Cisco Unified Workforce Optimization

Quality Management Error Code Dictionary
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Quality Management Error Code Dictionary

Error Messages

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

- **Fatal**. The program cannot continue.

- **Major (Error)**. The program has suffered a loss of functionality, but it continues to run.

- **Minor (Warn)**. There is a malfunction that is a nuisance but that does not interfere with the program's operation.

- **Informational**. Not an error, this is related information that may be useful for troubleshooting.

Error Code	Description	
AUTH2000	Text:	Invalid signature.
	Type:	Major
	Add'l Info:	There is an Invalid signature in the report request URL (internal error).
	Action:	Provide the URL from the report popup window and the SQMR.dbg and SQMR.log files to technical support to assist in correcting the problem.

Error Code	Description	
QM1000	Text:	MANA failed to connect to <variable> (<variable>): <variable>
	Type:	Error
	Add'l Info:	MANA could not connect to one of the services used to record or play back recordings. This might indicate that the service is not running or is not servicing requests. This might cause contacts to not be recorded or uploaded. The most likely cause is the service has been shut down or is undergoing maintenance. The services involved are listed in the Details sections below.
	Action:	Verify the service is running. If it is not running, then restart the service.
QM1001	Text:	Incorrect JTAPI user or password configured for Quality Management CTI Service on <variable>.
	Type:	Error
	Add'l Info:	The JTAPI username/password configured in Configuration Setup under Cisco Unified CM is not correct. This user is configured in Unified CM Administrator as an Application User and must be associated with all devices that must be recorded. This problem will cause CTI to not be able to connect to Unified CM in order to receive call events and therefore no recordings will be made. The most likely cause is that the Unified CM configuration or the Quality Management configuration for this user has changed.
	Action:	Verify that the configuration is correct.

Error Code	Description	
QM1002	Text:	The telephony provider configured for Quality Management CTI Service on <variable> is down.
	Type:	Error
	Add'l Info:	The service that provides the CTI Service with call events that are used to start/stop recordings was down during this polling period. The most likely cause is the provider is failing over or may be going through maintenance. This would cause existing calls to stop recording and will not start again until the next call after the provider is back up or failover is complete. The Details section below will display details about which telephony provider is down.
	Action:	Verify that the Cisco Unified CM this CTI service is associated with is running.
QM1003	Text:	The Quality Management CTI Service on <variable> cannot initialize its connection to the telephony provider.
	Type:	Error
	Add'l Info:	The CTI Service cannot make an initial connection to the service that provides it with call events to start/stop recordings. This results in all recording stopping. The most likely cause of this message is the telephony provider configuration is incorrect or the provider has been modified, causing a lost connection. Typically this involves upgrading the server without updating the JTAPI client.
	Action:	Verify that the Cisco Unified CM associated with this CTI service is running. Verify that the configured JTAPI user and password are correct.

Error Code	Description	
QM1004	Text:	The Quality Management DB Service on <variable> cannot contact the QM database.
	Type:	Error
	Add'l Info:	One or more services cannot make a connection to the system database used to store configuration and contacts. This results in problems with Workforce Optimization login/playback and the system's ability to insert new contacts. It may also affect recording. The most likely causes are the database has moved, the SQL Server server has changed configuration (firewall settings, SQL user changes), or Quality Management database configuration was changed. See Details section for which service reported this problem.
	Action:	Verify the SQL Server is running and that the configured connection parameters are correct.
QM1005	Text:	Thread utilization on <variable> (<variable>) is at <variable>. It is likely to fail soon.
	Type:	Error
	Add'l Info:	One or more services reported that it is using more threads than is normal for this service. This may result in the service stopping to function in the near future and may eventually affect recording. The service is either nearing its capacity limit or has a software issue. See the Details section for which service reported this problem.
	Action:	Restart the service.
QM1006	Text:	Memory utilization on <variable> (<variable>) is at <variable>. It is likely to fail soon.
	Type:	Error
	Add'l Info:	One or more services reported that it is using more memory than is normal for this service. This may result in the service stopping to function in the near future and may eventually affect recording. The service is either nearing its capacity limit or has a software issue. See Details section for which service reported this problem.
	Action:	Restart the service.

Error Code	Description	
QM1007	Text:	Could not find QM configuration data in the Windows registry.
	Type:	Error
	Add'l Info:	One or more services could not get configuration from the Windows registry. The most likely cause is that a software or registry corruption has taken place. See the Details section for which service reported this problem.
	Action:	Contact Cisco Technical Support.
QM1009	Text:	Licensing URL is invalid.
	Type:	Error
	Add'l Info:	The licensing web application could not be contacted because the URL requested is invalid. This may result in users not recording or unable to log in to Workforce Optimization. The most likely cause is the IP/Hostname of the base server has changed or the address used in Configuration Setup for local services was changed and is invalid. The URL attempted is listed in the Details section.
	Action:	Contact Cisco Technical Support.
QM1010	Text:	License is for the wrong product.
	Type:	Error
	Add'l Info:	The licensing web application has reported that the client making a connection is not the correct product. This may result in users not recording or the administrator unable to change the license of users. There is a product mismatch between client and server. The most likely cause is the software has recently changed the ACD that is being used or a patch for the wrong product was applied. See the Details section for which client/service is reporting this problem.
	Action:	Contact Cisco Technical Support.

Error Code	Description	
QM1011	Text:	License has an invalid bundle: <variable>.
	Type:	Error
	Add'l Info:	The licensing web application has reported that a client requested a bundle (advanced/basic/compliance), but that bundle is invalid. The most likely cause is the software has recently removed a bundle type and the client is requesting a bundle that no longer exists. See the Details section for which client/service was involved in this problem.
	Action:	Contact Cisco Technical Support.
QM1014	Text:	License bundle type <variable> expired <variable> day(s) ago.
	Type:	Error
	Add'l Info:	The licensing web application has reported that a client requested a bundle (advanced/basic/compliance), but that bundle is expired. The most likely cause is that an expiring license was issued and has now expired. See the Details section for which bundle has expired.
	Action:	Contact Cisco Technical Support.
QM1015	Text:	Maximum number of users on the license bundle type {0} is zero.
	Type:	Error
	Add'l Info:	The licensing web application has reported that the client requested a bundle (advanced/basic/compliance) with no seats. The most likely cause is that an expiring license was issued and has now expired. See the Details section for which bundle is involved.
	Action:	Contact Cisco Technical Support.

Error Code	Description	
QM1016	Text:	Failed to connect to License Server (<variable>): <variable>.
	Type:	Error
	Add'l Info:	A client could not connect to the licensing web application. This may result in users not recording. The most likely cause is the Jetty service is not running or the IP/Hostname of the base server has changed or the address used in Configuration Setup for local services was changed and is now invalid.
	Action:	Verify the Jetty service is running. If the Jetty services is not running, restart the Jetty service.
QM1017	Text:	Unknown problem retrieving license information.
	Type:	Error
	Add'l Info:	A client connected to the licensing server but did not receive a valid response. This may result in users stopping recording and may not be able to log in to Workforce Optimization. See the Details section for more information about the error.
	Action:	Verify the Jetty service is running. If the Jetty services is not running, restart the Jetty service.
QM1018	Text:	License node lock is not valid for bundle type <variable>.
	Type:	Error
	Add'l Info:	A license was added successfully but the MAC or IP of the server no longer matches the license. Since the license is validated for node lock when uploading the license and would report an error at that time, it is likely the server IP/Hostname has changed and/or the device that had the MAC that was used in the license has been replaced.
	Action:	Contact Cisco Technical Support.

Error Code	Description	
QM1019	Text:	Configuration for <variable> is missing.
	Type:	Error
	Add'l Info:	This is a generic error that indicates a service is missing a required configuration. The Details section will specify which service has the issue and the configuration that is missing. The most likely cause of this issue is the configuration data has changed or become corrupt.
	Action:	Verify System Configuration Setup (PostInstall.exe) has completed. Verify the service is running.
QM1020	Text:	The maximum number of concurrent recordings was reached on Quality Management Recording Server <variable>.
	Type:	Error
	Add'l Info:	The Recording server has reached the maximum number of concurrent recordings. This will likely affect recording quality or may cause the Recording server to stop recording. The likely cause is that too many devices are configured to be recorded with the specified Recording server. The Recording server that has reported this is listed in the Details section.
	Action:	Contact Cisco Technical Support.
QM1021	Text:	The Quality Management Record service on <variable> doesn't have enough disk space to continue recording. It has only <variable> left in path <variable>.
	Type:	The Recording server has attempted to write a recording but the amount of hard drive space has run low enough so that it has stopped recording. The most likely cause is that the directory configured to store daily recordings is located on a partition that does not have enough free space, or previous days' recordings are not uploading and filling up the hard drive.
	Add'l Info:	Contact Cisco Technical Support.

Error Code	Description	
QM2000	Text:	The Quality Management FTS service on <variable> has less than <variable> MB of free hard drive space left.
	Type:	Error
	Add'l Info:	The amount of free space for storing voice/screen recordings is running low. This will eventually affect uploading unless free space is cleared up. See the Details section for the threshold that has been reached.
	Action:	Change configuration to use less hard drive space or upgrade to increase available space.
QM2001	Text:	License bundle type <variable> expires in <variable> day(s).
	Type:	Error
	Add'l Info:	The licensing web application has reported that a client requested a bundle (advanced/basic/compliance), but that bundle is set to expire in less than a week. See the Details section for which bundle will expire soon.
	Action:	Contact Cisco Technical Support.
QM2002	Text:	The phone with MAC address <variable> on <variable> is not associated with the JTAPI user.
	Type:	Error
	Add'l Info:	This notification occurs when a Recording service tries to register to receive call events but that registration fails. The reason for the failure is that each device must be associated with the Unified CM user that was entered into Quality Management Administration. See the Details section for the list of devices that are not associated with the JTAPI user configured in Administrator—Cisco Unified CM.
	Action:	Associate the phone with the Quality Management JTAPI user.

