



Cisco Unified Workforce Optimization

Quality Management Service Information 2.4
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Quality Management Service Information

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Quality Management Service Information

Quality Management Documentation

The following documents contain additional information about QM 2.4:

- *Quality Management Installation Guide*
- *Quality Management Administrator User Guide*
- *Quality Management Desktop User Guide*
- *Quality Management Error Code Dictionary*
- *Quality Management 2.4 Release Notes*

Service Names and Executables

The following are the QM services as listed in the Windows Services utility.

Table 1. QM services and executables

Service Name	Executable
Quality Management CTI Service	splkjservice.exe (ctiservice.jar)
Quality Management DB Proxy Service	splkjservice.exe (dbproxy.jar)
Quality Management DB Cleaner Service	splkjservice.exe (dbcleaner.jar)
Quality Management LDAP Monitor Service	LDAPMonSvr.exe
Quality Management Sync Service	DirAccessSynSvr.exe
Quality Management Upload Controller	SQMUploadController.exe
Quality Management Recording Service	sqmservice.exe

Registry Entries

Site Setup

HKEY_LOCAL_MACHINE\SOFTWARE\Spanlink\SQM\Site Setup

Table 2. Site setup registry entries

Value	Type	Description
App Version	string	Version of the QM software
Callcenterlang	dword	Software localization language
FirstRun	dword	1: QM Configuration Setup has run to completion 0: QM Configuration Setup has not run to completion
Install Directory	string	Base install directory for QM software
Installdir	string	Base installation directory for QM software
IOR Hostname	string	Host name or IP address of the QM services
LDAP Bind DN	string	User ID used to log into the LDAP service
LDAP Connection Timeout	dword	Maximum time in seconds before a connection attempt times out
LDAP Heartbeat enabled	dword	1: LDAP heartbeats enabled 0: LDAP heartbeats not enabled
LDAP Heartbeat Retry Time	dword	Heartbeat time, in milliseconds
LDAP Host 1	string	Host name or IP address of the LDAP service
LDAP Host 2-5	string	Host name or IP address of the backup LDAP service(s)
LDAP LCC	string	Default logical contact center
LDAP Port 1	dword	LDAP service port number
LDAP Port 2-5	dword	Backup LDAP service(s) port number(s)
LDAP Pwd	string	LDAP service user password (encrypted)
LDAP Recovery Retry Time	dword	LDAP recovery time, in milliseconds

Table 2. Site setup registry entries — *Continued*

Value	Type	Description
LDAP Request Timeout	dword	Maximum time in seconds before an LDAP request times out
LDAP Root	string	Root of the LDAP data

Ident

HKEY_LOCAL_MACHINE\SOFTWARE\Spanlink\SQM\Ident

Table 3. Ident registry entries

Key	Value	Type	Description
Admin	(default)	string	1 if the services/applications associated are installed; key is absent otherwise
Playback	(default)	string	1 if the services/applications associated are installed; key is absent otherwise
Record	(default)	string	1 if the services/applications associated are installed; key is absent otherwise
CTI	(default)	string	1 if the services/applications associated are installed; key is absent otherwise
DB	(default)	string	1 if the services/applications associated are installed; key is absent otherwise
LDAP	(default)	string	1 if the services/applications associated are installed; key is absent otherwise
Screen	(default)	string	1 if the services/applications associated are installed; key is absent otherwise
Voice	(default)	string	1 if the services/applications associated are installed; key is absent otherwise

Logs and Debugging

Applications and services use logging to report status and problems. Each application and service creates two files:

- **Log files** (files with the *.log file extension) contain status messages and, if problems occur, warning and other error messages. All messages in log files are identified by an error code. See the *Quality Management Error Code Dictionary* for more information on error codes.
- **Debugging files** (files with the *.dbg file extension) are empty when debugging is not enabled. When debugging is enabled (the default setting), the files contain diagnostic information that can help resolve issues.

Log and debugging files are located in the ...\\Cisco\\WFO_QM\\log folder on the client or server computer.

The default configuration settings limit each log and debugging file to a maximum of 10 MB and 20 rolling files for QM services and 5 MB and 5 rolling files for applications. For example, when a service's log or debug file reaches 20 MB, it is closed and renamed, and a new file is started.

