



## **Cisco Unified Workforce Optimization**

Quality Management Error Code Dictionary 2.6  
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*Quality Management Error Code Dictionary*

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# Quality Management Error Code Dictionary

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## Error Messages

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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
QMAD0000	Text: [message] Type: Info Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation. Action: None.
QMAD1000	Text: Error running Admin application: <reason> Type: Fatal Add'l Info: An unexpected error occurred while running the Admin application. Action: Check logs, consult system administrator and restart the application.

Error Code	Description
<b>QMAD1001</b>	<p>Text: Cannot load properties file &lt;fileName&gt;: &lt;reason&gt;</p> <p>Type: Fatal</p> <p>Add'l Info: The application could not read the properties file.</p> <p>Action: Make sure it exists in the configuration directory. Make sure that the name is correct. Try to open the properties file with a text editor.</p>
<b>QMAD1002</b>	<p>Text: Error connecting to database: &lt;reason&gt;</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>
<b>QMAD1003</b>	<p>Text: Error reading LDAP: &lt;reason&gt;</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>
<b>QMAD2000</b>	<p>Text: Error reading agents by team ID &lt;id&gt;: &lt;reason&gt;.</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>
<b>QMAD2001</b>	<p>Text: Error reading data in DataLoaderThread: &lt;reason&gt;.</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>
<b>QMAD2002</b>	<p>Text: Error getting administrator password: &lt;reason&gt;</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>

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

Error Code	Description
<b>QMAD2009</b>	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.
<b>QMAD2010</b>	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.
<b>QMAD2011</b>	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.
<b>QMAD2012</b>	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.
<b>QMAD2013</b>	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.
<b>QMAD2014</b>	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.
<b>QMAD2015</b>	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.

Error Code	Description
<b>QMAD2016</b>	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.
<b>QMAD2017</b>	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.
<b>QMAD2018</b>	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.
<b>QMAD2019</b>	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. Retry, check LDAP logs and restart the application.
<b>QMAD2020</b>	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.
<b>QMAD2021</b>	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.

Error Code	Description
<b>QMAD2022</b>	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.
<b>QMAD2023</b>	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.
<b>QMAD2024</b>	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.
<b>QMAD2025</b>	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.
<b>QMAD2026</b>	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.
<b>QMAD2027</b>	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
<b>QMAD2028</b>	<p>Text: Error reading supervisors for team &lt;name&gt;: &lt;reason&gt;.</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>
<b>QMAD2029</b>	<p>Text: Error reading all Persons: &lt;reason&gt;.</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>
<b>QMAD2030</b>	<p>Text: Error reading Setup Application data: &lt;reason&gt;.</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>
<b>QMAD2031</b>	<p>Text: Error saving Person &lt;name&gt;: &lt;reason&gt;.</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>
<b>QMAD2032</b>	<p>Text: Error deleting person &lt;name&gt;: &lt;reason&gt;.</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>
<b>QMAD2033</b>	<p>Text: Error deleting manager &lt;name&gt; from group &lt;groupName&gt;: &lt;reason&gt;.</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
<b>QMAD2034</b>	<p>Text: Error checking if &lt;name&gt; is unique: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred searching for a login name in LDAP.</p> <p>Action: Check LDAP logs and restart the application.</p>
<b>QMAD2035</b>	<p>Text: Error reading all Teams by Workflow ID &lt;id&gt;: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading all Teams for a Workflow from LDAP.</p> <p>Action: Check LDAP logs and restart the application.</p>
<b>QMAD2036</b>	<p>Text: Database error reading new group ID.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred getting a Group ID from the database.</p> <p>Action: Check database logs, make sure the catalog name is correct, and restart the application.</p>
<b>QMAD2037</b>	<p>Text: Error reading Group by its ID &lt;id&gt;: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading a Group by its ID from LDAP.</p> <p>Action: Check LDAP logs and restart the application.</p>
<b>QMAD2038</b>	<p>Text: Error reading Team by its ID &lt;id&gt;: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading a Team by its ID from LDAP.</p> <p>Action: Check LDAP logs and restart the application.</p>
<b>QMAD2039</b>	<p>Text: Administrator already in use by [user].</p> <p>Type: Error</p> <p>Add'l Info: Only one person may run the application at one time.</p> <p>Action: Log out the person who is currently logged in.</p>

Error Code	Description
<b>QMAD2040</b>	<p>Text: Error reloading Workflow &lt;name&gt;: &lt;reason&gt;.</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>
<b>QMAD2041</b>	<p>Text: Error reading Minimum Recording Duration information: &lt;reason&gt;.</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>
<b>QMAD2042</b>	<p>Text: Error saving global evaluation status: &lt;reason&gt;.</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>
<b>QMAD2043</b>	<p>Text: Error saving data: &lt;reason&gt;.</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>
<b>QMAD2044</b>	<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>
<b>QMAD2045</b>	<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
<b>QMAD2046</b>	<p>Text: Operation &lt;operation&gt; timed out in &lt;sec&gt; 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>
<b>QMAD2047</b>	<p>Text: Error reading &lt;description&gt; from LDAP: &lt;reason&gt;</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>
<b>QMAD2048</b>	<p>Text: Operation &lt;operation&gt; 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>
<b>QMAD2049</b>	<p>Text: Error reading from Active Directory: &lt;reason&gt;</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>
<b>QMAD2050</b>	<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
<b>QMAD2051</b>	<p><b>Text:</b> Unable to check license status due to invalid product code &lt;productCode&gt;.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An error occurred when checking license status with the license servlet: the product code was unknown.</p> <p><b>Action:</b> Make sure the tomcat service is starting up with a valid -Dlicensing.product.code argument. Ensure the installation was done correctly.</p>
<b>QMAD2052</b>	<p><b>Text:</b> An unexpected error occurred while checking license status.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> 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>
<b>QMAD2053</b>	<p><b>Text:</b> An error occurred while checking license data: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> Caught LicenseException while checking license data.</p> <p><b>Action:</b> Check base server licensing logs.</p>
<b>QMAD2054</b>	<p><b>Text:</b> Unable to obtain a product code from unknown brand: &lt;productBrand&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The brand was unrecognized or missing, cannot obtain a product code.</p> <p><b>Action:</b> Ensure the Administrator application is starting up with the JVM argument -Dqm.brand.</p>

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

Error Code	Description
<b>QMAD2059</b>	<p>Text: An error occurred while checking license data: &lt;cause&gt;: &lt;message&gt;</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>
<b>QMAD2060</b>	<p>Text: Error getting Bundle: &lt;cause&gt;</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>
<b>QMAD2061</b>	<p>Text: Error reading MetaData Field info from database.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading MetaData Field data from the database.</p> <p>Action: Check database logs and restart the application.</p>
<b>QMAD2062</b>	<p>Text: Error reading MetaData Type info from database.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading MetaData Type data from the database.</p> <p>Action: Check database logs and restart the application.</p>
<b>QMAD2063</b>	<p>Text: No MetaData Types were found in the database. You cannot add or edit MetaData Fields at this time.</p> <p>Type: Error</p> <p>Add'l Info: There are no MetaData Types in the database.</p> <p>Action: Check database for correct schema version. No metadata fields can be added or edited until this is corrected.</p>
<b>QMAD2064</b>	<p>Text: Error deleting Team &lt;name&gt;: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred deleting a Team in LDAP.</p> <p>Action: Check LDAP logs and restart the application.</p>

Error Code	Description
<b>QMAD2065</b>	<p>Text: Unable to retrieve session timeout configuration.</p> <p>Type: Error</p> <p>Add'l Info: An error or unexpected result occurred when retrieving session timeout configuration data.</p> <p>Action: Check LDAP and Administrator logs and restart the application.</p>
<b>QMAD2066</b>	<p>Text: Error reading Export Application Data: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading Export Application Data from LDAP.</p> <p>Action: Check LDAP logs and restart the application.</p>
<b>QMAD2067</b>	<p>Text: Error saving Export Application data: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred saving Export Application Data to LDAP.</p> <p>Action: Retry, check LDAP logs and restart the application.</p>
<b>QMAD2068</b>	<p>Text: Error saving Evaluation Form to the database.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred saving Evaluation Form data to the database.</p> <p>Action: Check database logs and check is DBProxy is running.</p>
<b>QMAD3000</b>	<p>Text: Bad form &lt;time&gt; for Archive Upload Time: &lt;reason&gt;.</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>
<b>QMAD3001</b>	<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>

Error Code	Description
<b>QMAD3002</b>	Text: The software license is invalid for this product. Type: Warn Add'l Info: The software license is invalid for this product. Action: Relicense the software. See the QM Installation Guide for details.
<b>QMAD3003</b>	Text: The software license is invalid due to the node lock. Type: Warn Add'l Info: The software license is invalid due to the node lock. Action: Relicense the software. See the QM Installation Guide for details.
<b>QMAD3004</b>	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.
<b>QMAD3005</b>	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.
<b>QMAD3006</b>	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.
<b>QMAD3007</b>	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.

Error Code	Description
<b>QMAD3008</b>	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.
<b>QMAD3009</b>	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.
<b>QMAD3010</b>	Text: The background thread which loads persons in to the User Administration tables timed out after <timeout> milliseconds and did not complete. Type: Warn Add'l Info: The background thread to load persons for display in User Administration tables timed out. Action: Try restarting the Administrator application, or try allowing the User Administration panel to load before making changes.
<b>QMAD3011</b>	Text: The background thread which loads persons in to the User Administration tables was canceled and did not complete. Type: Warn Add'l Info: The background thread to load persons for display in User Administration tables was canceled. Action: Try restarting the Administrator application, or try allowing the User Administration panel to load before making changes.