Error Code	Description	
QM2003	Text:	No phone could be detected on <variable>.
	Type:	Error
	Add'l Info:	The Desktop Recording service listened for a daisy-chained phone but did not find one after 6 minutes. This results in the service not recording. The most likely cause is the phone is not properly daisy chained to the PC or the device is not configured to send its RTP traffic to the PC. This is a useful message for deployments or if the phones are continuously connected to the PCs that record them. If PCs are routinely disconnected from the phones, you may want to consider disabling this problem. Other problems may be more useful (QM3002) to determine whether recordings for a specific phone are missed.
	Action:	Verify that the phone is correctly connected to the PC. Verify that the phone is homed to the correct Cisco Unified CM.
QM2004	Text:	<variable> failed to record screen for a call on <variable>.
	Type:	Error
	Add'l Info:	This notification occurs when a user has failed to record screen for a single call. The user is configured correctly to record screen and the Recording service attempted to record screen, but the attempt was unsuccessful. This may mean the Proxy Pro Host service is not running on the PC or in Server-based Recording, that the Proxy Pro Host service cannot connect to the Proxy Gateway on the Record Server. If it is possible that a user has a license that will record screen (Advanced bundle), but may not be logged in to a PC in order to record screen, you may want to consider disabling this problem.
	Action:	Contact Cisco Technical Support.

Error Code	Description	
QM2005	Text:	Components required to record screen are not running on <variable>.
	Type:	Error
	Add'l Info:	This notification occurs when the Desktop Record service is installed and running but the screen recording software is not installed or running on the PC. This will cause screen recording to fail (voice recording is unaffected). The likely cause is a corrupted installation or the service was manually shut down.
	Action:	Reinstall the Desktop Recording service, and try again.
QM2006	Text:	<variable> failed to record voice for a call on <variable>.
	Type:	Error
	Add'l Info:	This notification occurs when a user has failed to record voice for a single call. The user is configured correctly to record voice and the Recording service attempted to record voice, but the attempt was unsuccessful.
	Action:	Verify the agent's PC is configured as specified in the "Recording Requirements" section of the *Installation Guide*.
QM2007	Text:	Client on <variable> has the wrong version (<variable>).
	Type:	Error
	Add'l Info:	A different version of the Desktop Recording service is installed on a PC than the version that is installed on the servers. This will likely result in failed uploads and may even affect recording on that PC.
	Action:	Install the correct version of the Desktop Recording service on the PC, and try again.

Error Code	Description	
QM2008	Text:	The Quality Management Upload Controller cannot successfully connect to the database.
	Type:	Error
	Add'l Info:	The Controller service cannot connect to the DB Proxy service. This results in no contacts inserted or uploaded into the database. It should not affect recording, but should be resolved quickly to prevent a large backlog of recordings waiting to upload. The most likely cause is the DB Proxy service is shut down or is not servicing requests. Alternatively, the server that hosts DB Proxy may have changed IP/Hostname.
	Action:	Verify the Quality Management DB Proxy service is running. Verify the SQL Server is running.
QM2009	Text:	The Quality Management Upload Controller has an internal error and will not be able to connect to the database.
	Type:	Error
	Add'l Info:	The Controller Service cannot connect to the DB Proxy service. This results in no contacts inserted or uploaded into the database. It should not affect recording, but should be resolved quickly to prevent a large backlog of recordings waiting to upload. The most likely cause is the software or configuration has become corrupt.
	Action:	Contact Cisco Technical Support.
QM2010	Text:	There is an unknown error in the Quality Management Upload Controller that will prevent uploading.
	Type:	Error
	Add'l Info:	The Controller Service has an unspecified error which results in no contacts inserted or uploaded into the database. It should not affect recording, but should be resolved quickly to prevent a large backlog of recordings waiting to upload. The details may specify the nature of the problem. The Controller log may also show more information.
	Action:	Contact Cisco Technical Support.

Error Code	Description	
QM2011	Text:	The <variable> (<variable>) is not initialized.
	Type:	Error
	Add'l Info:	One of the services has failed to initialize on startup. The detailed message should indicate which service failed to start. Check the service log for details about the failure. The user visible symptom depends on the service that has failed.
	Action:	Restart the service.
QM2012	Text:	Screen recording failed to stop on <variable>.
	Type:	Error
	Add'l Info:	This notification occurs when screen recording software has stopped responding on the PCs specified in the Details section. The user is configured correctly to record screen and the Recording service sent the request to record screen, but that request timed out. This may mean the Proxy Pro Host service is not running on the PC or in Server-based Recording, that the Proxy Pro Host service cannot connect to the Proxy Gateway on the Record Server.
	Action:	Restart the service.
QM2013	Text:	Screen recording not responding on <variable>.
	Type:	Error
	Add'l Info:	This notification occurs when screen recording software has stopped responding on the PC specified in the Details section. The user is configured correctly to record screen and the Recording Service sent the request to record screen, but that request timed out. This may mean the Proxy Pro Host service is not running on the PC or in Server-based Recording, that the Proxy Pro Host service cannot connect to the Proxy Gateway on the Record Server.
	Action:	Restart the service.

Error Code	Description	
QM2014	Text:	<variable> did not receive packets for at least 15 seconds for a call on device <variable> on Quality Management Recording Server <variable>.
	Type:	Error
	Add'l Info:	No voice (RTP) packets were received during the first 15 seconds of a call. This caused the recording to have silence for the first 15 seconds of the call. The assumption is made that this is uncommon under normal working conditions and may indicate a configuration problem where RTP is not being routed correctly and therefore we are not recording the call.
	Action:	Contact Cisco Technical Support.
QM2015	Text:	Calls for <variable> are being recorded on device <variable> that is not configured for Quality Management Recording Server <variable>.
	Type:	Error
	Add'l Info:	In Network Recording, a Unified CM can be configured to route messages to a secondary server if the primary is not available. When this notification is received, it means that the Unified CM has sent a message for a phone but that phone is not configured for that Record Server within Quality Management Administration. Either the configuration in Unified CM for the device does not match the configuration in Quality Management or the Unified CM has determined that the configured Record Server is not available and has routed the messages to the second Record Server in its list. The user visible symptom is that the audio recording will still occur but the screen recording will not be available.
	Action:	Contact Cisco Technical Support.

Error Code	Description	
QM2016	Text:	Concurrent recording capacity is at <variable> calls on Quality Management Recording Server <variable>.
	Type:	Error
	Add'l Info:	The Recording Server is nearing its capacity limit and may fail soon or begin to affect voice quality in the recording. The likely cause is that there are too many devices configured for a Record Server in Quality Management Administration. The Record Server that is affected is listed in the Details section.
	Action:	Contact Cisco Technical Support.
QM2017	Text:	Calls are not being recorded for device <variable> on Quality Management Recording Server <variable> because it's not configured in QM.
	Type:	Error
	Add'l Info:	This notification indicates that a Unified CM has configured a phone to record using Network Recording, but the phone is not configured within Quality Management Administrator to record using Network Recording. This notification is similar to QM2015, however no audio or screen will be available.
	Action:	Contact Cisco Technical Support.
QM2018	Text:	The Quality Management Record Service on <variable> has only <variable> left in path <variable>. It is approaching the disk space threshold where recording will stop.
	Type:	Error
	Add'l Info:	This notification occurs when the hard disk on the Record Server is approaching the minimum free space that is required for recording to occur.
	Action:	Contact Cisco Technical Support.

Error Code	Description	
QM2019	Text:	Unexpected problem on a machine (<variable>) for user <variable>: <variable>
	Type:	Error
	Add'l Info:	An error occurred on one of the **Quality Management** services but does not fit into a predefined message category. The impact will depend on the nature of the issue. The service that reported the problem and more information about the problem will be displayed in the Details section.
	Action:	Contact Cisco Technical Support.
QM2021	Text:	A recording was not available from the MediaSense server.
	Type:	Error
	Add'l Info:	This notification occurs when a recording is not available to be downloaded from MediaSense.
	Action:	Investigate the specified MediaSense server to determine why the recording was unavailable.
QM2022	Text:	A recording could not be retrieved from the MediaSense server.
	Type:	Error
	Add'l Info:	This notification occurs when a timeout or other error occurs when trying to download a recording from MediaSense.
	Action:	Ensure the Voice Record Servers have enough capacity, that the MediaSense server is responding in a timely manner, and that the recordings are actually available on the MediaSense server.
QM2020	Text:	The following calls did not receive SIP messages from UCCM and were not recorded: <variable>
	Type:	Error
	Add'l Info:	This notification occurs when a phone is configured for Network Recording in QM but no SIP messages are received from Unified CM. This likely indicates the configuration of the phone in Unified CM is not correct.
	Action:	Verify that the configuration is correct.

Error Code	Description	
QM3000	Text:	A user (<variable>) not configured to record logged on to <variable>.
	Type:	Error
	Add'l Info:	This notification occurs when a user logs in to a PC that has the Desktop Recording software, but that user is not configured to record. The assumption is that all users who log in to a PC with Desktop Recording software should be recorded and this provides a way to discover new agents who have not yet been configured. Depending on the contact center environment and how the Desktop Recording software is deployed, this may be an inaccurate assumption.
	Action:	Ensure that user configuration is correct.
QM3001	Text:	An unlicensed user (<variable>) logged on to <variable>.
	Type:	Error
	Add'l Info:	This notification occurs when a user logs in to a PC that has the Desktop Recording software, but that user is not licensed. The assumption is that all users who log in to a PC with Desktop Recording software should be recorded, and this provides a way to discover agents who have been configured but are not currently licensed. This agent will not record. Depending on the contact center environment and how the Desktop Recording software is deployed, this may not be an accurate assumption.
	Action:	Ensure that user configuration is correct.

