



# Cisco Unified Workforce Optimization

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Error Code Dictionary

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# Introduction

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This document lists the error messages for Cisco Quality Management and Workforce Management.

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 Prefixes

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The following table lists the error code prefixes used by WFO and their associated modules.

Prefix	Associated Module
ACFJ	AcmiClient4J
ACMI	AcmiClient
ADAP	C1ProductAdapter
AUTH	Authentication
CHAP	C1ProductAdapter
CIA	Recording control
JSON	C1ProductAdapter
LOG	QMData and RestClient
MANA	MANA
MS	MonitorServer
QM	Quality Management
QM18	I18N
QMAD	Admin
QMAX	AXL
QMBA	BARS
QMBS	UI base screen
QMCG	Genesys connector
QMCT	CTI Server
QMDA	Product adapter client
QMDB	JDBC DB
QMDC	DBCleaner
QMDO	Domain
QMDP	DBProxy

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Prefix	Associated Module
QMDS	Database schema
QMEX	Export
QMIR	ICM recon
QMLC	Licensing
QMMD	Media
QMMN	MANA
QMMS	MediaSense service
QMPA	Product adapter service
QMPI	PostInstall
QMPT	UI progress
QMR	Reconciliation
QMRP	RTP
QMSP	Socket
QMSY	Sync service
QMUC	UploadController
QMUI	UI utility
QMUT	Utility
QMVR	SnifferRecorder and VoiceRecorder
REST	C1ProductAdapter
SCHS	ACC
SCRN	ScreenRecorder
SECURE	SplkSecurity
SL	SnifferRecorder
SOCKET	Socket service
SQM	Recording Services Common
SQMUPLOAD	Upload Common

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Prefix	Associated Module
SSFJ	SplkStd4J
STD	SplkStd
SUR	Surrogate
SYNC	Sync
WDIS	
WFM	Workforce Management
WFMAS	RteCisco RteNortel (before 9.2 SR3)
WMCA	Capture2.0
WMCO	Compile WFM Product Adapter (before 9.2 SR3)
WMCP	Capture (before 8.6.1)
WMCS	Core
WMFC	Forecast2.0
WMFW	Framework
WMMN	MANA
WMNC	NewCommon RTE (8.9 to 9.2 SR2)
WMPA	WFM Product Adapter (9.2 SR3 onwards)
WMPI	Postinstall
WMRTD	RteNortel (9.2 SR3 onwards)
WMRTE	RTE (9.2 SR3 onwards)
WMSC	Scheduler2.0 (9.3 onwards)
WMSD	SQL Server database
WMSE	Request
WMWC	



# Alphanumeric Error Messages

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## ACFJ Error Codes

### ACFJ0000 (Info)

Using ACMI protocol version (<ACMI protocol version>).

This message indicates the version of ACMI protocol being used. No action is required.

### ACFJ0001 (Info)

AcmiClientFactory is now using (<connection info>) connection info.

AcmiClientFactory is now using the specified connection information.

No action is required.

### ACFJ0002 (Info)

AcmiClientFactory is now using (<value>) maximum queue size.

AcmiClientFactory is now using the specified maximum queue size for AcmiClient.

No action is required.

### ACFJ0003 (Info)

Received an ACMI CTI error message indicating the ACMI CTI service at (<ACMI CTI service host name>) is offline. Closing connection. Message: <CTI message>.

Received an ACMI CTI error message that the ACMI CTI service at the specified host is offline and, in response, closed the connection.

No action is required.

### ACFJ2000 (Error)

Unable to parse the ACMI CTI message. Buffer(<buffer>) Error(<error message>:<stack trace>)

The application is unable to parse the ACMI CTI message.

Verify that the ACMI CTI service is running and active. Verify that the ACMI protocol version used by the application is supported by the ACMI CTI service. If the issue persists, contact technical support.

### **ACFJ2002 (Error)**

**Insufficient memory to run the application: <error message>**

There is insufficient memory to run the application.

Run a memory check (see the *WFM Troubleshooting Guide*). Check the JVM-Xmx argument set for the application. Restart the application. If the issue persists, contact technical support.

### **ACFJ3000 (Warn)**

**Received FAILURE\_EVENT indicating the ACMI CTI service at (<host name>) is offline. Closing the connection.**

The application received a FAILURE\_EVENT indicating that the ACMI CTI service is offline and the connection will be closed.

Run a network check (See the *WFM Troubleshooting Guide*) to verify that the ACMI CTI service is up and accessible by the application. Restart the application. If the issue persists, contact technical support.

### **ACFJ3001 (Warn)**

**Message queue has reached maximum size (<maximum queue size>). Discarding received message (<message>).**

The message queue used to hold received ACMI CTI messages has reached its maximum size. Messages are being received faster than they are being processed. The received message will be discarded.

Run a CPU check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **ACFJ3002 (Warn)**

**Timed out after (<timeout>) milliseconds waiting for (<AcmiClient instance name>) receiver thread to start.**

The AcmiClient application timed out after the specified delay waiting for the ACMI receiver thread to start.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **ACFJ3003 (Warn)**

**Timed out after (<timeout>) milliseconds waiting for (<AcmiClient instance name>) receiver thread to stop.**

The AcmiClient application timed out after the specified delay waiting for the ACMI receiver thread to stop.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **ACFJ3004 (Warn)**

**Unable to send <message type> to the ACMI CTI service: <error description>.**

Unable to send the specific message to the ACMI CTI service because of the specified error.

If the exception is FieldException, the description of the exception indicates the information that is invalid. If the exception is IOException, the application is unable to connect or send messages to the ACMI CTI service.

Verify that the ACMI CTI service is running and active. Run a network check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **ACFJ3005 (Warn)**

**Peripheral is offline at (<host name>).**

AcmiClient is configured to connect to the ACMI CTI service only if the peripheral is online, and the peripheral is currently offline.

Verify that the ACMI CTI service is running and active. Run a network check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **ACFJ3006 (Warn)**

**Failed to get a valid OPEN\_CONF response to the OPEN\_REQ sent to the ACMI CTI service: (<error description>).**

Failed to get a valid OPEN\_CONF response to the OPEN\_REQ sent to the ACMI CTI service because of the specified error.

If the exception is due to an invalid message received from the ACMI CTI service, check if the ACMI CTI service supports the ACMI version specified in the ACFJ0000 message.

If the exception is SplkIllegalStateException, the OPEN\_REQ failed (check whether the information sent in OPEN\_REQ, such as peripheral ID or agent ID, is valid), or the ACMI CTI service, peripheral, central controller, or agent phone is offline or out of service, or the “connect only if peripheral is online” flag is true and the peripheral online value in OPEN\_CONF is false.

Verify that the ACMI CTI service is running and active. Run a network check and a CPU check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

## ACMI Error Codes

### ACMI0000 (Info)

Using ACMI protocol version <version>.

Indicates the version of the ACMI protocol being used. No action required.

### ACMI0001 (Info)

Receive FAILURE\_EVENT indicating CTI service at <IP address/host name> is offline. Closing connection.

The CTI service at the specified IP address or host name is offline. The connection is closed in response.

No action required.

### ACMI0002 (Info)

AcmiClientFactory is now using <info> connection info.

AcmiClientFactory is now using the specified connection information. No action required.

### ACMI0003 (Info)

Using site language code page <code page>.

Indicates the site language code page that is being used. No action required.

### ACMI0004 (Info)

Is UCCX <is Express flag>

Indicates whether the system is Unified CCX or Unified CCE. No action required.

### ACMI0005 (Info)

AcmiClientFactory is now using <size> maximum queue size.

AcmiClientFactory is now using the specified maximum queue size for AcmiClient. No action required.

### ACMI0006 (Info)

Is UCCX Encryption <true/false>

Indicates whether Unified CCX encryption will be attempted. No action required.



**ACMI2000 (Error)**

**Error occurred when validating <message type> message: <error code>: <error description> for element <element ID>: <element index>.**

AcmiClient is unable to validate the specified ACMI message because of problems with the specified element in the message.

Verify that the user-entered information is correct. If the element is for data obtained from LDAP or LRM, verify that the services are running and active. Verify that WFM Configuration Setup has completed.

**ACMI2001 (Error)**

**Error occurred while encrypting password, will attempt plain text login.**

AcmiClient failed to encrypt the CTI service password.

Verify that the CTI service password is within the length limit.

**ACMI3000 (Warn)**

**Unable to decode message of type <message type>: <message type name> for ACMI version <version>.**

Received a message of the specified type that could not be decode for the specified ACMI version. The message will be discarded.

Verify that the CTI service supports the specified ACMI version.

**ACMI3001 (Warn)**

**Invalid message of type <message type>: <message type name>: Error <error code>: <error description> Element <element name> Index <element index>.**

Received a message of the specified type that could not be decode for the specified ACMI version. The message will be discarded.

Verify that the CTI service supports the specified ACMI version.

**ACMI3002 (Warn)**

**Unable to send <message type> to CTI service: <error>.**

Unable to send the specified message type to the CTI service due to the specified error.

If the exception is SplkIllegalArgumentException, the description of the exception indicates the information (such as peripheral ID or agent ID) that is invalid.

If the exception is `SplkNotYetConnectedException` or `SplkSocketException`, it is unable to connect or send to the CTI service. Run a network check (see the *WFM Troubleshooting Guide*). Verify that the CTI service is running and active.

### **ACMI3003 (Warn)**

**Failed to get a valid OPEN\_CONF response to the OPEN\_REQ sent to CTI service: <error>.**

Failed to get a valid OPEN\_CONF response to the OPEN\_REQ sent to the CTI service because of the specified error.

If the exception is `SplkIllegalArgumentException`, an invalid message was received from the CTI service. Check if the CTI service supports the ACMI version specified in the ACMI0000 message.

If the exception is `SplkIllegalStateException`, the OPEN\_REQ failed (check whether the information sent in OPEN\_REQ, such as peripheral ID or agent ID, is valid), or the CTI service, peripheral, central controller, or agent phone is offline/out of service, or they connect only if the peripheral is online flag is true and the peripheral online value in OPEN\_CONF is false.

If the exception is `SplkSocketTimeoutException`, the CTI service did not respond to OPEN\_REQ sent in a timely fashion. Run a network check and CPU check (see the *WFM Troubleshooting Guide*). Verify that the CTI service is running and active.

If the exception is `SplkNotYetConnectedException`, `SplkClosedChannelException`, or `SplkSocketException`, the connection to the CTI service is down. Run a network check (see the *WFM Troubleshooting Guide*). Verify that the CTI service is running and active.

### **ACMI3004 (Warn)**

**Peripheral is offline at <IP address/host name>.**

A peripheral device is offline at the specified IP address or host name.

AcmiClient is configured to connect to the CTI service only if the peripheral is online and the peripheral is currently offline.

Verify that the CTI service is running and active.

### **ACMI3005 (Warn)**

**Message queue has reached max size <size>. Discarding received message <message>.**

Unable to add the received CTI message to the message queue because the queue has reached its maximum size. Messages are being received faster than they are being processed.

Run a CPU check (see the *WFM Troubleshooting Guide*). Check to see if the application is hung.

### **ACMI3006 (Warn)**

**Timeout after <timeout> milliseconds waiting for <name> receiver thread to start.**

There is a timeout after the specified delay waiting for the specified ACMI receiver thread to start.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Check to see if the application is hung.

### **ACMI3007 (Warn)**

**Internal error: Attempting to get string value from non-string <element name> element at index <index> in <message type> message.**

An internal error has occurred where the application is attempting to get a string value from a non-string element at the specified index of the specified message.

Contact technical support.

### **ACMI3008 (Warn)**

**Timeout after <timeout> milliseconds waiting for <name> receiver thread to stop.**

A timeout has occurred after the specified delay waiting for the specified ACMI receiver thread to stop.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Check to see if the application is hung.

## **ADAP Error Codes**

### **ADAP3000 (Warn)**

**No mapping for resource: <path to resource>.**

This URI has no mapping in the product adapter.

Verify that the URI used is correct.

## **AUTH Error Codes**

### **AUTH2000 (Major)**

**Invalid signature.**

There is an invalid signature in the report request's Uniform Resource Locator (URL). This is an internal error.

Provide the URL from the report popup window and the SQMR.dbg and SQMR.log files to Cisco Technical Support to assist in correcting the problem.

## CHAP Error Codes

### CHAP2000 (Error)

**Could not retrieve <object name> information from data buffer.**

Could not retrieve the specified information from the data buffer.

Run a network check and CPU check (see the *WFM Troubleshooting Guide*). Restart the Product Adapter service. If the issue persists, contact technical support.

### CHAP2001 (Error)

**Unable to recover client connection: <error>.**

The CHAP Client could not recover its connection to the service.

Check the Product Adapter debug log for error details. Run a network check and CPU check (see the *WFM Troubleshooting Guide*). Restart the Product Adapter service. If the issue persists, contact technical support.

### CHAP2002 (Error)

**Dispatcher thread caught an unexpected exception <error>. Terminating.**

The Dispatcher thread encountered an unexpected error and is exiting.

Check the Product Adapter debug log for error details. Restart the Product Adapter service. If the issue persists, contact technical support.

### CHAP3000 (Warn)

**No authentication handler has been installed, authentication requests will fail.**

No Authentication Handler was installed in the adapter.

Check the Product Adapter debug log for error details. Restart the Product Adapter service. If the issue persists, contact technical support.

### CHAP3001 (Warn)

**No ProductInfo handler has been installed, no product information is available.**

No ProductInfo Handler was installed in the adapter.

Check the Product Adapter debug log for error details. Restart the Product Adapter service. If the issue persists, contact technical support.

### **CHAP3002 (Warn)**

**Error notifying server of an event, exception: <error>.**

There was an internal error notifying the server of an event.

Check the Product Adapter debug log for error details. Run a network check and CPU check (see the *WFM Troubleshooting Guide*). Restart the Product Adapter service. If the issue persists, contact technical support.

### **CHAP3003 (Warn)**

**Connection to Surrogate lost, attempting to recover. Exception: <error>.**

The Product Adapter has lost connection to the server (C1Surrogate).

Check the Product Adapter debug log for error details. Run a network check and CPU check (see the *WFM Troubleshooting Guide*). Restart the Product Adapter service. If the issue persists, contact technical support.

## **JSON Error Codes**

### **JSON3000 (Warn)**

**The Java long value <value> may not have a precise representation as a double-precision floating point number in JavaScript: <value>**

A Java long value is outside the range of integers that is guaranteed to have an exact representation in JavaScript.

Check the Product Adapter debug log for error details. Restart the Product Adapter service. If the issue persists, contact technical support.

## **LOG Error Codes**

### **LOG1000 (Fatal)**

**Unknown Exception. Reason: (<reason>)**

Unknown exception handling method threw an exception.

Check the debug log for details.

## **MANA Error Codes**

The Monitoring and Notification (MANA) feature, when enabled, can notify you via the Windows Event Viewer, SNMP, or email when certain system problems occur. The MANA feature is available in Quality

Management and WFM.

In Quality Management, MANA is configured under Monitoring and Notification in Quality Management Administrator. See the *Cisco Recording Services Administrator User Guide* for more information.

In WFM, MANA is configured in the Monitoring and Notification step in the WFM Configuration Setup utility (PostInstall). See the *WFM Installation Guide* for more information.

### **MANA0000 (Info)**

**<informational message>**

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

### **MANA0001 (Info)**

**No jar files in the search path for MANA plugins.**

There are no JAR files in the search path for MANA plugins. This message is expected in most QM installs. No action required.

### **MANA0002 (Info)**

**Notification: <message>**

A MANA notification. No action required.

### **MANA2001 (Error)**

**Unexpected error: <error>.**

An unexpected error occurred while executing a task.

Check the MANA service debug file for the reason associated with this error. Restart the MANA service. If the issue persists, contact technical support.

### **MANA2003 (Error)**

**Failed to add jar <name of jar> to search list for MANA tasks.**

Failed to add a JAR to the search list for MANA tasks.

Check if the specified JAR exists and is accessible by the MANA service. Check the MANA service debug file for the reason associated with this error. Restart the MANA service. If the issue persists, contact technical support.

### **MANA2004 (Error)**

**Unexpected error while loading a <resource>: <error>.**

There was an unexpected specified error while loading the specified resource.

Check the MANA debug file for the reason associated with the error. Restart the MANA service. If the issue persists, contact technical support.

### **MANA2014 (Error)**

**Configuration is invalid. Tasks cannot run, and notifications cannot be sent. <error>**

Failed to get the configuration. Will retry.

Check the MANA service debug file for the reason associated with the error. Check the product-specific MANA for the reason why it could not load the configuration. Restart the MANA service. If the issue persists, contact technical support.

### **MANA2017 (Error)**

**Failed to send notification using SMTP.**

Failed to send notification using SMTP due to an unexpected error.

Check the MANA service debug file for the reason associated with the error. Check the Email Distribution step in WFM Configuration Setup to ensure it is configured correctly. Restart the MANA service. If the issue persists, contact technical support.

### **MANA2018 (Error)**

**Failed to send notification with notifier <notifier>.**

Failed to send notification for the specified notifier.

Check the MANA service debug file for the reason associated with the error. Restart the MANA service. If the issue persists, contact technical support.

### **MANA3000 (Warn)**

**Thread interrupted while waiting for polling diagnostic to complete. <Trying again immediately. | Will try again at next poll.>**

The thread was interrupted while waiting for a polling diagnostic to complete. It will try again immediately or at the next poll.

Check the MANA service debug log for the reason associated with the error. Restart the MANA service. If the issue persists, contact technical support.

### **MANA3001 (Warn)**

**SMTP Host may not be configured correctly: <IP address/host name>.**

Notification could not be sent because the host might not be set up correctly.

Check the MANA service debug file for the reason associated with the error. Check the Email Distribution step in Configuration Setup to verify it is configured correctly. Restart the MANA service. If the issue persists, contact technical support.

### **MANA3002 (Warn)**

**SMTP Port may not be configured correctly: <port>.**

Notification could not be sent because the port might not be set up correctly.

Check the MANA service debug file for the reason associated with the error. Check the Email Distribution step in Configuration Setup to verify it is configured correctly. Restart the MANA service. If the issue persists, contact technical support.

### **MANA3003 (Warn)**

**The list of polling tasks to run is empty.**

The list of polling tasks to run is empty.

Check the MANA service debug file for the reason associated with the error. Check the product-specific MANA for the reason why it could not load the configuration. Restart the MANA service. If the issue persists, contact technical support.

## **MS Error Codes**

### **MS1000 (Fatal)**

**The SocketService could not be started. Reason: (<reason>)**

The SocketService could not be started for the specified reason.

Perform the following tasks:

1. Check the debug log for details.
2. Validate that the service IP address and port are configured correctly, and that the service is not already running.
3. Restart the service.

### **MS1001 (Fatal)**

**Couldn't read the IOR Hostname from the registry.**

The service could not get the IOR host to bind to the socket.

Manually add the IOR hostname in the registry.



## MS2002 (Fatal)

### No adapter found. Unable to monitor telephone calls.

Could not find a monitor adapter for packet sniffing.

Use the Choose Monitor Adaptor tool in System Configuration Setup tool to choose the correct monitor adapter.

## QM Error Codes

This section lists MANA alerts used by Quality Management. An alert is sent when issues are found during a MANA polling period. You can configure the polling interval and the types of MANA alerts you want to receive. See "Monitoring and Notification" in the *Administrator Guide* for more information.

The MANA alerts are classified as follows:

- QM1xxx—indicates a global outage that might affect recording for the entire system.
- QM2xxx—indicates individual outages that might affect recording for individual users.
- QM3xxx—indicates a possible configuration problem. The notifications might not point to an actual issue, so you might want to turn these notifications off to avoid unnecessary notifications.
- QM4xxx—indicates a problem with MANA that prevents it from reporting problems.

## QM1000 (Error)

### MANA failed to connect to <variable> (<variable>): <variable>

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.

Verify the service is running. If it is not running, then restart the service. If the service does not need to run and has been shut down or disabled by design (possibly an unused Recording or Monitoring service), remove them from configuration in PostInstall so MANA does not attempt to connect to them and send this error. If the service is not running or stopped responding on its own, this message may point to a severe software defect and you should contact Cisco Technical Support.

## QM1001 (Error)

### Incorrect JTAPI user or password configured for Quality Management CTI Service on <variable>.

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.

Verify the Application User exists and has CTI privileges in Unified CM and/or modify the JTAPI Username/Password in PostInstall under Cisco Unified CM. Then restart the CTI Service. To test your changes in System Configuration Setup (PostInstall.exe), go to Tools > Test CTI Service(s). This will respond with a success/fail message. See ctiservice.dbg for more information if problem persists.

### **QM1002 (Error)**

**The telephony provider configured for Quality Management CTI Service on <hostname or IP address> is down.**

The server 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 might 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.

Verify the Provider is back up. To check connectivity from System Configuration Setup (PostInstall.exe), go Tools > Test CTI Service(s). This will respond with a success/fail message. If a failure message is displayed stating the provider is still down and the rest of the call center is functioning, verify a backup CTI Manager is configured in PostInstall.exe under Cisco Unified CM so recording can failover. If the problem persists, restart CTI Service and retest connections and contact support.

### **QM1003 (Error)**

**The Quality Management CTI Service on <variable> cannot initialize its connection to the telephony provider.**

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.

