QMDT1009	<p>Text: Error connecting to licensing servlet at ip=<url></p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, connections are made to the licensing module. If unable to connect this message is displayed.</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>
QMDT1010	<p>Text: A licensing error has occurred</p> <p>Type: Fatal</p> <p>Add'l Info: While starting the application, connections are made to the licensing module. Once connected, if unable to gather the required information this message is displayed</p> <p>Action: The application will exit. The user can restart the application after this occurs.</p>
QMDT1011	<p>Text: Error retrieving base server info from LDAP.</p> <p>Type: Fatal</p> <p>Add'l Info: When the application starts, retrieving the base server information such as IP has failed.</p> <p>Action: This should be configured by the system administrator.</p>

Error Code	Description
QMDT1012	<p>Text: License expiration error: details=<details></p> <p>Type: Fatal</p> <p>Add'l Info: When the application starts, the expiration date of the customers license is retrieved. This message is displayed if there was an error retrieving license expiration date, or if the license is expired.</p> <p>Action: This should be configured by the system administrator.</p>
QMDT1013	<p>Text: Licensed users error: details=<details></p> <p>Type: Fatal</p> <p>Add'l Info: When the application starts, the licensing information is gathered. If there are no users licensed, or the number of licensed users exceeds the max allowed, or if there is a problem retrieving the users licensed, this error is displayed.</p> <p>Action: This should be configured by the system administrator.</p>
QMDT1014	<p>Text: Licensing product code error: details=<details></p> <p>Type: Fatal</p> <p>Add'l Info: When the application starts, the licensing information is gathered. This message is generated if the client and server do not have matching product codes, or if there is a problem retrieving the licensed product code from the server, or if there is an error determining the product code from the license.</p> <p>Action: This should be configured by the system administrator.</p>
QMDT1015	<p>Text: Hardware address (MAC Address) for the base server does not match the one in the license: details=<details></p> <p>Type: Fatal</p> <p>Add'l Info: When the application starts, the licensing information is gathered. This message is generated if the hardware address (MAC Address) for the base server does not match the one in the license or if there is a problem gathering this information from the license.</p> <p>Action: This should be configured by the system administrator.</p>

Error Code	Description
QMDT2000	<p>Text: Unknown error: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: This occurs when a user is running the application and, for example, the database gives the application invalid values. This can happen for a number of reasons.</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
QMDT2001	<p>Text: An error occurred opening reporting: <url>, details=<msg></p> <p>Type: Error</p> <p>Add'l Info: While clicking the reports tab, an error occurs while trying to open the browser with the reporting url.</p> <p>Action: The user can retry the reporting tab, or the user can contact their system administrator.</p>
QMDT2003	<p>Text: Error retrieving data from database: <msg></p> <p>Type: Error</p> <p>Add'l Info: The application attempted a database call that failed to retrieve the expected result.</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
QMDT2007	<p>Text: Unknown error while connecting to screen: <screenFile>: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: While attempting to play a contact for evaluation, the screen connection could not be established.</p> <p>Action: The user can back out of the evaluation screen and re-attempt the play back, or the user can contact their system administrator.</p>

Error Code	Description
QMDT2012	<p>Text: There was no screen file to play for contact id <ccrid>.</p> <p>Type: Error</p> <p>Add'l Info: While attempting to play a contact for evaluation, there should have been a screen file to play, but there wasn't. This can happen when a database call is made to get the screen file information, but that database call fails.</p> <p>Action: The user can back out of the evaluation screen and re-attempt the play back, or the user can contact their system administrator.</p>
QMDT2014	<p>Text: Quality Management (Desktop) is already running. Try shutting down the currently running instance.</p> <p>Type: Error</p> <p>Add'l Info: This occurs if a user attempts to open more than one instance of the application on the same computer.</p> <p>Action: If the user wants another instance, the currently running instance will need to be closed.</p>
QMDT2015	<p>Text: Error retrieving reporting info from directory services.</p> <p>Type: Error</p> <p>Add'l Info: When the application starts, retrieving the reporting server location from LDAP failed.</p> <p>Action: This should be configured by the system administrator.</p>
QMDT2017	<p>Text: Unable to retrieve UI parameters from directory services.</p> <p>Type: Error</p> <p>Add'l Info: When the application starts, there are configuration values that are needed. This error occurs when gathering these has failed. The application continues with default values.</p> <p>Action: These values should be configured by the system administrator.</p>

Error Code	Description
QMDT2019	<p data-bbox="565 327 1356 457">Text: Logon Error: details=<details>, userName=<userName>, domain=<domain>, personId=<personId>, LDAP realmId=<realmId>, LDAP skillId=<skillId></p> <p data-bbox="565 478 803 510">Type: Error</p> <p data-bbox="565 531 1282 562">Add'l Info: An error occurred while a user was logging on.</p> <p data-bbox="565 583 1356 636">Action: The user can retry logging on, or contact their system administrator.</p>
QMDT2023	<p data-bbox="565 657 1177 688">Text: Invalid user selection: details=<msg></p> <p data-bbox="565 709 803 741">Type: Error</p> <p data-bbox="565 762 1356 856">Add'l Info: The user has made an invalid selection on the application's GUI. The user can retry, or contact their system administrator.</p> <p data-bbox="565 877 1234 930">Action: The user can retry, or contact their system administrator.</p>
QMDT2025	<p data-bbox="565 961 1258 1024">Text: Error saving the evaluation for ccrId=<ccrId> msg=<msg></p> <p data-bbox="565 1045 803 1077">Type: Error</p> <p data-bbox="565 1098 1323 1161">Add'l Info: The modified or finished an evaluation, and while saving it, an error has occurred.</p> <p data-bbox="565 1182 1234 1234">Action: The user can retry, or contact their system administrator.</p>
QMDT2026	<p data-bbox="565 1266 1347 1297">Text: Error playing audio file: <audioFile>: details=<msg></p> <p data-bbox="565 1318 803 1350">Type: Error</p> <p data-bbox="565 1371 1356 1423">Add'l Info: The user was playing the audio for a evaluation, and an error has occurred.</p> <p data-bbox="565 1444 1356 1570">Action: The user can try stopping playback, and replaying. If that doesn't work, try backing out of the evaluation, and selecting the contact again. If that doesn't work, try re-logging on or re-starting the application.</p>

Error Code	Description
QMDT2028	<p>Text: Error stopping audio file: <audioFile></p> <p>Type: Error</p> <p>Add'l Info: An error has occurred because the user tried to stop the audio while playing a contact.</p> <p>Action: The user can try backing out of the evaluation, and selecting the contact again. If that doesn't work, try re-logging on or re-starting the application.</p>
QMDT2029	<p>Text: Error with volume.</p> <p>Type: Error</p> <p>Add'l Info: The user attempted to change the volume and an error has occurred.</p> <p>Action: The user can retry, or contact their system administrator.</p>
QMDT2030	<p>Text: Error loading application image files</p> <p>Type: Error</p> <p>Add'l Info: The application must load various image files for presentation. If unable to load one of these images, this error occurs.</p> <p>Action: The system administrator will need to make sure the files have not been deleted.</p>
QMDT2034	<p>Text: Error pausing screen file for contact id <ccrid>: screen file=<screenFile></p> <p>Type: Error</p> <p>Add'l Info: An error has occurred while attempting to pause playback.</p> <p>Action: The user can try stopping playback, and replaying. If that doesn't work, try backing out of the evaluation, and selecting the contact again. If that doesn't work, try re-logging on or re-starting the application.</p>
QMDT2035	<p>Text: Error stopping screen file <screenFile>.</p> <p>Type: Error</p> <p>Add'l Info: An error has occurred while attempting to stop playback.</p> <p>Action: The user can try backing out of the evaluation, and selecting the contact again. If that doesn't work, try re-logging on or re-starting the application.</p>