Error Code	Description	
QM3002	Text:	Cisco Unified CM comparison status report: <variable>
	Type:	Info
	Add'l Info:	A comparison between Unified CM CDR (Call Detail Records) and what has been recorded has been made and there were discrepancies. There are configurable levels of notifications. See the Install Guide for configuration options. The Details section indicates the extensions that have not been recorded but should have been. If someone was logged in to record that extension, a user should also be listed. The count is the number of CDR records that were missed, which may not be one to one with contacts due to various call scenarios. Due to the delay in access to Unified CM CDR records, this notification is looking at records that are an hour old
	Action:	None.
QM4000	Text:	The task <<variable>> has failed to execute more than <variable> times (<variable> failures).
	Type:	Error
	Add'l Info:	The task specified in the Details section has failed to execute and was unable to perform its problem checks. It is likely that the configuration for the task is not correct, or a different problem has caused this problem to not succeed.
	Action:	Contact Cisco Technical Support.
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 your system administrator, and restart the application.

Error Code	Description	
QMAD1001	Text:	Cannot load properties file <fileName>: <reason>
	Type:	Fatal
	Add'l Info:	The application could not read the properties file.
	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.
QMAD1002	Text:	Error connecting to database: <reason>
	Type:	Fatal
	Add'l Info:	An error prevents this application from accessing the database.
	Action:	Check the database logs.
QMAD2000	Text:	Error reading agents by team ID <id>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Agents for a Team from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2001	Text:	Error reading data in DataLoaderThread: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading data from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2002	Text:	Error getting administrator password: <reason>
	Type:	Error
	Add'l Info:	The program could not get the administrator password from Data API.
	Action:	Check Data API logs.
QMAD2003	Text:	SyncServer error: <reason>
	Type:	Error
	Add'l Info:	The SyncServer service failed.
	Action:	Verify that the SyncServer is running.
	Action:	Verify this computer can communicate with the SyncServer computer.
		Check SyncServer logs.

Error Code	Description	
QMAD2004	Text:	Error selecting a tree node: <reason>.
	Type:	Error
	Add'l Info:	An error occurred in the tree control.
	Action:	Check logs and restart the application.
QMAD2005	Text:	Error saving data in DataSaverThread: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving data to Data API.
	Action:	Check Data API logs and restart the application.
QMAD2006	Text:	Error populating the tree: <reason>.
	Type:	Error
	Add'l Info:	An error occurred creating the tree control.
	Action:	Check logs and restart the application.
QMAD2007	Text:	Error reading Evaluation Form info from database.
	Type:	Error
	Add'l Info:	An error occurred reading Evaluation Form data from the database.
	Action:	Check database logs and restart the application.
QMAD2008	Text:	Error reading Evaluation Form: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading an Evaluation Form from the database.
	Action:	Check database logs and restart the application.
QMAD2009	Text:	Error deleting Workflow <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred deleting a Workflow from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2010	Text:	Error reading all Workflows: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Workflows from Data API.
	Action:	Check Data API logs and restart the application.

Error Code	Description	
QMAD2011	Text:	Error reading all Teams: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Teams from Database.
	Action:	Check Datapa logs and restart the application.
QMAD2012	Text:	Error trying to parse <value> to a date.
	Type:	Error
	Add'l Info:	An error occurred parsing a date.
	Action:	Check Data API logs and restart the application.
QMAD2013	Text:	Error saving Team <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving a Team to Data API.
	Action:	Check Data API logs and restart the application.
QMAD2014	Text:	Error saving Workflow <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving a Workflow to Data API.
	Action:	Check Data API logs and restart the application.
QMAD2015	Text:	Error reading Workflow <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading Workflow from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2016	Text:	Error reading Archive Application Data: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading Archive Application Data.
	Action:	Check datapa logs and restart the application.
QMAD2017	Text:	Error reading Cleanup Server data: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading Cleanup Server data from Data API.
	Action:	Check Data API logs and restart the application.

Error Code	Description	
QMAD2018	Text:	Error saving Archive Application data: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving Archive Application Data to Data API.
	Action:	Retry, check Data API logs and restart the application.
QMAD2019	Text:	Error saving Cleanup Server data: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving Cleanup Server data to Data API.
	Action:	Check Data API logs and restart the application.
		Retry, check Data API logs and restart the application.
QMAD2020	Text:	Error reading Bundle: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading Bundle from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2021	Text:	Error reading all Groups: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Groups from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2022	Text:	Error reading agents for a list of teams: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Agents for a list of Teams from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2023	Text:	Error reading all Managers: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Managers from Data API.
	Action:	Check Data API logs and restart the application.

Error Code	Description	
QMAD2024	Text:	Error saving new Group <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving a new Group to Data API.
	Action:	Check Data API logs and restart the application.
QMAD2025	Text:	Error saving Group <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving a Group to Data API.
	Action:	Check Data API logs and restart the application.
QMAD2026	Text:	Error deleting Group <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred deleting a Group in Data API.
	Action:	Check Data API logs and restart the application.
QMAD2027	Text:	Error reading managers for group <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Managers for a Group from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2028	Text:	Error reading supervisors for team <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Supervisors for a team from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2029	Text:	Error reading all Persons: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Persons from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2030	Text:	Error reading Setup Application data: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading Setup Application Data from Data API.
	Action:	Check Data API logs and restart the application.

Error Code	Description	
QMAD2031	Text:	Error saving Person <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving a Person to Data API.
	Action:	Check Data API logs and restart the application.
QMAD2032	Text:	Error deleting person <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred deleting a Person from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2033	Text:	Error deleting manager <name> from group <groupName>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred deleting a Person who is a Manager from a Group from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2034	Text:	Error checking if <name> is unique: <reason>.
	Type:	Error
	Add'l Info:	An error occurred searching for a login name in Data API.
	Action:	Check Data API logs and restart the application.
QMAD2035	Text:	Error reading all Teams by Workflow ID <id>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Teams for a Workflow from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2036	Text:	Database error reading new group ID.
	Type:	Error
	Add'l Info:	An error occurred getting a Group ID from the database.
	Action:	Check database logs, make sure the catalog name is correct, and restart the application.

Error Code	Description	
QMAD2037	Text:	Error reading Group by its ID <id>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading a Group by its ID from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2038	Text:	Error reading Team by its ID <id>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading a Team by its ID from the database.
	Action:	Check datapa logs and restart the application.
QMAD2039	Text:	Administrator already in use by [user].
	Type:	Error
	Add'l Info:	Only one person may run the application at one time.
	Action:	Log out the person who is currently logged in.
QMAD2040	Text:	Error reloading Workflow <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reloading Workflow from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2041	Text:	Error reading Minimum Recording Duration information: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading Minimum Recording Duration information from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2042	Text:	Error saving global evaluation status: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving the global manager or supervisor evaluation status to the database.
	Action:	Check database logs, try redisplaying the current screen, and/or restarting the application.

Error Code	Description	
QMAD2043	Text:	Error saving data: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving data to Data API or the database.
	Action:	Check Data API and database logs. Try redisplaying the current screen, and/or restarting the application.
QMAD2044	Text:	Error reading manager evaluation status.
	Type:	Error
	Add'l Info:	An error occurred reading manager evaluation status from the database.
	Action:	Check database logs, try redisplaying the current screen, and/or restarting the application.
QMAD2045	Text:	Error reading supervisor evaluation status.
	Type:	Error
	Add'l Info:	An error occurred reading supervisor evaluation status from the database.
	Action:	Check database logs, try redisplaying the current screen, and/or restarting the application.
QMAD2046	Text:	Operation <operation> timed out in <sec> seconds.
	Type:	Error
	Add'l Info:	An operation timed out either because of an error or network lag.
	Action:	Retry the operation, check logs, network settings and connections.
QMAD2047	Text:	Error reading <description> from Data API: <reason>
	Type:	Error
	Add'l Info:	An error occurred reading data from Data API.
	Action:	Check Data API logs and retry.
QMAD2048	Text:	Operation <operation> canceled by user.
	Type:	Error
	Add'l Info:	An operation was canceled by the user.
	Action:	Retry the operation.

Error Code	Description	
QMAD2049	Text:	Error reading from Active Directory: <reason>
	Type:	Error
	Add'l Info:	An error occurred reading users from Active Directory.
	Action:	Check Admin logs and retry.
QMAD2050	Text:	Error trying to obtain a license client via the product code.
	Type:	Error
	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.
	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.
QMAD2051	Text:	Unable to check license status due to invalid product code <productCode>.
	Type:	Error
	Add'l Info:	An error occurred when checking license status with the license servlet: the product code was unknown.
	Action:	Make sure the Jetty service is starting up with a valid -Dlicensing.product.code argument. Ensure the installation was done correctly.