C++ configuration files (files with the *.cfg extension) produce logs using this numbering scheme:

```
<name>0001.log is created and filled.  
<name>0002.log is created when the first file is full.  
<name>0001.log is cleared and reused when the second file is full.  
<name>0002.log is cleared and reused when the third file is full.  
And so on.
```

Java configuration files (files with the *.properties extension) produce logs using this numbering scheme:

```
<name>.log is always the file currently being filled.  
<name>.log.1 is the most recent filled file.
```

Debugging logs follow these same numbering schemes, but use the *.dbg file extension.

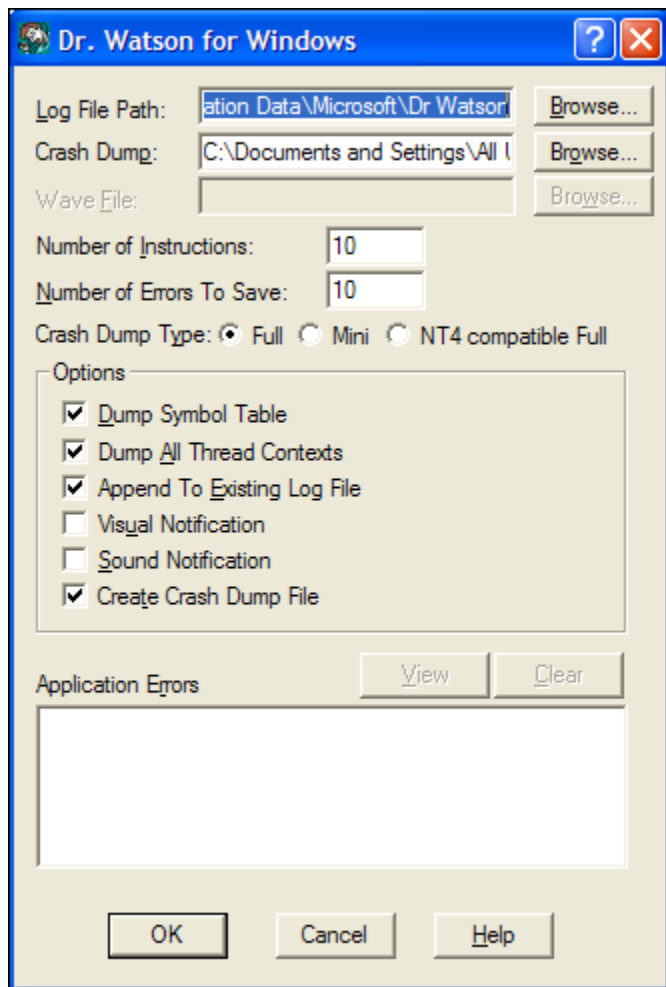
Setting the Default Debugger

When Microsoft SQL Server 2005 is installed on the Database Services server, Microsoft Visual Studio is also installed and configured as the default debugger on that server. It is recommended that you reset Dr. Watson for Windows as your default debugger.

To reset Dr. Watson as your default debugger:

1. On the server hosting the QM Database services, click **Start > Run**.
2. In the Open field, type **drwtsn32.exe** and click **OK**.
Dr. Watson for Windows starts.
3. Configure the settings to match those shown in [Figure 1](#).
 - Accept the default Log File Path and Crash Dump locations.
 - Set the Crash Dump Type to **Full**.
 - Clear the Visual Notification check box.
4. Click **OK**.

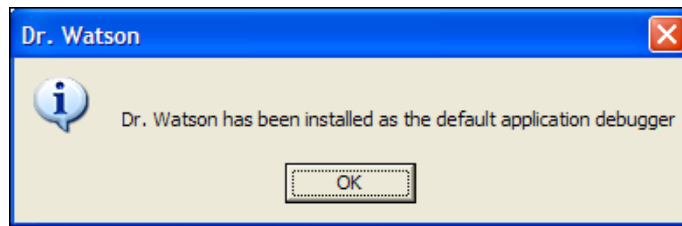
Figure 1. Dr. Watson configuration settings.