Error Code	Description
QMDT2036	<p>Text: Error performing file cleanup: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: After downloading audio files for playback, the application periodically attempts to clean these files up. An error has occurred while attempting to delete unused audio files. This error also occurs if the screen playback is having problems disconnecting from a played screen file.</p> <p>Action: Since the user can't retry this, they should contact their system administrator.</p>
QMDT2038	<p>Text: Error building table: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: While gathering results for archive or evaluation purposes, an error has occurred while building the table these results are displayed in.</p> <p>Action: The user can retry, or contact their system administrator.</p>
QMDT2039	<p>Text: Error initializing play back for contact id <ccrid>: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: When a user selects a contact for evaluation, part of building the evaluation panel is to initialize the audio and screen files. If a user receives this error message, initializing playback has failed.</p> <p>Action: The user will need to back out of the evaluation and retry selecting the contact, or contact their system administrator.</p>
QMDT2040	<p>Text: Error with play back slider.</p> <p>Type: Error</p> <p>Add'l Info: An error has occurred while the user was using the playback slider</p> <p>Action: The user can retry, or contact their system administrator.</p>

Error Code	Description
QMDT2041	<p>Text: Error playing screen file=<screenFile>: details=<details></p> <p>Type: Error</p> <p>Add'l Info: The user was playing a contact for a evaluation, and an error has occurred with screen playback.</p> <p>Action: The user can try stopping playback, and replaying. If that doesn't work, try backing out of the evaluation, and selecting the contact again. If that doesn't work, try re-logging on or re-starting the application.</p>
QMDT2043	<p>Text: Error pausing audio file: <audioFile></p> <p>Type: Error</p> <p>Add'l Info: An error has occurred while attempting to pause playback.</p> <p>Action: The user can try stopping playback, and replaying. If that doesn't work, try backing out of the evaluation, and selecting the contact again. If that doesn't work, try re-logging on or re-starting the application.</p>
QMDT2044	<p>Text: Error synchronizing audio and screen for contact id <ccrid></p> <p>Type: Error</p> <p>Add'l Info: An error has occurred during the playback of a contact.</p> <p>Action: The user can try stopping playback, and replaying. If that doesn't work, try backing out of the evaluation, and selecting the contact again. If that doesn't work, try re-logging on or re-starting the application.</p>
QMDT2051	<p>Text: Invalid Person.</p> <p>Type: Error</p> <p>Add'l Info: This happens at log on and there is no matching user in the database.</p> <p>Action: The user can retry logging on, or contact their system administrator. In all likelihood, there is something wrong, and the system administrator should be contacted.</p>

Error Code	Description
QMDT2052	<p>Text: Error unclaiming contact with id = <ccrid>. This ccr will need to be manually unclaimed.</p> <p>Type: Error</p> <p>Add'l Info: When this occurs, an evaluator has opened up a contact for evaluation, but did not finish scoring the contact. When backing out of the evaluation, an error occurred unclaiming this contact. Now, only this evaluator will be able to score this unscored contact.</p> <p>Action: The user should contact their system administrator.</p>
QMDT2055	<p>Text: Error downloading the audio file for contact id <ccrid>: speex=<speexFile>, wav=<wavFile></p> <p>Type: Error</p> <p>Add'l Info: This can happen from time to time when a user tries to evaluate or play an archived file.</p> <p>Action: The should retry this a couple times. If problems continue, restart the application or contact your system administrator.</p>
QMDT2056	<p>Text: Error decoding the audio file for contact id = <ccrid>: speex=<speexFile>, wav=<wavFile>, msg=<msg></p> <p>Type: Error</p> <p>Add'l Info: When a user selects a contact for evaluation, part of building the evaluation panel is to decode the audio file. If a user receives this error message, decoding the audio from WAV to SPEEX has failed.</p> <p>Action: The user will need to back out of the evaluation and retry selecting the contact, or contact their system administrator.</p>
QMDT2057	<p>Text: Error initializing the audio file for contact id <ccrid>: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: When a user selects a contact for evaluation, part of building the evaluation panel is to decode the audio file. If a user receives this error message, initializing the audio file has failed.</p> <p>Action: The user will need to back out of the evaluation and retry selecting the contact, or contact their system administrator.</p>

Error Code	Description
QMDT2058	<p>Text: Error writing audio trail to database for contact id <ccrid>.</p> <p>Type: Error</p> <p>Add'l Info: Every time an archive record is accessed, an audit trail is written. This error occurs when writing an audit trail to the database fails.</p> <p>Action: The user should contact their system administrator.</p>
QMDT2062	<p>Text: Invalid method parameter: <parameter></p> <p>Type: Error</p> <p>Add'l Info: This is a programmatic error. It happens classes are passed invalid parameters used for initialization.</p> <p>Action: see the qmdesktop.log or qmdesktop.dbg file, or contact their system administrator.</p>
QMDT2063	<p>Text: download error for contact id <ccrid>. source file=<source> hostip=<hostIp> httpPort=<httpPort> httpsport=<httpsPort> username=<username> target=<target> ftsCode=<ftsCode>, ftsMessage=<ftsMsg></p> <p>Type: Error</p> <p>Add'l Info: This error occurs if an error occurs during the audio file download.</p> <p>Action: The user should just retry the download, or contact their system administrator.</p>
QMDT2066	<p>Text: Process ID (PID) error: file=<pidFile> 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 QM 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>

Error Code	Description
QMDT2068	<p>Text: There are no roles assigned to this person: personId=<personId>, msg=<msg></p> <p>Type: Error</p> <p>Add'l Info: This error happens at logon and a user's roles are misconfigured. An agent must be on a team. A supervisor must be assigned a team on a group. A manager must be assigned a group. For an evaluator there must be active groups for the enterprise.</p> <p>Action: The user can retry, or contact their system administrator.</p>
QMDT2069	<p>Text: Error retrieving configuration values from LDAP for: <key></p> <p>Type: Error</p> <p>Add'l Info: This error occurs at start up when the application is unable to retrieve it's configuration data from the LDAP database.</p> <p>Action: in some cases the application will exit.</p> <p>Action: in other cases the application has default values it will use instead</p> <p>Action: see the qmdesktop.log or qmdesktop.dbg file</p>
QMDT2072	<p>Text: Error seeking screen file.</p> <p>Type: Error</p> <p>Add'l Info: An error has occurred during the playback of a contact while the user was seeking using the playback slider.</p> <p>Action: The user can try stopping playback, and replaying. If that doesn't work, try backing out of the evaluation, and selecting the contact again. If that doesn't work, try re-logging on or re-starting the application.</p>
QMDT2073	<p>Text: Handler error: <module> problem handling a db result through the handler: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: This error occurs when the application is retrieving data from the database. The error occurs in a specific module's database handler.</p> <p>Action: The user can retry, or contact their system administrator.</p>

Error Code	Description
QMDT2074	<p>Text: Error building summary table: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: This error occurs during the initialization of the 'Dashboard' tab.</p> <p>Action: The user can retry, or contact their system administrator.</p>
QMDT2075	<p>Text: Play back error for contact id <ccrid>: msg=<msg>: details=<details></p> <p>Type: Error</p> <p>Add'l Info: A more general error has occurred while the user was playing a contact for a evaluation.</p> <p>Action: The user can try stopping playback, and replaying. If that doesn't work, try backing out of the evaluation, and selecting the contact again. If that doesn't work, try re-logging on or re-starting the application.</p>
QMDT2076	<p>Text: GUI error: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: This occurs when a user is running the application and, any number of things go wrong.</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
QMDT2078	<p>Text: unable to create audio files necessary for playback for contact id <ccrid> details=<msg></p> <p>Type: Error</p> <p>Add'l Info: This error occurs when the application is unable to create the necessary files for audio play back.</p> <p>Action: The user can retry, or contact their system administrator.</p>
QMDT2079	<p>Text: Export error. inputfile=<input> outputfile=<output></p> <p>Type: Error</p> <p>Add'l Info: This error occurs if an error occurs during the audio file download.</p> <p>Action: The user should just retry the download, or contact their system administrator.</p>