Error Code	Description
<b>QMAD3012</b>	<p><b>Text:</b> The background thread which loads persons in to the User Administration tables ended unexpectedly and did not complete.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The background thread to load persons for display in User Administration tables ended unexpectedly.</p> <p><b>Action:</b> Try restarting the Administrator application, or try allowing the User Administration panel to load before making changes.</p>
<b>QMBA0000</b>	<p><b>Text:</b> [message]</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p><b>Action:</b> None.</p>
<b>QMBA1000</b>	<p><b>Text:</b> Cannot load properties file specified. Properties &lt;props&gt;: &lt;cause&gt;</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> The BARS program could not load the properties file specified.</p> <p><b>Action:</b> Verify path specified.</p>
<b>QMBA2000</b>	<p><b>Text:</b> Database backup unsuccessful: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The backup of the database was unsuccessful.</p> <p><b>Action:</b> Verify configuration in bars.properties. Verify Directory Services is running if database configuration is retrieved from there. Verify database is running and configured correctly in QM.</p>

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

Error Code	Description
<b>QMBA2006</b>	<p>Text: Could not restore information to Directory Services: &lt;cause&gt;</p> <p>Type: Error</p> <p>Add'l Info: The Directory Services restore was unsuccessful.</p> <p>Action: Verify configuration in bars.properties. Verify Directory Services is running.</p>
<b>QMBA2007</b>	<p>Text: Could not create default nodes for Directory Services restore: &lt;cause&gt;.</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. Verify Directory Services is running.</p>
<b>QMBA3000</b>	<p>Text: No output for cmd: &lt;cmd&gt;</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>
<b>QMBS0000</b>	<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>
<b>QMBS2000</b>	<p>Text: &lt;qmbs&gt; : details=&lt;detail&gt;</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
<b>QMBS2001</b>	<p>Text: Unable to load .properties file: &lt;filename&gt;</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>
<b>QMBS2004</b>	<p>Text: &lt;qmbs&gt;, details: &lt;optionalMsg&gt;</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>
<b>QMBS2005</b>	<p>Text: &lt;qmbs&gt; &lt;cmd&gt;</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>
<b>QMBS2007</b>	<p>Text: &lt;qmbs&gt; &lt;msg&gt;</p> <p>Type: Error</p> <p>Add'l Info: An error has occurred with the compiled HTML help that runs the QM help documents.</p> <p>Action: Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
<b>QMBS2010</b>	<p>Text: Error reading file &lt;fileName&gt;. Details: &lt;details&gt;</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>

Error Code	Description
<b>QMBS2012</b>	<p>Text: &lt;qmbs&gt; : &lt;brand&gt;.</p> <p>Type: Error</p> <p>Add'l Info: There was an invalid brand string passed into the application.</p> <p>Action: Contact the QM administrator.</p>
<b>QMCT0000</b>	<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>
<b>QMCT2000</b>	<p>Text: Could not retrieve configuration &lt;msg&gt;. Retry in &lt;timeout&gt; 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 Verify Directory Services Server Settings.</p>
<b>QMCT2001</b>	<p>Text: Could not initialize Server. Retry in &lt;retry&gt; ms.</p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize the server.</p> <p>Action: Verify CTI server settings in Directory Services Verify port is not already in use</p>
<b>QMCT2002</b>	<p>Text: Could not initialize RequestManager. Retry in &lt;retry&gt; ms.</p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize the RequestManager.</p> <p>Action: Verify CTI Server settings in Directory Services.</p>

Error Code	Description
<b>QMCT2003</b>	<p>Text: Could not initialize CTI Provider. Retry in &lt;retry&gt; ms.</p> <p>Type: Error</p> <p>Add'l Info: The application could not connect to the CTI Provider.</p> <p>Action: Verify CTI Settings in Directory Services. Verify jtapi.jar is correct for this CallManager. Verify Username/Password for CM user is correct.</p>
<b>QMCT2004</b>	<p>Text: Cannot open selector for requests.</p> <p>Type: Error</p> <p>Add'l Info: The application could not begin listening for requests.</p> <p>Action: Verify CTI Server Directory Services Settings Restart CTI Server.</p>
<b>QMCT2005</b>	<p>Text: Could not initialize Provider.</p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize CTI Provider.</p> <p>Action: Verify CTI Settings in Directory Services. Verify jtapi.jar is correct for this CallManager. Verify Username/Password for CM user is correct.</p>
<b>QMCT2006</b>	<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. Verify CTI configuration in directory services.</p>
<b>QMCT2007</b>	<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 QM CTI Server is configured. Verify connection to Directory Services.</p>

Error Code	Description
<b>QMCT2008</b>	<p>Text: Cannot find specified CTI Factory &lt;className&gt;.</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. Verify jar file is not corrupt.</p>
<b>QMCT2009</b>	<p>Text: Cannot register terminal. &lt;cause&gt;</p> <p>Type: Error</p> <p>Add'l Info: The application could register the client phone with JTAPI.</p> <p>Action: Verify JTAPI connection. Verify phone is registered with JTAPI user.</p>
<b>QMCT2010</b>	<p>Text: Cannot register terminal. &lt;cause&gt;</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>
<b>QMCT2011</b>	<p>Text: Cannot initialize JTAPI Provider. &lt;cause&gt;</p> <p>Type: Error</p> <p>Add'l Info: The application could not initialize JTAPI provider.</p> <p>Action: Verify correct JTAPI jar. Verify CTI configuration. (ip/username/password).</p>
<b>QMCT2012</b>	<p>Text: Unspecified error during request initialization: &lt;cause&gt;</p> <p>Type: Error</p> <p>Add'l Info: The application received an unrecoverable error while initializing request handler.</p> <p>Action: Restart CTI. Contact administrator if error persists.</p>

Error Code	Description
<b>QMCT2013</b>	<p>Text: Unspecified error during server initialization: &lt;cause&gt;</p> <p>Type: Error</p> <p>Add'l Info: The application received an unrecoverable error while initializing the server connection handler.</p> <p>Action: Restart CTI. Contact administrator if error persists.</p>
<b>QMCT2014</b>	<p>Text: Unspecified error during CTI event handling: &lt;cause&gt;</p> <p>Type: Error</p> <p>Add'l Info: The application received an unspecified error while handling an event.</p> <p>Action: Contact administrator if error persists.</p>
<b>QMCT3000</b>	<p>Text: Cannot load properties file &lt;propFilename&gt;. Ignoring.</p> <p>Type: Warn</p> <p>Add'l Info: The application attempted to merge a specified properties file and failed. The default configuration will be used.</p> <p>Action: Correct the name of the properties file or use the default configuration.</p>
<b>QMCT3001</b>	<p>Text: Cannot accept a connection. Ignoring Connection.</p> <p>Type: Warn</p> <p>Add'l Info: A socket error occurred while attempting to accept a connection. Ignore the connection.</p> <p>Action: The client should retry to connect.</p>
<b>QMCT3002</b>	<p>Text: Unspecified error registering socket. Ignoring Request.</p> <p>Type: Warn</p> <p>Add'l Info: A socket error occurred while registering a request.</p> <p>Action: The client should retry to connect.</p>
<b>QMCT3003</b>	<p>Text: Cannot handle client request.</p> <p>Type: Warn</p> <p>Add'l Info: Cannot handle client request. Ignoring the request.</p> <p>Action: The client should retry the request.</p>

Error Code	Description
<b>QMCT3004</b>	Text: Unable to send error message. Connection lost. Type: Warn Add'l Info: Cannot handle client request. Ignoring the request. Action: The client should retry the request.
<b>QMCT3005</b>	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.
<b>QMCT3006</b>	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.
<b>QMCT3007</b>	Text: Cannot get local host IP address Type: Warn Add'l Info: The application cannot retrieve the local host. Action: Verify registry settings "SiteSetup -> IOR HOSTNAME".  Verify computer has an IP address other than localhost
<b>QMCT3008</b>	Text: Cannot parse timestamp for event <timestamp> Type: Warn Add'l Info: The application cannot parse the timestamp into a valid Date Action: View log for proper timestamp.
<b>QMCT3009</b>	Text: Error reading message header. Client may have closed socket. <cause>:<cause> Type: Warn Add'l Info: The application could not read the header. Action: This could a normal state if the client closes the socket while the server is reading the message header.

Error Code	Description
<b>QMCT3010</b>	<p>Text: Invalid message header. &lt;cause&gt;:&lt;cause&gt;</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>
<b>QMCT3011</b>	<p>Text: Error reading message body. &lt;cause&gt;:&lt;cause&gt;</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>
<b>QMCT3012</b>	<p>Text: Invalid request. &lt;cause&gt;:&lt;cause&gt;</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>
<b>QMCT3013</b>	<p>Text: Heartbeat Timeout for &lt;agent&gt;. 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>
<b>QMCT3014</b>	<p>Text: Unknown MAC address. &lt;cause&gt;:&lt;cause&gt;</p> <p>Type: Warn</p> <p>Add'l Info: The MAC Address provided by the client is not known to this CTI Server.</p> <p>Action: Verify that the MAC address can be seen by the CM user specified for this CTI Server.</p>
<b>QMCT3015</b>	<p>Text: No agent registered with EventManager for event: &lt;ev&gt;.</p> <p>Type: Warn</p> <p>Add'l Info: The agent this event is to be sent to is not registered with the CTI Server. The event will not be sent.</p> <p>Action: None.</p>

Error Code	Description
<b>QMCT3016</b>	<p>Text: Unspecified error during timeouts: &lt;cause&gt;</p> <p>Type: Warn</p> <p>Add'l Info: The application received an unspecified error while checking for timeouts.</p> <p>Action: Contact administrator if error persists.</p>
<b>QMCT3017</b>	<p>Text: An error occurred while reading CTI Inclusion list: &lt;cause&gt;</p> <p>Type: Warn</p> <p>Add'l Info: The application received an error reading the CTI inclusion list.</p> <p>Action: None. All extensions will be included.</p>
<b>QMCT3018</b>	<p>Text: An internal resource of JTAPI is not available. JTAPI Type &lt;jtapiType&gt;.</p> <p>Type: Warn</p> <p>Add'l Info: A JTAPI resource was not available when trying to register route points.</p> <p>Action: None. The route point(s) will not be registered.</p>
<b>QMDB0000</b>	<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
<b>QMDB2000</b>	<p><b>Text:</b> SQM database &lt;action&gt; failed: &lt;reason&gt;.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An operation to the QM database failed, but no data was lost.</p> <p><b>Action:</b> Ensure that the QM database server is running.</p> <p>Check the configuration settings for connecting to the database.</p> <p>Confirm that the user has privileges to perform the operation.</p> <p>Ensure that the user has privileges to perform the operation.</p> <p>Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>
<b>QMDB2001</b>	<p><b>Text:</b> SQM database &lt;action&gt; failed: &lt;reason&gt;.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An operation to the QM database failed, and data may have been lost.</p> <p><b>Action:</b> Ensure that the QM database server is running.</p> <p>Check the configuration settings for connecting to the database.</p> <p>Confirm that the user has privileges to perform the operation.</p> <p>Ensure that the user has privileges to perform the operation.</p> <p>Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>
<b>QMDB2002</b>	<p><b>Text:</b> Unexpected DB-API problem: &lt;issue&gt;.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An unexpected problem was encountered in the database API, and data may have been lost.</p> <p><b>Action:</b> The reason text will describe the problem in greater detail.</p>