5. Click **Start > Run**.
6. In the Open field, type **drwtsn32.exe -i** and click **OK**.

You will see the confirmation dialog displayed in [Figure 2](#).

Figure 2. Dr. Watson confirmation dialog.



7. Click **OK** to close the dialog box.
- Dr. Watson is now set as your default debugger.

Log Message Formats

The following are the formats used by the various log and debug file messages. Each format is followed by an example.

C++ and Java *.log file messages

<timestamp> <level> <error code> <error text>

2007-02-28 09:29:11.723 INFO ABCD1234 Successfully launched update.

C++ *.dbg file messages

<timestamp> [<thread ID>] <level> <text>

2007-02-28 14:51:13.723 DEBUG [0xaa8] CSqmcApiBase::_doRecovery:
Connected to QM Controller.

Java *.dbg file messages

<timestamp> <level> [<thread name>] <class:line> <text>

2007-04-07 15:40:31.954 STACK [Th2] Init#:run:113 ClaimException...

Java (log4j) *.log file messages

<timestamp> [<thread name>] <level> [LINE-<number>] [<class:method>]
<text>

2007-04-07 14:54:00,067 [Th2] INFO [LINE-1534] [Init:un] Started.

Configuration Files

Each application and service has an associated configuration file that controls logging and debugging. These files can be edited in a text editor such as Windows Notepad to change the logging and debugging parameters.

Configuration files are located in the ... \Cisco\WFO_QM\config folder on the client or server computer.

CAUTION: Edit configuration files only as described in this section. Improper changes can result in logging and/or program failure, including the possible loss of data. You might want to make a safety backup of any file you edit before you make changes to it.

The QM configuration and log files are displayed in Table 4.

Table 4. QM configuration and log files

Service/Application	Location	Configuration File	Log File
Backup and Restore	server	bars.properties	bars.log
ContactDelete utility	server	ContactDelete.properties	ContactDelete.log
DB Cleaner	server	dbcleaner.properties	dbcleaner.log
DB Cleaner	server	splkSqmDBcleaner.cfg	splkSqmDBcleaner.log
DB Proxy	server	dbproxy.properties	dbproxy.log
DB Proxy	server	splkSqmDBproxy.cfg	splkSqmDBproxy0001.log
DB Sync	server	dbsync.properties	dbsync.log
File Transfer Servlet (FTS)	server	log4j-fts.properties	fts.log
LDAP Monitor Service	server	LDAPMonSvr.cfg	LDAPMonSvr0001.log
LDAP Monitor Service	server	slapd.cfg	slapd0001.log
LDAP Monitor Service	server	slurpd.cfg	slurpd0001.log
QM Administrator	client	admin.properties	admin.log
QM Configuration Setup	server, client	postinstall.properties	postinstall.log
QM CTI Service	server	ctiservice.properties	ctiservice.log
QM CTI Service	server	splkSqmCTIservice.cfg	splkSqmCTIservice0001.log
QM Desktop	client	qmdesktop.properties	qmdesktop.log
QM Desktop Recording	client	splkService.cfg	sqmService0001.log
QM Desktop Recording	client	sqmwinlogon.cfg	sqmwinlogon0001.log*

Table 4. QM configuration and log files — *Continued*

Service/Application	Location	Configuration File	Log File
QM Reporting	server	log4j_SQMR.properties [†]	SQMR.log
QM Uploader	server	dbUpload.properties	dbUpload.log
QM Uploader	server	SQMUploadController.cfg	SQMUploadController0001.log
Sync Service	server	DirAccessSynSvr.cfg	DirAccessSynSvr0001.log
True Update	client	splkUpdate.cfg	splkUpdate0001.log

* By default, this log file is located in the C:\Program Files\Common Files\QM\log\ folder.

† By default, this configuration file is located in the C:\Program Files\Cisco\WFO_QM\Tomcat\webapps\SQMR\conf\ folder.

Enabling Debugging

By default, debugging is enabled. When debugging is enabled, keep in mind that the more detail the debugging threshold provides, the slower the performance of your PC and the bigger the size of the debug file. High debugging thresholds may also affect the performance of other applications running on your PC.