Error Code	Description
QMDT2080	<p>Text: Error retrieving <role> evaluation status.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred retrieving the evaluation status from the database.</p> <p>Action: Check database logs, try redisplaying the current screen, and/or restarting the application.</p>
QMDT2081	<p>Text: Error connecting to screen with contact id <ccrid> at IP <ip>: status=<status></p> <p>Type: Error</p> <p>Add'l Info: While attempting to play a contact for evaluation, the screen connection could not be established.</p> <p>Action: The user can back out of the evaluation screen and re-attempt the play back, or the user can contact their system administrator.</p>
QMDT2084	<p>Text: Error retrieving audio file with contact id <ccrid> information from the database: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: While attempting to play a contact for evaluation, there was an error retrieving the file information from the database.</p> <p>Action: The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
QMDT2085	<p>Text: Error claiming this contact for evaluation: <ex></p> <p>Type: Error</p> <p>Add'l Info: While attempting to claim this contact for evaluation, an error occurred.</p> <p>Action: The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
QMDT2086	<p>Text: Error retrieving screen file with contact id <ccrid> information from the database: details=<msg></p> <p>Type: Error</p> <p>Add'l Info: While attempting to play a contact for evaluation, there was an error retrieving the file information from the database.</p> <p>Action: The user can back out of the evaluation panel and retry, or contact their system administrator.</p>

Error Code	Description
QMDT2087	<p>Text: Error retrieving the evaluation with contact id <ccrld> from the database.</p> <p>Type: Error</p> <p>Add'l Info: While attempting to play a contact for evaluation, there was a error retrieving the file information from the database.</p> <p>Action: The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
QMDT2088	<p>Text: The screen file with contact id <ccrid> is not yet uploaded.</p> <p>Type: Error</p> <p>Add'l Info: While attempting to play a contact for evaluation, there is a screen file but it is not yet uploaded.</p> <p>Action: The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
QMDT2089	<p>Text: There is no screen file for contact id <ccrid> to upload and play.</p> <p>Type: Error</p> <p>Add'l Info: While attempting to play a contact for evaluation, there should have been a screen file to upload and play, but there isn't.</p> <p>Action: The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
QMDT2090	<p>Text: Unable to load .properties file from the application's jar 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>

Error Code	Description
QMDT2091	<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: The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
QMDT2092	<p>Text: decrypt error for contact id <ccrid>. source file=<source> target=<target></p> <p>Type: Error</p> <p>Add'l Info: This error occurs if something goes wrong when decrypting an audio file</p> <p>Action: The user should just retry the download, or contact their system administrator.</p>
QMDT2093	<p>Text: HttpClient status code was not successful: code=<code>: reason=<reasonPhrase></p> <p>Type: Error</p> <p>Add'l Info: This message happens if there are problems reading/parsing the upload request</p> <p>Action: The application can retry the request.</p>
QMDT2094	<p>Text: The character encoding (<encoding>) being used is by the playback download client to talk to the servlet is invalid</p> <p>Type: Error</p> <p>Add'l Info: The character encoding being used between the client and the FileTransferServlet is unsupported.</p> <p>Action: The user should contact their system administrator.</p>
QMDT2095	<p>Text: Post parameter decrypt error for contact id=<ccrid></p> <p>Type: Error</p> <p>Add'l Info: This error occurs if something goes wrong when encrypting post parameters for audio download.</p> <p>Action: The user should just retry the download or contact their system administrator.</p>

Error Code	Description
QMDT2096	<p>Text: password decrypt error for contact id <ccrid></p> <p>Type: Error</p> <p>Add'l Info: This error occurs if something goes wrong when decrypting the Host.password</p> <p>Action: The user contact their system administrator.</p>
QMDT2097	<p>Text: password decoding error for contact id <ccrid></p> <p>Type: Error</p> <p>Add'l Info: This error occurs if something goes wrong when decoding the Host.password</p> <p>Action: The user contact their system administrator.</p>
QMDT2098	<p>Text: Initializing download on demand failed: code=<code>, message=<message></p> <p>Type: Error</p> <p>Add'l Info: This can happen from time to time when a user enters the 'Archives' tab.</p> <p>Action: If problems continue, restart the application or contact your system administrator.</p>
QMDT2099	<p>Text: Download on demand for the following contact has failed: id=<ccrid>, code=<code>, message=<message></p> <p>Type: Error</p> <p>Add'l Info: This can happen from time to time when a user tries to play an archived file that is not available using the download on demand or dynamic ccr functionality.</p> <p>Action: The should retry this a couple times. If problems continue, restart the application or contact your system administrator.</p>
QMDT2100	<p>Text: Download on demand for the following contact has failed: id=<ccrid></p> <p>Type: Error</p> <p>Add'l Info: This can happen from time to time when a user tries to play an archived file that is not available using the download on demand or dynamic ccr functionality.</p> <p>Action: The should retry this a couple times. If problems continue, restart the application or contact your system administrator.</p>

Error Code	Description
QMDT2101	<p>Text: Error downloading the audio file for contact id <ccrid>: details=<details></p> <p>Type: Error</p> <p>Add'l Info: This can happen from time to time when a user tries to play an archived file.</p> <p>Action: The should retry this a couple times. If problems continue, restart the application or contact your system adminstrator.</p>
QMDT2102	<p>Text: Error setting look-and-feel display to <lookAndFeel>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred setting look-and-feel display.</p> <p>Action: None.</p>
QMDT2103	<p>Text: Error building contacts tree.</p> <p>Type: Error</p> <p>Add'l Info: The user selected a different sorting method for the Recording.TreeCombo and that action failed.</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
QMDT2104	<p>Text: Error loading banner image <path></p> <p>Type: Error</p> <p>Add'l Info: At application start up, the applications was unable to load its banner image.</p> <p>Action: Retry logging in. If the problem persists, contact the SQM administrator.</p>
QMDT2105	<p>Text: Error connecting to LDAP during user authentication.</p> <p>Type: Error</p> <p>Add'l Info: There was an error communicating with the LDAP server while authenticating a user.</p> <p>Action: Retry logging in. If the problem persists, contact the SQM administrator.</p>

Error Code	Description
QMDT2106	<p>Text: This user is not licensed: details=<msg>, userName=<userName>, domain=<domain>, personId=<personId>, LDAP realmId=<realmId>, LDAP skillId=<skillId></p> <p>Type: Error</p> <p>Add'l Info: An error occurred while a user was logging on.</p> <p>Action: The user can retry logging on, or contact their system administrator.</p>
QMDT2107	<p>Text: Error changing password: details=<optionalMsg></p> <p>Type: Error</p> <p>Add'l Info: An error has occurred while changing the users password.</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
QMDT2108	<p>Text: Error initializing SSL for Reporting</p> <p>Type: Error</p> <p>Add'l Info: An error has occurred initializing SSL for the Reporting tab.</p> <p>Action: Contact their system administrator.</p>
QMDT2109	<p>Text: Error getting locales from LDAP.</p> <p>Type: Error</p> <p>Add'l Info: An error has occurred while communicating with LDAP.</p> <p>Action: Contact their system administrator.</p>
QMDT2110	<p>Text: The intersection of the local locales and the locales from LDAP is the empty set.</p> <p>Type: Error</p> <p>Add'l Info: There are no locales on the local machine that match the available locales listed in LDAP</p> <p>Action: Contact their system administrator.</p>
QMDT2111	<p>Text: There was an error initializing screen playback</p> <p>Type: Error</p> <p>Add'l Info: There was an error initializing screen playback</p> <p>Action: Try again or contact the system administrator.</p>

Error Code	Description
QMDT2112	<p>Text: There was an error saving your logon Language selection.</p> <p>Type: Error</p> <p>Add'l Info: This occurs at logon if there is a problem saving the user's language selection in the logon dialog.</p> <p>Action: Try again or contact the system administrator.</p>
QMDT2113	<p>Text: No language was selected for the locale.</p> <p>Type: Error</p> <p>Add'l Info: This occurs at logon if there is a problem saving the user's language selection in the logon dialog.</p> <p>Action: Try again or contact the system administrator.</p>
QMDT3001	<p>Text: Error stopping screen/audio synchronization timer</p> <p>Type: Warn</p> <p>Add'l Info: This is the basic warning message.</p> <p>Action: There is really no action to take.</p>
QMDT3003	<p>Text: num below shouldn't be negative. setting below to 0 to fix error. below = <below></p> <p>Type: Warn</p> <p>Add'l Info: This would be a programmatic error and should not happen.</p> <p>Action: see the qmdesktop.log or qmdesktop.dbg file</p>
QMLD0000	<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>
QMLD2000	<p>Text: Cannot read company <name>. Creating default company failed.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading a Company from LDAP.</p> <p>Action: Check LDAP registry entry.</p>

Error Code	Description
QMLD2001	Text: Error reading Company: <reason>. Type: Error Add'l Info: An error occurred reading a Company from LDAP. Action: Check LDAP registry entry.
QMLD2002	Text: Error reading file <fileName> for restoring LDAP: <reason>. Type: Error Add'l Info: An error occurred reading the backup file. Action: Make sure the file exists and has read permissions.
QMLD2003	Text: Error parsing file <fileName> for restoring LDAP: <reason>. Type: Error Add'l Info: An error occurred parsing the backup file. Action: Make sure the file exists and is readable.
QMLD2004	Text: ConnectionInfo contains nonexistent or invalid key/value pair: <keyValue>. Type: Error Add'l Info: An error occurred reading key-value ConnectionInfo data. Action: Try saving the data again.
QMLD2005	Text: Error saving DSN: <reason> Type: Error Add'l Info: An error occurred saving DSN data. Action: Try saving the data again.
QMLD2006	Text: Error connecting to LDAP: <reason> Type: Error Add'l Info: An error occurred connecting to LDAP. Action: Restart the application.