Error Code	Description	
QMAD2052	Text:	An unexpected error occurred while checking license status.
	Type:	Error
	Add'l Info:	An unexpected error occurred while checking license status. Since license status cannot be checked, there is no way to detect potential license problems which might cause desktop users not to function and/or recording not to function.
	Action:	Check the Admin logs for the cause. Check base server licensing logs. Check licensed product code against installed product code, and license library servlet url against base server settings. Ensure network settings are correct and the base server is installed correctly.
QMAD2053	Text:	An error occurred while checking license data: <cause>
	Type:	Error
	Add'l Info:	Caught LicenseException while checking license data.
	Action:	Check base server licensing logs.
QMAD2054	Text:	Unable to obtain a product code from unknown brand: <productBrand>
	Type:	Error
	Add'l Info:	The brand was unrecognized or missing, cannot obtain a product code.
	Action:	Ensure the Administrator application is starting up with the JVM argument -Dqm.brand.
QMAD2055	Text:	An error occurred while checking user license data: <cause>
	Type:	Error
	Add'l Info:	Caught LicenseException while checking user license data.
	Action:	Try restarting the application. If the problem persists, check the base server licensing logs.

Error Code	Description	
QMAD2056	Text:	The number of users selected to be licensed for the <bundleName> bundle (<numberOfUsersChecked>) must not exceed the number of user licenses available (<maxUserLicenses>).
	Type:	Error
	Add'l Info:	Cannot licensed more users than number of user licenses available.
	Action:	Uncheck users in the License Users dialog until no more are checked than the number of user licenses available.
QMAD2057	Text:	An error occurred while saving user license data: <cause>
	Type:	Error
	Add'l Info:	Caught LicenseException while saving user license data.
	Action:	Try restarting the application. If the problem persists, check the base server licensing logs.
QMAD2058	Text:	There was a problem storing licensed roles on users after refreshing the users with license information.
	Type:	Error
	Add'l Info:	An error occurred saving the list of Persons to Data API after refreshing licensed user roles.
	Action:	Check Data API logs and restart the application if the problem persists.
QMAD2059	Text:	An error occurred while checking license data: <cause>: <message>
	Type:	Error
	Add'l Info:	Caught an exception while checking license data.
	Action:	Check base server licensing logs and compare exceptions to find a log of the problem on the base server.

Error Code	Description	
QMAD2060	Text:	Error getting Bundle: <cause>
	Type:	Error
	Add'l Info:	An error occurred getting the Bundle from the license servlet.
	Action:	Check licensing logs on the base server and restart Jetty.
QMAD2061	Text:	Error reading MetaData Field info from database.
	Type:	Error
	Add'l Info:	An error occurred reading MetaData Field data from the database.
	Action:	Check database logs and restart the application.
QMAD2062	Text:	Error reading MetaData Type info from database.
	Type:	Error
	Add'l Info:	An error occurred reading MetaData Type data from the database.
	Action:	Check database logs and restart the application.
QMAD2063	Text:	No MetaData Types were found in the database. You cannot add or edit MetaData Fields at this time.
	Type:	Error
	Add'l Info:	There are no MetaData Types in the database.
	Action:	Check database for correct schema version. No metadata fields can be added or edited until this is corrected.
QMAD2064	Text:	Error deleting Team <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred deleting a Team in Data API.
	Action:	Check Data API logs and restart the application.
QMAD2065	Text:	Unable to retrieve session timeout configuration.
	Type:	Error
	Add'l Info:	An error or unexpected result occurred when retrieving session timeout configuration data.
	Action:	Check Data API and Administrator logs and restart the application.

Error Code	Description	
QMAD2066	Text:	Error reading Export Application Data: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading Export Application Data from Data API.
	Action:	Check Data API logs and restart the application.
QMAD2067	Text:	Error saving Export Application data: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving Export Application Data to Data API.
	Action:	Retry, check Data API logs and restart the application.
QMAD2068	Text:	Error saving Evaluation Form to the database.
	Type:	Error
	Add'l Info:	An error occurred saving Evaluation Form data to the database.
	Action:	Check database logs and check is DBProxy is running.
QMAD2069	Text:	Error writing MetaData Field info to the database.
	Type:	Error
	Add'l Info:	An error occurred writing MetaData Field data to the database.
	Action:	Check database logs and restart the application.
QMAD2070	Text:	Error reading all UI Columns: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all UI Columns from Database.
	Action:	Check Datapa logs and restart the application.
QMAD2071	Text:	Error updating UI Columns: <reason>.
	Type:	Error
	Add'l Info:	An error occurred updating UI Columns in the Database.
	Action:	Check Datapa logs and restart the application.

Error Code	Description	
QMAD2072	Text:	Error reading all Recording Clusters: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Recording Clusters from the Data API.
	Action:	Check Data AIP logs and restart the application.
QMAD2073	Text:	Error saving Recording Clusters: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving recording clusters to the Data API.
	Action:	Check Data API logs and restart the application.
QMAD2074	Text:	Error deleting Recording Cluster by its ID <id>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred deleting a recording cluster in the Data API.
	Action:	Check Data API logs and restart the application.
QMAD2075	Text:	Error reading Recording Cluster <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading a recording cluster by its ID from the Data API.
	Action:	Check Data API logs and restart the application.
QMAD2076	Text:	Error reading all Servers: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading a server from the Data API.
	Action:	Check Data API logs and restart the application.
QMAD2077	Text:	Error saving Servers <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving a server to the Data API.
	Action:	Check Data API logs and restart the application.

Error Code	Description	
QMAD2078	Text:	Error deleting Server by its ID <id>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred deleting a server by its ID from the Data API.
	Action:	Check Data API logs and restart the application.
QMAD2079	Text:	Error reading Server by its ID <id>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading a server by its ID from the Data API.
	Action:	Check Data API logs and restart the application.
QMAD2080	Text:	Error reading all Telephony Groups: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all Telephony Groups from the Data API.
	Action:	Check Data API logs and restart the application.
QMAD2081	Text:	Error reading Server Type by its ID <id> <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading a Server Typer by its ID from the Data API.
	Action:	Check Data API logs and restart the application.
QMAD2082	Text:	Error saving RecordingCluster Server relationship <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred saving a recording cluster server to the Data API.
	Action:	Check Data API logs and restart the application.
QMAD2083	Text:	Error deleting RecordingCluster Server relationship <name>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred deleting a recording cluster server to the Data API.
	Action:	Check Data API logs and restart the application.

Error Code	Description	
QMAD2084	Text:	Error reading all Sites: <reason>.
	Type:	Error
	Add'l Info:	An error occurred reading all sites from the Data API.
	Action:	Check Data API logs and restart the application
QMAD2085	Text:	Unable to delete recording cluster as it has VoIP Devices associated with it. Remove the VoIP Device associates from this cluster and try again.
	Type:	Error
	Add'l Info:	An error occurred deleting a recording cluster.
	Action:	Remove the VoIP device associations and try again.
QMAD3000	Text:	Bad form <time> for Archive Upload Time: <reason>.
	Type:	Warn
	Add'l Info:	An error occurred parsing the Archive Upload Time from Data API.
	Action:	Select a time and try to save it again.
QMAD3001	Text:	The software license for <bundleName> bundle is invalid because it is expired.
	Type:	Warn
	Add'l Info:	The software license is invalid because it is expired.
	Action:	Relicense the software. See the Installation Guide for details.
QMAD3002	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 Installation Guide for details.
QMAD3003	Text:	The software license for <bundleName> bundle 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 Installation Guide for details.

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

Error Code	Description	
QMAD3010	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.
QMAD3011	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.
QMAD3012	Text:	The background thread which loads persons in to the User Administration tables ended unexpectedly and did not complete.
	Type:	Warn
	Add'l Info:	The background thread to load persons for display in User Administration tables ended unexpectedly.
	Action:	Try restarting the Administrator application, or try allowing the User Administration panel to load before making changes.
QMAD3013	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.

Error Code	Description	
QMAD3014	Text:	There are no users licensed for the license type: <bundleString>.
	Type:	Warn
	Add'l Info:	The licensed user list is empty.
	Action:	License users via the License Users dialog in User Administration.
QMAD3015	Text:	There are no valid licenses for this software.
	Type:	Warn
	Add'l Info:	There are no valid licenses for this software.
	Action:	Relicense the software. See the Installation Guide for details.
QMBA0000	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.
QMBA1000	Text:	Cannot load properties file specified. Properties <props>: <cause>
	Type:	Fatal
	Add'l Info:	The BARS program could not load the properties file specified.
	Action:	Verify path specified.
QMBA2000	Text:	Database backup unsuccessful: <cause>
	Type:	Error
	Add'l Info:	The backup of the database was unsuccessful.
	Action:	Verify configuration in bars.properties.
		Verify that the Quality Management Data API service is running if database configuration is retrieved from there.
		Verify database is running and configured correctly in Quality Management.

Error Code	Description	
QMBA2001	Text:	Database restore unsuccessful: <cause>
	Type:	Error
	Add'l Info:	The restore of the database was unsuccessful.
	Action:	Verify configuration in bars.properties.
		Verify that the Quality Management Data API service is running if database configuration is retrieved from there.
		Verify database is running and configured correctly in Quality Management.
QMBA2004	Text:	Unable to retrieve DB information from Data API: <cause>
	Type:	Error
	Add'l Info:	Could not get connection info to the database.
	Action:	Verify configuration in bars.properties.
		Verify that the Quality Management Data API service is running.
QMBA3000	Text:	No output for cmd: <cmd>
	Type:	Warn
	Add'l Info:	The application that was run did not return any output.
	Action:	Verify command line is correct.
QMBS0000	Text:	[message]
	Type:	Info
	Add'l Info:	Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.
	Action:	None.