There are three types of configuration files:

- C++ files that use the *.cfg extension
- Java files that use the *.properties extension
- Java files whose file name begins with “log4j”

Each type of file uses a different syntax to enable debugging. The procedures below describe the steps that must be followed for each type of file.

IMPORTANT: Disable debugging when it is no longer needed.

The available debugging thresholds are displayed in Table 5.

NOTE: Not all thresholds can be used in all configuration files. See the procedures below for which thresholds can be used in particular files.

Table 5. Debugging Thresholds

Threshold	Description
Debug	Usually sufficient for diagnosing a problem. Will not affect system performance.
Call	Tracks function entry and exit.
Trace	Provides a large amount of diagnostic information. May affect system performance.
Stack	Provides only stacktraces, which give more debugging information when errors and warnings occur.
Dump	Provides a very large amount of detailed diagnostic information. Likely to affect system performance.
Off	Turns off debugging.

To enable debugging in files with a *.cfg extension:

1. In a text editor, open the desired configuration file.
2. Under the section headed [Debug Log], set the debugging threshold to DEBUG, CALL, TRACE, or DUMP. For example:

```
THRESHOLD=DEBUG
```

The line might already exist or you might have to add a new line.
3. Save the configuration file. The change takes effect immediately. You do not have to restart the application or service.

To enable debugging in files with a *.properties extension:

1. In a text editor, open the desired configuration file.
2. Locate the line that starts with:

```
log4j.rootLogger=<threshold>#com.spanlink ...
```

and replace <threshold> with DEBUG, TRACE, STACK, or DUMP.
3. Locate the line that starts with:

```
log4j.appender.DBG.Threshold=<threshold>#com.spanlink ...
```

and replace <threshold> with the same value you used in Step 2.
4. Save the configuration file. The change takes effect according to the splk4j.watch.check setting (by default, within 90 seconds). You do not have to restart the application or service.

To enable debugging in log4j files:

1. In a text editor, open the desired configuration file.
2. Locate the line that starts with:
`log4j.rootLogger=<threshold> ...`
and replace <threshold> with DEBUG or TRACE.
3. Save the configuration file.
4. Restart the application or service for the new setting to go into effect.

Disabling Debugging

It is important to disable debugging when it is no longer needed for diagnostic purposes. Debugging can affect the performance of your PC if it is left enabled.

To disable debugging in files with a *.cfg extension:

1. In a text editor, open the desired configuration file.
2. Under the section headed [Debug Log], set the debugging threshold to OFF.
For example:
`THRESHOLD=OFF`
3. Save the configuration file. The change takes effect immediately. You do not have to restart the application or service.

To disable debugging in files with a *.properties extension:

1. In a text editor, open the desired configuration file.
2. Locate the line that starts with:
`log4j.rootLogger=<threshold>#com.spanlink ...`
and replace <threshold> with STACK.
3. Locate the line that starts with:
`log4j.appender.DBG.Threshold=<threshold>#com.spanlink ...`
and replace <threshold> with OFF.
4. Save the configuration file. The change takes effect according to the `splk4j.watch.check` setting (by default, within 90 seconds). You do not have to restart the application or service.

To disable debugging in log4j files:

1. In a text editor, open the desired configuration file.
2. Locate the line that starts with:

log4j.rootLogger=<threshold> ...

and replace <threshold> with INFO.

3. Save the configuration file.
4. Restart the application or service for the new setting to go into effect.

ContactDelete Utility

The ContactDelete utility (ContactDelete.exe) is a command line tool that is installed on the Database Services server in the following location:

```
...\Cisco\WFO_QM\bin>ContactDelete.exe
```

It is used to permanently delete a specified contact from the database.

Once this utility is run on a record, no calculations or contact lists will include the deleted contact. Other than the log file, there is no audit trail indicating the record was deleted. The deletion is permanent—the contact cannot be recovered.