Error Code	Description
QMLD2007	Text: Error with connection to LDAP: <reason> Type: Error Add'l Info: An error occurred with the connection to LDAP. Action: Restart the application.
QMLD2008	Text: Error reading Person: <reason>. Type: Error Add'l Info: An error occurred reading a Person from LDAP. Action: Retry reading this data.
QMLD2009	Text: Error reading Application Data for Server: <reason>. Type: Error Add'l Info: An error occurred reading Application Data for Server data. Action: Retry reading this data.
QMPIO000	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.
QMPIO1000	Text: Could not setup default configuration in Directory Services. SQM Configuration Setup will exit. Type: Fatal Add'l Info: SQM Configuration Setup attempted and failed to load the default data into Directory Services. Action: Verify the Directory Services is running.
QMPIO1001	Text: Could not start up SQM Configuration: <cause> Type: Fatal Add'l Info: SQM Configuration Setup was unable to start up successfully. Most likely the application is missing a file. Action: Check log for cause of the error.

Error Code	Description
QMPI2000	<p>Text: Cannot retrieve information <viewName>.</p> <p>Type: Error</p> <p>Add'l Info: The data for the specified screen could not be loaded.</p> <p>Action: Verify Directory Services is running.</p> <p>Action: 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.</p> <p>Action: 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 Directory Services is running.</p> <p>Action: Verify database is running.</p>
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>Action: Verify SQM registry entries exist.</p>
QMPI2004	<p>Text: Cannot access version information in Directory Services.</p> <p>Type: Error</p> <p>Add'l Info: The application could not access version information in Directory Services.</p> <p>Action: Verify Directory Services is running.</p>

Error Code	Description
QMPI2005	<p>Text: Cannot access LDAP or registry information. Not running step.</p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to Directory Services.</p> <p>Action: Verify Directory Services is running.</p>
QMPI2006	<p>Text: Cannot save information to Directory Services.</p> <p>Type: Error</p> <p>Add'l Info: The application could not save information Directory Services.</p> <p>Action: Verify Directory Services is running.</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>
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 SQM correctly.</p>
QMPI2009	<p>Text: Cannot load information from Directory Services: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could load the data from Directory Services.</p> <p>Action: Verify Directory Services is running and configured in SQM correctly.</p>

Error Code	Description
QMPI2010	<p>Text: Cannot save information to Directory Services: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could save the data from Directory Services.</p> <p>Action: Verify Directory Services is running and configured in SQM correctly.</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 Directory Services: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application could get server information from Directory Services.</p> <p>Action: None.</p>
QMPI2014	<p>Text: Unable to load database connection properties from Directory Services: <cause></p> <p>Type: Error</p> <p>Add'l Info: The application was unable to load connection parameters for the database from Directory Services.</p> <p>Action: Verify Directory Services is running.</p>

Error Code	Description
QMPI2015	<p>Text: Cannot find local services:</p> <p>Type: Error</p> <p>Add'l Info: The application could not discover if SQM 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: Cannot load site config defaults from: <propFile></p> <p>Type: Error</p> <p>Add'l Info: The application could not load the property file to use for default values.</p> <p>Action: Verify that the file has not become corrupt and is in key/value format.</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 SQM 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 Directory Services for the local SQM CTI Server.</p> <p>Action: Verify that a SQM CTI Server 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 SQM CTI Server was defined for this server in Site Configuration.</p> <p>Action: Verify that Directory Services is running.</p>
QMPI2022	<p>Text: Could not communicate with AXL: <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 SQM CTI Server was defined for this server in Site Configuration.</p> <p>Action: Verify that Directory Services 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 SQM 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 SQM 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 CallManager.</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 CallManager 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>
QMPI2033	<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 local CTI Service.</p> <p>Action: Verify SQM CTI Service is running (check CTI Service log).</p>

Error Code	Description
QMPI2034	<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 CTI Service for an unspecified reason.</p> <p>Action: Verify SQM CTI Service is running (check CTI Service log).</p>
QMPI2035	<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>
QMPI2036	<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 SQM Screen server.</p> <p>Action: Verify path specified is valid.</p>
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.</p> <p>Action: 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 SQM database.</p> <p>Action: Verify database is running and configured correctly in SQM.</p> <p>Action: This step can be run again from the Tools menu of SQM Configuration Setup.</p>

Error Code	Description
QMPI2039	Text: Could not load required DLL: <cause> Type: Error Add'l Info: The application could not load a required DLL Action: Verify that the dll specified exists in java.library.path.
QMPI2040	Text: Could not validate domain connection: <cause> Type: Error Add'l Info: The application could not validate the added domain Action: Verify domain connection information
QMPI2041	Text: Could not read recording file <file> to encrypt: <cause> Type: Error Add'l Info: The specified file could not be read. Action: Verify the file is readable.
QMPI2042	Text: Could not encrypt recording file <file>: <cause> Type: Error Add'l Info: The specified file could not be encrypted. Action: Verify the file is exists and is writable.
QMPI2043	Text: Could not upgrade the LDAP schema: <cause>. Type: Error Add'l Info: Could not upgrade the LDAP schema. Action: None.
QMPI2044	Text: Could not validate user paths because one or more paths are not valid LDAP paths: <cause> Type: Error Add'l Info: The application could not validate the user paths Action: Verify user paths are valid LDAP paths
QMPI2045	Text: Could not convert agent records: <cause> Type: Error Add'l Info: The application could not convert agent records to version 2.2 Action: None.

Error Code	Description
<p>QMPI2046</p>	<p>Text: Could not set Recording Home Directory: <cause> Type: Error Add'l Info: The application could not set the recording home directory. Action: None.</p>
<p>QMPI2047</p>	<p>Text: The inclusion list could not be converted from xml: <cause> Type: Error Add'l Info: The inclusion list could not be converted from xml. Action: None.</p>
<p>QMPI2048</p>	<p>Text: License information could not be retrieved: <cause> Type: Error Add'l Info: License data could not be retrieved. Action: If problem persists, contact administrator or reload license.</p>
<p>QMPI3000</p>	<p>Text: Could not find registry entry for <keyName>. Showing Registry Dialog. Type: Warn Add'l Info: The registry key specified could not be found. Action: Verify SplkStd4J.jar exists in ext and SplkStd4j.dll is in bin directories. Action: Verify SQM - Site Setup entries are in the registry.</p>
<p>QMPI3001</p>	<p>Text: Could not connect to Directory Services <ldapl>. Type: Warn Add'l Info: The application could not connect to Directory Services. Action: Verify SplkStd4J.jar exists in ext and SplkStd4j.dll is in bin directories. Action: Verify Directory Services is running on the server with the specified IP address.</p>

Error Code	Description
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 Directory Services is running.</p>
QMPI3003	<p>Text: Cannot access bundle information from Directory Services. Default to standard bundle.</p> <p>Type: Warn</p> <p>Add'l Info: The application could not access the bundle information from Directory Services. The application will assume standard bundle.</p> <p>Action: Verify Directory Services 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>Action: This step can be run again from the Tools menu of SQM Configuration Setup.</p>
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 SQM.</p> <p>Action: This step can be run again from the Tools menu of SQM 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>

Error Code	Description
QMPI3007	Text: Could not get a database connection: <cause> Type: Warn Add'l Info: The application could not get a database connection. Action: Verify database is running and configured correctly in SQM.
QMPI3008	Text: Schema program failed: <cause> Type: Warn Add'l Info: The DB schema programmed failed. Action: Verify database is running and configured correctly in SQM.
QMPI3009	Text: QM DB script <scriptName> failed: <cause> Type: Warn Add'l Info: The application could not successfully run the SQL script. Action: Verify database is running and configured correctly in SQM.
QMPI3010	Text: Wrong number or type of arguments for this step. Type: Warn Add'l Info: The current received the wrong information from the previous step. Action: This is a programming error. Contact administrator.
QMPI3011	Text: Process cancelled by user: <cause> Type: Warn Add'l Info: The process has been cancelled by the user. Action: None.
QMPI3012	Text: Error testing and saving pooling information: <cause> Type: Warn Add'l Info: The application could not test database pooling information. Action: Verify database is running and configured correctly in SQM. Action: Verify Directory Services is running.