Verify the configuration in System Configuration Setup (PostInstall.exe) under Unified CM Configuration. Restart the CTI service. To check connectivity from System Configuration Setup (PostInstall.exe), go Tools > Test CTI Service(s). If the server has been upgraded or problem persists, uninstall and then reinstall JTAPI from Tools > Download/Install JTAPI in PostInstall.exe. If the problem persists, contact Cisco Technical Support.

**QM1004 (Error)**

**The Quality Management DB Service on <variable> cannot contact the QM database.**

One or more services cannot make a connection to the system database used to store configuration and contacts. This results in problems with Unified Workforce Optimization login/playback and the system's ability to insert new contacts. It might also effect recording. The most likely causes are the database has moved, the SQL server has changed configuration (firewall settings, SQL user changes), or the Quality Management database configuration was changed. See the Details section for which service reported this problem.

Verify the configuration settings on the Microsoft SQL Server and the Quality Management Database under System Database in System Configuration Setup (PostInstall.exe) are correct. From Microsoft SQL Management Studio, try to connect from the Quality Management base server to verify SQL Server settings are using same settings configured in Quality Management. If that test is unsuccessful, there is an issue with the Microsoft SQL Server settings. Verify the firewall, Microsoft SQL Server TCP/IP Settings, and authentication settings on Microsoft SQL Server are correct. See *Installation Guide* for Microsoft SQL Server configurations.

**QM1005 (Error)**

**Thread utilization on <variable> (<variable>) is at <variable>. It is likely to fail soon.**

One or more services reported that it is using more threads than is normal for this service. This might result in the service stopping to function in the near future and might 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.

Restart the services listed as soon as possible and contact Cisco Technical Support.

**QM1006 (Error)**

**Memory utilization on <variable> (<variable>) is at <variable>. It is likely to fail soon.**

One or more services reported that it is using more memory than is normal for this service. This might result in the service stopping to function in the near future and might 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.

Restart the services listed as soon as possible and contact Cisco Technical Support.

**QM1007 (Error)**

**Could not find QM configuration data in the Windows registry.**

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.

Restart the services listed. If the problem persists, you might need to run a repair on the installation. If the problem continues to persist, contact Cisco Technical Support.

### **QM1009 (Error)**

#### **Licensing URL is invalid**

The licensing web application could not be contacted because the URL requested is invalid. This might result in users not recording or unable to log in to Unified Workforce Optimization. The most likely cause is the IP/Hostname of the base server has changed or the address used in System Configuration Setup (PostInstall.exe) for local services was changed and is invalid. The URL attempted is listed in the Details section.

Verify the IP/Hostnames are correct in PostInstall.exe on the Base Server. Restart the Monitoring and Recording Jetty Service. If the IP/Hostname of the machine has changed. Follow the instructions in the *Installation Guide* to change the IP/Hostnames of the servers.

### **QM1010 (Error)**

#### **License is for the wrong product.**

This error message can appear in Quality Management or SaaS.

The licensing web application has reported that the client making a connection is not the correct product. This might 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.

Uninstalled then reinstall the client or service that is reporting this issue. If problem persists, contact Cisco Technical Support.

### **QM1011 (Error)**

#### **License has an invalid bundle: <variable>.**

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.

This warning will likely go away on its own after the client looks up the user license again. Restart the client and if the problem persists after the restart, contact Cisco Technical Support.

### **QM1014 (Error)**

#### **License bundle type <variable> expired <variable> day(s) ago.**

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.

Request a new license that is not expired and upload in Enterprise Setting under System Configuration in Quality Management Administrator. To completely remove the license, request and upload a license to remove the existing license.

### **QM1015 (Error)**

**Maximum number of users on the license bundle type {0} is zero.**

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.

Request a new license that has seats allocated and upload it in Enterprise Setting under System Configuration in Quality Management Administrator. To completely remove the license, request and upload a license to remove the existing license.

### **QM1016 (Error)**

**Failed to connect to License Server (<variable>): <variable>.**

A client could not connect to the licensing web application. This might 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 has changed and is now invalid.

Verify the Jetty service is running. If the Jetty services is not running, restart the Jetty service. If IP/Hostname is incorrect for the license server, correct the Local IP/Hostname in System Configuration Setup (PostInstall.exe) on the Base Server and following instructions in the *Installation Guide* to change the Local IP/Hostname.

### **QM1017 (Error)**

**Unknown problem retrieving license information.**

A client connected to the licensing server but did not receive a valid response. This might result in users stopping recording and might not be able to log in to Unified Workforce Optimization. See the Details section and This notification occurs when no licensed user information is found in the database. licensing.dbg for more information about the error.

Verify the Jetty service is running. If the Jetty services is not running, restart the Jetty service.

### **QM1018 (Error)**

**License node lock is not valid for bundle type <variable>.**

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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.

Verify MAC and IP/Hostname in the Details section and compare them to the MAC/IP/Hostname on the Base server. Request a new license that has the correct IP/Host or MAC for your server. Upload new license.

### **QM1019 (Error)**

**Configuration for <variable> is missing.**

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.

Verify the configuration of the Service in System Configuration Setup (PostInstall.exe). A repair might also correct the issue. If the problem persists or it is unclear which configuration is missing, contact Cisco Technical Support.

### **QM1020 (Error)**

**The maximum number of concurrent recordings was reached on Quality Management Recording Server <variable>.**

The Voice Record Server has reached the maximum number of concurrent recordings. This will likely affect recording quality or might cause the Voice Record Server to stop recording. The likely cause is that too many devices are configured to be recorded with the specified Voice Record Server. The Voice Record Server that has reported this is listed in the Details section.

To resolve this issue, verify the Voice Record Server is assigned to a valid Recording Cluster or the Network Recording service will calculate the free space on the drive where it is located. Either add additional Voice Record Servers or rebalance existing Voice Record Servers so there are fewer agents recording on the specified Voice Record Server. If this message has been received in error, contact Cisco Technical Support.

### **QM1021 (Fatal)**

**The Quality Management Record service on <variable> doesn't have enough disk space to continue recording. It has only <variable> left in path <variable>.**

The Voice Record 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.

To resolve this issue, verify the Voice Record Server is assigned to a valid Recording Cluster or the Network Recording service will calculate the free space on the drive where it is located. Check the free space on the hard disk that is used to store today's contacts. If space is being used outside of the recording directory, free up that space. If the recording directory has grown and the date of the recordings are older than 48 hours, contact Cisco Technical Support as these recordings are not being uploaded. If you would like to move the temporary storage location for recordings to a different drive, open System Configuration Setup (PostInstall.exe) on the local Voice Record Server and run Tools > Set Temporary Storage Location.

### **QM1022 (Fatal)**

**The DB Cleaner Service has not run for two days or more.**

The last time the DB Cleaner service completed a run was two or more days ago.

Restart the DB Cleaner service. If the service is not running or stopped responding on its own, this message may point to a severe software defect and you should contact Unified Workforce Optimization.

### **QM1027 (Error)**

**Unable to collect Person information**

This notification occurs when no licensed user information is found in the database.

Confirm users are configured and at least one user is licensed and can log into the web interface.

### **QM1028 (Error)**

**Unable to collect Team/Workflow information**

This notification appears when no workflow information is found in the database or no teams are assigned a workflow

Confirm there is at least one active workflow and at least one team is assigned to an active workflow.

### **QM1029 (Error)**

**Unable to collect Team/Group information**

This notification appears when no team-group relationship information is found in the database.

Confirm teams are associated with groups.

### **QM1031 (Error)**

**Device registration is failing as the provider is down**

This notification occurs when a device fails to register as a result of the provider being down.

Verify provider configuration and check logs for further details of the failure.

### **QM1032 (Error)**

#### **DB Cleaner Failed on its Last Run**

The DB Cleaner service did not remove recordings or metadata the last time the service ran.

Check event logging to verify the status of the DB Cleaner run (eventlogging type IDs 3, 5, and 6). Check the DB Proxy and DB Cleaner logs. Run the DB Cleaner service again.

### **QM1033 (Error)**

#### **DB Cleaner has not run successfully for two or more days**

The DB Cleaner service, which should run every day, has not been run successfully for two days.

Check event logging to verify the status of the DB Cleaner run. Verify DB Cleaner settings in DB Proxy, and run the DB Cleaner service again.

### **QM1034 (Error)**

#### **DB Cleaner has been running for more than 20 hours. This is abnormal and should be looked into.**

The DB Cleaner service has been running for more than 20 hours.

Check event logging to verify how long DB Cleaner has been running (eventlogging type ID 1). Verify DB Cleaner settings in DB Proxy. Check the DB Cleaner and DB Proxy logs.

### **QM1035 (Error)**

#### **DB Cleaner has not started for two or more days**

The DB Cleaner service, which should be run every day, has not been started for at least two days.

Check the DB Proxy service, and run the DB Cleaner service again.

### **QM2000 (Error)**

#### **The storage location for the Site Services on <variable> has less than <variable> MB of free hard drive space left.**

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.



Increase the free space available on the hard drive or decrease the retention time on the uploaded recordings in Quality Management Administrator. Changes to the retention time in archive/quality workflow will take effect during the next cleanup time.

### **QM2001 (Error)**

#### **License bundle type will expire in less than a week.**

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.

Request a new license that is not expired and upload it Enterprise Settings under System Configuration in Quality Management Administrator. To completely remove the license, request and upload a license to remove the existing license.

### **QM2002 (Error)**

#### **The following phones are not associated with the JTAPI user: <variable>**

This notification occurs when a Recording service tries to register to receive call events but that registration failed. The reason for the failure is that each device must be associated with the Unified CM user that was entered into Quality Management Administrator Administration. See the Details section for the list of devices that are not associated with the JTAPI user configured in Administrator—Cisco Unified CM.

Add each device in the Details list to the devices for the Unified CM user. This is done in Unified CM Administration under User Management > Application User. For Desktop Recording, if this phone should not be recorded, uninstall the Desktop Recording service from the client desktop that is daisy chained to this phone. For Server Recording (SPAN), remove this device from configuration in VoIP Devices under Record Server Configuration in Quality Management Administrator. If this issue will be handled at a later date, You can disable QM2002 from the Notification Distribution dialog under Monitoring and Notification in the Quality Management Administrator.

### **QM2003 (Error)**

#### **No phone could be detected on <variable> for user <variable>**

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 might want to consider disabling this problem. Other problems might be more useful (QM3002) to determine whether recordings for a specific phone are missed.

Disable this problem if PCs are disconnected from phones. Otherwise, check the configuration of the device in Unified CM and verify 'SPAN to PC Port' is set to 'Enabled'. Check the physical connection

between the PC and phone to verify they are daisy-chained correctly. See the *Installation Guide* for information on configuring the hardware for Desktop Recording.

### **QM2004 (Error)**

**<variable> failed to record screen for a call on <variable>.**

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 might mean the Proxy Pro Host service is not running on the PC or in Server Recording, that the Proxy Pro Host service cannot connect to the Proxy Gateway on the Voice Record server. If it is possible that a user has a license that will record screen (Advanced bundle), but might not be logged in to a PC in order to record screen, you might want to consider disabling this problem.

Verify the Desktop Recording service and Proxy Pro Host is running on the PC in the Details list. If so, restart the PC. If the problem persists for a single PC consider uninstalling/rebooting/installing the Desktop Recording Client on that PC. If problem continues to persist or persists for many PCs, contact Cisco Technical Support.

### **QM2005 (Error)**

**Components required to record screen are not running on the following computers:  
<variable>**

This notification occurs when the Desktop Recording 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.

Verify the Proxy Pro Host service appears in Services and is running on the PC. Restart the PC. If the service does not appear or will not start, uninstall the Desktop Recording service, restart the PC, then reinstall the Desktop Recording service on the affected PC. If the problem persists, contact Unified Workforce Optimization.

### **QM2006 (Error)**

**<variable> failed to record voice for a call on <variable> using device <variable>.**

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.

If problem occurs consistently for a single device using Desktop Recording, verify the installation of the service on that PC. Uninstall the Desktop Recording service, restart the PC, then reinstall the Desktop Recording service on the affected PC. Contact Cisco Technical Support if problem persists.

If this problem occurs on many phones in a Server Recording environment, verify the service is not running near capacity and that the configuration is correct. Contact Cisco Technical Support if problem persists.

### **QM2007 (Error)**

**Client on <variable> has the wrong version (<variable>).**

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 might even affect recording on that PC.

Upgrade the software on the PC either by downloading and installing the latest software or turn on automatic updates in Administrator > System Settings > Enterprise Settings. Restart the Desktop Recording Service or reboot the PC for the update to take place immediately. If the update fails, uninstall the software, restart the PC, reinstall the Desktop Recording service.

### **QM2008 (Error)**

**The Quality Management Upload Controller cannot successfully connect to the database.**

The Upload 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 might have changed IP/Hostname.

The Upload Controller service log or DB Proxy log might have more information about the nature of the failure. Restart the DB Proxy service and the Upload Controller Service. If the IP/Hostname has changed, follow the instructions for changing server IP/Hostname in the *Installation Guide*. Contact Unified Workforce Optimization if problem persists.

### **QM2009 (Error)**

**The Quality Management Upload Controller has an internal error and will not be able to connect to the database.**

The Upload 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.

The Upload Controller service log or DB Proxy log might have more information about the nature of the failure. Restart the DB Proxy service and the Upload Controller service. If problem persists, run a repair on the installation. Contact Cisco Technical Support if problem persists.

### **QM2010 (Error)**

**There is an unknown error in the Quality Management Upload Controller that will prevent uploading.**

The Upload 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 might specify the nature of the problem. The Upload Controller log might also show more information.

Restart the Upload Controller service. If problem persists, contact Cisco Technical Support.

### **QM2011 (Error)**

**The <variable> (<variable>) is not initialized.**

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.

Restart the affected service and recheck the service log to see if the same error occurred on the restart. If the problem persists, contact Unified Workforce Optimization.

### **QM2012 (Error)**

**User <variable> (<variable>) failed to stop recording screen on <variable>.**

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 might mean the Proxy Pro Host service is not running on the PC. In a Server Recording environment, the Proxy Pro Host service cannot connect to the Proxy Gateway on the Voice Record server.

Restart the Proxy Pro Host service on the PC. If problem persists for a single PC consider uninstalling the Desktop Recording Client, rebooting the PC, and reinstalling the Desktop Recording Client on that PC. If problem persists for many PCs, contact Unified Workforce Optimization.

### **QM2013 (Error)**

**Screen recording for user <variable> (<variable>) not responding on <variable>.**

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 might mean the Proxy Pro Host service is not running on the PC. For Server Recording, the Proxy Pro Host service cannot connect to the Proxy Gateway on the Voice Record server.

Restart the Proxy Pro Host service on the PC. If problem persists for a single PC consider uninstalling the Desktop Recording Client, rebooting the PC, and reinstalling the Desktop Recording Client on that PC. If problem persists for many PCs, contact Unified Workforce Optimization.

### QM2014 (Error)

**<variable> did not receive packets for at least 15 seconds for a call on device <variable> on Quality Management Recording Server <variable>.**

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 might indicate a configuration problem where RTP is not being routed correctly and therefore we are not recording the call.

If this routinely occurs under normal working conditions, you should turn this Problem off to avoid "false positive" notifications. Listen to contacts for users in the Details section that occurred during the time range of this report. Verify the voice quality and content. If you cannot play back the recording, it indicates the configuration to record this phone is incorrect. See the *Troubleshooting Guide* for techniques on troubleshooting phone configuration based on the recording type for this phone.

Contact Cisco Technical Support.

### QM2015 (Error)

**Calls for <variable> are being recorded on device <variable> that is not configured for Quality Management Recording Server <variable>.**

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 Voice Record server within Quality Management Administrator. Either the configuration in Unified CM for the device does not match the configuration in Quality Management Administrator or the Unified CM has determined that the configured Voice Record server is not available and has routed the messages to the second Voice 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.

Verify the phone configuration in VoIP Devices under Record Server Configuration in Quality Management Administrator and in Unified CM match. If you receive this notification for many users, verify the health of the Voice Record server listed in Details.

### QM2016 (Error)

**Concurrent recording capacity is at <variable> calls on Quality Management Recording Server <variable>.**

The Voice Recording server is nearing its capacity limit and might fail soon or begin to affect voice quality in the recording. The likely cause is that there are too many devices configured for

a Voice Record server in Quality Management Administrator. The Voice Record server that is affected is listed in the Details section.

Check the VoIP Devices under Record Sever Configuration in Quality Management Administrator and verify the number of recording devices is under the limit. If multiple Voice Record servers are configured, consider rebalancing the devices between the Voice Record servers. If you believe you have received this notification in error, contact Cisco Technical Support.

### **QM2017 (Error)**

**Calls are not being recorded for device <variable> on Quality Management Recording Server <variable> because it's not configured in QM.**

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.

Verify the device listed in Details is configured for Network Recording in VoIP Devices under Record Server Configuration in Quality Management Administrator.

### **QM2018 (Error)**

**The Quality Management Record Service on <variable> has only <variable> MB left in path <variable>. It is approaching the disk space threshold where recording will stop.**

This notification occurs when the hard disk on the Voice Record Server is approaching the minimum free space that is required for recording to occur.

To resolve this issue, check the free hard drive space on the Voice Record Server to confirm that the free space is low. Verify the Voice Record Server is assigned to a valid Recording Cluster or the Network Recording service will calculate the free space on the drive where it is located. Verify there are no old recordings stuck in the location used by the Voice Record Server for temporary storage as this might be where space is being used. Also check the log directory to confirm logging is not set too high so that it is consuming too much hard drive space. Discover where space is being used and delete files as needed. If a different local drive should be used for temporary storage, see the *Administrator User Guide* for instructions on how to move the location.

### **QM2019 (Error)**

**Unexpected problem on a machine (<variable>) for user <variable>: <variable>**

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.

See the Details section for more information about which service reported the problem. Gather logs associated with that service and contact Cisco Technical Support.

### **QM2020 (Error)**

**User < variable> using device <variable> did not receive SIP messages from UCCM for a call, and the call was not recorded.**

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.

Verify that the Unified CM configuration is correct for the phone, BIB is turned on for the phone, Automatic Recording is set for the line with the correct Recording Profile. See the *Installation Guide* for full instructions on configuring Network Recording in Unified CM.

### **QM2021 (Error)**

**A recording was not available from the MediaSense server.**

This notification occurs when a recording is not available to be downloaded from MediaSense.

Investigate the specified MediaSense server to determine why the recording was unavailable.

### **QM2022 (Error)**

**A recording could not be retrieved from the MediaSense server.**

This notification occurs when a timeout or other error occurs when trying to download a recording from MediaSense.

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.

### **QM2023 (Error)**

**The phone {0}, associated with user {1} {2} ({3}) failed to register.**

This notification occurs when a device fails to register.

Contact technical support.

### **QM2024 (Error)**

**User will not record due to configuration issue.**

This notification occurs when a licensed user is incorrectly configured for recording.

Ensure the user configuration is correct.

### **QM2025 (Error)**

**A Network Recording service is unable to connect to a signaling service.**

A Network service is unable to connect to a signaling service and receive signals to record.

Verify that the signaling service is running and configured.

### **QM2026 (Error)**

**A Network Recording service experienced connection failures to the signaling service.**

A Network Recording service had a connection failure to a signaling service since the previous MANA polling period.

Verify there is network connectivity to the signaling service.

### **QM2027 (Error)**

**A Network Recording service had upload thread pool failures.**

There were failures inserting messages in the UploadClient thread pool since the previous MANA polling period.

Restart the Network Recording service. If these errors continue to appear, please contact support.

### **QM2028 (Error)**

**A Network Recording service upload thread pool has collected a large number of items.**

The UploadClient thread pool on a Network Recording service contains a large number of items.

If the number of items in the UploadClient thread pool remains high for an extended period, contact support.

### **QM2029 (Error)**

**The upload thread pool for a Network Recording service has a large number of items and may not be keeping up.**

Description The UploadClient thread pool on a Network Recording service contains a large number of items.

If the number of items in the UploadClient thread pool remains high for an extended period, contact support.

### **QM2030 (Error)**

**A Network Recording service had voice thread pool failures.**



There were failures inserting messages in the Voice thread pool since the previous MANA polling period.

Restart the Network Recording service. If these errors continue to appear, please contact support.

### **QM2031 (Error)**

**A Network Recording service voice thread pool has collected a large number of items.**

The Voice thread pool on a Network Recording service contains a large number of items.

If the number of items in the Voice thread pool remains high for an extended period, contact support.

### **QM2032 (Error)**

**A Network Recording service voice thread pool has a large number of items and may not be keeping up.**

The Voice thread pool on a Network Recording service contains a large number of items.

If the number of items in the Voice thread pool remains high for an extended period, contact support.

### **QM2033 (Error)**

**Memory utilization on {0} ({0}) is increasing in a way that could indicate a memory leak.**

Memory utilization on a service is increasing in a way that could indicate a memory leak.

Restart the service.

### **QM3000 (Error)**

**User (<variable>) not configured to record, but logged on to a computer <variable> with the Monitoring and Recording Desktop Recording Service installed.**

This notification occurs when a user logs in to a PC that has the Desktop Recording service, but the user is not configured to record. The assumption is that all users who log in to a PC with Desktop Recording service 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 service is deployed, this might be an inaccurate assumption.

If this message occurs under normal working conditions, it should be turned off to limit noise in your notifications. If this notification is received for agents that should be recorded, go to Quality Management Administrator and configure that agents configuration. Verify the user has been configured and that the user belongs to a team that has a recording workflow. The user must log out and then log in for the change to take effect.