Error Code	Description	
QMBS2000	Text:	<qmbs> : details=<detail>
	Type:	Error
	Add'l Info:	When starting the application, an error has occurred while gathering the process id of the Cisco Unified Workforce Optimization application. The pid is used to determine if another instance of the application is already running.
	Action:	Continue using the application, but do contact the system administrator.
QMBS2001	Text:	Unable to load .properties file: <filename>
	Type:	Error
	Add'l Info:	While starting the application, an error has occurred gathering log4j configuration values from the applications configuration file.
	Action:	The application will exit. The user can restart the application after this occurs.
QMBS2004	Text:	Unable to run the automatic software update. Automatic updates may not be installed or configured correctly
	Type:	Error
	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.
	Action:	Try again. If the problem persists, contact your system administrator.
QMBS2005	Text:	<qmbs> <cmd>
	Type:	Error
	Add'l Info:	Many parts of the application call other executable files. An error has occurred while running one of these commands
	Action:	Try again. If the problem persists, contact your system administrator.

Error Code	Description	
QMBS2007	Text:	<qmbs> <msg>
	Type:	Error
	Add'l Info:	An error has occurred with the compiled HTML help that runs the Quality Management help documents.
	Action:	Try again. If the problem persists, contact your system administrator.
QMBS2010	Text:	Error reading file <fileName>. Details: <details>
	Type:	Error
	Add'l Info:	An error has occurred while reading the application terms for the about box from the file.
	Action:	Check that the file with the application terms exists and is in the config directory.
QMBS2012	Text:	<qmbs> : <brand>.
	Type:	Error
	Add'l Info:	There was an invalid brand string passed into the application.
	Action:	Contact the Quality Management administrator.
QMBS2013	Text:	There was an error retrieving true update configuration values
	Type:	Error
	Add'l Info:	There was an error retrieving true update configuration values.
	Action:	Contact the Quality Management administrator.
QMBS3000	Text:	IOR HOSTNAME in registry is not set. Using localhost <serverIp>
	Type:	Warn
	Add'l Info:	The application could not load the specified properties file.
	Action:	Specify an existing properties file (No properties file needs to be specified in production).

Error Code	Description	
QMCT0000	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.
QMCT2000	Text:	Could not retrieve configuration <msg>. Retry in <timeout> ms.
	Type:	Error
	Add'l Info:	The application was unable to retrieve configuration information from the Quality Management Data API service.
	Action:	Verify connection settings in registry
		Verify Server Settings.
QMCT2001	Text:	Could not initialize Server. Retry in <retry> ms.
	Type:	Error
	Add'l Info:	The application could not initialize the server.
	Action:	Verify CTI server settings
		Verify port is not already in use
QMCT2002	Text:	Could not initialize RequestManager. Retry in <retry> ms.
	Type:	Error
	Add'l Info:	The application could not initialize the RequestManager.
	Action:	Verify CTI Server settings.
QMCT2003	Text:	Could not initialize CTI Provider. Retry in <retry> ms.
	Type:	Error
	Add'l Info:	The application could not connect to the CTI Provider.
	Action:	Verify CTI Settings.
		Verify jtapi.jar is correct for this Unified Communications Manager.
		Verify Username/Password for CM user is correct.

Error Code	Description	
QMCT2004	Text:	Cannot open selector for requests.
	Type:	Error
	Add'l Info:	The application could not begin listening for requests.
	Action:	Verify CTI Server Settings
		Restart CTI Server.
QMCT2005	Text:	Could not initialize Provider.
	Type:	Error
	Add'l Info:	The application could not initialize CTI Provider.
	Action:	Verify CTI Settings.
		Verify jtapi.jar is correct for this Unified Communications Manager.
		Verify Username/Password for CM user is correct.
QMCT2006	Text:	Cannot load configuration from Data API Service.
	Type:	Error
	Add'l Info:	The application could not load required information from the Quality Management Data API service.
	Action:	Verify the Quality Management Data API service connection.
		Verify CTI configuration in DB.
QMCT2007	Text:	Cannot find a CTI server in DB.
	Type:	Error
	Add'l Info:	The application could not find required CTI Server in Directory Services.
	Action:	Verify CTI Server is configured.
		Verify connection to the Quality Management Data API service.
QMCT2008	Text:	Cannot find specified CTI Factory <className>.
	Type:	Error
	Add'l Info:	The application could not find or run the code for the CTI Provider.
	Action:	Verify required jars files are in place.
		Verify jar file is not corrupt.

Error Code	Description	
QMCT2009	Text:	Cannot register terminal. <cause>
	Type:	Error
	Add'l Info:	The application could register the client phone with JTAPI.
	Action:	Verify JTAPI connection.
		Verify phone is registered with JTAPI user.
QMCT2010	Text:	Cannot register terminal. <cause>
	Type:	Error
	Add'l Info:	The application could not register the client phone with JTAPI. Invalid JTAPI jar.
	Action:	Verify correct JTAPI jar.
QMCT2011	Text:	Cannot initialize JTAPI Provider. <cause>
	Type:	Error
	Add'l Info:	The application could not initialize JTAPI provider.
	Action:	Verify correct JTAPI jar.
		Verify CTI configuration. (ip/username/password).
QMCT2012	Text:	Unspecified error during request initialization: <cause>
	Type:	Error
	Add'l Info:	The application received an unrecoverable error while initializing request handler.
	Action:	Restart CTI. Contact your system administrator if error persists.
QMCT2013	Text:	Unspecified error during server initialization: <cause>
	Type:	Error
	Add'l Info:	The application received an unrecoverable error while initializing the server connection handler.
	Action:	Restart CTI. Contact your system administrator if error persists.
QMCT2014	Text:	Unspecified error during CTI event handling: <cause>
	Type:	Error
	Add'l Info:	The application received an unspecified error while handling an event.
	Action:	Contact your system administrator if error persists.

Error Code	Description	
QMCT3000	Text:	Cannot load properties file <propFilename>. Ignoring.
	Type:	Warn
	Add'l Info:	The application attempted to merge a specified properties file and failed. The default configuration will be used.
	Action:	Correct the name of the properties file or use the default configuration.
QMCT3001	Text:	Cannot accept a connection. Ignoring Connection.
	Type:	Warn
	Add'l Info:	A socket error occurred while attempting to accept a connection. Ignore the connection.
	Action:	The client should retry to connect.
QMCT3002	Text:	Unspecified error registering socket. Ignoring Request.
	Type:	Warn
	Add'l Info:	A socket error occurred while registering a request.
	Action:	The client should retry to connect.
QMCT3003	Text:	Cannot handle client request.
	Type:	Warn
	Add'l Info:	Cannot handle client request. Ignoring the request.
	Action:	The client should retry the request.
QMCT3004	Text:	Unable to send error message. Connection lost.
	Type:	Warn
	Add'l Info:	Cannot handle client request. Ignoring the request.
	Action:	The client should retry the request.
QMCT3005	Text:	Creating Agent <mac> with unknown IP.
	Type:	Warn
	Add'l Info:	The IP Address cannot be retrieved from the socket.
	Action:	None. The client IP may not be logged.

Error Code	Description	
QMCT3006	Text:	Cannot write to socket for <agent>.
	Type:	Warn
	Add'l Info:	Cannot write an event to agent. Snapshots will be saved.
	Action:	None. The client should reconnect and receive a snapshot.
QMCT3007	Text:	Cannot get local host IP address
	Type:	Warn
	Add'l Info:	The application cannot retrieve the local host.
	Action:	Verify registry settings "SiteSetup -> IOR HOSTNAME".
		Verify computer has an IP address other than localhost
QMCT3008	Text:	Cannot parse timestamp for event <timestamp>
	Type:	Warn
	Add'l Info:	The application cannot parse the timestamp into a valid Date
	Action:	View log for proper timestamp.
QMCT3009	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.
QMCT3012	Text:	Invalid request. <cause>:<cause>
	Type:	Warn
	Add'l Info:	The application received an invalid request.
	Action:	Client must sent a valid request.
QMCT3013	Text:	Heartbeat Timeout for <agent>. Removing Event Observer.
	Type:	Warn
	Add'l Info:	There was a heartbeat timeout for this agent.
	Action:	Client must reconnect.

Error Code	Description	
QMCT3014	Text:	Unknown MAC address. <cause>:<cause>
	Type:	Warn
	Add'l Info:	The MAC Address provided by the client is not known to this CTI Server.
	Action:	Verify that the MAC address can be seen by the CM user specified for this CTI Server.
QMCT3015	Text:	No agent registered with EventManager for event: <ev>.
	Type:	Warn
	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.
	Action:	None.
QMCT3017	Text:	An error occurred while reading CTI Inclusion list: <cause>
	Type:	Warn
	Add'l Info:	The application received an error reading the CTI inclusion list.
	Action:	None. All extensions will be included.
QMCT3018	Text:	An internal resource of JTAPI is not available. JTAPI Type <jtapiType>.
	Type:	Warn
	Add'l Info:	A JTAPI resource was not available when trying to register route points.
	Action:	None. The route point(s) will not be registered.
QMCT3019	Text:	Unable to register device: <devicename>
	Type:	Warn
	Add'l Info:	An error occurred while trying to register a device.
	Action:	The device will not be registered.
QMCT3020	Text:	Lost DMCC registration for device <devicename>. Will attempt to reregister.
	Type:	Warn
	Add'l Info:	A device was unregistered, we can no longer receive RTP. We will attempt to re-register every 30 seconds.

Error Code	Description	
QMDB0000	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.
QMDB1005	Text:	SQL statement failed <sql>: <ex>
	Type:	Fatal
	Add'l Info:	Unable to perform the indicated operation on the database.
	Action:	Confirm that the database configuration setting for the catalog name is correct.
		Check that the database privilege settings allow the configured user to read from the indicated catalog.
		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.
QMDB2000	Text:	SQM database <action> failed: <reason>.
	Type:	Error
	Add'l Info:	An operation to the Quality Management database failed, but no data was lost.
	Action:	Ensure that the Quality Management database server is running.
		Check the configuration settings for connecting to the database.
		Confirm that the user has privileges to perform the operation.
		Ensure that the user has privileges to perform the operation.
		Repeatable occurrences of this, after checking all of the above, may indicate a software problem which should be reported.