Error Code	Description
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 SQM.</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 SQM catalogs exist.</p> <p>Action: Verify database is running and configured correctly in SQM.</p>
QMPI3015	<p>Text: Cannot add initialized version key/value to Directory Services: <cause></p> <p>Type: Warn</p> <p>Add'l Info: The application could write that site configuration for this server succeeded.</p> <p>Action: Verify Directory Services is running.</p>
QMPI3016	<p>Text: Could not start service: <service></p> <p>Type: Warn</p> <p>Add'l Info: The application could start the specified service.</p> <p>Action: Retry starting services from SQM Configuration Setup Tools menu.</p> <p>Action: 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>

Error Code	Description
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>Action: 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>Action: Verify the ACD database is accessible using the information provided.</p>
QMPS2001	<p>Text: No Skinny packets detected, make sure a phone is daisy-chained to this PC and configured to the right CM.</p> <p>Type: Major</p> <p>Add'l Info: QM Desktop Recording was unable to detect any voice packets for any phone.</p> <p>Action: Refer to the section, "Desktop Recording Requirements" in the <i>QM Installation Guide</i>.</p>

Error Code	Description
QMPT0000	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.
QMSY0000	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.
QMSY1000	Text: Error retrieving list of peripheral gateways <args>: <args> Type: Fatal Add'l Info: SyncServer could not get a list of peripheral gateways from LDAP. Action: Run the Administrator and check the Site Config section.
QMSY2000	Text: [message] Type: Error Add'l Info: The system failed to retrieve or update database records. Action: Verify that the database server is up. Action: Check DB Proxy log for specific error.
QMSY2002	Text: Error retrieving list of teams for peripheral group id <id>: <reason> Type: Error Add'l Info: Unable to get list of teams from LDAP. Action: Run the Administrator and check Team Admin screen.

Error Code	Description
QMSY2003	<p>Text: Unable to create new AgentTeam record for agent with agent realmId <realmId> and skillTargetId <skillTargetId> and teamPeriphNo <teamPeriphNo>.</p> <p>Type: Error</p> <p>Add'l Info: The database synchronizer application could not create an agent and team association.</p> <p>Action: Retry the database synchronization.</p> <p>Action: Check DB Proxy log for specific error.</p>
QMSY3000	<p>Text: [message]</p> <p>Type: Warn</p> <p>Add'l Info: The command to start or stop a service had too many arguments.</p> <p>Action: Check the manual for the correct arguments.</p>
QMUC1000	<p>Text: Unable to get the local host name.</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory).</p>
QMUC1001	<p>Text: Unable to create thread (%s).</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory).</p>
QMUC1002	<p>Text: Unable to start any working threads.</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory).</p>

Error Code	Description
QMUC1003	<p>Text: Error handling command line arguments.</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action: If you are attempting to run this program from the command line, then check the command line usage. Normally this program should only be run as a service, but technical support may advise you to run it as a console application.</p>
QMUC1004	<p>Text: Unable to set up the listener (serverDispatch.AddDescriptor failed).</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory). Check network settings.</p>
QMUC1005	<p>Text: Unexpected error. ServerDispatch returned with code <%d>.</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory). Check network settings.</p>
QMUC1006	<p>Text: Unable to set up the listener (listener.Init failed).</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory). Check network settings.</p>
QMUC1007	<p>Text: Java version %s is not installed on this computer.</p> <p>Type: Fatal</p> <p>Add'l Info: Couldn't find a valid version of Java installed on this machine.</p> <p>Action: Reinstall software.</p>

Error Code	Description
QMUC1009	Text: Unable to create event: %s. Type: Fatal Add'l Info: Action: Check system resource availability (CPU and memory).
QMUC1010	Text: Failed to load DLL: %s. Type: Fatal Add'l Info: Action: Depending on the DLL, check for installed third-party libraries, incorrect installations, missing DLL files, bad paths to the DLLs in configuration files.
QMUC1011	Text: Unable to initialize the JVM. Type: Fatal Add'l Info: Unable to initialize the JVM. Action:
QMUC1012	Text: Illegal RecordType. Type: Fatal Add'l Info: Action:
QMUC2000	Text: Registry error. DetectRegistryChg::Open failed for path <%s> key <%s>: <%d>. Type: Error Add'l Info: Action: The service will automatically retry the operation. The specified registry key is required for the service to function properly. If the condition continues to occur, the installation might have failed or become corrupted. If the registry entry does exist, check system resource availability (CPU and memory).
QMUC2001	Text: Unable to connect to the LDAP service. Type: Error Add'l Info: Action: Verify that the LDAP Monitor service is running. Check the LDAP MOnitor Service logs for errors.

Error Code	Description
QMUC2002	Text: Java exception (%s). Type: Error Add'l Info: Action: Check system resource availability (CPU and memory).
QMUC2003	Text: Unexpected exception in a working thread. Type: Error Add'l Info: Action: Check system resource availability (CPU and memory). Set Threshold=DEBUG in this service's configuration file and attempt to recreate the problem.
QMUC2004	Text: Unexpected exception in the manager thread. Type: Error Add'l Info: Action: Check system resource availability (CPU and memory). Set Threshold=DEBUG in this service's configuration file and attempt to recreate the problem.
QMUC2005	Text: Registry error. Could not open/read registry key: %s, error number: %d. Type: Error Add'l Info: Could not read required configuration information from the system registry. Action: Reinstall software.
QMUC2006	Text: Java exception (couldn't get the exception info). Return with errors. Type: Error Add'l Info: Action: Verify Java installation.
QMUC2007	Text: Couldn't map Java method: %s. Type: Error Add'l Info: Action: Verify Java installation, verify QM installation DLLs.

Error Code	Description
QMUC2008	<p>Text: Couldn't find Java class: %s.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Verify Java installation, verify QM installation DLLs.</p>
QMUC2009	<p>Text: Could not initialize the Java Virtual Machine.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Verify Java installation, verify QM installation DLLs.</p>
QMUC2010	<p>Text: Could not create the Java Upload Engine object. %s.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Verify Java installation, verify QM installation DLLs.</p>
QMUC3001	<p>Text: No (Audio or Screen) Media Server information has been configured in the database.</p> <p>Type: Informational</p> <p>Add'l Info:</p> <p>Action: Check the information in the database Host Table.</p>
QMUI0000	<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>
QMUI2000	<p>Text: Error displaying dialog: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred displaying a dialog.</p> <p>Action: Restart the application.</p>

Error Code	Description
QMUI2001	<p>Text: Error setting look-and-feel display to <lookAndFeel>: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred setting look-and-feel display.</p> <p>Action: None.</p>
QMUT0000	<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>
QMUT1000	<p>Text: Error parsing LDAP configuration for DbCleaner settings: <reason>.</p> <p>Type: Fatal</p> <p>Add'l Info: An error occurred parsing numbers from the DbCleaner settings.</p> <p>Action: Logs should show which settings are actually wrong.</p>
QMUT2000	<p>Text: Error loading required DLLs: <reason>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred loading required DLLs.</p> <p>Action: Restart the application.</p>
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>