The utility's logs are defined in a properties file located at:

```
...\Cisco\WFO_QM\config>ContactDelete.properties
```

The log files are:

```
...\Cisco\WFO_QM\log>ContactDelete.log  
...\Cisco\WFO_QM\log>ContactDelete.dbg
```

Using the Utility

The syntax for this utility is as follows:

```
ContactDelete.exe <options> <uniqueID>
```

where:

```
<uniqueID> .....Contact Unique ID of the contact to be deleted  
-h, --help .....describes utility usage and displays any options  
-f, --force .....no prompt for deletion confirmation
```

Moving the Recording Storage Location

Follow this procedure to change the location where voice and screen recordings are stored.

- **Voice Recordings:** You can change the storage location to any local or external folder. It is not necessary that they be stored on the machine hosting the Voice Services.
- **Screen Recordings:** You can change the storage location to any local or external folder. It is not necessary that they be stored on the machine hosting the Screen Services. If the Screen Services and Voice Services are on the same server, you can elect to use the same path as is used for the voice recordings.

NOTE: QM does not support storing recordings of the same type (voice or screen) in multiple locations. If you set a new storage location, all recordings of the same type must be moved to the new location.

The procedure requires some of the QM services and applications to be stopped while the process occurs. However, recording can still take place.

IMPORTANT: The File Transfer Servlet that is part of the Voice and Screen services must run as a user (account) with access to whatever location you choose for recordings.

To move the voice and/or screen recording storage location:

1. Exit and close QM Administrator.
2. Stop the following QM services:
 - QM DB Proxy Service
 - QM Upload Controller Service
 - Tomcat
3. Back up the QM database and LDAP for disaster recovery purposes. See the section, “Backup and Restore” in the *Quality Management Administrator User Guide* for the backup procedure.
4. On the QM Services server, navigate to ...\\Cisco\\WFO_QM\\bin\\ and double-click **PostInstall.exe** to start the QM Configuration Setup utility.
5. From the menu, choose **Tools > Set Recording Home Directory** to display the Recording File Storage Location window (see [Figure 3](#)).

Figure 3. Recording File Storage Location window.

6. Select if you want to store recordings in a local or external storage location, and then enter or browse to the desired location in the Storage Location field.
 - **Local Storage Location.** A location that is physically part of the voice or screen server, such as an internal or external hard drive.
 - **External Storage Location.** A location that is not physically part of the voice or screen server, such as a network drive.
7. If you selected an external location, enter the username and password required to access that location. If the user is a domain user, enter the name with the format <doman>\<username>.

This user must meet these requirements:

- The user must be known to the local server (must be a local user or a trusted domain user)
- If the user is a domain user, the domain specified has to be trusted by the local server. This means the QM Recording Server being configured has to be on a domain that is (or is trusted by) the domain entered.
- The user must be able to log on as a service

- The user must have read/write access to both the external drive location entered AND the location where QM is installed on the local server.

8. Click **OK**.
9. Copy the recording files from the audio folder and all subfolders (for voice recordings) or from the video folder and all subfolders (for screen recordings) at the old location (default location is C:\Program Files\Common Files\QM\recordings\) to the new location. The new location must have the audio or video folder and all its subfolders. For example:

Copy: ...old location\audio\
...old location\video\
...

To: ...new location\audio\
...new location\video\
...

10. Rename the old location audio folder and/or video folder for backup purposes.

After you have verified that the files in the new location can be accessed (see the procedures below) and the move was successful, this folder can be deleted.

To verify that the moved recordings can be played back:

1. Restart the QM DB Proxy Service and the Tomcat service.
2. Start QM Desktop and play back at least one QM recording (if applicable) and one archive recording (if applicable).
3. If the playbacks are successful, restart the QM Upload Controller.

To verify that new recordings are uploaded to the new location:

1. With archiving enabled, make a test call from a phone that is configured to be recorded.
2. In QM Desktop, download that call on demand on the Archive tab and play it. You will be able to do this if the call is uploaded to the correct location.

NOTE: If you do not enable archiving, you must wait for the normal uploading cycle to occur before you can review the call on the Recording tab.

Audit Trail Error Messages

Table 6 describes the audit trail error messages that can appear in the Service Status and System Status reports generated through QM Desktop.