Error Code	Description
<b>QMDB2003</b>	<p>Text: SQM database schema is &lt;actual&gt; but this software requires &lt;expected&gt;: &lt;msg&gt;</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>
<b>QMDB2004</b>	<p>Text: IllegalArgument: &lt;msg&gt;.</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>
<b>QMDB2005</b>	<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>
<b>QMDB2006</b>	<p>Text: Failed to add metadata record because key name does not exist.</p> <p>Type: Error</p> <p>Add'l Info: valid keyname was not found in MetaDataField table.</p> <p>Action: In QM Admin, verify that the MetaDataField with that keyname still exists.</p>
<b>QMDB2007</b>	<p>Text: Failed to decrypt metadata string.</p> <p>Type: Error</p> <p>Add'l Info: Metadata string was invalid. Neither keys or values can be null or empty.</p> <p>Action: Verify that data is not null or empty.</p>
<b>QMDB2008</b>	<p>Text: Failed to decrypt string &lt;string&gt;.</p> <p>Type: Error</p> <p>Add'l Info: Decrypting a string failed.</p> <p>Action: Look at the dbproxy.dbg for the stack trace and see why the string failed decryption</p>

Error Code	Description
<p><b>QMDB2009</b></p>	<p>Text: Failed to encrypt string &lt;string&gt;.</p> <p>Type: Error</p> <p>Add'l Info: Encrypting a string failed.</p> <p>Action: Look at the dbproxy.dbg for the stack trace and see why the string failed encryption</p>
<p><b>QMDB3000</b></p>	<p>Text: Unable to marshall response to client: &lt;reason&gt;.</p> <p>Type: Warn</p> <p>Add'l Info: DbProxy server could not send a response to a client.</p> <p>Action: This message may indicate that a client terminated abnormally between making a request from the DbProxy and receiving the response. Look into why the client quit.</p> <p>Network problems (connectivity, timeouts, configuration, glitches) can cause this. Address those problems.</p> <p>Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>
<p><b>QMDB3001</b></p>	<p>Text: SQM database &lt;action&gt; failed: &lt;reason&gt;.</p> <p>Type: Warn</p> <p>Add'l Info: An operation to the QM database failed, but no data was lost.</p> <p>Action: Ensure that the QM database server is running.</p> <p>Check the configuration settings for connecting to the database.</p> <p>Confirm that the user has privileges to perform the operation.</p> <p>Ensure that the user has privileges to perform the operation.</p> <p>Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.</p>

Error Code	Description
<b>QMDB3002</b>	<p>Text: Unexpected DB-API problem: &lt;issue&gt;.</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>
<b>QMDB3003</b>	<p>Text: Unknown event audit message key: &lt;msgHead&gt;; tail: &lt;msgTail&gt;</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>
<b>QMDC0000</b>	<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>
<b>QMDC1000</b>	<p>Text: Failed to start DbCleaner: &lt;ex&gt;.</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>
<b>QMDC2000</b>	<p>Text: Unexpected error encountered while trying to delete media files: &lt;reason&gt;.</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>

Error Code	Description
<b>QMDC2001</b>	<p>Text: Failed to load DbCleaner property file &lt;fileName&gt;.</p> <p>Type: Error</p> <p>Add'l Info: the application could not read the properties file.</p> <p>Action: Make sure it exists in the configuration directory. Make sure that the name is correct. Try to open the properties file with a text editor.</p>
<b>QMDC2002</b>	<p>Text: Unexpected error encountered while trying to terminate DbCleaner: &lt;reason&gt;.</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>
<b>QMDC2004</b>	<p>Text: Unexpected error: &lt;reason&gt;</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>
<b>QMDC2600</b>	<p>Text: Error parsing cleanup time &lt;cleanupTime&gt;.</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>
<b>QMDC3001</b>	<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. Check logs to fix any possible system errors.</p>

Error Code	Description
<b>QMDC3002</b>	<p><b>Text:</b> DbCleaner will complete or be interrupted in &lt;min&gt; minutes, &lt;sec&gt; seconds.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> 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><b>Action:</b> Check logs in case DbCleaner was hung up because of an error.</p>
<b>QMDO0000</b>	<p><b>Text:</b> [message]</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p><b>Action:</b> None.</p>
<b>QMDO3000</b>	<p><b>Text:</b> Illegal weight &lt;weight&gt; overridden for EvalFormSection id=&lt;efsid&gt;</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> An illegal section weight was encountered.</p> <p><b>Action:</b> 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>
<b>QMDP0000</b>	<p><b>Text:</b> [message]</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p><b>Action:</b> None.</p>
<b>QMDP1000</b>	<p><b>Text:</b> An unexpected error occurred that caused the service to terminate: &lt;cause&gt;</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> 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><b>Action:</b> Contact support.</p>

Error Code	Description
<b>QMDP2000</b>	<p><b>Text:</b> An unspecified error occurred in the DB API. Returning error message &lt;packet&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An unspecified error occurred in the DBAPI. An error message is returned to the client.</p> <p><b>Action:</b> This is most likely a programming error.</p>
<b>QMDP2001</b>	<p><b>Text:</b> Unable to load database connection properties from Directory Services</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> Could not load configuration information from Directory Services.</p> <p><b>Action:</b> Verify Directory Services is running.</p>
<b>QMDP2002</b>	<p><b>Text:</b> Unable to save DB proxy settings to Directory Services.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> Could not save configuration information to Directory Services. This may cause clients to not be able to connect.</p> <p><b>Action:</b> Verify Directory Services is running.</p>
<b>QMDP2003</b>	<p><b>Text:</b> Could not initialize RequestManager. Verify DB connection information is correct. Will retry in &lt;retry&gt;ms.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not initialize one of the components required to begin waiting for incoming requests. This step will retry until successful.</p> <p><b>Action:</b> Verify database settings are configured correctly. Verify database is running.</p>
<b>QMDP2004</b>	<p><b>Text:</b> Could not initialize Server. Verify server can listen on the specified port. Will retry in &lt;retry&gt;ms.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not initialize the server. This step will retry until successful.</p> <p><b>Action:</b> Verify another application is not listening on the same port.</p>

Error Code	Description
<b>QMDP2005</b>	<p>Text: Cannot handle incoming request.</p> <p>Type: Error</p> <p>Add'l Info: The application could not handle an incoming request for an unspecified reason.</p> <p>Action: Check log for cause.</p>
<b>QMDP2006</b>	<p>Text: Could not retrieve configuration from Directory Services.</p> <p>Type: Error</p> <p>Add'l Info: The application could not retrieve its configuration from Directory Services.</p> <p>Action: Verify Directory Services is running. Verify database configuration is correct.</p>
<b>QMDP2007</b>	<p>Text: Cannot connect to the DB using configuration: &lt;config&gt;</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>
<b>QMDP2008</b>	<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>
<b>QMDP2009</b>	<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>

Error Code	Description
<b>QMDP2010</b>	<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 Verify DB Proxy Server is running.</p>
<b>QMDP2011</b>	<p>Text: Unknown host: &lt;serverIp&gt;: &lt;serverPort&gt;</p> <p>Type: Error</p> <p>Add'l Info: The client could not resolve hostname.</p> <p>Action: Verify DB Proxy configuration.</p>
<b>QMDP2012</b>	<p>Text: Client could not get connection to &lt;serverIp&gt;:&lt;serverPort&gt;</p> <p>Type: Error</p> <p>Add'l Info: The client could not get a connection to the DB Proxy Server.</p> <p>Action: Verify DB Proxy is running. Verify DB Proxy configuration.</p>
<b>QMDP2013</b>	<p>Text: Unspecified error connecting to DB Proxy Server.</p> <p>Type: Error</p> <p>Add'l Info: An unspecified error occurred while trying to get a connection to the DB Proxy server.</p> <p>Action: Verify DB Proxy is running. Verify DB Proxy configuration.</p>
<b>QMDP2014</b>	<p>Text: Cannot send IAM Request.</p> <p>Type: Error</p> <p>Add'l Info: The client could not send an initial registration request.</p> <p>Action: Verify DB Proxy is still running.</p>

Error Code	Description
<b>QMDP2015</b>	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.
<b>QMDP2016</b>	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.
<b>QMDP2017</b>	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.
<b>QMDP2018</b>	Text: Cannot send request <invokeld> Type: Error Add'l Info: The client could not send a request. Action: Verify DB Proxy is still running.
<b>QMDP2019</b>	Text: Unspecified error during request initialization. Type: Error Add'l Info: The application received an unrecoverable error while initializing request handler. Action: Restart DB Proxy. Contact administrator if error persists.
<b>QMDP2020</b>	Text: Unspecified error during server select. Type: Error Add'l Info: The application has a problem accepting incoming connections. Action: Restart DB Proxy Server.