Error Code	Description
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 QM 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 QM 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>
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 DbCleaner 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>

Error Code	Description
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>
QMUT3003	<p>Text: Unexpected exception - <reason>: <msg></p> <p>Type: Warn</p> <p>Add'l Info: An unexpected problem was encountered.</p> <p>Action: The message will indicate further details.</p>
QMUT3004	<p>Text: Loading deletion configuration already in progress. Only one initialization can occur at a time.</p> <p>Type: Warn</p> <p>Add'l Info: A program is attempting to configure the DbCleaner process when a DbCleaner process seems to be running already.</p> <p>Action: Verify from logs that some unexpected error has not occurred, since this should not happen.</p>
QMW1001	<p>Text: Agent workflow WaitForSingleObject failed.</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action:</p>

Error Code	Description
QMW2001	<p>Text: Agent workflow screen recording failed to start.</p> <p>Type: Error</p> <p>Add'l Info: QM Desktop Recording was unable to start the screen recording. If this call is recorded and uploaded, there will be no screen recording for it.</p> <p>Action: None</p>
QMW2002	<p>Text: Workflow voice recording failed to start.</p> <p>Type: Error</p> <p>Add'l Info: QM Desktop Recording was unable to start the voice recording. This call will not be recorded or uploaded.</p> <p>Action: None</p>
QMW2003	<p>Text: Agent workflow loading failed. There may be no workflow for the agent's team.</p> <p>Type: Error</p> <p>Add'l Info: QM Desktop Recording was unable to load a workflow for this agent. This can happen for the following reasons: the team the agent is on has not been assigned a workflow (this is done in QM Administrator). The agent does not belong to a team (this is done in ICM).</p> <p>Action: Assign the team to a workflow. Assign the agent to a team.</p>
QMW2004	<p>Text: Agent workflow contact tracking failed to initialize.</p> <p>Type: Error</p> <p>Add'l Info: QM Desktop Recording was unable to initialize the workflow tracking file. This file is used to track which calls are being saved for workflow purposes. No quality management recordings will be uploaded.</p> <p>Action: None</p>
QMW2005	<p>Text: Agent workflow general contact tracking failed to initialize.</p> <p>Type: Error</p> <p>Add'l Info: QM Desktop Recording was unable to initialize the contact tracking file. This file is used to track the contacts the agent receives. No quality management or archive recordings will be uploaded.</p>

Error Code	Description
QMW2008	<p>Text: Agent workflow unable to retrieve DN inclusion list.</p> <p>Type: Error</p> <p>Add'l Info: QM Desktop Recording was unable to load a workflow for this agent. This can happen for the following reasons: the agent's team has not been assigned a workflow; the agent does not belong to a team.</p> <p>Action: Assign the team to a workflow. Assign the agent to a team.</p>
QMW2009	<p>Text: Agent workflow WaitForSingleObject timed out.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action:</p>
QMW2010	<p>Text: Agent workflow unable to parse XML file in daily directory: %s.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action:</p>
QMW2011	<p>Text: Agent workflow screen recording failed to stop.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action:</p>
QMW3001	<p>Text: Agent workflow unable to retrieve package.</p> <p>Type: Warn</p> <p>Add'l Info: QM Desktop Recording was unable to read the package type from the QM LDAP service. The default package will be used.</p> <p>Action: None</p>
QMW3002	<p>Text: WriteXML failed with error - %s.</p> <p>Type: Warn</p> <p>Add'l Info: The Time of Day event used to trigger an upload failed with an error.</p> <p>Action: None</p>

Error Code	Description
QMW3003	<p>Text: MoveFile failed with error – %s.</p> <p>Type: Error</p> <p>Add'l Info: QM Desktop Recording was unable to start the screen recording. If this call is recorded and uploaded, there will be no screen recording for it.</p> <p>Action: None.</p>
SL1000	<p>Text: <service> failed to install. Error <number>.</p> <p>Type: Fatal</p> <p>Add'l Info: The specified service could not be installed due to the specified error number.</p> <p>Action: If running from the command line, verify that the arguments passed in to the service are valid. Contact technical support if the problem persists.</p>
SL1001	<p>Text: Could not remove <service>. Error <number>.</p> <p>Type: Fatal</p> <p>Add'l Info: The specified service could not be removed due to the specified error number.</p> <p>Action: If running from the command line, verify that the arguments passed in to the service are valid. Contact technical support if the problem persists.</p>
SL1002	<p>Text: Invalid arguments, exiting.</p> <p>Type: Fatal</p> <p>Add'l Info: Invalid arguments were passed in.</p> <p>Action: If running from the command line, verify that the arguments passed in to the service are valid. Contact technical support if the problem persists.</p>
SL1003	<p>Text: The control handler could not be installed.</p> <p>Type: Fatal</p> <p>Add'l Info: Error registering with the Windows Service Control Manager.</p> <p>Action: Contact technical support if the problem persists.</p>

Error Code	Description
SL1004	<p>Text: The initialization process failed.</p> <p>Type: Fatal</p> <p>Add'l Info: Error initializing the service.</p> <p>Action: Contact technical support if the problem persists.</p>
SQM1100	<p>Text: Unable to access config information in registry, service will exit.</p> <p>Type: Fatal</p> <p>Add'l Info: Configuration data stored in the registry is not available.</p> <p>Action: In Windows Control Panel, start the Add or Remove Programs utility. From the list of programs, select Quality Management Recording and then click the Click here for support information hyperlink. In the Support Informational dialog box, click Repair. Contact technical support if the problem persists.</p>
SQM2020	<p>Text: Screen recording module not valid. Screen recording will not work.</p> <p>Type: Major</p> <p>Add'l Info: The screen recording module is not valid.</p> <p>Action: If the problem persists, restart the QM Recording Service from the Windows Services control panel. Reinstall QM Desktop Recording.</p>
SQM2021	<p>Text: Voice recording module not initialized. Voice recording will not work.</p> <p>Type: Error</p> <p>Add'l Info: The voice recording module is not valid.</p> <p>Action: If the problem persists, restart the QM Recording Service from the Windows Services control panel. Reinstall QM Desktop Recording.</p>
SQM2022	<p>Text: Voice recording module not valid. Voice recording will not work.</p> <p>Type: Error</p> <p>Add'l Info: The voice recording module is not valid.</p> <p>Action: If the problem persists, restart the QM Recording Service from the Windows Services control panel. Reinstall QM Desktop Recording.</p>

Error Code	Description
SQM2023	<p>Text: Unable to retrieve phone information, will retry in 60 seconds.</p> <p>Type: Error</p> <p>Add'l Info: The screen recording module is not valid.</p> <p>Action: If the problem persists: Restart the QM Recording Service from the Windows Services control panel. Reinstall QM Desktop Recording.</p>
SQM2200	<p>Text: Unexpected error while waiting for CT events <error number> -- <error description>.</p> <p>Type: Error</p> <p>Add'l Info: An unexpected error occurred while waiting for call events from the agent phone.</p> <p>Action: If the problem persists, restart the Quality Management Recording Service from the Windows Services control panel. Verify that the Quality Management CTI Service is running.</p>
SQM2201	<p>Text: Unexpected exception while waiting for CTI events.</p> <p>Type: Error</p> <p>Add'l Info: An unexpected error occurred while waiting for call events from the agent phone.</p> <p>Action: If the problem persists, restart the Quality Management Recording Service from the Windows Services control panel. Verify that the Quality Management CTI Service is running.</p>
SQM2202	<p>Text: Configuration is not properly initialized. Events cannot be handled.</p> <p>Type: Error</p> <p>Add'l Info: The configuration data might be corrupt.</p> <p>Action: Restart the Quality Management Recording Service from the Windows Services control panel.</p>