### QM3001 (Error)

**Unlicensed user (<variable>) logged on to a computer <variable> with the Monitoring and Recording Desktop Recording Service installed and phone <variable>**

This notification occurs when a user logs in to a PC that has the Desktop Recording service, but the user is not licensed. The assumption is that all users who log in to a PC with Desktop Recording service should be recorded, and this provides a way to discover agents who have been configured but are not currently licensed. This agent will not be recorded. Depending on the contact center environment and how the Desktop Recording service is deployed, this might not be an accurate assumption.

If this message occurs under normal working conditions, it should be turned off to limit noise in your notifications. If this notification is received for agents that should be recorded, go to Quality Management Administrator and add a license for this user. The user must log out and the log in for the change to take effect.

### QM3002 (Info)

**Call records in the telephony system comparison status report: <variable>**

This is a status report of calls in QM compared with calls taken by the telephony system.

A comparison between call records in the telephony system and what has been recorded has been made and there were discrepancies. There are configurable levels of notifications. See the *Administrator User 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 records that were missed, which might not be one to one with contacts due to various call scenarios. Due to the delay in access to call records in the telephony system, this notification is looking at records that are an hour old.

The root cause of why a recording was missed is not included in this notification but there are likely other notifications that specify the root cause for the phone listed. Match extensions listed here with configuration issues (like QM2002 or QM2003) also listed. If an extension misses all calls, it is likely a configuration issue. If only partial calls are missed, a configuration issue was fixed during that time. It is also possible there is a call scenario that is not handled correctly by the comparison or there is not enough information in a Unified CM CDR record to match it with a recording. If this persists and it is not clear any calls were missed, contact Cisco Technical Support.

### QM4000 (Error)

**The task <<variable>> has failed to execute more than <variable> times (<variable> failures).**

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.

The Details section should be able to provide useful information about what problem failed or what configuration was not found.

## QMAD Error Codes

### QMAD0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### QMAD1000 (Fatal)

**Error running Admin application: <reason>**

An unexpected error occurred while running the Admin application.

Check the logs, consult your system administrator, and then restart the application.

### QMAD1001 (Fatal)

**Cannot load properties file <fileName>: <reason>**

The application could not read the properties file. To resolve this error, perform the following steps:

1. Verify the properties file exists in the configuration directory.
2. Make sure that the name of the properties file is correct.
3. Try to open the properties file with a text editor.

### QMAD1002 (Fatal)

**Error connecting to database: <reason>**

An error prevents this application from accessing the database.

Check the database logs.

### QMAD2000 (Error)

**Error reading agents by team ID <id>: <reason>.**

An error occurred while reading all agents for a team from Data API.

Check the Data API logs and restart the application.

### **QMAD2001 (Error)**

**Error reading data in DataLoaderThread: <reason>.**

An error occurred while reading data from Data API.

Check the Data API logs and restart the application.

### **QMAD2002 (Error)**

**Error getting administrator password: <reason>**

The program could not get the administrator password from Data API.

Check the Data API logs.

### **QMAD2003 (Error)**

**SyncServer error: <reason>**

The Sync service failed.

To resolve this error, perform the following steps:

1. Verify that the Sync service is running.
2. Verify this computer can communicate with the server where the Sync service is installed.
3. Check the Sync service logs.

### **QMAD2004 (Error)**

**Error selecting a tree node: <reason>.**

An error occurred in the tree control.

Check the logs and restart the application.

### **QMAD2005 (Error)**

**Error saving data in DataSaverThread: <reason>.**

An error occurred while saving data to Data API.

Check the Data API logs and restart the application.

### **QMAD2006 (Error)**

**Error populating the tree: <reason>.**

An error occurred while creating the tree control.

Check the logs and restart the application.

#### **QMAD2007 (Error)**

**Error reading Evaluation Form info from database.**

An error occurred while reading evaluation form data from the database.

Check the database logs and restart the application.

#### **QMAD2008 (Error)**

**Error reading Evaluation Form: <reason>.**

An error occurred while reading an evaluation form from the database.

Check the database logs and restart the application.

#### **QMAD2009 (Error)**

**Error deleting Workflow <name>: <reason>.**

An error occurred while deleting a workflow from Data API.

Check the Data API logs and restart the application.

#### **QMAD2010 (Error)**

**Error reading all Workflows: <reason>.**

An error occurred while reading all workflows from Data API service.

Check the Data API logs and restart the application.

#### **QMAD2011 (Error)**

**Error reading all Teams: <reason>.**

An error occurred while reading all teams from the database.

Check the Data API logs and restart the application.

#### **QMAD2012 (Error)**

**Error trying to parse <value> to a date.**

An error occurred while parsing a date.

Check the Data API logs and restart the application.

### **QMAD2013 (Error)**

**Error saving Team <name>: <reason>.**

An error occurred while saving a team to the Data API service.

Check the Data API logs and restart the application.

### **QMAD2014 (Error)**

**Error saving Workflow <name>: <reason>.**

An error occurred while saving a workflow to the Data API.

Check the Data API logs and restart the application.

### **QMAD2015 (Error)**

**Error reading Workflow <name>: <reason>.**

An error occurred while reading a workflow from the Data API.

Check the Data API logs and restart the application.

### **QMAD2016 (ERROR)**

**Error reading Archive Application Data: <reason>.**

An error occurred while reading archive application data.

Check the Data API logs and restart the application.

### **QMAD2017 (Error)**

**Error reading Cleanup Server data: <reason>.**

An error occurred while reading cleanup server data from Data API.

Check the Data API logs and restart the application.

### **QMAD2018 (Error)**

**Error saving Archive Application data: <reason>.**

An error occurred while saving archive application data to the Data API.

Check the Data API logs, restart the application, and try again.

### **QMAD2019 (Error)**

**Error saving Cleanup Server data: <reason>.**

An error occurred while saving cleanup server data to Data API.

To resolve this issue, perform the following steps:

1. Check the Data API logs and restart the application.
2. Try saving the cleanup server data again.
3. If the problem occurs again, check Data API logs and restart the application.

### **QMAD2020 (Error)**

**Error reading Bundle: <reason>.**

An error occurred while reading Bundle from Data API.

Check the Data API logs and restart the application.

### **QMAD2021 (Error)**

**Error reading all Groups: <reason>.**

An error occurred while reading all groups from Data API.

Check the Data API logs and restart the application.

### **QMAD2022 (Error)**

**Error reading agents for a list of teams: <reason>.**

An error occurred while reading all agents for a list of teams from the Data API.

Check the Data API logs and restart the application.

### **QMAD2023 (Error)**

**Error reading all Managers: <reason>.**

An error occurred while reading all Managers from Data API.

Check the Data API logs and restart the application.

### **QMAD2024 (Error)**

**Error saving new Group <name>: <reason>.**

An error occurred saving a new Group to Data API.

Check the Data API logs and restart the application.

### **QMAD2025 (Error)**

**Error saving Group <name>: <reason>.**

An error occurred saving a Group to Data API.

Check the Data API logs and restart the application.

### **QMAD2026 (Error)**

**Error deleting Group <name>: <reason>.**

An error occurred while deleting a group in Data API.

Check the Data API logs and restart the application.

### **QMAD2027 (Error)**

**Error reading managers for group <name>: <reason>.**

An error occurred while reading all managers for a group from Data API.

Check the Data API logs and restart the application.

### **QMAD2028 (Error)**

**Error reading supervisors for team <name>: <reason>.**

An error occurred while reading all Supervisors for a team from Data API.

Check the Data API logs and restart the application.

### **QMAD2029 (Error)**

**Error reading all Persons: <reason>.**

An error occurred while reading all persons from Data API.

Check the Data API logs and restart the application.

### **QMAD2030 (Error)**

**Error reading Setup Application data: <reason>.**

An error occurred while reading setup application data from Data API.

Check the Data API logs and restart the application.

### **QMAD2031 (Error)**

**Error saving Person <name>: <reason>.**



An error occurred while saving a person to Data API.

Check the Data API logs and restart the application.

#### **QMAD2032 (Error)**

**Error deleting person <name>: <reason>.**

An error occurred while deleting a person from Data API.

Check the Data API logs and restart the application.

#### **QMAD2033 (Error)**

**Error deleting manager <name> from group <groupName>: <reason>.**

An error occurred while deleting a manager from a Group from Data API.

Check the Data API logs and restart the application.

#### **QMAD2034 (Error)**

**Error checking if <name> is unique: <reason>.**

An error occurred while searching for a login name in Data API.

Check the Data API logs and restart the application.

#### **QMAD2035 (Error)**

**Error reading all Teams by Workflow ID <id>: <reason>.**

An error occurred while reading all teams for a workflow from Data API.

Check the Data API logs and restart the application.

#### **QMAD2036 (Error)**

**Database error reading new group ID.**

An error occurred while getting a group ID from the database.

Check the database logs, make sure the catalog name is correct, and restart the application.

#### **QMAD2037 (Error)**

**Error reading Group by its ID <id>: <reason>.**

An error occurred while reading a group ID from Data API.

Check the Data API logs and restart the application.

### **QMAD2038 (Error)**

**Error reading Team by its ID <id>: <reason>.**

An error occurred while reading a team ID from the database.

Check the Data API logs and restart the application.

### **QMAD2039 (Error)**

**Administrator already in use by [user].**

Only one person can run the application at one time.

The person currently logged in to Administrator must log out before another person can log in to Administrator.

QMAD2040 (Error)

**Error reloading Workflow <name>: <reason>.**

An error occurred while reloading the workflow from the Data API.

Check the Data API logs and restart the application.

### **QMAD2041 (Error)**

**Error reading Minimum Recording Duration information: <reason>.**

An error occurred while reading minimum recording duration information from the Data API.

Check the Data API logs and restart the application.

### **QMAD2042 (Error)**

**Error saving global evaluation status: <reason>.**

An error occurred while saving the global manager or supervisor evaluation status to the database.

Check the database logs. Refresh the current screen or restart the application.

### **QMAD2043 (Error)**

**Error saving data: <reason>.**

An error occurred while saving data to the Data API or the database.

Check the Data API and database logs. Refresh the current screen or restart the application.

**QMAD2044 (Error)****Error reading manager evaluation status.**

An error occurred while reading a manager's evaluation status from the database.

Check the database logs. Refresh the current screen or restart the application.

**QMAD2045 (Error)****Error reading supervisor evaluation status.**

An error occurred while reading a supervisor's evaluation status from the database.

Check the database logs. Refresh the current screen or restart the application.

**QMAD2046 (Error)****Operation <operation> timed out in <sec> seconds.**

An operation timed out because of an error or network lag.

Try again. If the problem persists, check the logs, network settings, and connections.

**QMAD2047 (Error)****Error reading <description> from Data API: <reason>**

An error occurred while reading data from Data API.

Check the Data API logs and try again.

**QMAD2048 (Error)****Operation <operation> canceled by user.**

The operation was canceled by the user.

Run the operation again.

**QMAD2049 (Error)****Error reading from Active Directory: <reason>**

An error occurred while reading users from Active Directory.

Check the Admin logs and try again.

**QMAD2050 (Error)****Error trying to obtain a license client via the product code.**

An error occurred while 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.

To resolve this issue, perform the following steps:

1. Check the Admin logs for the cause.
2. Check the licensing logs on the Base server.
3. Check the licensed product code against installed product code.
4. Ensure network settings are correct and the base server is installed correctly.

### **QMAD2051 (Error)**

**Unable to check license status due to invalid product code <productCode>.**

An error occurred while checking the license status with the license servlet: the product code was unknown.

To resolve this issue, perform the following steps:

1. Make sure the Jetty service is running with a valid -Dlicensing.product.code argument.
2. Ensure the installation was done correctly.

### **QMAD2052 (Error)**

**An unexpected error occurred while checking license status.**

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.

To resolve this issue, perform the following steps:

1. Check the Admin logs for the cause.
2. Check the licensing logs on the Base server.
3. Check the licensed product code against installed product code, and license library servlet URL against base server settings.
4. Ensure network settings are correct and the Base server is installed correctly.

### **QMAD2053(Error)**

**An error occurred while checking license data: <cause>**

Caught LicenseException while checking license data.

Check the licensing logs on the Base server.

#### **QMAD2054 (Error)**

**Unable to obtain a product code from unknown brand: <productBrand>**

The brand is unknown or missing. The product code is not available.

Ensure the Administrator application is starting up with the following Java Virtual Machine (JVM) argument: -Dqm.brand.

#### **QMAD2055 (Error)**

**An error occurred while checking user license data: <cause>**

Caught LicenseException while checking user license data.

Try restarting the application. If the problem persists, check the licensing logs on the Base server.

#### **QMAD2056 (Error)**

**The number of users selected to be licensed for the <bundleName> bundle (<numberOfUsersChecked>) must not exceed the number of user licenses available (<maxUserLicenses>).**

You cannot license more users than number of user licenses available.

Clear the check box next to users in the License Users dialog box until the number of users selected equals the number of licenses available.

#### **QMAD2057 (Error)**

**An error occurred while saving user license data: <cause>**

Caught LicenseException while saving user license data.

Restart the application. If the problem persists, check the licensing logs on the Base server.

#### **QMAD2058 (Error)**

**There was a problem storing licensed roles on users after refreshing the users with license information.**

An error occurred while saving the list of persons to the Data API after refreshing the licensed user roles.

Check the Data API logs and restart the application if the problem persists.

### **QMAD2059 (Error)**

**An error occurred while checking license data: <cause>: <message>**

Caught an exception while checking license data.

Check the licensing logs on the Base sever and compare exceptions to find the log of the problem on the Base server.

### **QMAD2060 (Error)**

**Error getting Bundle: <cause>**

An error occurred while getting the Bundle from the license servlet.

Check the licensing logs on the Base server and restart the Jetty service.

### **QMAD2061 (Error)**

**Error reading MetaData Field info from database.**

An error occurred while reading the metadata field data from the database.

Check the database logs and restart the application.

### **QMAD2062 (Error)**

**Error reading MetaData Type info from database.**

An error occurred while reading metadata type data from the database.

Check the database logs and restart the application.

### **QMAD2063 (Error)**

**No MetaData Types were found in the database. You cannot add or edit MetaData Fields at this time.**

There are no metadata types in the database.

Check the database for correct schema version. No metadata fields can be added or edited until this is corrected.

### **QMAD2064 (Error)**

**Error deleting Team <name>: <reason>.**

An error occurred while deleting a team in the Data API.

Check the Data API logs and restart the application.

**QMAD2065 (Error)****Unable to retrieve session timeout configuration.**

An error or unexpected result occurred while retrieving session timeout configuration data.

Check the Data API and Administrator logs and restart the application.

**QMAD2066 (Error)****Error reading Export Application Data: <reason>.**

An error occurred while reading export application data from Data API.

Check the Data API logs and restart the application.

**QMAD2067 (Error)****Error saving Export Application data: <reason>.**

An error occurred while saving export application data to the Data API.

Try again. If the probe persists, check the Data API logs and restart the application.

**QMAD2068 (Error)****Error saving Evaluation Form to the database.**

An error occurred while saving Evaluation Form data to the database.

Check the database logs and verify that the DB Proxy service is running.

**QMAD2069 (Error)****Error writing MetaData Field info to the database.**

An error occurred while writing the MetaData field data to the database.

Check the database logs and restart the application.

**QMAD2070 (Error)****Error reading all UI Columns: <reason>.**

An error occurred while reading all user interface columns from Database.

Check the Data API logs and restart the application.

**QMAD2071 (Error)****Error updating UI Columns: <reason>.**

An error occurred while updating user interface columns in the Database.

Check the Data API logs and restart the application.

#### **QMAD2072 (Error)**

**Error reading all Recording Clusters: <reason>.**

An error occurred while reading all Recording Clusters from the Data API.

Check the Data API logs and restart the application.

#### **QMAD2073 (Error)**

**Error saving Recording Clusters <name>: <reason>.**

An error occurred while saving Recording Clusters to the Data API.

Check the Data API logs and restart the application.

#### **QMAD2074 (Error)**

**Error deleting Recording Cluster <name>: <reason>.**

An error occurred while deleting a Recording Cluster in the Data API.

Check the Data API logs and restart the application.

#### **QMAD2075 (Error)**

**Error reading Recording Cluster by its ID <id>: <reason>.**

An error occurred while reading a Recording Cluster by its ID from the Data API.

Check the Data API logs and restart the application.

#### **QMAD2076 (Error)**

**Error reading all Servers: <reason>.**

An error occurred while reading a server from the Data API.

Check the Data API logs and restart the application.

#### **QMAD2077 (Error)**

**Error saving Servers <name>: <reason>.**

An error occurred while saving a server to the Data API.

Check the Data API logs and restart the application.



**QMAD2078 (Error)**

**Error deleting Server <name>: <reason>.**

An error occurred while deleting a server in the Data API.

Check the Data API logs and restart the application.

**QMAD2079 (Error)**

**Error reading Server by its ID <id>: <reason>.**

An error occurred while reading a server by its ID from the Data API.

Check the Data API logs and restart the application.

**QMAD2080 (Error)**

**Error reading all Telephony Groups: <reason>.**

An error occurred while reading all Telephony Groups from the Data API.

Check the Data API logs and restart the application.

**QMAD2081 (Error)**

**Error reading Server Type by its ID <id> <reason>.**

An error occurred while reading a server type by its ID from the Data API.

Check the Data API logs and restart the application.

**QMAD2082 (Error)**

**Error saving RecordingCluster Server relationship <name>: <reason>.**

An error occurred while saving a Recording Cluster server to the Data API.

Check the Data API logs and restart the application.

**QMAD2083 (Error)**

**Error deleting Recording Cluster Server relationship <name>: <reason>.**

An error occurred while deleting a Recording Cluster server in the Data API.

Check the Data API logs and restart the application.

**QMAD2084 (Error)**

**Error reading all Sites: <reason>.**

An error occurred while reading all sites from the Data API.

Check the Data API logs and restart the application.

#### **QMAD2085 (Error)**

**Unable to delete Recording Cluster as it has VoIP Devices associated with it. Remove the VoIP Device associates for this cluster and try again.**

An error occurred while deleting a Recording Cluster because there are VoIP devices associated with it.

Remove the VoIP device associated with this Recording Cluster and try again.

#### **QMAD3000 (Warn)**

**Bad form <time> for Archive Upload Time: <reason>.**

An error occurred while parsing the archive upload time from the Data API.

Select a time and try saving it again.

#### **QMAD3001 (Warn)**

**The software license for <bundleName> bundle is invalid because it is expired.**

The software license for the specified bundle is invalid because it is expired.

Relicense the software. See the *Administrator User Guide* for details.

#### **QMAD3002 (Warn)**

**The software license is invalid for this product.**

The software license for this product is invalid.

Relicense the software. See the *Administrator User Guide* for details.

#### **QMAD3003 (Warn)**

**The software license for <bundleName> bundle is invalid due to the node lock.**

The software license for the specified bundle is invalid due to the node lock.

Relicense the software. See the *Administrator User Guide* for details.

#### **QMAD3004 (Warn)**

**The software license is invalid due to the bundle type (<bundleType>).**

The software license is invalid due to the specified bundle type.

Relicense the software. See the *Administrator User Guide* for details.

**QMAD3005 (Warn)**

**The software license is corrupt.**

The software license is corrupt.

Relicense the software. See the *Administrator User Guide* for details.

**QMAD3006 (Warn)**

**The software license is missing.**

The software license is missing.

License the software. See the *Administrator User Guide* for details.

**QMAD3007 (Warn)**

**The licensed user data was corrupt and has been reset.**

The licensed user data was corrupt and has been reset.

Reconfigure user licenses from the License Users dialog under User Administration in Quality Management Administrator.

**QMAD3008 (Warn)**

**The licensed user list is empty.**

The licensed user list is empty.

License users from the License Users dialog under User Administration in Quality Management Administrator.

**QMAD3009 (Warn)**

**Too many users are configured with user licenses for <bundleName> bundle.**

Too many users are configured with user licenses from the specified bundle.

Reconfigure user licenses from the License Users dialog under User Administration in Quality Management Administrator.

**QMAD3010 (Warn)**

**The background thread which loads persons in to the User Administration tables timed out after <timeout> milliseconds and did not complete.**

The background thread that loads users in the User Administration tables timed out after a specified number of milliseconds and did not complete.

Restart Quality Management Administrator or allow the User Administration panel to load before making changes.

#### **QMAD3011 (Warn)**

**The background thread which loads persons in to the User Administration tables was canceled and did not complete.**

The background thread that loads users in the User Administration tables was canceled and did not complete.

Restart Quality Management Administrator or allow the User Administration panel to load before making changes.

#### **QMAD3012 (Warn)**

**The background thread which loads persons in to the User Administration tables ended unexpectedly and did not complete.**

The background thread that loads users into the User Administration tables ended unexpectedly and did not complete.

Restart Quality Management Administrator or allow the User Administration panel to load before making changes.

#### **QMAD3013 (Warn)**

**The licensed user list is empty.**

The licensed user list is empty.

License users from the License Users dialog under User Administration in Quality Management Administrator.

#### **QMAD3014 (Warn)**

**There are no users licensed for the license type: <bundleString>.**

There are no users licensed for the specified license type.

License users from the License Users dialog under User Administration in Quality Management Administrator.

#### **QMAD3015 (Warn)**

**There are no valid licenses for this software.**

There are no valid licenses for this software.