Error Code	Description
<b>QMDP3000</b>	<p data-bbox="565 331 1373 394">Text: Unsupported encoding. Using system default encoding.</p> <p data-bbox="565 415 805 447">Type: Warn</p> <p data-bbox="565 468 1373 594">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 data-bbox="565 615 1373 646">Action: Verify UTF-16BE encoding is supported by the system.</p>
<b>QMDP3001</b>	<p data-bbox="565 667 1076 699">Text: Cannot parse invalid packet.</p> <p data-bbox="565 720 805 751">Type: Warn</p> <p data-bbox="565 772 1373 961">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 data-bbox="565 982 805 1014">Action: None.</p>
<b>QMDP3002</b>	<p data-bbox="565 1035 1373 1066">Text: Unable to send packet: &lt;packet&gt;. Canceling request.</p> <p data-bbox="565 1087 805 1119">Type: Warn</p> <p data-bbox="565 1140 1373 1234">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 data-bbox="565 1255 1179 1287">Action: The client should resend the request.</p>
<b>QMDP3003</b>	<p data-bbox="565 1302 1328 1333">Text: Problem deregistering write access for the socket.</p> <p data-bbox="565 1354 805 1386">Type: Warn</p> <p data-bbox="565 1407 1373 1459">Add'l Info: The application could not unregister write access to a client socket.</p> <p data-bbox="565 1480 1230 1543">Action: None. This should only occur if the socket disconnects during a write.</p>
<b>QMDP3004</b>	<p data-bbox="565 1568 1300 1600">Text: Problem registering write access for the socket.</p> <p data-bbox="565 1621 805 1652">Type: Warn</p> <p data-bbox="565 1673 1373 1726">Add'l Info: The application could not register for write access to a client socket.</p> <p data-bbox="565 1747 1230 1810">Action: None. This should only occur if the socket disconnects during a write.</p>

Error Code	Description
<b>QMDP3005</b>	<p>Text: SQL error from DBAPI. Returning error packet &lt;packet&gt;</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>
<b>QMDP3006</b>	<p>Text: Could not get a database connection. Returning error packet &lt;packet&gt;</p> <p>Type: Warn</p> <p>Add'l Info: The application could not get a database connection.</p> <p>Action: The database may have gone down. The connection pool could be empty and timed out waiting for a connection to become available.</p>
<b>QMDP3007</b>	<p>Text: DB API could not execute the request. Returning error packet &lt;packet&gt;</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>
<b>QMDP3008</b>	<p>Text: Unable to load database connection properties from file &lt;propFile&gt;</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>
<b>QMDP3009</b>	<p>Text: IOR HOSTNAME in registry is not set. Using localhost &lt;serverIp&gt;</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>

Error Code	Description
<b>QMDP3010</b>	<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>
<b>QMDP3011</b>	<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>
<b>QMDP3012</b>	<p>Text: Unknown packet type &lt;packet&gt; received: &lt;packet&gt;</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>
<b>QMDP3013</b>	<p>Text: Unable to send packet &lt;packet&gt;.</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>
<b>QMDP3014</b>	<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>

Error Code	Description
<b>QMDP3015</b>	<p><b>Text:</b> Could not retrieve port from Directory Services. Using default &lt;port&gt;.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The port could not be retrieved or is in the wrong format.</p> <p><b>Action:</b> Verify port is a valid number and exists in Directory Services.</p>
<b>QMDP3016</b>	<p><b>Text:</b> Could not send cancel request &lt;requestId&gt; . Server will not be notified of cancellation.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> 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><b>Action:</b> None.</p>
<b>QMDP3017</b>	<p><b>Text:</b> Client could not reconnect to DB Proxy Server.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The client could not reconnect after an unexpected disconnection.</p> <p><b>Action:</b> Client should resend the request to regain the connection.</p>
<b>QMDP3018</b>	<p><b>Text:</b> Could not receive IAM request:</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The client could not receive a registration response.</p> <p><b>Action:</b> Verify DB Proxy is still running.</p>
<b>QMDP3019</b>	<p><b>Text:</b> Client received with unknown Invoke ID &lt;invokeld&gt;. Request may have been cancelled. Packet will be discarded.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The client received a packet from the server regarding a request that the client no longer knows about.</p> <p><b>Action:</b> None. The packet will be discarded.</p>

Error Code	Description
<b>QMDP3020</b>	<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>
<b>QMDS0000</b>	<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>
<b>QMDS0001</b>	<p>Text: Database catalog &lt;catalog&gt; not dropped (not found in database).</p> <p>Type: Info</p> <p>Add'l Info: The named database catalog was not found in the database, so the requested operation to drop that catalog was ignored.</p> <p>Action: If this is the first time this catalog has been referenced, then no action is necessary as this is normal operation.</p> <p>If this is not the first time this catalog has been referenced, then this message can indicate a problem with the configuration settings for the database catalog name. Check that it is spelled correctly and if not, update the configuration.</p>
<b>QMDS1000</b>	<p>Text: Error upgrading to database version &lt;major&gt;.&lt;minor&gt;.</p> <p>Type: Fatal</p> <p>Add'l Info: An unexpected problem was detected when upgrading to the indicated schema version.</p> <p>Action: Check that the database server is running.</p> <p>Confirm the database configuration settings for the catalog name, user, and password.</p> <p>Confirm that the database privilege settings allow the configured user to write to the indicated catalog.</p>

Error Code	Description
<b>QMDS1001</b>	<p><b>Text:</b> Unable to drop database catalog &lt;catalog&gt;.</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> The named database catalog exists, but the attempt to drop it failed.</p> <p><b>Action:</b> Check that the database server is running.</p> <p>Confirm the database configuration settings for the catalog name, user, and password.</p> <p>Confirm that the database privilege settings allow the configured user to drop the indicated catalog.</p>
<b>QMDS1002</b>	<p><b>Text:</b> Cannot determine schema version of catalog &lt;catalog&gt;.</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> The named database catalog does not appear to be a QM database.</p> <p><b>Action:</b> Confirm that the database configuration setting for the catalog name is correct.</p> <p>Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>If the catalog name is correct, and the data in that catalog can be totally deleted, it may be necessary to drop the catalog and recreate it from scratch.</p>
<b>QMDS1003</b>	<p><b>Text:</b> Catalog &lt;catalog&gt; schema version &lt;major&gt;.&lt;minor&gt; is incompatible with this &lt;supportedMajor&gt;.x updater.</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> The named database catalog cannot be updated by this program because the schema is too different.</p> <p><b>Action:</b> Review your documentation for a separate schema migration tool which should be used instead.</p>

Error Code	Description
<b>QMDS1004</b>	<p><b>Text:</b> Unable to access required table in catalog &lt;catalog&gt;.</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> The named database catalog does not appear to be a QM database.</p> <p><b>Action:</b> Confirm that the database configuration setting for the catalog name is correct.</p> <p>Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>If the catalog name is correct, and the data in that catalog can be totally deleted, it may be necessary to drop the catalog and recreate it from scratch.</p>
<b>QMDS1005</b>	<p><b>Text:</b> SQL statement failed &lt;sql&gt;: &lt;ex&gt;</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> Unable to perform the indicated operation on the database.</p> <p><b>Action:</b> Confirm that the database configuration setting for the catalog name is correct.</p> <p>Check that the database privilege settings allow the configured user to read from the indicated catalog.</p> <p>If the catalog name is correct, and the data in that catalog can be totally deleted, it may be necessary to drop the catalog and recreate it from scratch.</p>
<b>QMDS2000</b>	<p><b>Text:</b> Input line &lt;linenum&gt; of &lt;filename&gt; failed.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> Address the message immediately preceding this one.</p>

Error Code	Description
<b>QMDS2001</b>	<p>Text: Unable to open file &lt;filename&gt;: &lt;reason&gt;.</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. Check that the input filename exists. Confirm read privileges on the input file.</p>
<b>QMDS2002</b>	<p>Text: Unable to read from SQL file &lt;filename&gt;: &lt;reason&gt;.</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. Confirm read privileges on the input file.</p>
<b>QMDS2003</b>	<p>Text: Lines read=&lt;total&gt;: &lt;succeeded&gt; succeeded and &lt;failed&gt; 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>
<b>QMDS3000</b>	<p>Text: Unhandled dbType &lt;dbtype&gt;.</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>

Error Code	Description
<b>QMDS3001</b>	<p><b>Text:</b> Unhandled column type &lt;coltype&gt;.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The database column type is not supported.</p> <p><b>Action:</b> 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>
<b>QMDT0000</b>	<p><b>Text:</b> [message]</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.</p> <p><b>Action:</b> None.</p>
<b>QMDT0001</b>	<p><b>Text:</b> Either a phone number must be entered or an agent must be selected.</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> 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><b>Action:</b> The user should select a phone number or agent.</p>
<b>QMDT0002</b>	<p><b>Text:</b> Start date must be equal to or precede the end date.</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> The archive panel start date must precede or equal the end date.</p> <p><b>Action:</b> The user should select a different start or end date.</p>
<b>QMDT0003</b>	<p><b>Text:</b> Contact audio file with id &lt;ccrid&gt; is not encrypted</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> 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><b>Action:</b> None.</p>

Error Code	Description
<b>QMDT0005</b>	<p><b>Text:</b> Comment length is limited to a max of &lt;Comment&gt; characters</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> When adding a comment, comment length is limited to a maximum number. What the user entered has exceeded the maximum.</p> <p><b>Action:</b> The user can retry, or contact their system administrator.</p>
<b>QMDT0006</b>	<p><b>Text:</b> Intent id &lt;intentId&gt; exceeding &lt;maxRows&gt; maximum rows</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> The query returns more rows than the max it is allowed to return.</p> <p><b>Action:</b> The user should narrow the date range for their search.</p>
<b>QMDT0007</b>	<p><b>Text:</b> Intent id &lt;intentId&gt; exceeding &lt;maxRows&gt; maximum rows</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> The user selected a different sorting method for the Recording.TreeCombo and that action failed.</p> <p><b>Action:</b> Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
<b>QMDT0010</b>	<p><b>Text:</b> There are no other roles assigned to this person: id=&lt;personId&gt; msg=&lt;msg&gt;</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> 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><b>Action:</b> The user can re-try the logon or contact their system administrator.</p>

Error Code	Description
<b>QMDT0011</b>	<p>Text: Please select or play a recording. msg=&lt;msg&gt;</p> <p>Type: Info</p> <p>Add'l Info: The user has attempted to save a recording, but no contact is selected. The user must select or play a contact or recording before saving.</p> <p>Action: Select a contact or play a recording before attempting to save it.</p>
<b>QMDT1000</b>	<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. The application must exit</p>
<b>QMDT1002</b>	<p>Text: Bundle type configuration not found: details=&lt;msg&gt;</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>
<b>QMDT1003</b>	<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>
<b>QMDT1004</b>	<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>

Error Code	Description
<b>QMDT1005</b>	<p><b>Text:</b> Error with temporary directory for audio playback files. source=&lt;source&gt;, details=&lt;details&gt;</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> This error occurs if something goes wrong when initializing the directory where audio temporary files are stored</p> <p><b>Action:</b> The user should just retry the download, or contact their system administrator.</p>
<b>QMDT1006</b>	<p><b>Text:</b> Error retrieving windows authentication setup value from LDAP.</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> A configuration value is saved in LDAP specifying whether the application should use windows authentication for logging in to the application.</p> <p><b>Action:</b> The use can close the application and restart it, or contact their system administrator.</p>
<b>QMDT1007</b>	<p><b>Text:</b> Error retrieving logon domain(s) from LDAP.</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> While starting the application, a valid logon domain(s) must be established. If not, the application needs to exit.</p> <p><b>Action:</b> The application will exit. The user can restart the application after this occurs.</p>
<b>QMDT1008</b>	<p><b>Text:</b> The Database is not connected</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> While starting the application, a valid database connections must be established. If not, the application needs to exit.</p> <p><b>Action:</b> The application will exit. The user can restart the application after this occurs.</p>

Error Code	Description
<b>QMDT1009</b>	Text: Error connecting to licensing servlet at ip=<url> Type: Fatal Add'l Info: While starting the application, connections are made to the licensing module. If unable to connect this message is displayed. Action: The application will exit. The user can restart the application after this occurs.
<b>QMDT1010</b>	Text: A licensing error has occurred Type: Fatal 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 Action: The application will exit. The user can restart the application after this occurs.
<b>QMDT1011</b>	Text: Error retrieving base server info from LDAP. Type: Fatal Add'l Info: When the application starts, retrieving the base server information such as IP has failed. Action: This should be configured by the system administrator.
<b>QMDT1012</b>	Text: License expiration error: details=<details> Type: Fatal 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. Action: This should be configured by the system administrator.