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

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

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

Error Code	Description	
QMDB3003	Text:	Unknown event audit message key: <msgHead>; tail: <msgTail>
	Type:	Warn
	Add'l Info:	Event message could not be found for the given key.
	Action:	This may indicate a software problem which should be reported.
QMDC0000	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.
QMDC1000	Text:	Failed to start DbCleaner: <ex>.
	Type:	Fatal
	Add'l Info:	An unexpected error occurred while starting the Quality Management DB Cleaner service.
	Action:	Check logs, consult your system administrator, and restart the service.
QMDC2000	Text:	Unexpected error encountered while trying to delete media files: <reason>.
	Type:	Error
	Add'l Info:	The system failed trying to delete audio or video files. It will retry next time.
	Action:	Check logs for the cause of the failure, especially regarding Jetty.
QMDC2001	Text:	Failed to load DbCleaner property file <fileName>.
	Type:	Error
	Add'l Info:	The application could not read the properties file.
	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.

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

Error Code	Description	
QMDO0000	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.
QMDO3000	Text:	Illegal weight <weight> overridden for EvalFormSection id=<efsId>
	Type:	Warn
	Add'l Info:	An illegal section weight was encountered.
	Action:	Section weights are from zero to 1.0 (inclusive) in the database, but are shown as integers from 0 to 100 in the Workforce Optimization. Use values only within those ranges.
QMDP0000	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.
QMDP1000	Text:	An unexpected error occurred that caused the service to terminate: <cause>
	Type:	Fatal
	Add'l Info:	An unspecified error occurred that caused the service to terminate. The service will restart after 1 minute, however the root cause is unknown and a potentially serious problem.
	Action:	Contact support.
QMDP2000	Text:	An unspecified error occurred in the DB API. Returning error message <packet>
	Type:	Error
	Add'l Info:	An unspecified error occurred in the DB API. An error message is returned to the client.
	Action:	This is most likely a programming error.

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

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

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

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

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

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

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

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

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

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

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

Error Code	Description	
QMDS2003	Text:	Lines read=<total>: <succeeded> succeeded and <failed> failed.
	Type:	Error
	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.
	Action:	Address the messages immediately preceding this one.
QMDS3000	Text:	Unhandled dbType <dbtype>.
	Type:	Warn
	Add'l Info:	The database type is not supported.
	Action:	Either upgrade the software to a version which supports this database type, or use a different database type.
QMDS3001	Text:	Unhandled column type <coltype>.
	Type:	Warn
	Add'l Info:	The database column type is not supported.
	Action:	Either upgrade the software to a version which supports this database column type, use a different database, or adjust the program inputs to use a different column type.
QMEX0000	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.
QMEX0003	Text:	Contact audio file with id <ccrid> is not encrypted
	Type:	Info
	Add'l Info:	This message is logged when Cisco Unified Workforce Optimization plays an audio file that is not encrypted. Note: all audio files in v2.2 of Quality Management should be encrypted.
	Action:	None.

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

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

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

Error Code	Description	
QMMN0001	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. This message is expected in most Quality Management installs.
	Action:	None.
QMMN2000	Text:	Could not get REST API configuration from the registry.
	Type:	Error
	Add'l Info:	REST API configuration information cannot be retrieved from the registry.
	Action:	None.
QMMN2001	Text:	Unexpected error: <msg>
	Type:	Error
	Add'l Info:	An unexpected error occurred while executing a task.
	Action:	None.
QMMN2002	Text:	Could not access information from <service>: <msg>
	Type:	Error
	Add'l Info:	Could not 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.
QMMN2003	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.
QMMN2004	Text:	Unexpected error while loading a <resource>: <cause>
	Type:	Error
	Add'l Info:	Unexpected error while loading a resource.
	Action:	None.

Error Code	Description	
QMMN2005	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.
QMMN2006	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.
QMMN2007	Text:	Failed to get configuration from REST API; will use default configuration and details from emergency properties file.
	Type:	Error
	Add'l Info:	Failed to get configuration from REST API
	Action:	None.
QMMN2008	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.
QMMN2009	Text:	An error occurred while retrieving data from the database for intentId=<intentId>
	Type:	Error
	Add'l Info:	An error occurred while retrieving data from the database
	Action:	None.

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

Error Code	Description	
QMMN3000	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.
QMMN3001	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.
QMMN3002	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.
QMMN3003	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.
QMMN3004	Text:	Failed to parse problem XML. All problem types will be enabled.
	Type:	Warn
	Add'l Info:	Failed to parse problem XML.
	Action:	None.
QMMN3005	Text:	Failed to get configuration from REST API; will use previous configuration.
	Type:	Warn
	Add'l Info:	Failed to get configuration from REST API
	Action:	None.

Error Code	Description	
QMMS2005	Text:	Could not retrieve configuration <th>. Retry in <timeout> ms.
	Type:	Error
	Add'l Info:	The application was unable to retrieve configuration information from the Data API service.
	Action:	Verify connection settings in the registry.
	Action:	Verify the server settings.
QMMS2006	Text:	Could not initialize service <th>. Retry in <timeout> ms.
	Type:	Error
	Add'l Info:	The application w as unable to initialize.
	Action:	Verify the connection settings in the registry.
	Action:	Verify the server settings.
QMPA0000	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.
QMPA2001	Text:	Unexpected SQL error occurred on resource: <resource>
	Type:	Error
	Add'l Info:	The Adapter was unable to fulfill the request due to the SQL error specified. This is an unexpected error.
	Action:	Verify SQL Server is running and Quality Management is configured correctly to access the data.
		Verify DB schema matches required for the Product Adapter.

Error Code	Description	
QMPA2002	Text:	Database could not be updated for resource: <resource> due to the following error: <message>
	Type:	Error
	Add'l Info:	The Adapter was unable to execute the SQL statement. This is an unexpected error.
	Action:	Verify SQL Server is running and Quality Management is configured correctly to access the data.
		Verify DB schema matches required for the Product Adapter.
QMPA2003	Text:	Could not pars JSON data for resource: <resource>. Parse Error: <cause>
	Type:	Error
	Add'l Info:	The Adapter was unable to parse the JSON data that was sent.
	Action:	Verify JSON data is in correct format.
QMPI0000	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.
QMPI1000	Text:	Could not setup default configuration in DB. SQM Configuration Setup will exit.
	Type:	Fatal
	Add'l Info:	System Configuration Setup attempted and failed to load the default data into DB.
	Action:	Verify the Data API service is running.
QMPI1001	Text:	Could not start up SQM Configuration: <cause>
	Type:	Fatal
	Add'l Info:	System Configuration Setup was unable to start up successfully. Most likely the application is missing a file.
	Action:	Check log for cause of the error.

Error Code	Description	
QMPI2000	Text:	Cannot retrieve information <viewName>. <msg>
	Type:	Error
	Add'l Info:	The data for the specified screen could not be loaded.
	Action:	Verify Data API service is running.
		Verify database is running.
QMPI2001	Text:	Unspecified error running step.
	Type:	Error
	Add'l Info:	An unspecified error occurred in the step.
		This is a programming error in the step.
QMPI2002	Text:	Unable to revert to saved. See log for details.
	Type:	Error
	Add'l Info:	The data for the specified screen could not be loaded.
	Action:	Verify Data API service is running.
		Verify database is running.
QMPI2003	Text:	Unable to discover server identification in the registry.
	Type:	Error
	Add'l Info:	The application could not look up server identification in registry.
	Action:	Verify SplkStd4J.jar is in ext and SplkStd4J.dll is in bin directories.
		Verify Quality Management registry entries exist.
QMPI2004	Text:	Cannot access version information in DB.
	Type:	Error
	Add'l Info:	The application could not access version information in DB.
	Action:	Verify Data API service is running.
QMPI2005	Text:	Cannot access data store or registry information.
	Type:	Error
	Add'l Info:	The application could not connect to Data API.
	Action:	Verify Surrogate and Data API services are running and configured.

Error Code	Description	
QMPI2006	Text:	Cannot save information to Database.
	Type:	Error
	Add'l Info:	The application could not save information to database.
	Action:	Verify Surrogate and Data API services are running and configured.
QMPI2007	Text:	Cannot update view <viewName> with new information.
	Type:	Error
	Add'l Info:	The application could not update the current view.
	Action:	None.
QMPI2008	Text:	Cannot get load information from the database.
	Type:	Error
	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.
	Action:	Verify the database is running and configured within Quality Management correctly.
QMPI2009	Text:	Cannot load information from DB: <cause>
	Type:	Error
	Add'l Info:	The application could load the configured data.
	Action:	Verify Surrogate and Data API services are running.
QMPI2010	Text:	Cannot save information to DB: <cause>
	Type:	Error
	Add'l Info:	The application could save the configuration data.
	Action:	Verify Surrogate and Data API services are running.
QMPI2011	Text:	Could not load JDBC driver: <cause>
	Type:	Error
	Add'l Info:	The application could load the appropriate JDBC driver.
	Action:	Verify jtds.jar is in the ext directory.