Relicense the software. See the *Administrator User Guide* for details.

## QMAX Error Codes

### QMAX2018 (Error)

**Error Connecting to host: <cause>**

The application could not connect to the remote host.

Verify that the host specified is reachable.

### QMAX2019 (Error)

**Error sending/receiving from the server: <cause>**

The application could not send or receive from the remote host.

Verify that the host is running the necessary server.

## QMBA Error Codes

### QMBA0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### QMBA1000 (Fatal)

**Cannot load properties file specified. Properties <props>: <cause>**

The BARS program could not load the specified properties file.

Verify the specified path is correct.

### QMBA2000 (Error)

**Database backup unsuccessful: <cause>**

The backup of the database was unsuccessful due to the specified cause.

To resolve this issue, perform the following steps:

1. Verify the configuration in bars.properties.
2. Verify that the Data API service is running if database configuration is retrieved from there.
3. Verify database is running and configured correctly in Quality Management.

### **QMBA2001 (Error)**

#### **Database restore unsuccessful: <cause>**

The restoration of the database was unsuccessful due to the specified cause.

To resolve this issue, perform the following steps:

1. Verify the configuration in bars.properties.
2. Verify that the Data API service is running if database configuration is retrieved from there.
3. Verify database is running and configured correctly in Quality Management.

### **QMBA2004 (Error)**

#### **Unable to retrieve DB information from Data API: <cause>**

Could not get connection information to the database due to the specified cause.

To resolve this issue, perform the following steps:

1. Verify the configuration information is correct in bars.properties.
2. Verify that the Data API service is running.

### **QMBA3000 (Warn)**

#### **No output for cmd: <cmd>**

The specified command did not return any output.

Verify the command was entered correctly and try again.

## **QMBS Error Codes**

### **QMBS0000 (Info)**

#### **[message]**

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

**QMBS2000 (Error)**

**<qmbs> : details=<detail>**

An error occurred while gathering the process ID (PID) when starting the Unified Workforce Optimization application. The PID is used to determine if another instance of the application is already running.

You can continue using the Unified Workforce Optimization application, but it is recommended that you contact the system administrator.

**QMBS2001 (Error)**

**Unable to load .properties file: <filename>**

An error occurred while gathering log4j configuration values from the application's configuration file when starting the application.

The application will close. You can restart the application after the application closes.

**QMBS2004 (Error)**

**Unable to run the automatic software update. Automatic updates may not be installed or configured correctly**

An error occurred while running the automatic update module when starting the application. The application will be allowed to run.

Try again. If the problem persists, contact your system administrator.

**QMBS2005 (Error)**

**<qmbs> <cmd>**

Many parts of the application call other executable files. An error occurred while running one of these commands.

Try again. If the problem persists, contact your system administrator.

**QMBS2007 (Error)**

**<qmbs> <msg>**

A compiled HTML help error occurred when accessing Quality Management help documents.

Try again. If the problem persists, contact your system administrator.

**QMBS2010 (Error)**

**Error reading file <fileName>. Details: <details>**

An error occurred while reading the application terms for the about box from the file.

Verify that the file with the application terms exists and is in the config directory.

#### **QMBS2012 (Error)**

**<qmbs> : <brand>.**

An invalid brand string was passed to the application.

Contact the Quality Management Administrator.

#### **QMBS2013 (Error)**

**An error occurred while retrieving true update configuration values**

An error occurred while retrieving the true update configuration values.

Contact the Quality Management Administrator.

#### **QMBS2014 (Error)**

**<qmbs> : <acdType>.**

An invalid acdType string was passed to the application.

Contact the Quality Management Administrator.

#### **QMBS3000 (Warn)**

**IOR HOSTNAME in registry is not set. Using localhost <serverIp>**

The application could not load the specified properties file.

Specify an existing properties file (no properties file needs to be specified in production).

## **QMCT Error Codes**

#### **QMCT0000 (Info)**

**[message]**

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

#### **QMCT2000 (Error)**

**Could not retrieve configuration <msg>. Retry in <timeout> ms.**



The application was unable to retrieve configuration information from the Data API service. To resolve this issue, perform the following steps:

1. Verify connection settings in the registry.
2. Verify the server settings.

### **QMCT2001 (Error)**

**Could not initialize Server. Retry in <retry> ms.**

The application could not initialize the server. To resolve this issue, perform the following steps:

1. Verify the CTI server settings
2. Verify the port is not already in use

### **QMCT2002 (Error)**

**Could not initialize RequestManager. Retry in <retry> ms.**

The application could not initialize the RequestManager.

Verify the CTI Server settings.

### **QMCT2003 (Error)**

**Could not initialize CTI Provider. Retry in <retry> ms.**

The application could not connect to the CTI Provider. To resolve this issue, perform the following steps:

1. Verify the CTI server settings.
2. Verify the jtapi.jar is correct for this Unified Communications Manager (Unified CM).
3. Verify the username and password for Unified CM user is correct.

### **QMCT2004 (Error)**

**Cannot open selector for requests.**

The application cannot begin listening for requests. To resolve this issue, perform the following steps:

1. Verify the CTI server settings
2. Restart the CTI server.

### **QMCT2005 (Error)**

#### **Could not initialize Provider.**

The application could not initialize the CTI Provider. To resolve this issue, perform the following steps:

1. Verify the CTI settings.
2. Verify jtapi.jar is correct for this Unified Communications Manager (Unified CM).
3. Verify username and password for Unified CM user is correct.

### **QMCT2006 (Error)**

#### **Cannot load configuration from Data API service.**

The application cannot load required information from the Data API service. To resolve this issue, perform the following steps:

1. Verify the Data API service connection.
2. Verify the CTI configuration in the database.

### **QMCT2007 (Error)**

#### **Cannot find a CTI server in DB.**

The application could not find required CTI Server in Directory Services. To resolve this issue, perform the following steps:

1. Verify the CTI Server is configured.
2. Verify connection to the Data API service.

### **QMCT2008 (Error)**

#### **Cannot find specified CTI Factory <className>.**

The application could not find or run the code for the CTI Provider. To resolve this issue, perform the following steps:

1. Verify required jars files are in place.
2. Verify jar file is not corrupt.

### **QMCT2009 (Error)**

#### **Cannot register terminal. <cause>**

The application could register the client phone with JTAPI. To resolve this issue, perform the following steps:

1. Verify the JTAPI connection.
2. Verify the phone is registered with the JTAPI user.

### **QMCT2010 (Error)**

**Cannot register terminal. <cause>**

The application could not register the client phone with JTAPI. The JTAPI jar is invalid.

Verify the correct JTAPI jar is installed.

### **QMCT2011 (Error)**

**Cannot initialize JTAPI Provider. <cause>**

The application could not initialize JTAPI provider. To resolve this issue, perform the following steps:

1. Verify the correct JTAPI jar is installed.
2. Verify the CTI configuration is correct, including the IP address or hostname, username and password).

### **QMCT2012 (Error)**

**Unspecified error during request initialization: <cause>**

The application received an unrecoverable error while initializing the request handler.

Restart CTI. Contact your system administrator if error persists.

### **QMCT2013 (Error)**

**Unspecified error during server initialization: <cause>**

The application received an unrecoverable error while initializing the server connection handler.

Restart CTI. Contact your system administrator if the error persists.

### **QMCT2014 (Error)**

**Unspecified error during CTI event handling: <cause>**

The application received an unspecified error while handling an event.

Contact your system administrator if error persists.

**QMCT3000 (Warn)**

**Cannot load properties file <propFilename>. Ignoring.**

The application attempted to merge a specified properties file and failed. The default configuration will be used.

Correct the name of the properties file or use the default configuration.

**QMCT3001 (Warn)**

**Cannot accept a connection. Ignoring Connection.**

A socket error occurred while attempting to accept a connection. Ignore the connection.

The client should retry to connect.

**QMCT3002 (Warn)**

**Unspecified error registering socket. Ignoring Request.**

A socket error occurred while registering a request.

The client should retry to connect.

**QMCT3003 (Warn)**

**Cannot handle client request.**

Cannot handle the client request. Ignoring the request.

The client should retry the request.

**QMCT3004 (Warn)**

**Unable to send error message. Connection lost.**

Cannot handle client request. Ignoring the request.

The client should retry the request.

**QMCT3005 (Warn)**

**Creating Agent <mac> with unknown IP.**

The IP Address cannot be retrieved from the socket.

No action is required. The client's IP address might not be logged.

**QMCT3006 (Warn)**

**Cannot write to socket for <agent>.**

Cannot write an event to an agent. Snapshots will be saved.

No action is required. The client should reconnect and receive a snapshot.

### **QMCT3007 (Warn)**

#### **Cannot get local host IP address**

The application cannot retrieve the local host's IP address. To resolve this issue, perform the following steps:

1. Verify the registry settings under "SiteSetup -> IOR HOSTNAME".
2. Verify the computer has an IP address other than localhost.

### **QMCT3008 (Warn)**

#### **Cannot parse timestamp for event <timestamp>**

The application cannot parse the timestamp into a valid date.

View the log for proper timestamp.

### **QMCT3009 (Warn)**

#### **Error reading message header. Client may have closed socket. <cause>:<cause>**

The application could not read the header.

This could be a normal state if the client closes the socket while the server is reading the message header.

### **QMCT3012 (Warn)**

#### **Invalid request. <cause>:<cause>**

The application received an invalid request.

Client must send a valid request.

### **QMCT3013 (Warn)**

Heartbeat Timeout for <agent>. Removing Event Observer.

A heartbeat timeout occurred for this agent.

The client must reconnect.

### **QMCT3014 (Warn)**

Unknown MAC address. <cause>:<cause>

The MAC Address provided by the client is not known to this CTI Server.

Verify that the MAC address can be seen by the CM user specified for this CTI Server.

#### **QMCT3015 (Warn)**

**No agent registered with EventManager for event: <ev>.**

The agent associated with this event is not registered with the CTI Server. The event will not be sent.

No action is required.

#### **QMCT3017 (Warn)**

**An error occurred while reading CTI Inclusion list: <cause>**

The application received an error while reading the CTI inclusion list.

No action is required. All extensions will be included.

#### **QMCT3018 (Warn)**

**An internal resource of JTAPI is not available. JTAPI Type <jtapiType>.**

A JTAPI resource was not available when trying to register route points.

No action is required. The route points will not be registered.

#### **QMCT3019 (Warn)**

**Unable to register device: <devicename>**

An error occurred while trying to register a device.

The device will not be registered.

#### **QMCT3020 (Warn)**

**Lost DMCC registration for device <devicename>. Will attempt to reregister.**

A device was unregistered, and we can no longer receive Real-time Transport Protocol (RTP). We will attempt to re-register every 30 seconds.

No action is required.

## QMDB Error Codes

### QMDB0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### QMDB1005 (Fatal)

**SQL statement failed <sql>: <ex>**

Unable to perform the indicated operation on the database. Verify that:

- The database configuration setting for the catalog name is correct.
- 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 might be necessary to drop the catalog and recreate it from scratch.

### QMDB2000 (Error)

**SQM database <action> failed: <reason>.**

An operation to the Quality Management database failed, but no data was lost.

Ensure that the Quality Management database server is running by performing the following steps:

1. Check the configuration settings for connecting to the database.
2. Confirm that the user has privileges to perform the operation.
3. Ensure that the user has privileges to perform the operation.

If this error continues to appear after checking all of the above, it might indicate a software problem that should be reported to Cisco Technical Support.

### QMDB2001 (Error)

**SQM database <action> failed: <reason>.**

An operation to the Quality Management database failed, and data may have been lost.

Ensure that the Quality Management database server is running by performing the following steps:

1. Check the configuration settings for connecting to the database.
2. Confirm that the user has privileges to perform the operation.
3. Ensure that the user has privileges to perform the operation.

If this error continues to appear after checking all of the above, it might indicate a software problem that should be reported to Cisco Technical Support.

#### **QMDB2002 (Error)**

**Unexpected DB-API problem: <issue>.**

Found an unexpected problem in the database API. Data might have been lost.

The reason text will describe the problem in greater detail.

#### **QMDB2003 (Error)**

**SQM database schema is <actual> but this software requires <expected>: <msg>**

The database must be upgraded before using this application. The indicated operation was not attempted, and data might have been lost.

Run the Schema program to upgrade the database.

#### **QMDB2004 (Error)**

**IllegalArgument: <msg>.**

The wrong table was passed to the DB Cleaner service deletion method that it should not delete, but no data was lost.

This might indicate a software problem that should be reported to Cisco Technical Support.

#### **QMDB2005 (Error)**

**Failed to load EventAudit.properties file to verify EventAudit message heads.**

Valid EventAudit message keys could not be loaded.

Verify that the i18n.jar is in the lib directory.

#### **QMDB2006 (Error)**

**Failed to add metadata record because key name does not exist.**

Valid key name was not found in MetaDataField table.

In Quality Management Administrator, verify that the MetaDataField with that key name still exists.



**QMDB2007 (Error)****Failed to decrypt metadata string.**

Metadata string was invalid. Neither keys or values can be null or empty.

Verify that data is not null or empty.

**QMDB2008 (Error)****Failed to decrypt string <string>.**

Decrypting a string failed.

Check the dbproxy.dbg for the stack trace and see why the string failed decryption.

**QMDB2009 (Error)****Failed to encrypt string <string>.**

Encrypting a string failed.

Check the dbproxy.dbg for the stack trace to see why the string failed encryption.

**QMDB3000 (Warn)****Unable to marshal response to client: <reason>.**

DB Proxy server could not send a response to a client.

This message might indicate that a client terminated abnormally between making a request from the DB Proxy services and receiving the response. Look into why the client quit.

Network problems (connectivity, timeouts, configuration, glitches) can cause this. Address those problems.

If this error continues to appear after checking all of the above, it might indicate a software problem that should be reported to Cisco Technical Support.

**QMDB3001 (Warn)****SQM database <action> failed: <reason>.**

An operation to the Quality Management database failed, but no data was lost.

Ensure that the Quality Management database server is running by performing the following steps:

1. Check the configuration settings for connecting to the database.
2. Confirm that the user has privileges to perform the operation.

3. Ensure that the user has privileges to perform the operation.

If this error continues to appear after checking all of the above, it might indicate a software problem that should be reported to Cisco Technical Support.

### **QMDB3002 (Warn)**

**Unexpected DB-API problem: <issue>.**

Found an unexpected problem in the database API; no data was lost.

The reason text will describe the problem in greater detail.

### **QMDB3003 (Warn)**

**Unknown event audit message key: <msgHead>; tail: <msgTail>**

Event message could not be found for the given key.

This might indicate a software problem that should be reported to Cisco Technical Support.

## **QMDC Error Codes**

### **QMDC0000 (Info)**

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### **QMDC1000 (Fatal)**

**Failed to start DbCleaner: <ex>.**

An unexpected error occurred while starting the DB Cleaner service.

Check the logs, consult your system administrator, and restart the service.

### **QMDC2000 (Error)**

**Unexpected error encountered while trying to delete media files: <reason>.**

The system failed to delete audio or video files. It will try again next time.

Check the logs for the cause of the failure, especially regarding Jetty.

**QMDC2001 (Error)**

**Failed to load DbCleaner property file <fileName>.**

The application could not read the properties file for the DB Cleaner service. Verify that:

- The properties file exists in the configuration directory.
- The name of the properties file is correct.
- You can open the properties file with a text editor.

**QMDC2002 (Error)**

**Unexpected error encountered while trying to terminate DbCleaner: <reason>.**

An unexpected error occurred while shutting down the DB Cleaner service.

Check the logs and fix any possible system errors.

**QMDC2004 (Error)**

**Unexpected error: <reason>**

An unexpected error occurred while the DB Cleaner service was running.

Check the logs and fix any possible system errors.

**QMDC2006 (Error)**

**Method Failed: code=<code> statusLine=<reasonPhrase>**

This message appears when there are problems reading or parsing the upload request.

The application can resend the request.

**QMDC2008 (Error)**

**TransferServlet: code=<ftsCode>, details=<ftsMsg>**

An error occurred while calling the TransferServlet.

Try again or contact your system administrator.

**QMDC2600 (Error)**

**Error parsing cleanup time <cleanupTime>.**

A value for a cleanup retention time is invalid.

Correct the cleanup retention time value in Quality Management Administrator and try again.

### **QMDC3001 (Warn)**

**DbCleaner service has been interrupted and will terminate.**

Normally the DB Cleaner service sleeps until the next time it runs. To resolve this error, perform the following steps:

1. Check to see if the DB Cleaner service was stopped intentionally.
2. Check the logs and fix any possible system errors.

### **QMDC3002 (Warn)**

**DbCleaner will complete or be interrupted in <min> minutes, <sec> seconds.**

The DB Cleaner service is shutting down. It might finish its cleaning first, but it might shut down in spite of an error that keeps it in the cleaning status.

Check the logs to see if the DB Cleaner service hanged because of an error.

## **QMDO Error Codes**

### **QMDO0000 (Info)**

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### **QMDO3000 (Warn)**

**Illegal weight <weight> overridden for EvalFormSection id=<efslid>**

An illegal section weight was found.

Section weights are from zero to 1.0 (inclusive) in the database, but are shown as integers from 0 to 100 in the Unified Workforce Optimization. Use values only within those ranges.

## **QMDP Error Codes**

### **QMDP0000 (Info)**

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### **QMDP1000 (Fatal)**

**An unexpected error occurred that caused the service to terminate: <cause>**

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.

Contact Cisco Technical Support.

### **QMDP2000 (Error)**

**An unspecified error occurred in the DB API. Returning error message <packet>**

An unspecified error occurred in the database API. An error message is returned to the client.

This is most likely a programming error.

### **QMDP2001 (Error)**

**Unable to load database connection properties from Data API Service**

Could not load configuration information from Directory Services.

Verify that the Data API service is running.

### **QMDP2002 (Error)**

**Unable to save DB proxy settings to Data API Service.**

Could not save configuration information to the Data API service. Clients might not be able to connect.

Verify that the Data API service is running.

### **QMDP2003 (Error)**

**Could not initialize RequestManager. Verify DB connection information is correct. Will retry in <number>ms.**

The application could not initialize one of the components required to begin waiting for incoming requests. The application will try again until successful. Verify the following:

- The database settings are configured correctly
- The database is running

### **QMDP2004 (Error)**

**Could not initialize Server. Verify server can listen on the specified port. Will retry in <number>ms.**

The application could not initialize the server. This application will try again until successful.

Verify another application is not listening on the same port.

### **QMDP2005 (Error)**

**Cannot handle incoming request.**

The application could not handle an incoming request for an unspecified reason.

Check the log for cause.

### **QMDP2006 (Error)**

**Could not retrieve configuration from Data API Service.**

The application could not retrieve its configuration from Data API service. Verify the following:

- The Data API service is running
- The database configuration is correct

### **QMDP2007 (Error)**

**Cannot connect to the DB using configuration: <config>**

The application could not connect to the database using the specified configuration.

Verify the database configuration is correct.

### **QMDP2008 (Error)**

**Unknown IO Exception. Ignoring Request.**

The application could not connect to the database using the specified configuration.

Verify database configuration is correct.

### **QMDP2009 (Error)**

**Error receiving packet from server.**

The application failed to correctly receive a packet from the server.

Resend the request.

**QMDP2010 (Error)****Cannot get Proxy Configuration information**

The client could not get the configuration and connection information from Data API service. Verify the following:

- The Data API service is running
- The DB Proxy Server is running

**QMDP2011 (Error)****Unknown host: <serverIp>: <serverPort>**

The client could not resolve hostname.

Verify DB Proxy configuration.

**QMDP2012 (Error)****Client could not get connection to <serverIp>:<serverPort>**

The client could not get a connection to the DB Proxy Server. Verify the following:

- The DB Proxy is running.
- The DB Proxy configuration is correct.

**QMDP2013 (Error)****Unspecified error connecting to DB Proxy Server.**

An unspecified error occurred while trying to get a connection to the DB Proxy server. Verify the following:

- The DB Proxy is running.
- The DB Proxy configuration is correct.

**QMDP2014 (Error)****Cannot send IAM Request.**

The client could not send an initial registration request.

Verify the DB Proxy service is still running.

**QMDP2015 (Error)****Cannot receive IAM Response Packet.**

The client could not receive an initial registration response from the server.

Verify the DB Proxy service is still running.

#### **QMDP2016 (Error)**

**Error receiving packet: <cause>**

The client could not receive a complete packet from the server.

Verify the DB Proxy service is still running.

#### **QMDP2017 (Error)**

**Invalid Packet Received. Ignoring Packet.**

The client received an invalid packet from the server.

Verify the DB Proxy service is still running.

#### **QMDP2018 (Error)**

**Cannot send request <invokeld>**

The client could not send a request.

Verify the DB Proxy service is still running.

#### **QMDP2019 (Error)**

**Unspecified error during request initialization.**

The application received an unrecoverable error while initializing the request handler.

Restart the DB Proxy service. Contact your administrator if error persists.

#### **QMDP2020 (Error)**

**Unspecified error during server select.**

The application has a problem accepting incoming connections.

Restart the DB Proxy Server.

#### **QMDP3000 (Warn)**

**Unsupported encoding. Using system default encoding.**

The application could not convert a string into 16-bit encoding. Messages will be sent using the default encoding instead. There might be a mismatch on the client or server.

Verify that UTF-16BE encoding is supported by the system.