Error Code	Description
<b>QMDT1013</b>	<p><b>Text:</b> Licensed users error: details=&lt;details&gt;</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> 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><b>Action:</b> This should be configured by the system administrator.</p>
<b>QMDT1014</b>	<p><b>Text:</b> Licensing product code error: details=&lt;details&gt;</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> 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><b>Action:</b> This should be configured by the system administrator.</p>
<b>QMDT1015</b>	<p><b>Text:</b> Hardware address (MAC Address) for the base server does not match the one in the license: details=&lt;details&gt;</p> <p><b>Type:</b> Fatal</p> <p><b>Add'l Info:</b> 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><b>Action:</b> This should be configured by the system administrator.</p>
<b>QMDT2000</b>	<p><b>Text:</b> Unknown error: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>

Error Code	Description
<b>QMDT2001</b>	<p><b>Text:</b> An error occurred opening reporting: &lt;url&gt;, details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While clicking the reports tab, an error occurs while trying to open the browser with the reporting url.</p> <p><b>Action:</b> The user can retry the reporting tab, or the user can contact their system administrator.</p>
<b>QMDT2003</b>	<p><b>Text:</b> Error retrieving data from database: &lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application attempted a database call that failed to retrieve the expected result.</p> <p><b>Action:</b> Whatever caused this error can be re-tried, or the user can contact their system administrator.</p>
<b>QMDT2007</b>	<p><b>Text:</b> Unknown error while connecting to screen: &lt;screenFile&gt;: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While attempting to play a contact for evaluation, the screen connection could not be established.</p> <p><b>Action:</b> The user can back out of the evaluation screen and re-attempt the play back, or the user can contact their system administrator.</p>
<b>QMDT2012</b>	<p><b>Text:</b> There was no screen file to play for contact id &lt;ccrid&gt;.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> 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
<b>QMDT2014</b>	<p><b>Text:</b> Quality Management (Desktop) is already running. Try shutting down the currently running instance.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This occurs if a user attempts to open more than one instance of the application on the same computer.</p> <p><b>Action:</b> If the user wants another instance, the currently running instance will need to be closed.</p>
<b>QMDT2015</b>	<p><b>Text:</b> Error retrieving reporting info from directory services.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> When the application starts, retrieving the reporting server location from LDAP failed.</p> <p><b>Action:</b> This should be configured by the system administrator.</p>
<b>QMDT2017</b>	<p><b>Text:</b> Unable to retrieve UI parameters from directory services.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> When the application starts, there are configuration values that needed. This error occurs when gathering these has failed. The application continues with default values.</p> <p><b>Action:</b> These values should be configured by the system administrator.</p>
<b>QMDT2019</b>	<p><b>Text:</b> Logon Error: details=&lt;details&gt;, userName=&lt;userName&gt;, domain=&lt;domain&gt;, personId=&lt;personId&gt;, LDAP realmId=&lt;realmId&gt;, LDAP skillId=&lt;skillId&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An error occurred while a user was logging on.</p> <p><b>Action:</b> The user can retry logging on, or contact their system administrator.</p>

Error Code	Description
<b>QMDT2023</b>	<p>Text: Invalid user selection: details=&lt;msg&gt;</p> <p>Type: Error</p> <p>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>Action: The user can retry, or contact their system administrator.</p>
<b>QMDT2025</b>	<p>Text: Error saving the evaluation for ccrId=&lt;ccrid&gt; msg=&lt;msg&gt;</p> <p>Type: Error</p> <p>Add'l Info: The modified or finished an evaluation, and while saving it, an error has occurred.</p> <p>Action: The user can retry, or contact their system administrator.</p>
<b>QMDT2026</b>	<p>Text: Error playing audio file: &lt;audioFile&gt;: details=&lt;msg&gt;</p> <p>Type: Error</p> <p>Add'l Info: The user was playing the audio for a evaluation, and an error has occurred.</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>
<b>QMDT2028</b>	<p>Text: Error stopping audio file: &lt;audioFile&gt;</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>
<b>QMDT2029</b>	<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>

Error Code	Description
<b>QMDT2030</b>	<p><b>Text:</b> Error loading application image files</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application must load various image files for presentation. If unable to load one of these images, this error occurs.</p> <p><b>Action:</b> The system administrator will need to make sure the files have not been deleted.</p>
<b>QMDT2034</b>	<p><b>Text:</b> Error pausing screen file for contact id &lt;ccrid&gt;: screen file=&lt;screenFile&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An error has occurred while attempting to pause playback.</p> <p><b>Action:</b> 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>
<b>QMDT2035</b>	<p><b>Text:</b> Error stopping screen file &lt;screenFile&gt;.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An error has occurred while attempting to stop playback.</p> <p><b>Action:</b> 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>
<b>QMDT2036</b>	<p><b>Text:</b> Error performing file cleanup: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> Since the user can't retry this, they should contact their system administrator.</p>

Error Code	Description
<b>QMDT2038</b>	<p><b>Text:</b> Error building table: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While gathering results for archive or evaluation purposes, an error has occurred while building the table these results are displayed in.</p> <p><b>Action:</b> The user can retry, or contact their system administrator.</p>
<b>QMDT2039</b>	<p><b>Text:</b> Error initializing play back for contact id &lt;ccrid&gt;: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> The user will need to back out of the evaluation and retry selecting the contact, or contact their system administrator.</p>
<b>QMDT2040</b>	<p><b>Text:</b> Error with play back slider.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An error has occurred while the user was using the playback slider</p> <p><b>Action:</b> The user can retry, or contact their system administrator.</p>
<b>QMDT2041</b>	<p><b>Text:</b> Error playing screen file=&lt;screenFile&gt; details=&lt;details&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The user was playing a contact for a evaluation, and an error has occurred with screen playback.</p> <p><b>Action:</b> 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
<b>QMDT2043</b>	<p><b>Text:</b> Error pausing audio file: &lt;audioFile&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An error has occurred while attempting to pause playback.</p> <p><b>Action:</b> 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>
<b>QMDT2044</b>	<p><b>Text:</b> Error synchronizing audio and screen for contact id &lt;ccrid&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An error has occurred during the playback of a contact.</p> <p><b>Action:</b> 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>
<b>QMDT2051</b>	<p><b>Text:</b> Invalid Person.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This happens at log on and there is no matching user in the database.</p> <p><b>Action:</b> 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>
<b>QMDT2052</b>	<p><b>Text:</b> Error unclaiming contact with id = &lt;ccrid&gt;. This ccr will need to be manually unclaimed.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> The user should contact their system administrator.</p>

Error Code	Description
<b>QMDT2055</b>	<p><b>Text:</b> Error downloading the audio file for contact id &lt;ccrid&gt;: speex=&lt;speexFile&gt;, wav=&lt;wavFile&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This can happen from time to time when a user tries to evaluate or play an archived file.</p> <p><b>Action:</b> The should retry this a couple times. If problems continue, restart the application or contact your system adminstrator.</p>
<b>QMDT2056</b>	<p><b>Text:</b> Error converting SPEEX file to WAV file &lt;speexPath&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> The user will need to back out of the evaluation and retry selecting the contact, or contact their system adminstrator.</p>
<b>QMDT2057</b>	<p><b>Text:</b> Error initializing the audio file for contact id &lt;ccrid&gt;: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> The user will need to back out of the evaluation and retry selecting the contact, or contact their system adminstrator.</p>
<b>QMDT2058</b>	<p><b>Text:</b> Error writing audio trail to database for contact id &lt;ccrid&gt;.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> The user should contact their system adminstrator.</p>

Error Code	Description
<b>QMDT2062</b>	<p>Text: Invalid method parameter: &lt;parameter&gt;</p> <p>Type: Error</p> <p>Add'l Info: This is a programmatic error. It happens classes are passed invalid parameters used for initializaiton.</p> <p>Action: see the qmdesktop.log or qmdesktop.dbg file, or contact their system adminstrator.</p>
<b>QMDT2063</b>	<p>Text: download error for contact id &lt;ccrid&gt;. source file=&lt;source&gt; hostip=&lt;hostIp&gt; httpport=&lt;httpPort&gt; httpsport=&lt;httpsPort&gt; username=&lt;username&gt; target=&lt;target&gt; ftsCode=&lt;ftsCode&gt;, ftsMessage=&lt;ftsMsg&gt;</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 adminstrator.</p>
<b>QMDT2066</b>	<p>Text: Process ID (PID) error: file=&lt;pidFile&gt; details=&lt;detail&gt;</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 adminstrator.</p>
<b>QMDT2068</b>	<p>Text: There are no roles assigned to this person: personId=&lt;personId&gt;, msg=&lt;msg&gt;</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 adminstrator.</p>

Error Code	Description
<b>QMDT2069</b>	<p><b>Text:</b> Error retrieving configuration values</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This error occurs at start up when the application is unable to retrieve it's configuration data from the LDAP database.</p> <p><b>Action:</b> In some cases the application will exit.  In other cases the application has default values it will use instead.  See the qmdesktop.log or qmdesktop.dbg file.</p>
<b>QMDT2072</b>	<p><b>Text:</b> Error seeking screen file.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An error has occurred during the playback of a contact while the user was seeking using the playback slider.</p> <p><b>Action:</b> 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>
<b>QMDT2073</b>	<p><b>Text:</b> Handler error: &lt;module&gt; problem handling a db result through the handler: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This error occurs when the application is retrieving data from the database. The error occurs in a specific module's database handler.</p> <p><b>Action:</b> The user can retry, or contact their system administrator.</p>
<b>QMDT2074</b>	<p><b>Text:</b> Error building summary table: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This error occurs during the initialization of the 'Dashboard' tab.</p> <p><b>Action:</b> The user can retry, or contact their system administrator.</p>