Error Code	Description	
QMPI2012	Text:	Could not run MSI batch file: <cause>
	Type:	Error
	Add'l Info:	The application could not run the MSI batch program.
	Action:	Run this step from Site Configuration Tools menu.
QMPI2013	Text:	Cannot get server information from DB: <cause>
	Type:	Error
	Add'l Info:	The application could get server information from Directory Services.
	Action:	None.
QMPI2014	Text:	Unable to load database connection properties from data store: <cause>
	Type:	Error
	Add'l Info:	The application was unable to load connection parameters for the database from the Data API.
	Action:	Verify the Data API service is running.
QMPI2015	Text:	Cannot find local services:
	Type:	Error
	Add'l Info:	The application could not discover if Quality Management services were installed. The Microsoft Windows registry cannot be accessed.
	Action:	Verify that SplkStd4J.jar and SplkStd4j.dll are present.
QMPI2016	Text:	Cannot discover local IP
	Type:	Error
	Add'l Info:	The application could not discover the local IP address.
	Action:	Verify that the local computer has a network card and connected to a network.
QMPI2017	Text:	Could not find site config defaults properties file in classpath: <propFile>
	Type:	Error
	Add'l Info:	The application could not find the property file to use for default values.
	Action:	Verify that the file specified exists and can be read.

Error Code	Description	
QMPI2018	Text:	Error connecting to host: <cause>
	Type:	Error
	Add'l Info:	The application could not connect to the remote host.
	Action:	Verify that the host specified is reachable.
QMPI2019	Text:	Error sending/receiving from server: <cause>
	Type:	Error
	Add'l Info:	The application could not send/receive from remote host.
	Action:	Verify that the host is running the necessary server.
QMPI2020	Text:	Cannot get address for local IP address <localIp>: <cause>
	Type:	Error
	Add'l Info:	The application could not get the hostname for the address specified in Quality Management registry.
	Action:	Verify that the IP address to use for local services is a current IP address for this server.
QMPI2021	Text:	Cannot find SQM CTI Server profile for ip <localIp> or hostname <hostname>.
	Type:	Error
	Add'l Info:	The application could not find information in DB for the local Quality Management CTI Server.
	Action:	Verify that a Quality Management CTI service was defined for this server in Site Configuration.
QMPI2022	Text:	Cannot load Primary CTI Manager profile for PG ID <pgId>: <cause>
	Type:	Error
	Add'l Info:	The application could not load information about this cluster.
	Action:	Verify that a Quality Management CTI Server was defined for this server in Site Configuration.
		Verify that Data API service is running.

Error Code	Description	
QMPI2023	Text:	Packaged JTAPI jar did not connect successfully.
	Type:	Error
	Add'l Info:	The application could not connect to the Quality Management CTI Server using the packaged JTAPI jar.
	Action:	Install JTAPI jar manually or try this step again from the Tools menu.
QMPI2024	Text:	Could not get JTAPI plugin URL from AXL: <cause>
	Type:	Error
	Add'l Info:	The application could not retrieve the JTAPI plugin via AXL.
	Action:	Install plugin manually or retry this step using Tools menu.
QMPI2025	Text:	Cannot download file from URL <url>: <cause>
	Type:	Error
	Add'l Info:	The application could not retrieve the JTAPI plugin via AXL.
	Action:	Install plugin manually or retry this step using Tools menu.
QMPI2026	Text:	Local File <localPath> does not exist. Did not download JTAPI plugin installer successfully.
	Type:	Error
	Add'l Info:	The application could not find the file downloaded.
	Action:	Install plugin manually or retry this step using Tools menu.
QMPI2027	Text:	Could not execute JTAPI Installer successfully.
	Type:	Error
	Add'l Info:	The application could not execute the JTAPI installer.
	Action:	Install plugin manually or retry this step using Tools menu.

Error Code	Description	
QMPI2028	Text:	Could not copy file <src> to <dest>: <cause>
	Type:	Error
	Add'l Info:	The application could not copy jtapi.jar from install directory to the Quality Management ext directory.
	Action:	Copy file manually.
QMPI2029	Text:	Downloaded/Installed JTAPI jar did not connect successfully. Install JTAPI manually.
	Type:	Error
	Add'l Info:	The CTI server could not use the downloaded and installed jtapi.jar to connect to the Unified Communications Manager.
	Action:	Install plugin manually or retry this step using Tools menu.
QMPI2030	Text:	Unspecified error downloading JTAPI installer: <cause>
	Type:	Error
	Add'l Info:	The application could not download JTAPI installer for an unspecified reason.
	Action:	Install plugin manually or retry this step using Tools menu.
QMPI2031	Text:	Could not connect to server to get JTAPI installation file: <cause>
	Type:	Error
	Add'l Info:	The application could not connect to the Unified Communications Manager server.
	Action:	Install plugin manually or retry this step using Tools menu.
QMPI2032	Text:	Cannot create bat file to run JTAPI silent install: <cause>
	Type:	Error
	Add'l Info:	The application could create the batch file used to run the JTAPI install program.
	Action:	Install plugin manually or retry this step using Tools menu.

Error Code	Description	
QMPI2033	Text:	Could not get OK status from CTI Service.
	Type:	Error
	Add'l Info:	The Site Configuration application could not get an OK status from the local Quality Management CTI service.
	Action:	Verify that the Quality Management CTI service is running (check Quality Management CTI service log).
QMPI2034	Text:	Unspecified error connecting to CTI Server: <cause>
	Type:	Error
	Add'l Info:	The Site Configuration application could not connect to the local Quality Management CTI service for an unspecified reason.
	Action:	Verify that the Quality Management CTI service is running (check Quality Management CTI service log).
QMPI2035	Text:	Unspecified error reading from defaults properties file: <cause>
	Type:	Error
	Add'l Info:	An unspecified error occurred while attempting to read from the sitedefaults.properties file.
	Action:	Verify file exists and is readable.
QMPI2036	Text:	The location specified could not be saved as the Funk data directory: <dir>
	Type:	Error
	Add'l Info:	The location for screen files could not be saved to the Funk registry.
	Action:	Verify Funk server is installed on the Quality Management Screen server.
		Verify path specified is valid.
QMPI2037	Text:	The following directories could not be created: <dir>
	Type:	Error
	Add'l Info:	The directory structure for recording files could not be created.
	Action:	Verify user has permissions to create directories.
		Verify path specified is valid.

Error Code	Description	
QMPI2038	Text:	Could not connect to the SQM database: <cause>
	Type:	Error
	Add'l Info:	The application could not connect to the Quality Management database.
	Action:	Verify database is running and configured correctly in Quality Management.
		This step can be run again from the Tools menu of System Configuration Setup.
QMPI2039	Text:	Could not load required DLL: <cause>
	Type:	Error
	Add'l Info:	The application could not load a required DLL.
	Action:	Verify that the DLL specified exists in java.library.path.
QMPI2040	Text:	Could not validate domain connection: <cause>
	Type:	Error
	Add'l Info:	The application could not validate the added domain.
	Action:	Verify domain connection information
QMPI2041	Text:	Could not read recording file <file> to encrypt: <cause>
	Type:	Error
	Add'l Info:	The specified file could not be read.
	Action:	Verify the file is readable.
QMPI2042	Text:	Could not encrypt recording file <file>: <cause>
	Type:	Error
	Add'l Info:	The specified file could not be encrypted.
	Action:	Verify the file is exists and is writable.
QMPI2044	Text:	Could not validate user paths because one or more paths are not valid AD paths: <cause>
	Type:	Error
	Add'l Info:	The application could not validate the user paths.
	Action:	Verify user paths are valid AD paths

Error Code	Description	
QMPI2045	Text:	Could not convert agent records: <cause>
	Type:	Error
	Add'l Info:	The application could not convert agent records to new version.
	Action:	None.
QMPI2046	Text:	Could not set Recording Home Directory: <cause>
	Type:	Error
	Add'l Info:	The application could not set the recording home directory.
	Action:	None.
QMPI2047	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.
QMPI2048	Text:	License information could not be retrieved: <cause>
	Type:	Error
	Add'l Info:	License data could not be retrieved.
	Action:	If problem persists, contact your system administrator or reload license.
QMPI2049	Text:	Could not communicate with AXL: <cause>
	Type:	Error
	Add'l Info:	The application could not communicate with AXL.
	Action:	Verify that a Quality Management CTI Server was defined for this server in Site Configuration.
		Verify that Data API service is running.
QMPI2050	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	
QMPI2051	Text:	The certificate could not be loaded from the database: <cause>
	Type:	Error
	Add'l Info:	The certificate could not be loaded from data store.
	Action:	Add a new certificate.
QMPI2052	Text:	Cannot read certificate from: <certFile>
	Type:	Error
	Add'l Info:	The certificate file could not be loaded successfully.
	Action:	Verify that the file is a valid certificate format.
QMPI2053	Text:	Cannot encode certificate to a string: <cause>
	Type:	Error
	Add'l Info:	The certificate file could not encoded for storage.
	Action:	Verify that the file is a valid certificate format.
QMPI2054	Text:	Cannot create certificate from the file provided: <cause>
	Type:	Error
	Add'l Info:	The certificate object could not created.
	Action:	Verify that the file is a valid certificate format.
QMPI2055	Text:	Could not find the registry path: <cause>
	Type:	Error
	Add'l Info:	Could not find a registry entry.
	Action:	Verify registry key exists.
QMPI2056	Text:	Could not find the registry path: <cause>
	Type:	Error
	Add'l Info:	Could not find a registry entry.
	Action:	Verify registry key exists.