Error Code	Description
SQM2300	<p>Text: Open request failed during auto recovery. Unable to resume processing events.</p> <p>Type: Error</p> <p>Add'l Info: While trying to recover the connection to the QM CTI Service, the open request failed.</p> <p>Action: The system continues to try to recover the connect. Verify that the QM CTI Service is running.</p>
SQM2301	<p>Text: Monitoring CTI events failed. <error number> - <error description></p> <p>Type: Error</p> <p>Add'l Info: An error occurred while waiting for call events from the agent phone.</p> <p>Action: If the problem persists, restart the Quality Management Recording Service from the Windows Services control panel. Verify that the Quality Management CTI Service is running.</p>
SQM2302	<p>Text: Unexpected exception while handling events from the QM CTI server.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while processing call events from the agent phone.</p> <p>Action: If the problem persists, restart the Quality Management Recording Service from the Windows Services control panel. Verify that the Quality Management CTI Service is running.</p>
SQM2303	<p>Text: The MAC address <MAC address> is not associated with the JTAPI user.</p> <p>Type: Error</p> <p>Add'l Info: The agent phone is not associated with the JTAPI user in Cisco Unified CM.</p> <p>Action: Associate the agent phone with the JTAPI user in Cisco Unified CM.</p>

Error Code	Description
SQM2304	<p>Text: An open request to the QM CTI server was never sent from this user.</p> <p>Type: Error</p> <p>Add'l Info: A request was sent before a successful open request was made.</p> <p>Action: If the problem persists, restart the Quality Management Recording Service from the Windows Services control panel. Verify that the Quality Management CTI Service is running.</p>
SQM2400	<p>Text: Unexpected error while waiting for winlogon events <error number> - <error description>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while waiting for logon and logoff events.</p> <p>Action: Log off and then log back on the PC.</p>
SQM2401	<p>Text: Unexpected exception while waiting for winlogon events.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while waiting for logon and logoff events.</p> <p>Action: Log off and then log back on the PC.</p>
SQM2402	<p>Text: Unable to process CTI events.</p> <p>Type: Error</p> <p>Add'l Info: Unable to process call events from the agent phone.</p> <p>Action: If the problem persists, restart the QM Recording Service from the Windows Services control panel. Verify that the QM CTI Service is running.</p>
SQM2403	<p>Text: Unexpected exception while handling the logon event.</p> <p>Type: Error</p> <p>Add'l Info: An unexpected error occurred while processing the logon event.</p> <p>Action: Log off and then log back on the PC.'</p>

Error Code	Description
SQM2404	<p>Text: Unexpected exception while handling the logoff event.</p> <p>Type: Major</p> <p>Add'l Info: An unexpected error occurred while processing the logoff event.</p> <p>Action: Contact technical support if the problem persists.</p>
SQM2405	<p>Text: Unable to retrieve user name. Cannot load additional settings without user name. Error <error number> - <error description>.</p> <p>Type: Error</p> <p>Add'l Info: The QM Recording Service is unable to record calls.</p> <p>Action: In the Windows Services control panel, verify that the Quality Management Recording Service is installed and running.</p>
SQM2500	<p>Text: Unexpected exception while retrieving monitor device.</p> <p>Type: Major</p> <p>Add'l Info: An error occurred while attempting to detect the phone MAC address.</p> <p>Action: If the problem persists, restart the Quality Management Recording Service from the Windows Services control panel.</p>
SQM2501	<p>Text: Unexpected exception while retrieving device Informational.</p> <p>Type: Major</p> <p>Add'l Info: An error occurred while attempting to detect the phone MAC address.</p> <p>Action: If the problem persists, restart the Quality Management Recording Service from the Windows Services control panel.</p>

Error Code	Description
SQM2502	<p>Text: Unable to retrieve CTI server information with CCM IP address <IP address> with error: <error description>.</p> <p>Type: Error</p> <p>Add'l Info: The Cisco Unified CM's IP address was not retrieved from Directory Services.</p> <p>Action: Verify that the agent phone is homed to the correct Unified CM. Verify that the correct Unified CM is configured in QM Administrator (under the Site Configuration node). If you change information in Site Configuration, restart the QM Recording Service from the Windows Services control panel.</p>
SQM2503	<p>Text: Unable to retrieve CTI server information with CCM qualified hostname <qualified hostname> with error: <error description>.</p> <p>Type: Error</p> <p>Add'l Info: The Cisco Unified CM's qualified host name was not retrieved from Directory Services.</p> <p>Action: Verify that the agent phone is homed to the correct Unified CM. Verify that the correct Unified CM is configured in QM Administrator (under the Site Configuration node). If you change information in Site Configuration, restart the QM Recording Service from the Windows Services control panel.</p>
SQM2504	<p>Text: Unable to retrieve CTI server information with CCM hostname <hostname> with error: <error description>.</p> <p>Type: Error</p> <p>Add'l Info: The Cisco Unified CM's host name was not retrieved from Directory Services.</p> <p>Action: Verify that the agent phone is homed to the correct Unified CM. Verify that the correct Unified CM is configured in QM Administrator (under the Site Configuration node). If you change information in Site Configuration, restart the QM Recording Service from the Windows Services control panel.</p>

Error Code	Description
SQM2505	<p>Text: No CTI server information returned for CCM <IP address>.</p> <p>Type: Error</p> <p>Add'l Info: No Cisco Unified CM information was found in Directory Services.</p> <p>Action: Verify that the correct Unified CM is configured in QM Administrator (under the Site Configuration node). If you change information in Site Configuration, restart the QM Recording Service from the Windows Services control panel.</p>
SQM2506	<p>Text: CTI server information isn't valid for CCM <IP address>.</p> <p>Type: Error</p> <p>Add'l Info: Only partial Cisco Unified CM information was found in Directory Services.</p> <p>Action: Verify that the correct Unified CM is configured in QM Administrator (under the Site Configuration node). If you change information in Site Configuration, restart the QM Recording Service from the Windows Services control panel.</p>
SQM2507	<p>Text: Failed to get CTI server port.</p> <p>Type: Major</p> <p>Add'l Info: Only partial Cisco Unified CM information was found in Directory Services.</p> <p>Action: Verify that the correct Unified CM is configured in QM Administrator (under the Site Configuration node). If you change information in Site Configuration, restart the QM Recording Service from the Windows Services control panel.</p>

Error Code	Description
SQM2508	<p>Text: Unexpected exception while retrieving information from LDAP.</p> <p>Type: Error</p> <p>Add'l Info: An unexpected error occurred while retrieving information from Directory Services.</p> <p>Add'l Info: Only partial Cisco Unified CM information was found in Directory Services.</p> <p>Action: Verify that all settings configured in the Site Configuration node of QM Administrator are correct. If you change information in Site Configuration, restart the QM Recording Service from the Windows Services control panel.</p>
SQM3000	<p>Text: Failed to disconnect from the screen recording module.</p> <p>Type: Warn</p> <p>Add'l Info: An error occurred while waiting for logon and logoff events.</p> <p>Action: Log off and then log back on the PC.</p>
SQM3400	<p>Text: Failed to load workflow for <%s>, workflow may not be configured for this user's team.</p> <p>Type: Warn</p> <p>Add'l Info: Failed to load configuration data for user, username may not be configured in QM system.</p> <p>Action:</p>
SQM3401	<p>Text: Failed to load configuration data for <%s>, username may not be configured in QM system.</p> <p>Type: Warn</p> <p>Add'l Info: An unexpected error occurred while processing the logon event.</p> <p>Action: Log off and then log back on the PC.</p>

Error Code	Description
SQM3500	<p>Text: A failure event was received from the QM CTI server (%d: %s).</p> <p>Type: Warn</p> <p>Add'l Info: An error occurred from a request to the QM CTI server.</p> <p>Action: Verify that the agent's extension is configured correctly.</p>
SQM3501	<p>Text: A failure confirmation was received from the QM CTI server (%d:%s).</p> <p>Type: Warn</p> <p>Add'l Info: An error occurred from a request to the QM CTI server.</p> <p>Action: Verify that the agent's extension is configured correctly.</p>
SQMUPLOAD1000	<p>Text: ERROR: unable to set socket to non-blocking.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: An error related to network communication with the Upload Controller has occurred. If the problem continues to occur, verify network connectivity with the Upload Controller.</p>
SQMUPLOAD1001	<p>Text: ERROR: unable to set socket back to blocking.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: An error related to network communication with the Upload Controller has occurred. If the problem continues to occur, verify network connectivity with the Upload Controller.</p>
SQMUPLOAD1002	<p>Text: ERROR sending header: (%d:%S).</p> <p>Type: Error</p> <p>Add'l Info: An error related to network communication with the Upload Controller has occurred.</p> <p>Action: If the problem continues to occur, verify network connectivity with the Upload Controller.</p>