**QMDP3001 (Warn)****Cannot parse invalid packet.**

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.

No action is required.

**QMDP3002 (Warn)****Unable to send packet: <packet>. Canceling request.**

The application could not send the specified packet. The request will be canceled (and there will be an attempt to send an error message).

The client should resend the request.

**QMDP3003 (Warn)****Problem deregistering write access for the socket.**

The application could not unregister write access to a client socket.

No action is required. This warning only occurs when the socket disconnects during a write.

**QMDP3004 (Warn)****Problem registering write access for the socket.**

The application could not register for write access to a client socket.

No action is required. This warning only occurs when the socket disconnects during a write.

**QMDP3005 (Warn)****SQL error from DB API. Returning error packet <packet>**

The application received an SQL error from the database API. The client will receive an error message notifying them of the problem.

No action is required.

**QMDP3006 (Warn)****Could not get a database connection. Returning error packet <packet>**

The application could not get a database connection.

The database might be down.

The connection pool could be empty and timed out while waiting for a connection to become available.

**QMDP3007 (Warn)**

**DB API could not execute the request. Returning error packet <packet>**

The application could not execute a client request.

The client request might be invalid.

**QMDP3008 (Warn)**

**Unable to load database connection properties from file <propFile>**

The application could not load the specified properties file.

Specify an existing properties file (No properties file needs to be specified in production).

**QMDP3009 (Warn)**

**IOR HOSTNAME in registry is not set. Using localhost <serverIp>**

The application could not load the specified properties file.

Specify an existing properties file (No properties file needs to be specified in production).

**QMDP3010 (Warn)**

**Cannot return DB Connection to the database pool.**

The application could not return a connection to the pool of connections.

Verify the database is available.

**QMDP3011 (Warn)**

**Cannot accept an incoming connection. Ignoring connection.**

The application could not accept an incoming connection. The application will ignore the attempt and the client must retry.

The client must retry the connection.

**QMDP3012 (Warn)**

**Unknown packet type <packet> received: <packet>**

The server received a packet that it understood but has an unknown packet type. The request will be ignored.

The client that sent this request might be running a different version from the server.

**QMDP3013 (Warn)**

**Unable to send packet <packet>.**

The server received a packet that it understood but has an unknown packet type. The request will be ignored.

The client that sent this request might be running a different version from the server.

**QMDP3014 (Warn)**

**Channel closed. Ignoring Request.**

The incoming request socket has been closed.

The client must reconnect.

**QMDP3015 (Warn)**

**Could not retrieve port from DB. Using default <port>.**

The port could not be retrieved or is in the wrong format.

Verify the port number is valid and exists in the database.

**QMDP3016 (Warn)**

**Could not send cancel request <requestId>. Server will not be notified of cancellation.**

The client could not send a cancel request. The server is not notified but any data from this request is discarded by the client.

No action is required.

**QMDP3017 (Warn)**

**Client could not reconnect to DB Proxy Server.**

The client could not reconnect after an unexpected disconnection.

The client should resend the request to regain the connection.

**QMDP3018 (Warn)**

**Could not receive IAM request:**

The client could not receive a registration response.

Verify the DB Proxy service is still running.

### **QMDP3019 (Warn)**

**Client received with unknown Invoke ID <invokeld>. Request may have been canceled. Packet will be discarded.**

The client received a packet from the server regarding a request that the client no longer knows about.

No action is required. The packet will be discarded.

### **QMDP3020 (Warn)**

**Could not send an acknowledgment to the server.**

The client could not send an acknowledgment of the packet.

No action is required.

## **QMDS Error Codes**

### **QMDS0000 (Info)**

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### **QMDS0001 (Info)**

**Database catalog <catalog> not dropped (not found in database).**

The named database catalog was not found in the database, so the requested operation to drop that catalog was ignored.

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. Verify that it is spelled correctly and if not, update the configuration.

### **QMDS1000 (Fatal)**

**Error upgrading to database version <major>.<minor>.**

An unexpected problem was detected when upgrading to the indicated schema version. Verify the following:

- The database server is running
- The database configuration settings for the catalog name, user, and password are correct
- The database privilege settings allow the configured user to write to the indicated catalog

**QMDS1001 (Fatal)****Unable to drop database catalog <catalog>.**

The named database catalog exists, but the attempt to drop it failed. Verify the following:

- The database server is running
- The database configuration settings for the catalog name, user, and password are correct
- The database privilege settings allow the configured user to drop the indicated catalog

**QMDS1002 (Fatal)****Cannot determine schema version of catalog <catalog>.**

The specified database catalog does not appear to be a Quality Management database. Verify the following:

1. The database configuration setting for the catalog name is correct.
2. The database privilege settings allow the configured user to read from the indicated catalog are correct.

If the catalog name is correct, and the data in that catalog can be totally deleted, it might be necessary to drop the catalog and recreate it from scratch.

**QMDS1003 (Fatal)****Catalog <catalog> schema version <major>.<minor> is incompatible with this <supportedMajor>.x updater.**

The named database catalog cannot be updated by this program because the schema is too different.

Review your documentation for a separate schema migration tool which should be used instead.

**QMDS1004 (Fatal)****Unable to access required table in catalog <catalog>.**

The named database catalog does not appear to be a Quality Management database. Verify the following:

- The database configuration setting for the catalog name is correct.
- The database privilege settings allow the configured user to read from the indicated catalog are correct.

If the catalog name is correct, and the data in that catalog can be totally deleted, it might be necessary to drop the catalog and recreate it from scratch.

### **QMDS1005 (Fatal)**

**SQL statement failed <sql>: <ex>**

Unable to perform the indicated operation on the database. Verify the following:

- The database configuration setting for the catalog name is correct
- The database privilege settings allow the configured user to read from the indicated catalog are correct

If the catalog name is correct, and the data in that catalog can be totally deleted, it might be necessary to drop the catalog and recreate it from scratch.

### **QMDS2000 (Error)**

**Input line <linenum> of <filename> failed.**

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.

Address the message immediately preceding this one.

### **QMDS2001 (Error)**

**Unable to open file <filename>: <reason>.**

The LoadDb program was not able to open an input file. Verify the following:

- Ensure that the input filename is spelled correctly
- Check that the input filename exists
- Confirm read privileges on the input file

### **QMDS2002 (Error)**

**Unable to read from SQL file <filename>: <reason>.**

The LoadDb program was not able to read from an input file. Verify the following:

- Check that the input filename exists
- Confirm the read privileges on the input file

### QMDS2003 (Error)

Lines read=<total>: <succeeded> succeeded and <failed> failed.

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.

Address the messages immediately preceding this one.

### QMDS3000 (Warn)

Unhandled dbType <dbtype>.

The database type is not supported.

Either upgrade the software to a version which supports this database type, or use a different database type.

## QMEX Error Codes

### QMEX0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### QMEX0003 (Info)

Contact audio file with id <ccrid> is not encrypted

This message is logged when Unified Workforce Optimization plays an audio file that is not encrypted.

**Note:** All audio files in v2.2 or later of Quality Management should be encrypted.

No action is required.

### **QMEX2002 (Error)**

**Error closing input or output stream for file: <sourceFile>**

While downloading a file, there was an error closing the input or output stream used for downloading the file.

Contact the Quality Management Administrator.

### **QMEX2003 (Error)**

**Unable to delete file <file>**

The file was requested to be deleted. Deletion of the file failed.

Contact the Quality Management Administrator.

### **QMEX2004 (Error)**

**Invalid method parameter: <parameter>**

This happens when invalid data is retrieved from the database

Contact the Quality Management Administrator.

### **QMEX2005 (Error)**

**Password decrypt error for contact id <ccrld>**

This error occurs if something goes wrong when decrypting the Host.password

Contact the Quality Management.

### **QMEX2006 (Error)**

**Error retrieving configuration value <configValue>**

This error occurred when retrieving configuration values.

Contact the Quality Management Administrator.

### **QMEX2007 (Error)**

**Error playing screen file=<screenFile> details=<details>**

An error has occurred while trying to play back a screen recording.

Contact the Quality Management Administrator.



## QMLC Error Codes

### QMLC2000 (Error)

**The license expired <millis> millis ago**

While retrieving product licensing information for the specified bundle type, an error occurred when retrieving the license expiration date.

This should be configured by the system administrator.

### QMLC2001 (Error)

**An error occurred retrieving the maximum number of allowed user licenses for the bundle <bundleType>**

While retrieving product licensing information for the specified bundle type, an error occurred when retrieving the maximum number of allowed user licenses.

This should be configured by the system administrator.

### QMLC2003 (Error)

**The maximum number of user licenses must exceed zero for the bundle <bundleType>**

For the specified bundle, the maximum number of users licensed must exceed zero.

This should be configured by the system administrator.

### QMLC2004 (Error)

**Too many licenses are allocated for the bundle <bundleType>**

Too many licenses are allocated to the specified bundle type.

This should be configured by the system administrator.

### QMLC2005 (Error)

**Client product code <clientProductCode> must match licensed product code <serverProductCode> and neither may be null or equal <ProductCode>**

This happens when a Quality Management client's product code does not match the Quality Management licensed product code.

This should be configured by the system administrator.

### QMLC2006 (Error)

**There are no licensed bundles**

This occurs when the Licensing server is not configured with any licenses.

This should be configured by the system administrator.

### **QMLC2007 (Error)**

**The node-locked protocol has been violated for the bundle <bundleType>**

The node-locked protocol has been violated (the MAC address specified in the license does not match the licensed server).

This should be configured by the system administrator.

### **QMLC3000 (Warn)**

**User licensing is invalid: Max=<max>. Allocated=<allocated>.**

User licensing is invalid for the specified bundle.

This should be configured by the system administrator.

## **QMMD Error Codes**

### **QMMD0000 (Info)**

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### **QMMD1000 (Error)**

**The following fatal error occurred: <msg>**

An error occurred in the Media API.

No action is required.

### **QMMD2000 (Error)**

**The following error occurred: <msg>**

An error occurred in the Media API.

No action is required.

## QMMN Error Codes

### QMMN0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### QMMN0001 (Info)

**No jar files in the search path for MANA plugins.**

There are no jar files in the search path for the MANA plugins. This message is expected in most Quality Management installs.

No action is required.

### QMMN2000 (Error)

**Could not get REST API configuration from the registry.**

REST API configuration information cannot be retrieved from the registry.

No action is required.

### QMMN2001 (Error)

**Unexpected error: <msg>**

An unexpected error occurred while executing a task.

No action is required.

### QMMN2002 (Error)

**Could not access information from <service>: <msg>**

Could not get information from a service because the service is not in a state where that information is retrievable.

If the problem persists, contact Cisco Technical Support.

### QMMN2003 (Error)

**Failed to add jar <jar> to search list for MANA tasks.**

Failed to add the specified jar to search list for MANA tasks.

No action is required.

#### **QMMN2004 (Error)**

**Unexpected error while loading a <resource>: <cause>**

Unexpected error while loading a specified resource.

No action is required.

#### **QMMN2005 (Error)**

**The emergency properties file <properties> could not be found. A valid MANA configuration cannot be created.**

The specified emergency properties file could not be found. A valid MANA configuration cannot be created.

No action is required.

#### **QMMN2006 (Error)**

**The emergency properties file <properties> could not be loaded. A valid MANA configuration cannot be created.**

The specified emergency properties file could not be found. A valid MANA configuration cannot be created.

No action is required.

#### **QMMN2007 (Error)**

**Failed to get configuration from REST API; will use default configuration and details from emergency properties file.**

Cannot get configuration from REST API. The default configuration and details from the emergency properties file will be used.

No action is required.

#### **QMMN2008 (Error)**

**A required property is missing from the emergency properties file. A valid MANA configuration cannot be created.**

A required property is missing from the emergency properties file. A valid MANA configuration cannot be created.

No action is required.

**QMMN2009 (Error)**

**An error occurred while retrieving data from the database for intentId=<intentId>**

An error occurred while retrieving data from the database.

No action is required.

**QMMN2012 (Error)**

**FTS connection parameters were invalid**

One of the following connection parameters to FTS was invalid: ip, port, userName, or password.

No action is required.

**QMMN2013 (Error)**

**Bad HTTP status statusCode=<statusCode> <statusMessage>**

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.

No action is required.

**QMMN2014 (Error)**

**Configuration is invalid. Tasks cannot run, and notifications cannot be sent. <msg>**

Failed to get a valid configuration from the REST API. Will try again.

No action is required.

**QMMN2015 (Error)**

**Unexpected error while loading configuration from REST API.**

Unexpected error occurred while loading the configuration from the REST API.

See the logs for details.

**QMMN2016 (Error)**

**Unexpected error while getting call data for CM task.**

Unexpected error occurred while getting call data for CM task.

See logs for details.

### **QMMN2017 (Error)**

**Failed to send notification using SMTP.**

Failed to send notification using SMTP due to an unexpected error.

See logs for details.

### **QMMN3000 (Warn)**

**Thread interrupted while waiting for polling diagnostic to complete. Trying again immediately.**

A thread was interrupted while waiting for a polling diagnostic to complete.

Try again.

### **QMMN3001 (Warn)**

**SMTP Host may not be configured correctly: <host>**

Notification could not be sent because host might not be configured correctly.

Verify the SMTP Host Configuration is configured correctly.

### **QMMN3002 (Warn)**

**SMTP Port may not be configured correctly: <port>**

Notification could not be sent because the port might not be configured correctly.

Verify the SMTP Port Configuration is configured correctly.

### **QMMN3003 (Warn)**

**The list of polling tasks to run is empty.**

The list of polling tasks is empty.

No action is required.

### **QMMN3004 (Warn)**

**Failed to parse problem XML. All problem types will be enabled.**

Failed to parse problem XML. All problem types will be enabled.

No action is required.

### **QMMN3005 (Warn)**

**Failed to get configuration from REST API; will use previous configuration.**

Failed to get the configuration from REST API. The previous configuration will be used.

No action is required.

## QMMS Error Codes

### QMMS2005 (Error)

**Could not retrieve configuration <th>. Retry in <timeout> ms.**

The application was unable to retrieve configuration information from the Data API service. Verify the following:

- The connection settings in the registry are correct
- The server settings are correct

### QMMS2006 (Error)

**Could not initialize service <th>. Retry in <timeout> ms.**

The application was unable to initialize. Verify the following:

- The connection settings in the registry are correct
- The server settings are correct

## QMPA Error Codes

### QMPA0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### QMPA2001 (Error)

**Unexpected SQL error occurred on resource: <resource>**

The adapter was unable to fulfill the request due to the SQL error specified. This is an unexpected error. Verify the following:

- The SQL Server is running and Quality Management is configured correctly to access the data.

- The database schema matches required for the Product Adapter.

### **QMPA2002 (Error)**

**Database could not be updated for resource: <resource> due to the following error:  
<message>**

The adapter was unable to execute the SQL statement. This is an unexpected error. Verify the following:

- The SQL Server is running and Quality Management is configured correctly to access the data
- The database schema matches required for the Product Adapter

### **QMPA2003 (Error)**

**Could not parse JSON data for resource: <resource>. Parse Error: <cause>**

The adapter was unable to parse the JSON data that was sent.

Verify the JSON data is in correct format.

## **QMPI Error Codes**

### **QMPI0000 (Info)**

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### **QMPI1000 (Fatal)**

**Could not setup default configuration in DB. SQM Configuration Setup will exit.**

System Configuration Setup attempted and failed to load the default data into the database.

Verify the Data API service is running.

### **QMPI1001 (Fatal)**

**Could not start up SQM Configuration: <cause>**

System Configuration Setup was unable to start up successfully. Most likely the application is missing a file.



Check the log for cause of the error.

### **QMPI2000 (Error)**

**Cannot retrieve information <viewName>. <msg>**

The data for the specified screen could not be loaded. Verify the following:

- The Data API service is running.
- The database is running.

### **QMPI2001 (Error)**

**Unspecified error running step.**

An unspecified error occurred in the step.

This is a programming error in the step.

### **QMPI2002 (Error)**

**Unable to revert to saved. See log for details.**

The data for the specified screen could not be loaded. Verify the following:

- The Data API service is running.
- The database is running.

### **QMPI2003 (Error)**

**Unable to discover server identification in the registry.**

The application could not look up server identification in registry. Verify the following:

- The SplkStd4J.jar is in ext and SplkStd4J.dll is in bin directories.
- The Quality Management registry entries exist.

### **QMPI2004 (Error)**

**Cannot access version information in DB.**

The application could not access version information in the database.

Verify the Data API service is running.

### **QMPI2005 (Error)**

**Cannot access data store or registry information.**

The application could not connect to the Data API service.

Verify the Surrogate and Data API services are running and configured.

#### **QMPI2006 (Error)**

**Cannot save information to Database.**

The application could not save information to database.

Verify the Surrogate and Data API services are running and configured.

#### **QMPI2007 (Error)**

**Cannot update view <viewName> with new information.**

The application could not update the current view.

No action is required.

#### **QMPI2008 (Error)**

**Cannot get load information from the database.**

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.

Verify the database is running and configured within Quality Management correctly.

#### **QMPI2009 (Error)**

**Cannot load information from DB: <cause>**

The application could load the configured data.

Verify the Surrogate and Data API services are running.

#### **QMPI2010 (Error)**

**Cannot save information to DB: <cause>**

The application could not save the configuration data.

Verify the Surrogate and Data API services are running.

#### **QMPI2011 (Error)**

**Could not load JDBC driver: <cause>**

The application could not load the appropriate JDBC driver.

Verify jtids.jar is in the ext directory.

#### **QMPI2012 (Error)**

**Could not run MSI batch file: <cause>**

The application could not run the MSI batch program.

Run this step from the Tools menu in System Configuration Setup (PostInstall.exe).

#### **QMPI2013 (Error)**

**Cannot get server information from DB: <cause>**

The application could not get server information from Directory Services.

No action is required.

#### **QMPI2014 (Error)**

**Unable to load database connection properties from data store: <cause>**

The application was unable to load connection parameters for the database from the Data API.

Verify the Data API service is running.

#### **QMPI2015 (Error)**

**Cannot find local services:**

The application could not discover if Quality Management services were installed. The Microsoft Windows registry cannot be accessed.

Verify that SplkStd4J.jar and SplkStd4j.dll are present.

#### **QMPI2016 (Error)**

**Cannot discover local IP**

The application could not discover the local IP address.

Verify that the local computer has a network card and is connected to a network.

#### **QMPI2017 (Error)**

**Could not find site config defaults properties file in classpath: <propFile>**

The application could not find the property file to use for default values.

Verify that the specified file exists and can be read.

### **QMPI2020 (Error)**

**Cannot get address for local IP address <localIp>: <cause>**

The application could not get the hostname for the specified address in the Quality Management registry.

Verify that the IP address to use for local services is the current IP address for this server.

### **QMPI2021 (Error)**

**Cannot find SQM CTI Server profile for ip <localIp> or hostname <hostname>.**

The application could not find information in the database for the local Quality Management CTI Server.

Verify that a CTI service was defined for this server in Site Configuration.

### **QMPI2022 (Error)**

**Cannot load Primary CTI Manager profile for PG ID <pgId>: <cause>**

The application could not load information about this cluster.

Verify that a Quality Management CTI Server was defined for this server in Site Configuration.

Verify that the Data API service is running.

### **QMPI2023 (Error)**

**Packaged JTAPI jar did not connect successfully.**

The application could not connect to the CTI service using the packaged JTAPI jar.

Install the JTAPI jar manually or try this step again from the Tools menu in System Configuration Setup (PostInstall.exe).

### **QMPI2024 (Error)**

**Could not get JTAPI plugin URL from AXL: <cause>**

The application could not retrieve the JTAPI plugin via AXL.

Install the JTAPI plugin manually or try this step again from the Tools menu in System Configuration Setup (PostInstall.exe).

### **QMPI2025 (Error)**

**Cannot download file from URL <url>: <cause>**

The application could not retrieve the JTAPI plugin via AXL.

Install plugin manually or try this step again from the Tools menu in System Configuration Setup (PostInstall.exe).

**QMPI2026 (Error)**

**Local File <localPath> does not exist. Did not download JTAPI plugin installer successfully.**

The application could not find the downloaded file.

Install the JTAPI plugin manually or try this step again from the Tools menu in System Configuration Setup (PostInstall.exe).

**QMPI2027 (Error)**

**Could not execute JTAPI Installer successfully.**

The application could not execute the JTAPI installer.

Install the JTAPI plugin manually or try this step again from the Tools menu in System Configuration Setup (PostInstall.exe).

**QMPI2028 (Error)**

**Could not copy file <src> to <dest>: <cause>**

The application could not copy jtapi.jar from install directory to the Quality Management ext directory.

Copy the file manually.

**QMPI2029 (Error)**

**Downloaded/Installed JTAPI jar did not connect successfully. Install JTAPI manually.**

The CTI server could not use the downloaded and installed jtapi.jar to connect to the Unified Communications Manager.

Install the plugin manually or retry this step using Tools menu in System Configuration Setup (PostInstall.exe).

**QMPI2030 (Error)**

**Unspecified error downloading JTAPI installer: <cause>**

The application could not download JTAPI installer for an unspecified reason.

Install the plugin manually or retry this step using Tools menu in System Configuration Setup (PostInstall.exe).

### **QMPI2031 (Error)**

**Could not connect to server to get JTAPI installation file: <cause>**

The application could not connect to the Unified Communications Manager server.