Error Code	Description	
QMPI3000	Text:	Could not find registry entry for <keyName>. Showing Registry Dialog.
	Type:	Warn
	Add'l Info:	The registry key specified could not be found.
	Action:	Verify SplkStd4J.jar exists in ext and SplkStd4j.dll is in bin directories.
		Verify Quality Management - Site Setup entries are in the registry.
QMPI3002	Text:	Could not saved due to the following error: <msg>
	Type:	Warn
	Add'l Info:	The application could not save the information.
	Action:	Verify that the Quality Management Data API service is running.
QMPI3003	Text:	Cannot access bundle information from DB. Default to basic bundle.
	Type:	Warn
	Add'l Info:	The application could not access the bundle information from DB. The application will assume basic bundle.
	Action:	Verify that the Quality Management Data API service is running.
QMPI3004	Text:	Could not configure FTP Server.
	Type:	Warn
	Add'l Info:	The application configure FTP Server.
	Action:	The user may not have permissions to run the script.
		This step can be run again from the Tools menu of System Configuration Setup.
QMPI3005	Text:	Could not save Recording Servers to the database.
	Type:	Warn
	Add'l Info:	The application could not save the location of this recording server to the database.
	Action:	Verify database is running and configured correctly in Quality Management.
		This step can be run again from the Tools menu of System Configuration Setup.

Error Code	Description	
QMPI3006	Text:	Connection to CTI server closed while reading message.
	Type:	Warn
	Add'l Info:	The application could not read the status message from the CTI server.
	Action:	Verify CTI Server is running.
QMPI3007	Text:	Could not get a database connection: <cause>
	Type:	Warn
	Add'l Info:	The application could not get a database connection.
	Action:	Verify database is running and configured correctly in Quality Management.
QMPI3008	Text:	Schema program failed: <cause>
	Type:	Warn
	Add'l Info:	The DB schema programmed failed.
	Action:	Verify database is running and configured correctly in Quality Management.
QMPI3009	Text:	QM DB script '<scriptName>' failed: <cause>
	Type:	Warn
	Add'l Info:	The application could not successfully run the SQL script.
	Action:	Verify database is running and configured correctly in Quality Management.
QMPI3010	Text:	Wrong number or type of arguments for this step.
	Type:	Warn
	Add'l Info:	The current received the wrong information from the previous step.
	Action:	This is a programming error. Contact your system administrator.
QMPI3011	Text:	Process canceled by user: <cause>
	Type:	Warn
	Add'l Info:	The process has been canceled by the user.
	Action:	None.

Error Code	Description	
QMPI3012	Text:	Error testing and saving pooling information: <cause>
	Type:	Warn
	Add'l Info:	The application could not test database pooling information.
	Action:	Verify database is running and configured correctly in Quality Management.
		Verify Data API service is running.
QMPI3013	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 Quality Management.
QMPI3014	Text:	Cannot test if SQM catalog exists: <cause>
	Type:	Warn
	Add'l Info:	The application could not verify the Quality Management catalogs exist.
	Action:	Verify database is running and configured correctly in Quality Management.
QMPI3015	Text:	Cannot add initialized version for this server: <cause>
	Type:	Warn
	Add'l Info:	The initialized version for this server could not be set.
	Action:	Verify Surrogate and Data API service is running.
QMPI3016	Text:	Could not start service: <service>
	Type:	Warn
	Add'l Info:	The application could start the specified service.
	Action:	Retry starting services from System Configuration Setup Tools menu.
		Start Service manually from Administration Tools.

Error Code	Description	
QMPI3017	Text:	No port specified in properties file. Using default of <port>
	Type:	Warn
	Add'l Info:	The application could not find a a port. A default port will be used.
	Action:	None.
QMPI3018	Text:	Could not save network monitor device to registry.
	Type:	Warn
	Add'l Info:	The application could not save the network monitor device to the registry.
	Action:	If there are multiple NICs, contact your system administrator.
		If there is a single NIC, the default NIC will be used.
QMPI3019	Text:	Could not create directory structure: <dir>
	Type:	Warn
	Add'l Info:	The application could not create the recording directory.
	Action:	Verify user can create directories in specified location.
QMPI3020	Text:	Unable to validate the ACD connection: <cause>
	Type:	Warn
	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.
	Action:	Verify the data entered is correct for the ACD specified.
		Verify the ACD database is accessible using the information provided.
QMPI3021	Text:	Could not apply SSL certificate: <cause>
	Type:	Warn
	Add'l Info:	SSL certificate could not be applied.
	Action:	Retry from Post Install Tools menu.
		Contact your system administrator.

Error Code	Description	
QMPI3022	Text:	Error creating temporary recording directories: <cause>
	Type:	Warn
	Add'l Info:	Could not create temporary recording directories.
	Action:	Contact your system administrator.
QMPT0000	Text:	[message]
	Type:	Info
	Add'l Info:	Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.
	Action:	None.
QMRP0000	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.
QMRP3000	Text:	Cannot write to socket for <client>
	Type:	Warn
	Add'l Info:	Cannot write an event to client.
	Action:	none. The client should reconnect.
QMRP3001	Text:	Heartbeat Timeout for <client>.
	Type:	Warn
	Add'l Info:	There was a heartbeat timeout for this client.
	Action:	Client must reconnect.
QMRP3002	Text:	Invalid message header. <cause>
	Type:	Warn
	Add'l Info:	The message header specified more memory than what is allowed.
	Action:	The client sent an invalid message header.

Error Code	Description	
QMRP3004	Text:	Invalid request. <cause>
	Type:	Warn
	Add'l Info:	The application received an invalid request.
	Action:	Client must send a valid requests.
QMSY0000	Text:	[message]
	Type:	Info
	Add'l Info:	Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.
	Action:	None.
QMUI0000	Text:	[message]
	Type:	Info
	Add'l Info:	Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.
	Action:	None.
QMUI2000	Text:	Error displaying dialog: <reason>.
	Type:	Error
	Add'l Info:	An error occurred displaying a dialog.
	Action:	Restart the application.
QMUI2001	Text:	Error setting look-and-feel display to <lookAndFeel>: <reason>.
	Type:	Error
	Add'l Info:	An error occurred setting look-and-feel display.
	Action:	None.
QMUT0000	Text:	[message]
	Type:	Info
	Add'l Info:	Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.
	Action:	None.

Error Code	Description	
QMUT1000	Text:	Error parsing LDAP configuration for DbCleaner settings: \<reason>.
	Type:	Fatal
	Add'l Info:	An error occurred parsing numbers from the Quality Management DB Cleaner service settings.
	Action:	Logs should show which settings are actually wrong.
QMUT2000	Text:	Error loading required DLLs: \<reason>.
	Type:	Error
	Add'l Info:	An error occurred loading required DLLs.
	Action:	Restart the application.
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 Quality Management bin directory.
QMUT2004	Text:	Could not get login authentication configuration: \<cause>
	Type:	Error
	Add'l Info:	The application could not get authentication configuration.
	Action:	Verify the configuration file exists and is in the Quality Management config directory.

Error Code	Description	
QMUT2005	Text:	Security configuration is invalid: <cause>
	Type:	Error
	Add'l Info:	The security configuration is invalid.
	Action:	Verify the registry key for DB Proxy contains -Djava.security.auth.login.config setting.
QMUT2006	Text:	An unspecified error occurred during Windows Authentication: <cause>
	Type:	Error
	Add'l Info:	An unspecified error occurred during Microsoft Windows Authentication.
	Action:	See full log message for details.
QMUT2007	Text:	Unexpected error occurred while loading configuration from LDAP: <reason>.
	Type:	Error
	Add'l Info:	An error occurred loading the Quality Management DB Cleaner service settings from LDAP.
	Action:	Correct the problem indicated by the reason.
QMUT2008	Text:	Failed to load dbcollation.properties for DbCollationMap
	Type:	Error
	Add'l Info:	An error occurred loading a properties file.
	Action:	See full log message for details.
QMUT2009	Text:	Unexpected error creating the .keystore file used by Jetty for SSL certificates: command=<command>
	Type:	Error
	Add'l Info:	An error occurred creating the .keystore file used by Jetty for SSL certificates
	Action:	See full log message for details.

Error Code	Description	
QMUT2010	Text:	Could not find the <propertyName> property in the <properties> properties file. Using default key
	Type:	Error
	Add'l Info:	This message happens if the key filecryptokeystore used to decrypt files can not be found.
	Action:	his file is supposed to be created as part of PostInstall first run, you may need to rerun PostInstall in first run mode. Alternatively you may copy the file from another FTS server that is configured properly.
QMUT2011	Text:	Could not find the FileCrypto keystore in the following location: <filePath> Using default key
	Type:	Error
	Add'l Info:	This message happens if the key filecryptokeystore used to decrypt files can not be found.
	Action:	This file is supposed to be created as part of PostInstall first run, you may need to rerun PostInstall in first run mode. Alternatively you may copy the file from another FTS server that is configured properly.
QMUT3000	Text:	Cannot read input stream from process: <cause>.
	Type:	Warn
	Add'l Info:	The application could not read the output of the spawned process.
	Action:	Verify the command line is valid.
QMUT3001	Text:	The account <username> has expired: <cause>.
	Type:	Warn
	Add'l Info:	The account with the specified username has expired.
	Action:	Verify account.
QMUT3002	Text:	The account <username> has expired: <cause>.
	Type:	Warn
	Add'l Info:	The application could not read the output of the spawned process, or the account's credentials has expired.
	Action:	Verify account.

Error Code	Description	
QMUT3003	Text:	Unexpected exception - <reason>: <msg>
	Type:	Warn
	Add'l Info:	An unexpected problem was encountered.
	Action:	The message will indicate further details.
QMUT3004	Text:	Loading deletion configuration already in progress. Only one initialization can occur at a time.
	Type:	Warn
	Add'l Info:	A program is attempting to configure the Quality Management DB Cleaner service process when a the Quality Management DB Cleaner service process seems to be running already.
	Action:	Verify from logs that some unexpected error has not occurred, since this should not happen.
QMUT3005	Text:	Unspecified error during timeouts: <cause>
	Type:	Warn
	Add'l Info:	The application received an unspecified error while checking for timeouts.
	Action:	Contact your system administrator if the error persists.