Table 6. Audit trail error messages

Message	Description/Action
CCM detected is not configured in QM: <Cisco Unified CM IP address>.	<p>Description: The Cisco Unified CM detected is not configured in QM. No recording will take place.</p> <p>Action: Check the CallManager Cluster settings in QM Administrator, and ensure that the agent phone is homed to the correct Cisco Unified CM.</p>
Conversion from raw to spx failed.	<p>Description: Failed to convert the voice file from *.raw to *spx format.</p> <p>Action: QM Recording will convert the file later.</p>
Extension number(s) is/are not in the inclusion list: <extension number(s)>.	<p>Description: The extensions from the agent's phone cannot be found in the inclusion list. No recording will take place.</p> <p>Action: Add the extension(s) you want to record to the inclusion list.</p>
Free Space <path, current (Mb)>.	<p>Description: Free space checks should occur periodically. The default configuration inputs the check at every 18 seconds when free space is less than or equal to 32000 Mb, and every 10 minutes when free space is greater than 32000 Mb. To be approved for upload, free space must be greater than or equal to the file size plus 90% of the failure threshold. The default failure threshold is 1000 Mb. FTS uploads also write to the QM database EventAudit table. FTS has hardcoded warning thresholds of 32000, 160008000, and 4000 Mb. Each time a warning threshold is breached, the appropriate message is written to the EventAudit table and to the fts.log file.</p> <p>Action: None.</p>

Table 6. Audit trail error messages — *Continued*

Message	Description/Action
Free Space: Checking free space failed. Free space checking has been disabled.	<p>Description: At the startup of the Tomcat service on the Voice and Screen servers, if FTS is unable to run the free space check, it turns off future free space checks.</p> <p>Action: Troubleshoot why FTS was unable to run the free space check.</p>
Free Space: Checking free space has been manually turned off.	<p>Description: FTS Free space checking has been turned off by the user. By default, it is enabled.</p> <p>Action: FTS will no longer check free space for storage on the Voice and Screen servers. As a result, these servers might fill up until there is no more room for more recordings. The free space check should be enabled.</p>
Free Space: Prior Warning Cancelled. <path, current (Mb)>.	<p>Description: A prior free space warning has been cancelled.</p> <p>Action: None.</p>
Logged in with version: <current version>.	<p>Description: A QM user with the specified version of QM Recording installed has logged in.</p> <p>Action: None</p>
Logged out.	<p>Description: A QM user has logged out.</p> <p>Action: None.</p>
MAC address is not associated with the JTAPI user: <MAC address>.	<p>Description: The MAC address for the agent's phone is not associated with the JTAPI user. No recording will take place.</p> <p>Action: Be sure the phone is correctly configured in the Cisco Unified Communications Manager.</p>
QM CTI service is connected: <CTI Server IP address>	<p>Description: QM Recording is connected to the QM CTI service.</p> <p>Action: None.</p>
QM CTI service is disconnected: <CTI Server IP address>	<p>Description: QM Recording is not connected to the QM CTI service. No recordings will take place.</p> <p>Action: Be sure the QM CTI server IP address is set correctly in QM Administrator and that the QM CTI service is running.</p>

Table 6. Audit trail error messages — *Continued*

Message	Description/Action
QM recording software is ready to record.	Description: QM Recording is ready to record. Action: None.
Recorded (voice): <number of voice files>.	Description: The number of recorded voice files ready to be uploaded. Action: None.
Recorded (voice/screen): <number of voice and screen files>	Description: The number of recorded voice and screen files ready to be uploaded. Action: None.
Screen recording failed to start.	Description: Screen device failed to start recording. Action: Restart QM Recording; systems will initialize the screen device.
Service is stopped while user has not logged out: <user name>.	Description: QM Recording is stopped while the user is still logged in. No recording will take place. Action: Restart QM Recording or reboot the computer.
This user must belong to a team to record: <domain\username>.	Description: The specified user does not belong to a team. No recording will take place. Action: Assign the user to a team in the ACD and synchronize the data with QM using QM Administrator to initiate the synchronization process.
Unable to retrieve phone information.	Description: QM Recording was unable to detect the MAC address for the connected phone. No recording will take place. Action: Be sure the agent's phone and computer are connected in accordance with the section, "Desktop Recording Requirements" in the <i>Quality Management Installation Guide</i> .
Uploaded (voice): <number of voice files>	Description: The number of recorded voice files that have been uploaded to the server. Action: None.
Uploaded (voice/screen): <number of voice and screen files>	Description: The number of recorded voice and screen files that have been uploaded to the server. Action: None.