Error Code	Description
<b>QMDT2075</b>	<p>Text: Play back error for contact id &lt;ccrid&gt;: msg=&lt;msg&gt;: details=&lt;details&gt;</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>
<b>QMDT2076</b>	<p>Text: GUI error: details=&lt;msg&gt;</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>
<b>QMDT2079</b>	<p>Text: Export error. inputfile=&lt;input&gt; outputfile=&lt;output&gt;</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>
<b>QMDT2080</b>	<p>Text: Error retrieving &lt;role&gt; 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>
<b>QMDT2081</b>	<p>Text: Error connecting to screen with contact id &lt;ccrid&gt; at IP &lt;ip&gt;: status=&lt;status&gt;</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
<b>QMDT2084</b>	<p><b>Text:</b> Error retrieving audio file with contact id &lt;ccrid&gt; information from the database: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While attempting to play a contact for evaluation, there was a error retrieving the file information from the database.</p> <p><b>Action:</b> The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
<b>QMDT2085</b>	<p><b>Text:</b> Error claiming this contact for evaluation: &lt;ex&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While attempting to claim this contact for evaluation, an error occurred.</p> <p><b>Action:</b> The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
<b>QMDT2086</b>	<p><b>Text:</b> Error retrieving screen file with contact id &lt;ccrid&gt; information from the database: details=&lt;msg&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While attempting to play a contact for evaluation, there was a error retrieving the file information from the database.</p> <p><b>Action:</b> The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
<b>QMDT2087</b>	<p><b>Text:</b> Error retrieving the evaluation with contact id &lt;ccrid&gt; from the database.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While attempting to play a contact for evaluation, there was a error retrieving the file information from the database.</p> <p><b>Action:</b> The user can back out of the evaluation panel and retry, or contact their system administrator.</p>

Error Code	Description
<b>QMDT2089</b>	<p><b>Text:</b> There is no screen file for contact id &lt;ccrid&gt; to upload and play.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
<b>QMDT2090</b>	<p><b>Text:</b> Unable to load .properties file from the application's jar file: &lt;filename&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While starting the application, an error has occurred gathering log4j configuration values from the applications configuration file.</p> <p><b>Action:</b> The application will exit. The user can restart the application after this occurs.</p>
<b>QMDT2091</b>	<p><b>Text:</b> Error closing input or output stream for file: &lt;sourceFile&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While downloading a file, there was an error closing the input or output stream used for downloading the file.</p> <p><b>Action:</b> The user can back out of the evaluation panel and retry, or contact their system administrator.</p>
<b>QMDT2092</b>	<p><b>Text:</b> error decrypting a SPEEX file for contact=&lt;ccrid&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This error occurs if something goes wrong when decrypting an audio file</p> <p><b>Action:</b> The user should just retry the download, or contact their system administrator.</p>

Error Code	Description
<b>QMDT2094</b>	<p><b>Text:</b> The character encoding (&lt;encoding&gt;) being used is by the playback download client to talk to the servlet is invalid</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The character encoding being used between the client and the FileTransferServlet is unsupported.</p> <p><b>Action:</b> The user should contact their system administrator.</p>
<b>QMDT2096</b>	<p><b>Text:</b> password decrypt error for contact id &lt;ccrid&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This error occurs if something goes wrong when decrypting the Host.password</p> <p><b>Action:</b> The user contact their system administrator.</p>
<b>QMDT2097</b>	<p><b>Text:</b> password decoding error for contact id &lt;ccrid&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This error occurs if something goes wrong when decoding the Host.password</p> <p><b>Action:</b> The user contact their system administrator.</p>
<b>QMDT2098</b>	<p><b>Text:</b> Initializing download on demand failed: code=&lt;code&gt;, message=&lt;message&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This can happen from time at startup if unable to initialize the download on demand feature.</p> <p><b>Action:</b> If problems continue, restart the application or contact your system administrator.</p>
<b>QMDT2099</b>	<p><b>Text:</b> Download on demand for the following contact has failed: id=&lt;ccrid&gt;, code=&lt;code&gt;, message=&lt;message&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> 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><b>Action:</b> The should retry this a couple times. If problems continue, restart the application or contact your system administrator.</p>

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

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

Error Code	Description
<b>QMDT2112</b>	<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>
<b>QMDT2113</b>	<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>
<b>QMDT2114</b>	<p>Text: Error inserting or updating metadata for MetaDataField.displayName=&lt;metaDataFieldDisplay Name&gt;</p> <p>Type: Error</p> <p>Add'l Info: The application attempted to insert or update metadata in the database and failed.</p> <p>Action: Try again or contact the system administrator.</p>
<b>QMDT2115</b>	<p>Text: Error deleting metadata for MetaDataField.displayName=&lt;metaDataFieldDisplay Name&gt;</p> <p>Type: Error</p> <p>Add'l Info: The application attempted to delete metadata in the database and failed.</p> <p>Action: Try again or contact the system administrator.</p>
<b>QMDT2116</b>	<p>Text: ecrypt error for string=&lt;string&gt;</p> <p>Type: Error</p> <p>Add'l Info: This error occurs if something goes wrong when encrypting data</p> <p>Action: Try again or contact the system administrator.</p>

Error Code	Description
<b>QMDT2117</b>	<p><b>Text:</b> Error building evalForm combo for contact id &lt;ccrid&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> When a user selects a contact for evaluation, if it is an agent tagged contact, the current list of active evaluation forms must be retrieved from the database and JComboBox built for the use to select which evaluation form to use. If a user receives this error message, the application has failed to do the above.</p> <p><b>Action:</b> The user will need to back out of the evaluation and retry selecting the contact, or contact their system administrator.</p>
<b>QMDT2118</b>	<p><b>Text:</b> Invalid chart request.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> When a user selects a chart to be displayed only a certain set of charts are configured. If this happens, the user has selected an invalid chart.</p> <p><b>Action:</b> Contact their system administrator or try again.</p>
<b>QMDT2119</b>	<p><b>Text:</b> Error exporting screen file for contactId=&lt;ccrid&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> When a user selects to export a screen file and/or an audio file, an unexpected error has occurred.</p> <p><b>Action:</b> Contact their system administrator or try again.</p>
<b>QMDT2120</b>	<p><b>Text:</b> Error connecting to the database: details=&lt;message&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While starting the application, a valid database connections must be established. If not, the application needs to exit.</p> <p><b>Action:</b> The application will exit. The user can restart the application after this occurs.</p>

Error Code	Description
<b>QMDT2121</b>	<p>Text: Export error. ccrd=&lt;ccrid&gt; outputfile=&lt;output&gt;</p> <p>Type: Error</p> <p>Add'l Info: This error occurs if an error occurs during the export of a recording.</p> <p>Action: Retry the download, or contact your system administrator.</p>
<b>QMDT2122</b>	<p>Text: Export error. ccrd=&lt;ccrid&gt; outputfile=&lt;output&gt;</p> <p>Type: Error</p> <p>Add'l Info: This error occurs if an error occurs during the export of a recording.</p> <p>Action: Retry the download, or contact your system administrator.</p>
<b>QMDT2123</b>	<p>Text: Unrecognized media type/extension for outputfile=&lt;output&gt;</p> <p>Type: Error</p> <p>Add'l Info: The user has chosen to save a recording with an unrecognized file extension.</p> <p>Action: Try saving the recording with a valid file extension.</p>
<b>QMDT3001</b>	<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>
<b>QMDT3003</b>	<p>Text: num below shouldn't be negative. setting below to 0 to fix error. below = &lt;below&gt;</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>
<b>QMEX0000</b>	<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
<b>QMEX0003</b>	<p><b>Text:</b> Contact audio file with id &lt;ccrid&gt; is not encrypted</p> <p><b>Type:</b> Info</p> <p><b>Add'l Info:</b> 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><b>Action:</b> None.</p>
<b>QMEX2002</b>	<p><b>Text:</b> Error closing input or output stream for file: &lt;sourceFile&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> While downloading a file, there was an error closing the input or output stream used for downloading the file.</p> <p><b>Action:</b> Contact the QM Administrator.</p>
<b>QMEX2003</b>	<p><b>Text:</b> Unable to delete file &lt;file&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The file was requested to be deleted. Deletion of the file failed.</p> <p><b>Action:</b> Contact the QM Administrator.</p>
<b>QMEX2004</b>	<p><b>Text:</b> Invalid method parameter: &lt;parameter&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This happens during SplkDbResultHandlerInterface#handleResult when invalid data is retrieved from the database</p> <p><b>Action:</b> Contact the QM Administrator.</p>
<b>QMEX2005</b>	<p><b>Text:</b> password decrypt error for contact id &lt;ccrid&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This error occurs if something goes wrong when decrypting the Host.password</p> <p><b>Action:</b> Contact the QM Administrator.</p>
<b>QMEX2006</b>	<p><b>Text:</b> Error retrieving configuration value &lt;configValue&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> This error occurs if there is an error getting configuration values</p> <p><b>Action:</b> Contact the QM Administrator.</p>

Error Code	Description
<b>QMEX2007</b>	<p>Text: Error playing screen file=&lt;screenFile&gt; details=&lt;details&gt;</p> <p>Type: Error</p> <p>Add'l Info: The user was playing a contact, and an error has occurred with screen playback.</p> <p>Action: Contact the QM Administrator.</p>
<b>QMLD0000</b>	<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>
<b>QMLD2000</b>	<p>Text: Cannot read company &lt;name&gt;. 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>
<b>QMLD2001</b>	<p>Text: Error reading Company: &lt;reason&gt;.</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>
<b>QMLD2002</b>	<p>Text: Error reading file &lt;fileName&gt; for restoring LDAP: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred reading the backup file.</p> <p>Action: Make sure the file exists and has read permissions.</p>
<b>QMLD2003</b>	<p>Text: Error parsing file &lt;fileName&gt; for restoring LDAP: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred parsing the backup file.</p> <p>Action: Make sure the file exists and is readable.</p>

Error Code	Description
<b>QMLD2004</b>	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.
<b>QMLD2005</b>	Text: Error saving DSN: <reason> Type: Error Add'l Info: An error occurred saving DSN data. Action: Try saving the data again.
<b>QMLD2006</b>	Text: Error connecting to LDAP: <reason> Type: Error Add'l Info: An error occurred connecting to LDAP. Action: Restart the application.
<b>QMLD2007</b>	Text: Error with connection to LDAP: <reason> Type: Error Add'l Info: An error occurred with the connection to LDAP. Action: Restart the application.
<b>QMLD2008</b>	Text: Error reading Person: <reason>. Type: Error Add'l Info: An error occurred reading a Person from LDAP. Action: Retry reading this data.
<b>QMLD2009</b>	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.