Error Code	Description
SQMUPLOAD1003	Text: ERROR sending body for message: (%d:%S). Type: Error Add'l Info: An error related to network communication with the Upload Controller has occurred. Action: If the problem continues to occur, verify network connectivity with the Upload Controller.
SQMUPLOAD1004	Text: Error in creating body buffer. Type: Error Add'l Info: Action: Check system resource availability (CPU and memory).
SQMUPLOAD1005	Text: ERROR: (%d:%S) Type: Error Add'l Info: An error related to network communication with the Upload Controller has occurred. Action: If the problem continues to occur, verify network connectivity with the Upload Controller.
SQMUPLOAD1006	Text: An unknown error occurred during recovery. Type: Error Add'l Info: An error related to network communication with the Upload Controller has occurred. Action: If the problem continues to occur, verify network connectivity with the Upload Controller.
SQMUPLOAD1007	Text: CCR XML File(%s) Not Found. Type: Error Add'l Info: CCR XML file not found. Action: Verify the existence of the file.
SQMUPLOAD1009	Text: Failed to generate XML for CCR Info. Type: Error Add'l Info: Unable to generate XML from contact list. Action: None. The operation will automatically be retired.

Error Code	Description
SQMUPLOAD1010	Text: Failed to write CCR XML file. Type: Error Add'l Info: The XML file cannot be written. Action: None. The operation will automatically be retried.
SQMUPLOAD1011	Text: WaitForMultipleObjects. Type: Major Add'l Info: Action: Check system resource availability (CPU and memory).
SQMUPLOAD1012	Text: Failed to read CCR XML File(%s). ReadFile Failed. Type: Error Add'l Info: The XML file cannot be read. Action: Check system resource availability (CPU and memory). Verify the existence of the file.
SQMUPLOAD1013	Text: Error. Failed to read CCR XML File(%s). Invalid Handle. Type: Error Add'l Info: The XML file cannot be read. Action: Verify the existence of the file.
SQMUPLOAD1014	Text: Failed to read CCR XML File(%s). Empty XML. Type: Error Add'l Info: The XML file is empty. Action: Delete the XML file. Any recordings that were once associated with that XML file will be automatically recovered the next time the Recording service starts.
SQMUPLOAD1015	Text: Failed to parse CCR XML File(%s). Type: Error Add'l Info: The XML file cannot be read. Action: Delete the XML file. Any recordings that were once associated with that XML file will automatically be recovered the next time the Recording service starts.

Error Code	Description
SQMUPLOAD1016	<p>Text: dbUID (%l64d) not found. Ignore file.</p> <p>Type: Error</p> <p>Add'l Info: A request to upload was made for a record that no longer exists on the client PC.</p> <p>Action: None. The operation will automatically be retried in one hour. If subsequent retries fail, delete the XML file. Any recordings that were once associated with that XML file will automatically be recovered the next time the Recording service starts.</p>
SQMUPLOAD1017	<p>Text: Invalid file type(%d). Ignore.</p> <p>Type: Error</p> <p>Add'l Info: The Upload Controller told the client to upload an invalid file type (normally screen or voice). Possible corruption in the network message.</p> <p>Action: Verify that the client and server are running the same version of QM. The operation will automatically be retried in one hour.</p>
SQMUPLOAD1018	<p>Text: Unable to open file (%s) with error: %s.</p> <p>Type: Error</p> <p>Add'l Info: Unable to open the file. It may have been opened by another process.</p> <p>Action: None. The operation will automatically be retried in one hour.</p>
SQMUPLOAD1020	<p>Text: Database Error (got -1 dbuid) for SingleCCR ICM_callIID (%u).</p> <p>Type: Error</p> <p>Add'l Info: A database error has occurred.</p> <p>Action: Verify that the QM database is running. Check the Upload Controller logs for more details.</p>
SQMUPLOAD1021	<p>Text: ICM_callIID (%u) with startTime (%u) not found in unprocessedList. Ignore.</p> <p>Type: Error</p> <p>Add'l Info: The database was updated for a recording that can no longer be found on the client.</p> <p>Action: None. The action will automatically be retried in one hour.</p>

Error Code	Description
SQMUPLOAD1022	<p>Text: Database updated, but call with callID (%u) and startTime (%u) not found in unprocessed list. Ignore.</p> <p>Type: Error</p> <p>Add'l Info: The database was updated for a recording that can no longer be found on the client.</p> <p>Action: None. The operation will automatically be retried in one hour.</p>
SQMUPLOAD1023	<p>Text: Couldn't delete file %s, %s.</p> <p>Type: Error</p> <p>Add'l Info: The file cannot be deleted. It may be in use by another process.</p> <p>Action: None. The operation will automatically be retried.</p>
SQMUPLOAD1024	<p>Text: A file with dbuid (%l64d) was demanded that is no longer found at the client PC.</p> <p>Type: Error</p> <p>Add'l Info: A demand file request was made for a file that no longer exists on the client PC.</p> <p>Action: None.</p>
SQMUPLOAD1025	<p>Text: Demand file request timed out.</p> <p>Type: Error</p> <p>Add'l Info: A demand file request timed out.</p> <p>Action: None.</p>
SQMUPLOAD1026	<p>Text: Invalid demand file request. Empty file name.</p> <p>Type: Error</p> <p>Add'l Info: The demand file request was invalid.</p> <p>Action: None.</p>
SQMUPLOAD1027	<p>Text: Error. Failed to upload file (%s) to server (%s). Servlet error (%d%s).</p> <p>Type: Error</p> <p>Add'l Info: Unable to upload file.</p> <p>Action: Verify that the Tomcat service is running on the Voice Service and Screen Service machines.</p>

Error Code	Description
SQMUPLOAD1028	<p>Text: Failed to parse xml (%s) in file (%s).</p> <p>Type: Error</p> <p>Add'l Info: The XML file cannot be parsed.</p> <p>Action: None. The operation will automatically be retried in one hour.</p>
SQMUPLOAD1031	<p>Text: Failed to read file (%s)..</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action:</p>
SQMUPLOAD1032	<p>Text: Error. Failed to authenticate with upload server (%s). cURL error (%d%s) Try (%d) of (%d).</p> <p>Type: Error</p> <p>Add'l Info: Unable to authenticate with Upload Controller server. User name or password is incorrect.</p> <p>Action: Restart the Upload Controller.</p>
SQMUPLOAD1033	<p>Text: Error. Failed to upload file (%s) to server (%s). cURL error (%d%s) Try (%d) of (%d).</p> <p>Type: Error</p> <p>Add'l Info: Unable to upload file.</p> <p>Action: Verify that the Tomcat service is running on the Voice Services and Screen Services machines.</p>
SQMUPLOAD2003	<p>Text: Unable to retrieve server type profile for QM uploader.</p> <p>Type: Error</p> <p>Add'l Info: Unable to read the location of the Upload Controller from Directory Services.</p> <p>Action: Check system resource availability (CPU and memory).</p>
SQMUPLOAD2011	<p>Text: Found old xml file to be deleted, file: %s uploadTime: %s.</p> <p>Type: Warn</p> <p>Add'l Info: An XML file found was out of date.</p> <p>Action: None.</p>

Error Code	Description
SQMUPLOAD2012	Text: Not deleting file (%s)...it has archives. Type: Warn Add'l Info: An XML file was found with recordings. Action: None.
SQMUPLOAD3000	Text: Failed to start <function name>. Type: Fatal Add'l Info: Action: Check system resource availability (CPU and memory).
SQMUPLOAD3001	Text: WaitForMultiplObjectsFailed. Type: Fatal Add'l Info: Action: Check system resource availability (CPU and memory)
SQMUPLOAD3003	Text: The upload library (cURL) is invalid. Type: Error Add'l Info: Unable to initialize the uplaod libraries. Action: Check system resource availability (CPU and memory).
SQMUPLOAD3004	Text: Failed to initialize cURL global. Errcode (%d:%S). Return. Type: Fatal Add'l Info: Unable to initialize the upload libraries. Action: Check system resource availability (CPU and memory).