Table 6. Audit trail error messages — *Continued*

Message	Description/Action
Uploads Stopped: Not enough free space <path>.	Description: FTS has stopped uploading recordings to <path> because the location at <path> is full. Action: Add more storage.
User is not configured to record: <user name>.	Description: The logged-in user is not configured in QM. No recording will take place. Action: User QM Administrator to configure the user.
Voice recording failed to start.	Description: Voice device failed to start recording. Action: Restart QM Recording; systems will initialize the voice device.
Zero byte file uploaded: <file name>.	Description: The size of the uploaded file is zero. Action: None.

Troubleshooting

Problem	<p>Desktop recording fails.</p> <p>Symptom. No recording files are in the C:\Program Files\Common\QM\Recordings folder on the desktop where recording is failing.</p> <p>Cause. The DNS has not been configured to resolve IP addresses and host names.</p>
Solution	<p>From the PC where desktop recording is failing, open a command window and enter ping -a <Unified CM IP address>. If the ping cannot resolve the Unified CM IP address to the correct Unified CM host name, then neither can QM Desktop Recording. Configure the DNS so that host names and IP addresses are resolved.</p>
Problem	<p>QM historical data is lost.</p> <p>Symptom. Historical data that was present is no longer in QM.</p> <p>Cause. The location of the ICM Logger Database was changed through QM Configuration Setup. All information that was contained in that database is no longer available for QM to access.</p>
Solution	<p>Restore the original settings in the ICM Logger Database window in QM Configuration Setup. If problems persist, contact Cisco technical support.</p>
Problem	<p>The client application installations do not download when the links on the installation web page are clicked.</p> <p>Symptom. When the install program link is clicked, a “HTTP 404—File Not Found” error is displayed.</p> <p>Cause. QM Site Configuration was not completed successfully on the Base services server.</p>

Solution On the QM Base services server, start QM Configuration Setup. In Windows Explorer, navigate to the C:\Program Files\Cisco\WFO_QM\bin folder and double-click **PostInstall.exe**.

If Configuration Setup starts in Initial Mode, it was not completed correctly. Go through each window and make sure that all required data is entered, and then click **Finish**.

If Configuration Setup starts in Update Mode, start QM Configuration Setup. From the menu bar, choose **File > Reset Client Installs**. This places the client install files in the default location, and reconfigures them to use the default setting for the IP address of the LDAP server.

Try to install the client applications from the installation web page again. If the problem persists, contact technical support.

Problem On some windows in QM Administrator (for instance, the questions area on the Evaluation Form Templates window), buttons appear cut in half.

Symptom. Buttons are not displayed correctly.

Cause. The Display DPI setting is set to something other than Normal.

Solution In the Windows Control Panel, start the Display utility. On the Settings tab, click **Advanced**. In the resulting Plug and Play Monitor Properties dialog box, select the General tab and make sure the DPI Setting is set to **Normal size (96 dpi)**. Click **OK** twice to save and apply your settings.

Problem The Sync service is not synchronizing databases.

Solution Ensure that the IP address for both Side A and Side B are correct. The IP address and “side” are tied together and are not interchangeable. For example, you cannot specify the IP address for Side B in the Side A field.

Problem In QM Administrator (Personnel > User Administration > Link Selected Users) Active Directory users are not found if the domain is identified by the host name. When a user is selected, the Link Selected Users dialog is launched and domain information is displayed. However, when Find

is clicked, an error message displays indicating that no data is available.

Cause. In Site Configuration, the Active Directory domains were added using the host name to identify the AD connection. The connection was validated and the domain configuration was saved.

Solution Edit the domain configuration to change the host name to an IP address. Once changed, AD data can be found in the Link Selected Users window. If you want to continue using host names, add the host name to the DNS path to ensure that the host name is reachable by all computers.