Error Code	Description
<b>QMMN0000</b>	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.
<b>QMMN0001</b>	Text: No jar files in the search path for Mana plugins. Type: Info Add'l Info: There are no jar files in the search path for Mana plugins. Action: None.
<b>QMMN2000</b>	Text: Couldn't get LDAP configuration from the registry. Type: Error Add'l Info: LDAP configuration information cannot be retrieved from the registry. Action: None.
<b>QMMN2001</b>	Text: Unexpected error: <msg> Type: Error Add'l Info: An unexpected error occurred while executing a task. Action: None.
<b>QMMN2002</b>	Text: Could not access information from <service>: <msg> Type: Error Add'l Info: Couldn't get information from a service because the service is not in a state where that information is retrievable. Action: If the problem persists, contact support.
<b>QMMN2003</b>	Text: Failed to add jar <jar> to search list for Mana tasks. Type: Error Add'l Info: Failed to add a jar to search list for Mana tasks. Action: None.

Error Code	Description
<b>QMMN2004</b>	Text: Unexpected error while loading a <resource>: <cause> Type: Error Add'l Info: Unexpected error while loading a resource. Action: None.
<b>QMMN2005</b>	Text: The emergency properties file <properties> could not be found. A valid Mana configuration cannot be created. Type: Error Add'l Info: The emergency properties file could not be found. A valid Mana configuration cannot be created. Action: None.
<b>QMMN2006</b>	Text: The emergency properties file <properties> could not be loaded. A valid Mana configuration cannot be created. Type: Error Add'l Info: The emergency properties file could not be loaded. A valid Mana configuration cannot be created. Action: None.
<b>QMMN2007</b>	Text: Failed to get configuration from LDAP; will use default configuration and details from emergency properties file. Type: Error Add'l Info: Failed to get configuration from LDAP Action: None.
<b>QMMN2008</b>	Text: A required property is missing from the emergency properties file. A valid Mana configuration cannot be created. Type: Error Add'l Info: A required property is missing from the emergency properties file. Action: None.

Error Code	Description
<b>QMMN2009</b>	<p>Text: An error occurred while retrieving data from the database for intentId=&lt;intentId&gt;</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while retrieving data from the database</p> <p>Action: None.</p>
<b>QMMN2011</b>	<p>Text: Unable to retrieve database connection information from LDAP</p> <p>Type: Error</p> <p>Add'l Info: Unable to retrieve database connection information from LDAP</p> <p>Action: None.</p>
<b>QMMN2012</b>	<p>Text: FTS connection parameters were invalid</p> <p>Type: Error</p> <p>Add'l Info: One of the following connection parameters to FTS was invalid: ip, port, userName, or password</p> <p>Action: None.</p>
<b>QMMN2013</b>	<p>Text: Bad HTTP status statusCode=&lt;statusCode&gt; &lt;statusMessage&gt;</p> <p>Type: Error</p> <p>Add'l Info: This happens when MANA connects to a client via a HTTP connection, and the server returns a bad HTTP status code.</p> <p>Action: None.</p>
<b>QMMN2014</b>	<p>Text: Configuration is invalid. Tasks cannot run, and notifications cannot be sent. &lt;msg&gt;</p> <p>Type: Error</p> <p>Add'l Info: Failed to get configuration from LDAP. Will retry again.</p> <p>Action: None.</p>

Error Code	Description
<b>QMMN2015</b>	Text: Unexpected error while loading configuration from LDAP. Type: Error Add'l Info: Unexpected error while getting configuration from LDAP. Action: Refer to logs for details.
<b>QMMN2016</b>	Text: Unexpected error while getting call data for CM task. Type: Error Add'l Info: Unexpected error while getting call data for CM task. Action: Refer to logs for details.
<b>QMMN2017</b>	Text: Failed to send notification using SMTP. Type: Error Add'l Info: Failed to send notification using SMTP due to an unexpected error. Action: Refer to logs for details.
<b>QMMN3000</b>	Text: Thread interrupted while waiting for polling diagnostic to complete. Trying again immediately. Type: Warn Add'l Info: A thread was interrupted while waiting for a polling diagnostic to complete. Action: None.
<b>QMMN3001</b>	Text: SMTP Host may not be configured correctly: <host> Type: Warn Add'l Info: Notification could not be sent because host may not be setup correctly. Action: Check the SMTP Host Configuration is setup correctly.
<b>QMMN3002</b>	Text: SMTP Port may not be configured correctly: <port> Type: Warn Add'l Info: Notification could not be sent because port may not be setup correctly. Action: Check the SMTP Port Configuration is setup correctly.

Error Code	Description
<b>QMMN3003</b>	Text: The list of polling tasks to run is empty. Type: Warn Add'l Info: The list of polling tasks to run is empty.. Action: None.
<b>QMMN3004</b>	Text: Failed to parse problem XML. All problem types will be enabled. Type: Warn Add'l Info: Failed to parse problem XML. Action: None.
<b>QMMN3005</b>	Text: Failed to get configuration from LDAP; will use previous configuration. Type: Warn Add'l Info: Failed to get configuration from LDAP Action: None.
<b>QMPI0000</b>	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.
<b>QMPI1000</b>	Text: Could not setup default configuration in Directory Services. SQM Configuration Setup will exit. Type: Fatal Add'l Info: QM Configuration Setup attempted and failed to load the default data into Directory Services. Action: Verify the Directory Services is running.
<b>QMPI1001</b>	Text: Could not start up SQM Configuration: <cause> Type: Fatal Add'l Info: QM 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
<b>QMPI2000</b>	<p>Text: Cannot retrieve information &lt;viewName&gt;. &lt;msg&gt;</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. Verify database is running.</p>
<b>QMPI2001</b>	<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>
<b>QMPI2002</b>	<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. Verify database is running.</p>
<b>QMPI2003</b>	<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. Verify QM registry entries exist.</p>
<b>QMPI2004</b>	<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
<b>QMPI2005</b>	<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>
<b>QMPI2006</b>	<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>
<b>QMPI2007</b>	<p>Text: Cannot update view &lt;viewName&gt; 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>
<b>QMPI2008</b>	<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 QM correctly.</p>
<b>QMPI2009</b>	<p>Text: Cannot load information from Directory Services: &lt;cause&gt;</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 QM correctly.</p>

Error Code	Description
<b>QMPI2010</b>	<p>Text: Cannot save information to Directory Services: &lt;cause&gt;</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 QM correctly.</p>
<b>QMPI2011</b>	<p>Text: Could not load JDBC driver: &lt;cause&gt;</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>
<b>QMPI2012</b>	<p>Text: Could not run MSI batch file: &lt;cause&gt;</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>
<b>QMPI2013</b>	<p>Text: Cannot get server information from Directory Services: &lt;cause&gt;</p> <p>Type: Error</p> <p>Add'l Info: The application could get server information from Directory Services.</p> <p>Action: None.</p>
<b>QMPI2014</b>	<p>Text: Unable to load database connection properties from Directory Services: &lt;cause&gt;</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
<b>QMPI2015</b>	<p>Text: Cannot find local services:</p> <p>Type: Error</p> <p>Add'l Info: The application could not discover if QM services were installed. The Windows registry cannot be accessed.</p> <p>Action: Verify that SplkStd4J.jar and SplkStd4j.dll are present.</p>
<b>QMPI2016</b>	<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>
<b>QMPI2017</b>	<p>Text: Could not find site config defaults properties file in classpath: &lt;propFile&gt;</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>
<b>QMPI2018</b>	<p>Text: Error connecting to host: &lt;cause&gt;</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>
<b>QMPI2019</b>	<p>Text: Error sending/receiving from server: &lt;cause&gt;</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
<b>QMPI2020</b>	<p><b>Text:</b> Cannot get address for local IP address &lt;localIp&gt;: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not get the hostname for the address specified in QM registry.</p> <p><b>Action:</b> Verify that the IP address to use for local services is a current IP address for this server.</p>
<b>QMPI2021</b>	<p><b>Text:</b> Cannot find SQM CTI Server profile for ip &lt;localIp&gt; or hostname &lt;hostname&gt;.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not find information in Directory Services for the local QM CTI Server.</p> <p><b>Action:</b> Verify that a QM CTI Server was defined for this server in Site Configuration.</p>
<b>QMPI2022</b>	<p><b>Text:</b> Cannot load Primary CTI Manager profile for PG ID &lt;pgId&gt;: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not load information about this cluster.</p> <p><b>Action:</b> Verify that a QM CTI Server was defined for this server in Site Configuration.  Verify that Directory Services is running.</p>
<b>QMPI2023</b>	<p><b>Text:</b> Packaged JTAPI jar did not connect successfully.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not connect to the QM CTI Server using the packaged JTAPI jar.</p> <p><b>Action:</b> Install JTAPI jar manually or try this step again from the Tools menu.</p>
<b>QMPI2024</b>	<p><b>Text:</b> Could not get JTAPI plugin URL from AXL: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not retrieve the JTAPI plugin via AXL.</p> <p><b>Action:</b> Install plugin manually or retry this step using Tools menu.</p>

Error Code	Description
<b>QMPI2025</b>	<p>Text: Cannot download file from URL &lt;url&gt;: &lt;cause&gt;</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>
<b>QMPI2026</b>	<p>Text: Local File &lt;localPath&gt; 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>
<b>QMPI2027</b>	<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>
<b>QMPI2028</b>	<p>Text: Could not copy file &lt;src&gt; to &lt;dest&gt;: &lt;cause&gt;</p> <p>Type: Error</p> <p>Add'l Info: The application could not copy jtapi.jar from install directory to QM ext directory.</p> <p>Action: Copy file manually.</p>
<b>QMPI2029</b>	<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>