Install the plugin manually or retry this step using Tools menu in System Configuration Setup (PostInstall.exe).

### **QMPI2032 (Error)**

**Cannot create bat file to run JTAPI silent install: <cause>**

The application could not create the batch file used to run the JTAPI install program.

Install the plugin manually or retry this step using Tools menu in System Configuration Setup (PostInstall.exe).

### **QMPI2033 (Error)**

**Could not get OK status from CTI Service.**

The Site Configuration application did not get an OK status from the local CTI service.

Verify that the CTI service is running. Check CTI service log).

### **QMPI2034 (Error)**

**Unspecified error connecting to CTI Server: <cause>**

The Site Configuration application could not connect to the local CTI service for an unspecified reason.

Verify that the CTI service is running. Check the CTI service log.

### **QMPI2035 (Error)**

**Unspecified error reading from defaults properties file: <cause>**

An unspecified error occurred while attempting to read from the sitedefaults.properties file.

Verify the file exists and is readable.

### **QMPI2036 (Error)**

**The location specified could not be saved as the Funk data directory: <dir>**

The location for screen files could not be saved to the Funk registry.

Verify Funk server is installed on the Quality Management Screen server.

Verify the specified path is valid.

**QMPI2037 (Error)**

**The following directories could not be created: <dir>**

The directory structure for recording files could not be created.

Verify the following:

- The user has permissions to create directories.
- The path specified is valid.

**QMPI2038 (Error)**

**Could not connect to the SQM database: <cause>**

The application could not connect to the Quality Management database.

Verify the database is running and configured correctly in Quality Management.

This step can be run again from the Tools menu in System Configuration Setup (PostInstall.exe).

**QMPI2039 (Error)**

**Could not load required DLL: <cause>**

The application could not load a required DLL.

Verify that the specified DLL exists in java.library.path.

**QMPI2040 (Error)**

**Could not validate domain connection: <cause>**

The application could not validate the added domain.

Verify the domain connection information.

**QMPI2041 (Error)**

**Could not read recording file <file> to encrypt: <cause>**

The specified file could not be read.

Verify the file is readable.

**QMPI2042 (Error)**

**Could not encrypt recording file <file>: <cause>**

The specified file could not be encrypted.

Verify the file exists and is writable.

#### **QMPI2044 (Error)**

**Could not validate user paths because one or more paths are not valid AD paths: <cause>**

The application could not validate the user paths.

Verify user paths are valid Active Directory paths.

#### **QMPI2045 (Error)**

**Could not convert agent records: <cause>**

The application could not convert agent records to new version.

Non action is required.

#### **QMPI2046 (Error)**

**Could not set Recording Home Directory: <cause>**

The application could not set the recording home directory.

No action is required.

#### **QMPI2047 (Error)**

**The inclusion list could not be converted from xml: <cause>**

The inclusion list could not be converted from xml for the specified cause.

No action is required.

#### **QMPI2048 (Error)**

**License information could not be retrieved: <cause>**

License data could not be retrieved for the specified cause.

If the problem persists, contact your system administrator or reload the license.

#### **QMPI2049 (Error)**

**Could not communicate with AXL: <cause>**

The application could not communicate with AXL. Verify the following:

- A CTI Server was defined for this server in Site Configuration.
- The Data API service is running.



**QMPI2050 (Error)****Cannot load site config defaults from: <propFile>**

The property file for default values did not load successfully.

Verify that the file is not corrupt and is in key/value format.

**QMPI2051 (Error)****The certificate could not be loaded from the database: <cause>**

The certificate could not be loaded from data store.

Add a new certificate.

**QMPI2052 (Error)****Cannot read certificate from: <certFile>**

The certificate file could not be loaded successfully.

Verify that the file uses a valid certificate format.

**QMPI2053 (Error)****Cannot encode certificate to a string: <cause>**

The certificate file could not be encoded for storage.

Verify that the file uses a valid certificate format.

**QMPI2054 (Error)****Cannot create certificate from the file provided: <cause>**

The certificate object could not be created.

Verify that the file uses a valid certificate format.

**QMPI2055 (Error)****Could not find the registry path: <cause>**

Could not find a registry entry.

Verify the registry key exists.

**QMPI2056 (Error)****Could not find the registry path: <cause>**

Could not find a registry entry.

Verify the registry key exists.

### **QMPI2057 (Error)**

**The XML file could not be converted: <cause>**

The XML file could not be converted.

No action is required.

### **QMPI3000 (Warn)**

**Could not find registry entry for <keyName>. Showing Registry Dialog.**

The specified registry key could not be found.

Verify the following:

- The SplkStd4J.jar exists in ext and SplkStd4j.dll is in bin directories.
- Quality Management - Site Setup entries are in the registry.

### **QMPI3002 (Warn)**

**Could not be saved due to the following error: <msg>**

The application could not save the information.

Verify that the Data API service is running.

### **QMPI3003 (Warn)**

**Cannot access bundle information from DB. Default to basic bundle.**

The application could not access the bundle information from DB. The application will assume basic bundle is the default.

Verify that the Data API service is running.

### **QMPI3004 (Warn)**

**Could not configure FTP Server.**

The application could not configure the FTP Server. The user might not have permissions to run the script.

Run this step again from the Tools menu in System Configuration Setup (PostInstall.exe).

**QMPI3005 (Warn)****Could not save Recording Servers to the database.**

The application could not save the location of this recording server to the database. To resolve this issue, perform the following steps:

1. Verify the database is running and configured correctly in Quality Management.
2. Run this step again from the Tools menu of System Configuration Setup.

**QMPI3006 (Warn)****Connection to CTI server closed while reading message.**

The application could not read the status message from the CTI server.

Verify CTI Server is running.

**QMPI3007 (Warn)****Could not get a database connection: <cause>**

The application could not get a database connection.

Verify the database is running and configured correctly in Quality Management.

**QMPI3008 (Warn)****Schema program failed: <cause>**

The database schema program failed.

Verify the database is running and configured correctly in Quality Management.

**QMPI3009 (Warn)****QM DB script '<scriptName>' failed: <cause>**

The application could not successfully run the SQL script.

Verify the database is running and configured correctly in Quality Management.

**QMPI3010 (Warn)****Wrong number or type of arguments for this step.**

The current application received the wrong information from the previous step.

This is a programming error. Contact your system administrator.

### **QMPI3011 (Warn)**

**Process canceled by user: <cause>**

The process has been canceled by the user.

No action is required.

### **QMPI3012 (Warn)**

**Error testing and saving pooling information: <cause>**

The application could not test database pooling information. Verify the following:

- The database is running and configured correctly in Quality Management.
- The Data API service is running.

### **QMPI3013 (Warn)**

**Cannot get a connection from the database: <cause>**

The application could not get a connection to the database.

Verify the database is running and configured correctly in Quality Management.

### **QMPI3014 (Warn)**

**Cannot test if SQM catalog exists: <cause>**

The application could not verify the Quality Management catalogs exist.

Verify the database is running and configured correctly in Quality Management.

### **QMPI3015 (Warn)**

**Cannot add initialized version for this server: <cause>**

The initialized version for this server could not be set.

Verify the Surrogate and Data API service are running.

### **QMPI3016 (Warn)**

**Could not start service: <service>**

The application could not start the specified service.

Start the local services again from the Tools menu in System Configuration Setup (PostInstall.exe).

**QMPI3017 (Warn)**

**No port specified in properties file. Using default of <port>**

The application could not find a port. A default port will be used.

No action is required.

**QMPI3018 (Warn)**

**Could not save network monitor device to registry.**

The application could not save the network monitor device to the registry.

If there is a single Network Interface Card (NIC), the default NIC will be used.

If there are multiple NICs, contact your system administrator.

**QMPI3019 (Warn)**

**Could not create directory structure: <dir>**

The application could not create the recording directory.

Verify the user can create directories in the specified location.

**QMPI3020 (Warn)**

**Unable to validate the ACD connection: <cause>**

The data entered could not be validated against the Automatic Call Distributor (ACD) system. When the connection to the ACD occurred the data was not correct, and the ACD did not allow this information to be saved. Verify the following:

- The data entered is correct for the ACD specified.
- The ACD database is accessible using the information provided.

**QMPI3021 (Warn)**

**Could not apply SSL certificate: <cause>**

SSL certificate could not be applied.

Generate an SSL certificate from Tools menu in System Configuration Setup (PostInstall.exe). If that does not resolve the problem, contact your system administrator.

**QMPI3022 (Warn)**

**Error creating temporary recording directories: <cause>**

Could not create temporary recording directories.

Contact your system administrator.

## QMPT Error Codes

### QMPT0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

## QMRP Error Codes

### QMRP0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### QMRP3000 (Warn)

**Cannot write to socket for <client>**

Cannot write an event to the client.

No action is required. The client should reconnect.

### QMRP3001 (Warn)

**Heartbeat Timeout for <client>.**

A heartbeat timeout occurred for this client.

Client must reconnect.

### QMRP3002 (Warn)

**Invalid message header. <cause>**

The message header specified more memory than what is allowed.

The client sent an invalid message header.

**QMRP3004 (Warn)**

**Invalid request. <cause>**

The application received an invalid request.

The client must send a valid request.

**QMSP Error Codes****QMSP0000 (Info)**

**[message]**

Miscellaneous information messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

**QMSP3000 (Warn)**

**Cannot write to socket for <client>**

Cannot write an event to the client.

No action is required. The client should reconnect.

**QMSP3001 (Warn)**

**Heartbeat Timeout for <client>.**

There was a heartbeat timeout for this client.

The client must reconnect.

**QMSP3002 (Warn)**

**Invalid message header. <cause>**

The message header specified more memory than what is allowed.

The client sent an invalid message header. Try again.

**QMSP3003 (Warn)**

**Delete this text and replace it with your own content. Error reading message body. <cause>**

The application could not read the message body.

If the problem persists contact support.

### **QMSP3004 (Warn)**

**Invalid request. <cause>**

The application received an invalid request.

No action is required.

## **QMSY Error Codes**

### **QMSY0000 (Info)**

**[message]**

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

## **QMUC Error Codes**

### **QMUC1000 (Fatal)**

**Unable to get the local host name.**

Unable to get the local host name.

Check the system resource availability (including CPU and memory).

### **QMUC1001 (Fatal)**

**Unable to create thread (%s).**

Cannot create the thread.

Check system resource availability (including CPU and memory).

### **QMUC1002 (Fatal)**

**Unable to start any working threads.**

Cannot start any working threads.

Check the system resource availability (including CPU and memory).

### **QMUC1003 (Fatal)**

**Error handling command line arguments.**



If you are trying to run this program from the command line, check the command line usage. Normally this program only runs as a service, but Cisco Technical Support might advise you to run it as a console application.

#### **QMUC1004 (Error)**

**Unable to set up the listener (serverDispatch.AddDescriptor failed).**

Cannot set up the listener. The serverDispatch.AddDescriptor failed.

Check the system resource availability (including CPU and memory). Check the network settings.

#### **QMUC1005 (Fatal)**

**Unexpected error. ServerDispatch returned with code <%d>.**

An unexpected error occurred. ServerDispatch returned with the specified code.

Check the system resource availability (including CPU and memory). Check the network settings.

#### **QMUC1006 (Fatal)**

**Unable to set up the listener (listener.Init failed).**

Cannot set up the listener. The listener.Init failed.

Check the system resource availability (including CPU and memory). Check the network settings.

#### **QMUC1007 (Fatal)**

**Java version <version> is not installed on this computer.**

Couldn't find a valid version of Java installed on this machine.

Reinstall the Java software.

#### **QMUC1010 (Fatal)**

**Failed to load DLL: %s.**

Depending on the DLL, check for installed third-party libraries, incorrect installations, missing DLL files, and bad paths to the DLL files in config files.

#### **QMUC1011 (Fatal)**

**Unable to initialize the JVM.**

Cannot initialize the Java Virtual Machine (JVM).

No action is required.

#### **QMUC2001 (Error)**

**Unable to connect to the Data API service.**

Cannot connect to the Data API service.

Verify that the Data API service is running. Check the Data API service logs for errors.

#### **QMUC2002 (Error)**

**Java exception <reason>.**

A Java exception occurred for the specified reason.

Reinstall the Java software and then check the system resource availability (including CPU and memory).

#### **QMUC2003 (Error)**

**Unexpected exception in a working thread.**

An unexpected exception occurred in a working thread.

Check the system resource availability (including CPU and memory). Set Threshold=DEBUG in this service's configuration file and try to recreate the problem.

#### **QMUC2004 (Error)**

**Unexpected exception in the manager thread.**

An unexpected exception occurred in the manager thread.

Check the system resource availability (including CPU and memory). Set Threshold=DEBUG in this service's configuration file and try to recreate the problem.

#### **QMUC2005 (Error)**

**Registry error. Could not open/read registry key: <%s>, Error Number: <%d>.**

Could not read required the configuration information from the system registry.

Reinstall the software.

#### **QMUC2006 (Error)**

**Java exception (couldn't get the exception info). Return with errors.**

A Java exception occurred with errors. There is no information on the exception.

Verify the Java installation.

**QMUC2007 (Error)**

**Couldn't map Java method: <reason>.**

Could not map the Java method for the specified reason.

Verify Java installation and verify Quality Management installation DLLs.

**QMUC2008 (Error)**

**Couldn't find Java class: <reason>.**

Could not find the Java class for the specified reason.

Verify Java installation and verify Quality Management installation DLLs.

**QMUC2009 (Error)**

**Could not initialize the Java Virtual Machine.**

Could not initialize the Java Virtual Machine (JVM).

Verify Java installation and verify Quality Management installation DLLs.

**QMUC2010 (Error)**

**Could not create the Java Upload Engine object. <reason>.**

Could not create the Java Upload Engine object for the specified reason.

Verify Java installation and verify Quality Management installation DLLs.

**QMUC3000 (Warn)**

**Unable to close handle for worker thread (reason).**

Cannot close handle for worker thread.

Check the system resource availability (including CPU and memory). Monitor handle usage by this service.

**QMUC3001 (Warn)**

**No Media Server Information (Audio or Screen) has been configured in the database.**

Media server information for audio or screen) is not configured in the database.

Check the information in the database.

## QMUI Error Codes

### QMUI0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### QMUI2000 (Error)

**Error displaying dialog: <reason>.**

An error occurred displaying a dialog.

Restart the application.

### QMUI2001 (Error)

**Error setting look-and-feel display to <lookAndFeel>: <reason>.**

An error occurred while setting look-and-feel display.

No action is required.

## QMUT Error Codes

### QMUT0000 (Info)

[message]

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

No action is required.

### QMUT1000 (Fatal)

**Error parsing LDAP configuration for DbCleaner settings: <reason>.**

An error occurred parsing numbers from the DB Cleaner service settings.

Check the logs. The logs should show which settings are actually wrong.

### QMUT2000 (Error)

**Error loading required DLLs: <reason>.**

An error occurred loading required DLLs.

Restart the application.

#### **QMUT2001 (Error)**

**Error parsing a date <dateString>: <reason>.**

An error occurred while parsing the date for the specified reason.

Restart the application.

#### **QMUT2002 (Error)**

**Cannot start process with command: <cmd>**

The process that was started with the specified command line could not start.

Verify the command line is valid.

#### **QMUT2003 (Error)**

**Cannot load required DLL: <cause>**

The application could not find a required DLL.

Verify the DLL exists and is in the Quality Management bin directory.

#### **QMUT2004 (Error)**

**Could not get login authentication configuration: <cause>**

The application could not get authentication configuration.

Verify the configuration file exists and is in the Quality Management config directory.

#### **QMUT2005 (Error)**

**Security configuration is invalid: <cause>**

The security configuration is invalid for the cause.

Verify the registry key for DB Proxy contains -Djava.security.auth.login.config setting.

#### **QMUT2006 (Error)**

**An unspecified error occurred during Windows Authentication: <cause>**

An unspecified error occurred during Windows Authentication for the specified cause.

See full log message for details.

### **QMUT2007 (Error)**

**Unexpected error occurred while loading configuration from LDAP: <reason>.**

An unexpected error occurred while loading the configuration from LDAP.

Correct the problem indicated by the specified reason.

### **QMUT2008 (Error)**

**Failed to load dbcollation.properties for DbCollationMap**

An error occurred loading a properties file.

See the log message for details.

### **QMUT2009 (Error)**

**Unexpected error creating the .keystore file used by Jetty for SSL certificates:  
command=<command>**

An unexpected error occurred while creating the .keystore file used by Jetty for SSL certificates.

See the log message for details.

### **QMUT2010 (Error)**

**Could not find the <propertyName> property in the <properties> properties file. Using  
default key**

This message happens if the key filecryptokeystore used to decrypt files cannot be found.

This file is supposed to be created as part of PostInstall first run. You might need to rerun PostInstall in first run mode. Alternatively, you can copy the file from another FTS server that is configured properly.

### **QMUT2011 (Error)**

**Could not find the FileCrypto keystore in the following location: <filePath> Using default  
key**

This message appears when the key filecryptokeystore used to decrypt files cannot be found.

This file is supposed to be created as part of PostInstall first run. You might need to rerun PostInstall in first run mode. Alternatively, you can copy the file from another FTS server that is configured properly.

### **QMUT3000 (Warn)**

**Cannot read input stream from process: <cause>.**

The application could not read the output of the spawned process.

Verify the command line is valid.

#### **QMUT3001 (Warn)**

**The account <username> has expired: <cause>.**

The account with the specified username has expired.

Verify the account is valid.

#### **QMUT3002 (Warn)**

**The account <username> has expired: <cause>.**

The application could not read the output of the spawned process, or the account's credentials has expired.

Verify the account is valid.

#### **QMUT3003 (Warn)**

**Unexpected exception - <reason>: <msg>**

Found an unexpected problem.

The message will provide more details.

#### **QMUT3004 (Warn)**

**Loading deletion configuration already in progress. Only one initialization can occur at a time.**

A program is attempting to configure the DB Cleaner service process when the DB Cleaner service process seems to be running already.

Verify from the logs that no unexpected error has occurred, since this should not happen.

#### **QMUT3005 (Warn)**

**Unspecified error during timeouts: <cause>**

The application received an unspecified error while checking for timeouts.

Contact your system administrator if the error persists.

## QMVR Error Codes

### QMVR2000 (Error)

**Unable to find connected phone. No CCM IP addresses are available.**

The Unified CM IP addresses are not available. Quality Management cannot find the connected phone.

Verify Unified CM is up and running and try again.

### QMVR2001 (Error)

**Unable to retrieve list of adapters with error**

Verify that the adapters in Unified CM look like /Device/Qmpdpc\_{4D36E972-E325-11CE-BFC1-08002BE10318}.

## REST Error Codes

### REST3000 (Warn)

**There was an attempt to subscribe to the unsubscribable resource <resource URI>.**

There was an attempt to subscribe to a resource that does not allow subscription.

Check the Product Adapter debug log for error details. Restart the Product Adapter service. If the issue persists, contact technical support.

### REST3001 (Warn)

**Could not create an instance of resource: <resource class>.**

a resource of a given type could not be instantiated. This typically means that it is not on the class path or does not provide a default constructor.

Check the Product Adapter debug log for error details. Restart the Product Adapter service. If the issue persists, contact technical support.

## SCHS Error Codes

### SCHS1000 (Fatal)

**Failed to load agent activities: <error>**

An error occurred when attempting to load agent activities.



Check the ACC service debug file for the reason associated with this error. Try restarting the ACC service. If the issue persists, contact technical support.

**SCHS1001 (Fatal)****Failed to calculate agent adherence and conformity: <error>**

An error occurred when attempting to calculate the agent adherence and conformity.

Check the ACC service debug file for the reason associated with this error. Try restarting the ACC service. If the issue persists, contact technical support.

**SCHS2000 (Error)****Invalid data for <item>**

Configuration data is missing or invalid in the database, registry, or a file.

Replace or fix the data value. Check the status of the network if the database is not local.

**SCHS2001 (Error)****Could not access the database, registry, or a file for <item>**

An error occurred while trying to access the database, registry, or a file

Make sure the database is running and accessible. Check the status of the network if the database is not local.

**SCHS2002 (Error)****System error: <cause>**

An unexpected (operating) system error occurred.

Check the system manually for this error.

**SCHS2003 (Error)****Ended loading data at input line <linenum> of <filename>**

The LoadDb program could not process the indicated line of the named file. This message indicates where processing of the input file(s) ends. The message just prior to this one should indicate a more specific reason for the failure.

Address the message immediately preceding this one.

**SCHS2004 (Error)**

Lines read = <total>: <succeeded> succeeded and <failed> failed.

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.

Address the messages immediately preceding this one.

### **SCHS2005 (Error)**

**An unexpected error occurred: <reason>**

An unexpected error occurred.

Contact your system administrator.

### **SCHS3000 (Warn)**

**Data storage error -- <operation>: <reason>**

Could not perform database operation.

Check network connectivity. Check if database is accessible.

## **SCRN Error Codes**

### **SCRN2000 (Error)**

**Unable to initialize the screen recording module with error <cause>.**

See the PROXY documentation for a description of this error.

### **SCRN2001 (Error)**

**Unable to connect to the screen recording module with error <cause>.**

See the PROXY documentation for a description of this error.

### **SCRN2002 (Error)**

**Unable to <action> recording to file <name> for host <hostname> with error <cause>.**

See the PROXY documentation for a description of this error.