Problem Playback of screen recordings fail. Voice recordings are unaffected. The system suffered a power failure but was restarted successfully.

Solution The path of the video folder on the Screen server changed to an incorrect location. For example, Configuration Setup displays the screen recording storage path as C:\Program Files\Common Files\QM\recordings\video when they are actually located at E:\Program Files\Common Files\QM\recordings\video. Correct the folder path to the true location in Configuration Setup and screen recordings will play back.

Problem The message, "Error 1500. Another installation is in progress. You must complete that installation before continuing with this one." is displayed on a client desktop.

Cause. This message can appear when a user attempts to manually upgrade QM Desktop Recording and Automatic Updating has already initiated an upgrade. The upgrade is running silently in silent mode and the user was unaware of it.

Solution Wait five minutes to allow the automatic upgrade to complete. Then check the Add or Remove Programs utility in Control Panel for the version of the installed application. If the version is not correct, manually install the upgrade.

Problem Reports in CSV, PDF, and XLS format do not open in Microsoft Internet Explorer 7.

Symptom. A dialog to save the report opens but closes again very quickly.

Solution Clear the **Confirm open after download** check box for the CSV, PDF, and XLS file types. To do this, follow these steps for each file type:

1. Double-click My Computer.
2. On the Tools menu, choose **Folder Options**.
3. Select the **File Types** tab.
4. Under Registered File Types, select the file type, and then click **Advanced**.
5. Clear the **Confirm open after download** check box, and then click **OK**.

Problem An agent can view calls on the Dashboard tab but not on the Recordings tab.

Cause. This happens when any of the following has occurred:

- The agent's team is not in a group
- The agent's team is deleted so that the agent is reassigned to the default team
- The agent is deleted from the Cisco Unified Communications Manager

Solution To see the calls on the Recordings tab, do one of the following (as appropriate to the individual situation): add the team to a group, add the agent to a team, or add the agent in Cisco Unified Communications Manager.

Problem The message, “Conversion from raw to spx failed” is seen multiple times in the Service Status report, but all the recordings for the specified agent for that day were uploaded correctly.

Solution If the staging process that occurs after the configured End Of Day is interrupted before it is completed, you might see this error message in the Service Status report.

Part of the staging process involves converting the *.raw files to *.spx files. The *.spx files are moved to the Staging folder, while the *.raw files are deleted from the Daily folder. If the staging process is interrupted after some files have been converted and the *.raw files have been deleted, when the staging process resumes, it starts from the beginning so that it appears to fail converting the files that it already processed correctly before the interruption.

An example of an interruption may include rebooting the PC or restarting the Desktop Recording service during the staging process. In this scenario, no recordings are lost.

Problem Unable to record calls from a SIP phone right after rebooting the PC.

Solution To detect the connected IP phone, QM Recording monitors the heartbeat messages between the Cisco Unified Communications Manager and the IP phone. It may take up to 6 minutes after QM Recording starts to properly identify a SIP phone.

Problem While running QM Configuration Setup after installing QM, the following error message is received: “Unable to get information from SQL Server”. You are using SQL Server 2005 and a named instance, not the default instance.

Cause. When SQL Server 2005 is installed, it also installs the SQL Browser Service. This service is set by default to be started manually, not automatically. It must be running in order for Configuration Setup to run successfully.

Solution Change the SQL Browser Service’s Startup Type from Manual to Automatic in the Windows Services utility in Control Panel, and then run QM Configuration Setup again.

If you are upgrading QM from an earlier version. If, after starting the SQL Browser Service, you still receive the error message, call technical support for assistance.

If you are installing QM for the first time. If, after starting the SQL Browser Service, you still receive the error message, remove the following files from the C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data folder:

- SQMDB.mdf
- SQMDB_log.LDF
- SQMREPORTDB.mdf
- SQMREPORTDB_log.LDF

and then run QM Configuration Setup again.

IMPORTANT: Do not remove these files if you are upgrading QM. If you do, you will lose data that was present in the previous version of QM. In an initial installation, there is no QM data yet, so these files are empty and can be removed.