Error Code	Description
<b>QMPI2030</b>	<p><b>Text:</b> Unspecified error downloading JTAPI installer: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not download JTAPI installer for an unspecified reason.</p> <p><b>Action:</b> Install plugin manually or retry this step using Tools menu.</p>
<b>QMPI2031</b>	<p><b>Text:</b> Could not connect to server to get JTAPI installation file: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not connect to the CallManager server.</p> <p><b>Action:</b> Install plugin manually or retry this step using Tools menu.</p>
<b>QMPI2032</b>	<p><b>Text:</b> Cannot create bat file to run JTAPI silent install: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could create the batch file used to run the JTAPI install program.</p> <p><b>Action:</b> Install plugin manually or retry this step using Tools menu.</p>
<b>QMPI2033</b>	<p><b>Text:</b> Could not get OK status from CTI Service.</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The Site Configuration application could not get an OK status from local CTI Service.</p> <p><b>Action:</b> Verify QM CTI Service is running (check CTI Service log).</p>
<b>QMPI2034</b>	<p><b>Text:</b> Unspecified error connecting to CTI Server: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The Site Configuration application could not connect to the local CTI Service for an unspecified reason.</p> <p><b>Action:</b> Verify QM CTI Service is running (check CTI Service log).</p>

Error Code	Description
<b>QMPI2035</b>	<p><b>Text:</b> Unspecified error reading from defaults properties file: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> An unspecified error occurred while attempting to read from the sitedefaults.properties file.</p> <p><b>Action:</b> Verify file exists and is readable.</p>
<b>QMPI2036</b>	<p><b>Text:</b> The location specified could not be saved as the Funk data directory: &lt;dir&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The location for screen files could not be saved to the Funk registry.</p> <p><b>Action:</b> Verify Funk server is installed on QM Screen server. Verify path specified is valid.</p>
<b>QMPI2037</b>	<p><b>Text:</b> The following directories could not be created: &lt;dir&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The directory structure for recording files could not be created.</p> <p><b>Action:</b> Verify user has permissions to create directories. Verify path specified is valid.</p>
<b>QMPI2038</b>	<p><b>Text:</b> Could not connect to the SQM database: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not connect to the QM database.</p> <p><b>Action:</b> Verify database is running and configured correctly in QM.  This step can be run again from the Tools menu of QM Configuration Setup.</p>
<b>QMPI2039</b>	<p><b>Text:</b> Could not load required DLL: &lt;cause&gt;</p> <p><b>Type:</b> Error</p> <p><b>Add'l Info:</b> The application could not load a required DLL</p> <p><b>Action:</b> Verify that the dll specified exists in java.library.path.</p>

Error Code	Description
<b>QMPI2040</b>	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
<b>QMPI2041</b>	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.
<b>QMPI2042</b>	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.
<b>QMPI2043</b>	Text: Could not upgrade the LDAP schema: <cause>. Type: Error Add'l Info: Could not upgrade the LDAP schema. Action: None.
<b>QMPI2044</b>	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
<b>QMPI2045</b>	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
<b>QMPI2046</b>	Text: Could not set Recording Home Directory: <cause> Type: Error Add'l Info: The application could not set the recording home directory. Action: None.
<b>QMPI2047</b>	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.
<b>QMPI2048</b>	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.
<b>QMPI2049</b>	Text: Could not communicate with AXL: <cause> Type: Error Add'l Info: The application could not communicate with AXL. Action: Verify that a QM CTI Server was defined for this server in Site Configuration.  Verify that Directory Services is running.
<b>QMPI2050</b>	Text: Cannot load site config defaults from: <propFile> Type: Error Add'l Info: The property file for default values could not be loaded successfully. Action: Verify that the file has not become corrupt and is in key/value format.

Error Code	Description
<b>QMPI3000</b>	<p><b>Text:</b> Could not find registry entry for &lt;keyName&gt;. Showing Registry Dialog.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The registry key specified could not be found.</p> <p><b>Action:</b> Verify SplkStd4J.jar exists in ext and SplkStd4j.dll is in bin directories.</p> <p>Verify QM - Site Setup entries are in the registry.</p>
<b>QMPI3001</b>	<p><b>Text:</b> Could not connect to Directory Services &lt;ldapl&gt;.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The application could not connect to Directory Services.</p> <p><b>Action:</b> Verify SplkStd4J.jar exists in ext and SplkStd4j.dll is in bin directories.</p> <p>Verify Directory Services is running on the server with the specified IP address.</p>
<b>QMPI3002</b>	<p><b>Text:</b> Could not saved due to the following error: &lt;msg&gt;</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The application could not save the information.</p> <p><b>Action:</b> Verify Directory Services is running.</p>
<b>QMPI3003</b>	<p><b>Text:</b> Cannot access bundle information from Directory Services. Default to basic bundle.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The application could not access the bundle information from Directory Services. The application will assume basic bundle.</p> <p><b>Action:</b> Verify Directory Services is running.</p>
<b>QMPI3004</b>	<p><b>Text:</b> Could not configure FTP Server.</p> <p><b>Type:</b> Warn</p> <p><b>Add'l Info:</b> The application configure FTP Server.</p> <p><b>Action:</b> The user may not have permissions to run the script.</p> <p>This step can be run again from the Tools menu of QM Configuration Setup.</p>

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

Error Code	Description
<b>QMPI3010</b>	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.
<b>QMPI3011</b>	Text: Process cancelled by user: <cause> Type: Warn Add'l Info: The process has been cancelled by the user. Action: None.
<b>QMPI3012</b>	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 QM. Verify Directory Services is running.
<b>QMPI3013</b>	Text: Cannot get a connection from the database: <cause> Type: Warn Add'l Info: The application could not get a connection to the database. Action: Verify database is running and configured correctly in QM.
<b>QMPI3014</b>	Text: Cannot test if SQM catalog exists: <cause> Type: Warn Add'l Info: The application could not verify the QM catalogs exist. Action: Verify database is running and configured correctly in QM.
<b>QMPI3015</b>	Text: Cannot add initialized version key/value to Directory Services: <cause> Type: Warn Add'l Info: The application could write that site configuration for this server succeeded. Action: Verify Directory Services is running.

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

Error Code	Description
<b>QMPI3021</b>	<p>Text: Could not apply SSL certificate: &lt;cause&gt;</p> <p>Type: Warn</p> <p>Add'l Info: SSL certificate could not be applied.</p> <p>Action: Retry from Post Install Tools menu.</p> <p>Action: Contact Administrator.</p>
<b>QMPT0000</b>	<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>
<b>QMSY0000</b>	<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>
<b>QMSY1000</b>	<p>Text: Error retrieving list of peripheral gateways &lt;args&gt;: &lt;args&gt;</p> <p>Type: Fatal</p> <p>Add'l Info: SyncServer could not get a list of peripheral gateways from LDAP.</p> <p>Action: Run the Administrator and check the Site Config section.</p>
<b>QMSY2000</b>	<p>Text: [message]</p> <p>Type: Error</p> <p>Add'l Info: The system failed to retrieve or update database records.</p> <p>Action: Verify that the database server is up. Check DB Proxy log for specific error.</p>

Error Code	Description
<b>QMSY2002</b>	<p>Text: Error retrieving list of teams: &lt;reason&gt;</p> <p>Type: Error</p> <p>Add'l Info: Unable to get list of teams from LDAP.</p> <p>Action: Run the Administrator and check Team Admin screen.</p>
<b>QMSY2003</b>	<p>Text: Unable to create new AgentTeam record for agent with agent realmId &lt;realmId&gt; and skillTargetId &lt;skillTargetId&gt; and teamPeriphNo &lt;teamPeriphNo&gt;.</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. Check DB Proxy log for specific error.</p>
<b>QMSY3000</b>	<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>
<b>QMUI0000</b>	<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>
<b>QMUI2000</b>	<p>Text: Error displaying dialog: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred displaying a dialog.</p> <p>Action: Restart the application.</p>
<b>QMUI2001</b>	<p>Text: Error setting look-and-feel display to &lt;lookAndFeel&gt;: &lt;reason&gt;.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred setting look-and-feel display.</p> <p>Action: None.</p>

Error Code	Description
QMUT0000	Text: [message] Type: Info Add'l Info: Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation. Action: None.
QMUT1000	Text: Error parsing LDAP configuration for DbCleaner settings: <reason>. Type: Fatal Add'l Info: An error occurred parsing numbers from the DbCleaner settings. Action: Logs should show which settings are actually wrong.
QMUT2000	Text: Error loading required DLLs: <reason>. Type: Error Add'l Info: An error occurred loading required DLLs. Action: Restart the application.
QMUT2001	Text: Error parsing a date <dateString>: <reason>. Type: Error Add'l Info: An error occurred parsing a date. Action: Restart the application.
QMUT2002	Text: Cannot start process with command: <cmd> Type: Error Add'l Info: The process that was started with the specified command line could not start. Action: Verify the command line is valid.
QMUT2003	Text: Cannot load required DLL: <cause> Type: Error Add'l Info: The application could not find a required DLL. Action: Verify the DLL exists and is in the QM bin directory.

Error Code	Description
<b>QMUT2004</b>	<p>Text: Could not get login authentication configuration: &lt;cause&gt;</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>
<b>QMUT2005</b>	<p>Text: Security configuration is invalid: &lt;cause&gt;</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>
<b>QMUT2006</b>	<p>Text: An unspecified error occurred during Windows Authentication: &lt;cause&gt;</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>
<b>QMUT2007</b>	<p>Text: Unexpected error occurred while loading configuration from LDAP: &lt;reason&gt;.</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>
<b>QMUT2008</b>	<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
<b>QMUT2009</b>	<p>Text: Unexpected error creating the .keystore file used by Tomcat for SSL certificates: command=&lt;command&gt;</p> <p>Type: Error</p> <p>Add'l Info: An error occurred creating the .keystore file used by Tomcat for SSL certificates</p> <p>Action: See full log message for details.</p>
<b>QMUT3000</b>	<p>Text: Cannot read input stream from process: &lt;cause&gt;.</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>
<b>QMUT3001</b>	<p>Text: The account &lt;username&gt; has expired: &lt;cause&gt;.</p> <p>Type: Warn</p> <p>Add'l Info: The account with the specified username has expired.</p> <p>Action: Verify account.</p>
<b>QMUT3002</b>	<p>Text: The account &lt;username&gt; has expired: &lt;cause&gt;.</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>
<b>QMUT3003</b>	<p>Text: Unexpected exception - &lt;reason&gt;: &lt;msg&gt;</p> <p>Type: Warn</p> <p>Add'l Info: An unexpected problem was encountered.</p> <p>Action: The message will indicate further details.</p>
<b>QMUT3004</b>	<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>