### **SCRN2004 (Error)**

**Unable to <action> recording to file <name> with error <cause>.**

See the PROXY documentation for a description of this error.

**SCRN2005 (Error)**

Unable to initialize the screen encoding module with error <cause>.

See the PROXY documentation for a description of this error.

**SCRN2006 (Error)**

Unable to <action> recording file <name> with error <cause>.

See the PROXY documentation for a description of this error.

**SCRN2007 (Error)**

Unable to encode recording file with error <cause>. Do you have Desktop Experience installed?

To resolve this problem, install Desktop Experience on the server. See <http://technet.microsoft.com/en-us/library/cc754314.aspx> for instructions on enabling Desktop Experience.

**SCRN2008 (Error)**

Screen encoding failed with error <cause>: <reason>.

See the PROXY documentation for a description of this error.

**SECURE Error Codes****SECURE3000 (Warn)**

Unable to allocate memory: <reason>.

Unable to allocate memory.

Check the system resource availability (including CPU and memory).

**SECURE3001 (Warn)**

Unable to create lock: <reason>.

Unable to create a lock for the specified reason.

Check the system resource availability (including CPU and memory).

## SL Error Codes

### SL3000 (Warn)

**Duplicate packets received on device: <device>, count: <count>.**

Duplicate packets were received on the SPAN port.

Duplicate packets are automatically discarded. However, the SPAN port configuration should be checked so that duplicate packets are avoided. An excessive amount of duplicate packets might have a negative performance impact to the system and decrease overall capacity.

## SOCKET Error Codes

### SOCKET0000 (Info)

**<name> service on port <port> has started.**

The socket service on the specified port has started. No action required.

### SOCKET0001 (Info)

**<name> service on port <port> has shut down.**

The socket service on the specified port has shut down. No action required.

### SOCKET0002 (Info)

**The maximum CiscoEvent body size has been changed to <size>.**

The maximum CiscoEvent body size has been changed to the specified size. No action is required.

### SOCKET2000 (Error)

**Internal error: Client is not configured with information to locate the <service name> service.**

This is an internal error. The client is not configured with the information that it needs to locate the specified service.

Ensure that the client is configured with the information that it needs to locate the specified service.

### SOCKET2001 (Error)

**Cannot create <socket service> service on port <port> bind address <local IP address> with <max queue for incoming connection> backlog.**

The specified socket service could not be created on the specified port, bind address, and backlog.

Find out whether the service is already running on the specified port. If another instance of the service is already running on the specified port, either stop the running instance or leave it as is without start a new instance. If another service is running on the specified port and that service is required, contact Cisco Technical Support. If no services are running on the specified port, verify that the service is not being blocked by security software or a firewall. If the bind address is not NULL, verify that it is a valid IP address on the computer.

### **SOCKET3000 (Warn)**

**Received an invalid event from <socket name> socket service. Recovery initiated. Error <error>.**

The socket client received an invalid event from the socket service. The socket connection to the socket service will be dropped and reconnected.

Look at the status of the connection between client and the socket service. If the connection was disrupted, the client has lost data and the application needs to be restarted. If you upgraded the socket service while clients were connected to it, the clients are now running a different version than the socket service. In this case, applications must exit and restart their clients. If this error persists, contact Cisco Technical Support.

## **SQM Error Codes**

### **SQM3401 (Warn)**

**Failed to load configuration data for <user>, username may not be configured in QM system.**

Verify the user is configured correctly in Quality Management Administrator and Active Directory.

### **SQM3402 (Warn)**

**The directory where recording files are located is not specified. Checking free space on the drive where the Recording service is running instead.**

The directory where recording files are located is not specified. This might be caused by either not setting or incorrectly configuring the Recording Cluster. As a result, the Network Recording services will check the free space on the drive where the Network Recording services is running instead.

Correct the storage location associated with the Recording Cluster in the Site Settings window and try again.

## SQMUPLOAD Error Codes

### SQMUPLOAD1003 (Error)

**ERROR sending body for message (<cause>): (<reason>)**

An error related to network communication with the Upload Controller has occurred.

If the problem continues to occur, verify network connectivity with the Upload Controller.

### SQMUPLOAD2003 (Error)

**Unable to retrieve site information.**

Unable to read the location of the Upload Controller from directory services.

Check the Upload Controller logs to ensure it has completed initialization.

## SSFJ Error Codes

### SSFJ0000 (Info)

**Client <name> connected to service at <IP address/host name>.**

The specified client is connected to the service on the specified host. No action is required.

### SSFJ0001 (Info)

**Client <name> disconnected from service at <IP address/host name>.**

The client has disconnected from the specified service on the specified host. No action is required.

### SSFJ0002 (Info)

**<socket service> service on port <port> has shut down.**

The socket service on the specified port has shut down. No action required.

### SSFJ0003 (Info)

**<socket service> service on port <port> has started.**

The socket service on the specified port has started. No action required.

### SSFJ0004 (Info)

**The maximum CiscoEvent body size has been changed to <size>.**

The maximum CiscoEvent body size has been changed to the specified size.

**SSFJ0005 (Info)**

**The time to sleep in milliseconds between attempts to read from socket channel has been changed to <poll time>.**

The time to sleep between attempts to read from the socket channels has been changed to the specified number of milliseconds. No action required.

**SSFJ0006 (Info)**

**Using <name> Paths.**

Indicates the Paths class used. No action required.

**SSFJ0007 (Info)**

**Successfully bootstrap <name>.**

Indicates that a product has been successfully bootstrapped. No action required.

**SSFJ0008 (Info)**

**Starting JNI callback thread.**

Indicates that the JNI callback thread is being started. No action required.

**SSFJ 0009 (Info)**

**Terminating JNI callback thread.**

Indicates that the JNI callback thread is being terminated. No action required.

**SSFJ0010 (Info)**

**JNI callback thread stopped.**

Indicates that the JNI callback thread has stopped. No action required.

**SSFJ2000 (Error)**

**Client <client name> failed to connect to any service.**

The specified client failed to connect to any service.

The client application will automatically attempt to reconnect to the service. If the connection attempt succeeds, no action is needed. If the connection attempt fails, check the status of the service.

- If the service is not running and active, restart it.
- If the service is running and active, verify the network connection between the client and the server on which the service is running. To verify the network connection, run ping or telnet from the client to the server.

### SSFJ2001 (Error)

**Client <client name> failed to send heart beat to service at <IP address/host name>.**

The specified client failed to send a heart beat to the service on the specified host. This error could be due to one of several conditions: the service is down, the server on which the service is running is down, or a network problem exists between the client and the server.

- Check the status of the server. If it is down, restart it.
- Check the status of the service. If it is down, restart it.
- Verify the network connection between the client and the server on which the service is running. To verify the connection, run ping or telnet from the client to the server.

### SSFJ2002 (Error)

**Internal error: Client <client name> is not configured with information to locate the service.**

This is an internal error. The specified client is not configured with the information that it needs to locate the service.

Ensure that the client is configured with the information that it needs to locate the service.

### SSFJ2003 (Error)

**Cannot create <socket service> service on port <port> bind address <local IP address> with <max queue length for incoming connection> backlog.**

The specified socket service could not be created on the specified port, bind address, and backlog.

Complete the following steps:

- Find out whether a service is already running on the specified port.
- If another instance of the service is already running on the specified port, either stop the running instance or leave it as is without starting a new instance.
- If another service is running on the specified port and that service is required, contact technical support.



- If no services are running on the specified port, verify that the service is not being blocked by security software or a firewall.
- If the bind address is not null, check whether it is a valid IP address on the computer.

### **SSFJ2004 (Error)**

#### **Insufficient memory to run applet or application: <error>.**

There is insufficient memory to run the applet or application.

- Ensure that the client PC has sufficient memory.
- If you are attempting to run an applet, ensure that JVM has sufficient memory. From the Windows Control Panel, start the Java Control Panel and go to the Java tab. In the Java Applet Runtime Settings section, click View. Ensure that the Java Runtime Parameters field includes the -Xmx argument with a value of at least 8 MB (-Xmx8m).
- If you are attempting to run an application, call the application with the -Xmx argument set to a value of at least 8 MB (-Xmx8m).

### **SSFJ2005 (Error)**

#### **Unable to read file <file name>: <error>.**

The application is unable to read the specified file.

Verify that the file exists. If the specified exception is a security exception, verify that the application user has access to the specified file.

### **SSFJ2006 (Error)**

#### **Client cannot retrieve <event name> event information from socket message.**

Client cannot retrieve the specified event information from the socket message.

Look at the status of the connection between the client and the service. If the connection was disrupted, the client has lost data and needs to be restarted. If you upgraded the service while clients were connected to it, the clients are now running a different version than the service. In this case, clients must exit and be restarted.

### **SSFJ2007 (Error)**

#### **Internal error: Client is not configured with information to locate the <service name> service.**

This is an internal error. The client is not configured with the information that it needs to locate the specified service.

Ensure that the client is configured with the information that it needs to locate the specified service.

### **SSFJ2008 (Error)**

**Exception in loading SplkStd library: <error>.**

The SplkStd library could not be loaded.

Ensure that the SplkStd library exists, is the correct version, and accessible by SplkStd4J.

### **SSFJ3000 (Warn)**

**No localized string or resource found for the given key <key> Locale <locale> Base name <resource bundle base name>: <error>.**

Cannot get the localized string or resource for the given key.

- Make sure the locale used by the application is a supported language or country.
- If you verified the previous actions and the error persists, this is an internal error where the given key is not found in the localized resource file. Contact technical support.

### **SSFJ3001 (Warn)**

**Resource bundle not found for locale <locale> Base name <resource bundle base name>: <error>.**

Cannot get the resource bundle for the base name and locale.

Make sure the locale used by application is a supported language or country.

If you verified the previous actions and the error persists, this is an internal error where the localized resource file does not exist. Contact technical support.

### **SSFJ3002 (Warn)**

**Received an invalid event from <service name> socket service. Recovery initiated. Error <error>.**

Socket client received an invalid event from the socket service. The socket connection to the socket service will be dropped and reconnected.

Look at the status of the connection between the client and the socket service. If the connection was disrupted, the client has lost data and the application might need to restart. If you upgraded the socket service while clients were connected to it, the clients are now running a different version than the socket service. In this case, applications must exit and restart their clients. If this error persists, contact technical support.

## STD Error Codes

### STD0000 (Info)

**Starting preference change event dispatch thread.**

Starting the preference change event dispatch thread. No action required.

### STD0001 (Info)

**Stopping preference change event dispatch thread.**

Stopping the preference change event dispatch thread. No action required.

### STD0002 (Info)

**Using <name> PreferencesFactory**

Indicates the PreferencesFactory is being used. No action required.

### STD0003 (Info)

**Using <name> Paths.**

Indicates which Paths class is being used. No action required.

### STD0004 (Info)

**Client <name> connected to service at <IP address/host name>.**

The specified client is connected to the service on the specified host. No action required.

### STD0005 (Info)

**Client <name> disconnected from service at <IP address/host name>.**

The specified client has disconnected from the service on the specified host. No action required.

### STD0006 (Info)

**Loaded shared library <full path for library>**

A shared library was dynamically loaded at runtime. No action required.

### STD0007 (Info)

**Unloaded shared library <full path for library>.**

a shared library that was dynamically loaded at runtime has been unloaded. No action required.

### **STD0008 (Info)**

**Debugging threshold changed to: <threshold>.**

The logging threshold has been changed in the logging configuration file. No action required.

### **STD0009 (Info)**

**Maximum file size changed to: <size>.**

The logging maximum file size has been changed in the logging configuration file. No action required.

### **STD0010 (Info)**

**Maximum file count changed to: <size>.**

The logging maximum file count has been changed in the logging configuration file. No action required.

### **STD2000 (Error)**

**Client <name> failed to send heart beat to service at <IP address/host name>.**

The specified client failed to send a heart beat to the service on the specified host. This error could be due to one of several conditions: the service is down, the server on which the service is running is down, or a network problem exists between the client and the server.

- Check the status of the server. If it is down, restart it.
- Check the status of the service. If it is down, restart it.
- Verify the network connection between the client and the server on which the service is running. To verify the connection, run ping or telnet from the client to the server.

### **STD2001 (Error)**

**Client <name> failed to connect to any service.**

The specified client failed to connect to a service.

The client application will automatically attempt to reconnect to the service. If the connection attempt succeeds, no action is needed. If the connection attempt fails, check the status of the service.

- If the service is not running and active, restart it.
- If the service is running and active, verify the network connection between the client and the server on which the service is running. To verify the network connection, run ping or telnet from the client to the server.

**STD2002 (Error)**

**The service controller threw an exception: <error>**

The service controller threw an exception.

Check the exception message for an explanation of the exception and appropriate actions for resolving the issue.

**STD2003 (Error)**

**Failed to install console control signal translator. Reason: [<error code>: <error message>].**

The application failed to install the console control signal translator.

Check the error message for an explanation of the error and appropriate actions for resolving the issue.

**STD2004 (Error)**

**Failed to remove console control signal translator. Reason: [<error code>: <error message>].**

The application failed to remove the console control signal translator.

Check the error message for an explanation of the error and appropriate actions for resolving the issue.

**STD3000 (Warn)**

**<registry operation> <error type>: <error description>.**

Encountered the specified Windows error when performing the specified registry operation.

No action is needed if the registry entry is optional. Check if the registry entry exists. Check if the application user has permissions to read/write/delete the specified registry entry. Check the Windows error description for details.

**STD3001 (Warn)**

**Registry key <key> is not of REG\_SZ or REG\_DWORD type.**

The specified registry key is not a REG\_SZ or REG\_DWORD type.

Change the registry key to the appropriate type.

**STD3002 (Warn)**

**Registry key <key> is not of REG\_DWORD type.**

The specified registry key is not a REG\_DWORD type.

Change the registry key to the REG\_DWORD type.

### **STD3003 (Warn)**

**Internal error: Caught unknown exception in <function name>.**

Caught an unknown exception in the specified function.

Contact technical support.

### **STD3004 (Warn)**

**Preference change notification queue has reached its maximum size <size>.**

The preference change notification queue has reached its maximum size. The listener for preference changes is slow or no longer responding to notification, or the preference changes are coming faster than listeners can handle them.

Check for CPU and memory usage to ensure the machine is not running out of resources. Check if some other process is taking up all the CPU, potentially starving this process. Check the log for other issues that might affect this. Restart the process to see if it reoccurs.

### **STD3005 (Warn)**

**Preference change blocker queue has reached its maximum size <size>.**

The preference change blocker queue has reached its maximum size. The blocker user is slow or no longer attempting to get events from the queue, or the preference changes are coming faster than the blocker user can handle them.

Check for CPU and memory usage to ensure the machine is not running out of resources. Check if some other process is taking up all the CPU, potentially starving this process. Check the log for other issues that might affect this. Restart the process to see if it reoccurs.

### **STD3006 (Warn)**

**Unable to initialize Xerces XML system <error>.**

The application could not initialize the Xerces XML system.

Check if xerces-c\_2\_7.dll (on Windows) or libxerces-c.so/libxerces-c.so.27/libxerces-depdom.so/libxerces-depdom.so.27 (on Linux) is accessible by the application. Check the Xerces error description for further information.

### **STD3007 (Warn)**

**Unable to shutdown Xerces XML system: <error>.**

The application could not shut down the Xerces XML system properly.

The Xerces XML system is only shut down when the SplkStd library is unloaded from the application. If this message occurs during application shutdown it should not impact functionality. If it occurs during normal application running, it indicates that the SplkStd library might have been unloaded prematurely. Check the Xerces error description for further information.

### **STD3008 (Warn)**

**The thread [<thread ID>: <thread name>] terminated unexpectedly. Reason: <error>.**

An exception was caught, causing an executing thread to terminate unexpectedly.

Contact technical support.

### **STD3009 (Warn)**

**Thread <thread ID: thread name> in thread pool <thread pool name> running task <task name> is considered hung and removed. The running task <abort flag> aborted.**

The specified thread in the specified thread pool took too long processing the specified task and is considered hung. Therefore the thread was removed from the thread pool.

Check for CPU and memory usage to ensure the machine is not running out of resources. Check if some other process is taking up all the CPU, potentially starving this process. Check the log for other issues that might affect this. Restart the process to see if it reoccurs.

### **STD3010 (Warn)**

**Thread factory <thread factory name> could not create thread for thread pool <thread pool name>. Potentially discarding task <task name>.**

The specified thread factory could not create a new thread for the specified thread pool, potentially causing the specified task to be discarded.

Check for CPU and memory usage to ensure the machine is not running out of resources. Check if some other process is taking up all the CPU, potentially starving this process. Check the log for other issues that might affect this. Restart the process to see if it reoccurs.

### **STD3011 (Warn)**

**Failed to start the log file compression thread. Log files may not be compressed automatically. Exception <error>.**

Failed to start the log file compression thread. Log files might not be compressed automatically.

Check for CPU and memory usage to ensure the machine is not running out of resources. Check if some other process is taking up all the CPU, potentially starving this process. Check the log for other issues that might affect this. Restart the process to see if it reoccurs.

### **STD3012 (Warn)**

**Caught <error> attempting to log a message. Thread: <thread ID>, File: <file name>, Function: <function name>, Line: <line number>.**

A log statement resulted in an uncaught exception.

Check for CPU and memory usage to ensure the machine is not running out of resources. Check if some other process is taking up all the CPU, potentially starving this process. Check the log for other issues that might affect this. Restart the process to see if it reoccurs.

### **STD3013 (Warn)**

**Failed to stop <thread name> thread: <error>.**

The specified thread could not be stopped.

Check for CPU and memory usage to ensure the machine is not running out of resources. Check if some other process is taking up all the CPU, potentially starving this process. Restart the application. If the error persists, contact technical support.

## **SUR Error Codes**

### **SUR0000 (Info)**

**Surrogate startup completed.**

The Surrogate was started. No action required.

### **SUR0001 (Info)**

**Surrogate shut down.**

The Surrogate was shut down. No action required.

### **SUR0002 (Info)**

**Surrogate startup completed.**

The Surrogate is active and incoming HTTP requests will be accepted. No action required.

### **SUR0003 (Info)**

**Surrogate inactive. Incoming HTTP requests will be redirected to: <redirect IP address>.**

The Surrogate became inactive and all incoming HTTP requests will be redirected to the specified IP address. No action required.



**SUR0004 (Info)**

**Adapter: <product name> registered.**

A product adapter registered with the Surrogate. No action required.

**SUR0005 (Info)**

**Adapter: <product name> unregistered.**

A product adapter unregistered with the Surrogate. No action required.

**SUR1000 (Fatal)**

**No mapping for resource: <path to resource>**

The required configuration information could not be loaded.

Check your configuration file (C1Surrogate.properties) and make sure the required fields are present.

**SUR2000 (Error)**

**Unable to start the socket server.**

Unable to start the socket server. The server will retry the operation.

Run a network check, memory check, and CPU check (see the *WFM Troubleshooting Guide*). Run a blocked ports check to make sure that the Surrogate port is correct and is not blocked by some other server. Check the configuration file (C1Surrogate.properties) and make sure the required fields are present. If the issue persists, contact technical support.

**SUR3000 (Warn)**

**Client at IP: <IP address> was dropped due to having too many messages in queue.**

A product adapter client had too many messages queued up and was dropped. The client needs to reconnect and resubscribe for resource updates.

Verify the product adapter client application is not hung. It might need to be restarted. Run a network check, memory check, and CPU check (see the *WFM Troubleshooting Guide*). If the issue persists, contact technical support.

**SUR3001 (Warn)**

**Adapter: <product name> registering with a name that is already in use. The old adapter will be removed.**

A product adapter is registering with a name that is already in use.

No action required. The issue should resolve on its own.

### **SUR3002 (Warn)**

**Could not find subscription for uri <URI>.**

A subscription event was received with a URI that does not match any subscriptions.

Check that the product adapter is sending the correct URI in subscription events. If the issue persists, contact technical support.

## **SYNC Error Codes**

### **SYNC0000 (Info)**

**Sync service is starting.**

The Sync service is starting. No action is required.

### **SYNC0001 (Info)**

**Initializing sync service.**

The Sync service is initiated. No action is required.

### **SYNC0002 (Info)**

**Completed initializing Sync service.**

Initialization of Sync service has completed. No action required.

### **SYNC0003 (Info)**

**ACMI configuration file <ACMI configuration file location>.**

Identifies the location of the ACMI configuration file. No action required.

### **SYNC0004 (Info)**

**Stopping Sync service.**

The Sync service is stopping. No action required.

### **SYNC0005 (Info)**

**Starting ACD sync thread for <class name>.**

The specified ACD sync thread is starting. No action required.

**SYNC0006 (Info)****Shutting down ACD sync thread for <class name>.**

The specified ACD sync thread is being stopped. No action required.

**SYNC0007 (Info)****Filtering is being applied to this sync.**

Filtering limits the amount of data gathered from a Unified CCE ACD using user-defined prefixes that are applied to the names of the items being synced. Filter definitions were detected and are being applied to this sync. No action required.

**SYNC0008 (Info)****Filtering is not being applied to this sync.**

Filtering is not being applied to this sync.

Filtering limits the amount of data gathered from a Unified CCE ACD using user defined-prefixes that are applied to the names of the items being synced. Filter definitions were not detected and are not being applied to this sync. No action is required. If filtering was intended, check WFM Configuration Setup to add them.

**SYNC1000 (Fatal)****Could not start the Sync service.**

The WFM Sync service failed to start.

Check the Sync service debug file for the reason associated with this error. Try restarting the Sync service. If this issue persists, contact technical support.

**SYNC1001 (Fatal)****Cannot restart Sync service request processor thread that has been started and then shut down**

Cannot restart the Sync service request processor thread that has been started and then shut down.

Check the Sync service debug file for the reason associated with this error. Restart the Sync service. If the issue persists, contact technical support.

**SYNC1002 (Fatal)****The configured ACD is not supported by the Sync service so the service is shutting down.**

The configured ACD is not supported by the Sync service.

Check WFM Configuration Setup to ensure that the desired ACD has been configured. If the desired ACD is not supported, then the Sync service should not be running.

### **SYNC2000 (Error)**

**Could not start the Sync service, but will keep trying.**

The Sync service is unable to start the sync service thread.

The Sync service will attempt again every minute until it succeeds. Check the Sync service debug file for the reason associated with this error. Try restarting the Sync service. If this issue persists, contact technical support.

### **SYNC2001 (Error)**

**An unexpected error occurred: <reason>.**

An unexpected error occurred because of specified reason. This could occurred while getting data from the WFM database or from the ACD.

Run a Network Check and a SQL Server Check (see the *WFM Troubleshooting Guide*) to verify the WFM database is up and accessible by the Sync service. Try restarting the Sync service. If this issue persists, contact technical support.

### **SYNC2002 (Error)**

**An unexpected error occurred, and the service thread will exit the run() loop: <reason>.**

An unexpected error occurred because of the specified reason that caused the thread used for syncing data to terminate.

Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*) to verify the WFM database is up and accessible by the Sync service. Try restarting the Sync service. If this issue persists, contact technical support.

### **SYNC2003 (Error)**

**Starting Sync service.**

The Sync service is starting. No action is required.

### **SYNC2004 (Error)**

**There was an error writing <Synced Entity Type> to WFM. Sync Service will skip this write action and continue to the next action.**

The Sync service failed to write data to WFM. This type of error occurs while Sync Service is writing a new synced entity (Agent, Team, etc) to WFM, and is generally a result of attributes of the entity not being allowed in WFM.

If the entity is a team, verify that the entity name being synced is not a duplicate of an entity name that already exists in WFM. Verify that the entity name being synced exists and is not empty. If the issue persists, contact technical support.

### **SYNC2005 (Error)**

**There was an error updating <synced entity type> to WFM. Sync Service will skip this update action and continue to the next action.**

The Sync service failed to write data to WFM. This type of error occurs while Sync Service is updating an existing synced entity (Agent, Team, etc) in WFM, and is generally a result of attributes of the entity not being allowed in WFM.

If the entity is a team, verify that the entity name being synced is not a duplicate of an entity name that already exists in WFM. Verify that the entity name being synced exists and is not empty. If the issue persists, contact technical support.

## **WDIS Error Codes**

### **WDIS1000 (Fatal)**

**Failed to load the Request: <message>**

An error occurred when attempting to load the Request.

Check logs, consult system administrator and restart the service.

### **WDIS1001 (Fatal)**

**Failed to load the service: <message>**

An error occurred when attempting to load the service.

Check logs, consult system administrator, and restart the service.

### **WDIS1002 (Fatal)**

**Failed to update the Request: <message>**

An error occurred when attempting to update the Request.

Check logs, consult system administrator, and restart the service.

### **WDIS1003 (Fatal)**

**Failed to load historical data: <message>**

An error occurred when attempting to load history.

Check logs, consult system administrator, and restart the service.

#### **WDIS1004 (Fatal)**

**Failed to get sufficient historical data for trend: <message>**

An error occurred when attempting to determine a trend.

Check logs, consult system administrator, and restart the service.

#### **WDIS1005 (Fatal)**

**Failed to get update forecast data: <message>**

An error occurred when attempting to update forecast data.

Check logs, consult system administrator, and restart the service.

#### **WDIS1006 (Fatal)**

**Failed to load agent activities: <message>**

An error occurred when attempting to load agent activities.

Check logs, consult system administrator, and restart the service.

#### **WDIS1007 (Fatal)**

**Failed to load the Request: <message>**

An error occurred when attempting to calculate agent adherence and conformity.

Check logs, consult system administrator, and restart the service.

#### **WDIS2000 (Error)**

**Failed to locate forecast data for the day <forecastDate> <message>**

No forecast data found for day. No action required.

## **WFM Error Codes**

### **WFM1000 – A WFM service is not running. (Catastrophic)**

**The service <service name> is not running. Its current state is <service state>.**

A WFM service is not running. The most likely cause is the service has been shut down or is undergoing maintenance.

Restart the services listed. If the service does not need to run and has been shut down or disabled by design (possibly a service not needed for the configured ACD type), you can ignore this message. If the service is not running or has stopped responding on its own, this message might point to a severe software defect, and you should contact technical support.

**WFM1001 – Failed to connect to a WFM service. (Catastrophic)**

**Failed to connect to service <service name> (<host name>): <error code>.**

MANA could not connect to a WFM service. This might indicate that the service is not running or is not servicing requests. The most likely cause is the service has been shut down or is undergoing maintenance.

Restart the services listed. If the service does not need to run and has been shut down or disabled by design (possibly a service not needed for the configured ACD type), you can ignore this message. If the service is not running or has stopped responding on its own, this message might point to a severe software defect, and you should contact technical support.

**WFM1002 – WFM Product Adapter is not available (Catastrophic)**

**WFM Product Adapter is not available on <host name>.**

The WFM Product Adapter is not available. This might indicate that the WFM Product Adapter service is not running or is not servicing requests. The most likely cause is the WFM Product Adapter service has been shut down or is undergoing maintenance.

Restart the services listed. If the service is not running or has stopped responding on its own, this message might point to a severe software defect, and you should contact technical support.

**WFM1003 – Failed to connect to a service. (Catastrophic)**

**Failed to connect to service <service name> (<host name>:<port>): <error>.**

MANA could not connect to a service. This might indicate that the service is not running or is not servicing requests. The most likely cause is the service has been shut down or is undergoing maintenance.

Restart the services listed. If the service does not need to run and has been shut down or disabled by design (possibly a service not needed for the configured ACD type), you can ignore this message. If the service is not running or has stopped responding on its own, this message might point to a severe software defect, and you should contact technical support.

**WFM2000 – The Compile service is not processing compilation requests. (Severe)**

**The Compile service is not processing compilation requests.**

There are compilation requests from earlier than yesterday in the WFM database. This indicates that the Compile service has not processed those requests. This might indicate that the Compile service is not running or is not servicing requests. The most likely cause is the service has been shut down or is undergoing maintenance. Another possibility is the system is attempting to capture/compile data from a large date range, which takes more time to complete.

Verify the service is running. If the service is not running, restart it. If a large date range is being captured/compiled, wait until it is completed. If neither of these conditions are present, contact technical support.

### **WFM2001 – The Capture service is failing to capture recent ACD data. (Severe)**

#### **The Capture service is failing to capture recent ACD data.**

There is no recent historical ACD data in the WFM database. This might indicate that the Capture service is failing to capture recent ACD data. This might indicate that:

- The Capture service is not running
- The Capture service is not servicing requests
- The ACD is not running
- The Capture service is unable to communicate with the ACD.

Verify the Capture service is running. If the Capture service is not running, restart it. Verify the ACD is running and that the network connection/communication between the Capture service and the ACD is working. If none of these conditions are present, contact technical support.

### **WFM2002 (Severe)**

#### **The specified service is unable to connect to the specified database.**

The specified service is unable to connect to the specified database. This might indicate that the database is not up, that the configuration information to connect to the database is wrong, or that there is a network issue. The service and database involved are listed in the Details section.

Verify that the specified database is up. Verify that the database connection information is correct. Verify that the database is reachable from the specified service computer. Restart the listed services.

### **WFM2003 (Severe)**

#### **The specified service is unable to connect to the specified ACD.**

The specified service is unable to connect to the specified ACD. This might indicate that the ACD is not up, that the configuration information to connect to the ACD is wrong, or that there is a network issue. The service and ACD involved are listed in the Details section.



Verify that the specified ACD is up. Verify that the ACD connection information is correct. Verify that the ACD is reachable from the specified service computer. Restart the listed service.

### **WFM2004 (Severe)**

#### **The specified service is not responding.**

The specified service is not sending heart beats to the MANA service. This might indicate that the service is down, that the service is not responsive, that the firewall on the MANA service is blocking the connection, or that there is a network issue. The service involved is listed in the Details section.

Verify that the specified service is up and is not consuming large amounts of CPU. Verify that the MANA service is reachable from the specified service computer. Verify that the MANA service port used for the health check is open to inbound connections. Restart the service listed.

## **WFMAS Error Codes**

### **WFMAS0001 (Info)**

#### **Acmi service has started.**

The ACMI service has started.

No action is required.

### **WFMAS0002 (Info)**

#### **Acmi service has stopped.**

Indicates that the ACMI service has stopped.

No action required.

### **WFMAS0003 (Info)**

#### **Begin shutdown.**

Indicates that the service is being shut down.

No action required.

### **WFMAS0004 (Info)**

#### **CTI service on <host name> is <status>.**

Logs the connection status to the specified CTI service.

No action required.

### **WFMAS0005 (Info)**

**Successfully connected to CiscoMFC socket service at localhost.**

Indicates that the RTE service successfully connected to CiscoComMFC.

No action required.

### **WFMAS0006 (Info)**

**Is for UCCX <true/false>**

Indicates that the RTE service is for Cisco Unified Contact Center Express (Unified CCX).

No action required.

### **WFMAS1000 (Fatal)**

**Shutting down because of problems with RTE: <reason>**

The RTE connection to the Cisco CTI service is shutting down because of the specified issue.

Check that the Cisco CTI service is up and can be accessed by the WFM server. Check that the WFM database is up and can be accessed by the RTE service. Try restarting the RTE service. If the issue persists, contact technical support.

### **WFMAS2000 (Error)**

**Internal error: an unexpected error occurred while running Acmi service.**

An unexpected error occurred while running the ACMI service.

Check that the Cisco CTI service is up and can be accessed by the WFM server. Check that the WFM database is up and can be accessed by the RTE service. Try restarting the RTE service. If the issue persists, contact technical support.

### **WFMAS2001 (Error)**

**Unable to initialize Acmi Service.**

Unable to initialize the ACMI service.

Restart the RTE service. If the issue persists, contact technical support.

### **WFMAS2002 (Error)**

**Unable to connect to RTE service on localhost port <port>: <reason>.**

Unable to connect to the RTE service on the specified port.

Restart the RTE service. If the issue persists, contact technical support.

**WFMAS2003 (Error)**

**Unable to write to RTE service: <reason>.**

Unable to write agent state information to Java RTE.

Restart the RTE service. If the issue persists, contact technical support.

**WFMAS2004 (Error)**

**Configuration file not specified.**

The configuration file was not specified.

Restart the RTE service. If the issue persists, contact technical support.

**WFMAS2005 (Error)**

**Error with Query Agent State, Extension: <extension>, Login ID: <login ID>**

There was a problem querying for the specified agent and extension information.

Check that the Cisco CTI service is up and can be accessed by the WFM server. Try restarting the RTE service. If the issue persists, contact technical support.

**WFMAS3000 (Error)**

**There are no ACMI servers configured in <configuration file>.**

There are no ACMI servers configured in the specified configuration file.

Check that the configuration file exists and has the ACMI servers configured. Restart the RTE service. If the issue persists, contact technical support.

**WFMAS3001 (Error)**

**Cannot connect to CTI service: <reason>.**

The RTE service failed to connect to the Cisco CTI service for the specified reason.

Check that the Cisco CTI service is up and can be accessed by the WFM server. Try restarting the RTE service. If the issue persists, contact technical support.

**WMCA Error Codes****WMCA0000 (Info)**

<informational message>.

This error code covers miscellaneous informative messages that indicate program progress or status. These can be ignored and indicate normal operation.

### **WMCA1000 (Fatal)**

**Could not start the Capture service.**

See the error message or earlier log messages for the reason. Try restarting the Capture service. If the problem persists, contact technical support.

### **WMCA2000 (Fatal)**

**Could not start the WFM Capture service, but will keep trying.**

The Capture service will attempt to start every minute until it succeeds. Check the Capture service debug file for the reason associated with this error. Check that the WFM database is up and accessible by the Capture service.

Try restarting the Capture service. If the issue persists, contact technical support.

### **WMCA2001 (Error)**

**An unexpected error occurred: <reason>.**

An unexpected error occurred because of the specified reason.

Check that the WFM database is up and accessible by the Capture service. Try restarting the Forecast service. If the issue persists, contact technical support.

### **WMCA2002 (Error)**

**An unexpected error occurred, and the service thread will exit the run() loop: <reasons=>.**

An unexpected error occurred because of the specified reason, which caused one of the threads used for polling the database or file to terminate.

Check that the WFM database is up and accessible by the Capture service. Try restarting the Capture service. If the issue persists, contact technical support.

### **WMCA2004 (Error)**

**An unexpected error occurred when merging 15 minutes interval into 30 minutes interval: <timespan>, <reason>.**

An unexpected error occurred when parsing a file header.

Check the file format and version, or contact your system administrator.

**WMCA2005 (Error)**

**An unexpected error occurred when reading reports folder path from the repository: <reason>.**

An unexpected error occurred when reading reports folder path from the repository.

Check that this path is configured in PostInstall, or contact your system administrator.

**WMCA3000 (Warn)**

**Could not read capture requests (but will try again later): <reason>.**

The Capture service could not read requests but will try again later.

Check that the WFM database is up and accessible by the Capture service. Try restarting the Capture service. If the issue persists, contact technical support.

**WMCA3001 (Warn)**

**Could not identify files ready to be captured (but will try again later): <reason>.**

The Capture service could not identify GIS or HRMS files ready to be captured, but it will try again later.

Check that the files have the correct format. Check that the WFM database is up and accessible by the Capture service. Try restarting the Capture service. If the issue persists, contact technical support.

**WMC0 Error Codes****WMC00000 (Info)**

**<informational message>.**

This error code covers miscellaneous informative messages that indicate program progress or status. These can be ignored and indicate normal operation.

**WMC02000 (Error)**

**Invalid data for <item>.**

Invalid database type or protocol.

Try restarting the Compile service. If the issue persists, contact technical support.

**WMC02001 (Error)**

**Could not access data source for connecting to database.**

An error occurred while trying to access the database, registry, or a file.

Make sure that the WFM database is running and accessible. Check the status of the network if the WFM database is not local. Try restarting the Compile service. If the issue persists, contact technical support.

### **WMC02002 (Error)**

**System error: <cause>.**

An unexpected error occurred while processing compile requests.

Check the Compile service debug file for the reason associated with this error. Make sure that the WFM database is running and accessible. Check the status of the network if the WFM database is not local. Try restarting the Compile service. If the issue persists, contact technical support.

### **WMC02003 (Warn)**

**Initial processing is not executed—<request type>: <reason>.**

An unexpected error occurred while processing compile requests.

Check the Compile service debug file for the reason associated with this error. Make sure the WFM database is running and accessible. Check the status of the network if the WFM database is not local. Try restarting the Compile service. If the issue persists, contact technical support.

### **WMC02004 (Error)**

**Fail to load file—<file name>: <reason>.**

The specified SQL query file could not be read for the specified reason.

Check the Compile service debug file for the reason associated with this error. Check whether the SQL query file exists and is correct. Try restarting the Compile service. If the issue persists, contact technical support.

### **WMC02005 (Error)**

**Fail to execute the SQL script—<SQL script>: <reason>**

The specified SQL script cannot be executed.

Check the Compile service debug file for the reason associated with this error. Make sure the WFM database is running and accessible. Check the status of the network if the WFM database is not local.

Try restarting the Compile service. If the issue persists, contact technical support.

### **WMC02006 (Error)**

**Cannot find the DN—<DN>.**

The service queue associated with the specified DN is not found.

Check the Compile service debug file for the reason associated with this error. Make sure the WFM database is running and accessible. Check the status of the network if the WFM database is not local. Try restarting the Compile service. If the issue persists, contact technical support.

### **WMC02007 (Error)**

**Cannot find the service—<service queue ID>.**

The service queue associated with the specified ID is not found.

Check the Compile service debug file for the reason associated with this error. Check whether the specified service queue ID exists. Make sure the WFM database is running and accessible. Check the status of the network if the WFM database is not local. Try restarting the Compile service. If the issue persists, contact technical support.

### **WMC02008 (Error)**

**A parsing error occurred—<string being parsed>: <reason>.**

The specified string could not be parsed because of the specified reason.

Check the Compile service debug file for the reason associated with this error. Try restarting the Compile service. If the issue persists, contact technical support.

### **WMC03000 (Warn)**

**Request cannot be executed—<request>: <reason>.**

The request cannot be run according to the system configuration.

Check the Compile service debug file for the reason associated with this error. Try restarting the Compile service. If the issue persists, contact technical support.

### **WMC03001 (Warn)**

**Variable in table newtbConfig is not set—<variable>" <reason>.**

The specified variable in the table newtbConfig is not set.

Check the Compile service debug file for the reason associated with this error. Try restarting the Compile service. If the issue persists, contact technical support.

## **WMCP Error Codes**

### **WMCP2000 (Error)**

**Could not access the database, registry or a file for <item>**

An error occurred while trying to access the database, registry, or a file.

Make sure the database is running and accessible. Check the status of the network if the database is not local.

### **WMCP2001 (Error)**

**Could not access the database, registry or a file for <item>**

An error occurred while trying to access the database, registry, or a file.

Make sure the database is running and accessible. Check the status of the network if the database is not local.

### **WMCP2002 (Error)**

**System error: <cause>**

An unexpected (operating) system error occurred.

Check the system manually for this error.

### **WMCP2003 (Error)**

**Ended loading data at input line <linenum> of <filename>**

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.

Address the message immediately preceding this one.

### **WMCP2004 (Error)**

**Lines read = <total>: <succeeded> succeeded and <failed> failed.**

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.

Address the message immediately preceding this one.

### **WMCP2005 (Error)**

**An unexpected error occurred: <reason>**

An unexpected error occurred.

Contact your system administrator.



**WMCP2006 (Error)****Could not parse or convert data: <reason>**

Data could not be parsed or converted.

Correct the data if it appears in a user interface. Contact your system administrator.

**WMCP2007 (Error)****Could not execute the request: <requestId>: <reason>**

Request could not be executed.

Contact your system administrator.

**WMCP2008 (Error)****Could not load the request: <reason>**

Request could not be loaded.

Contact your system administrator.

**WMCP3000 (Warn)****Data storage error -- <operation>: <reason>**

Could not perform database operation.

Check network connectivity. Check if database is accessible.

**WMCS Error Codes****WMCS1004 (Fatal)****Cannot load <dataTypeName> <name> from the database: <reason>**

A fatal error occurred while trying to load data from the database.

Make sure the database is running and accessible. Check the status of the network.

**WMCS2000 (Error)****Cannot add <dataTypeName> <name> to the database: <reason>**

An error occurred while trying to add data to the database.

Make sure the database is running and accessible. Check the status of the network.

### **WMCS2001 (Error)**

**Cannot find <dataTypeName> <name> in the database: <reason>**

An error occurred while trying to find data in the database.

Make sure the database is running and accessible. Check the status of the network.

### **WMCS2002 (Error)**

**Cannot update <dataTypeName> <name> in the database: <reason>**

An error occurred while trying to update data in the database.

Make sure the database is running and accessible. Check the status of the network.

### **WMCS2003 (Error)**

**Cannot delete <dataTypeName> <name> in the database: <reason>**

An error occurred while trying to delete data in the database.

Make sure the database is running and accessible. Check the status of the network.

### **WMCS2004 (Error)**

**Cannot load <dataTypeName> <name> from the database: <reason>**

An error occurred while trying to load data from the database.

Make sure the database is running and accessible. Check the status of the network.

### **WMCS2005 (Error)**

**Cannot update <dataTypeName> <name> in the database: <reason>**

An error occurred while trying to update data in the database.

Make sure the database is running and accessible. Check the status of the network.

### **WMCS2006 (Error)**

**Cannot process <operation>: <reason>**

An error occurred while trying to process data.

Make sure the database is running and accessible. Check the status of the network.

### **WMCS2007 (Error)**

**Cannot update <dataTypeName>, ID <id>, in the database: <reason>**

An error occurred while trying to update data in the database.

Make sure the database is running and accessible. Check the status of the network.

#### **WMCS2008 (Error)**

**Cannot delete <dataTypeName>, ID <id>, in the database: <reason>**

An error occurred while trying to delete data in the database.

Make sure the database is running and accessible. Check the status of the network.

#### **WMCS2009 (Error)**

**Cannot load <dataTypeName>, ID <id>, from the database: <reason>**

An error occurred while trying to load data from the database.

Make sure the database is running and accessible. Check the status of the network.

#### **WMCS2010 (Error)**

**Cannot populate <screenControl>: <reason>**

An error occurred while trying to populate the screen with data.

Make sure the database is running and accessible. Check the status of the network.

#### **WMCS2011 (Error)**

**An unexpected error occurred: <reason>**

An unexpected error occurred.

Contact your system administrator.

#### **WMCS3000 (Warn)**

**Cannot find <dataTypeName> <name> in the database: <reason>**

An error occurred while trying to find data in the database.

Make sure the database is running and accessible. Check the status of the network.

#### **WMCS3001 (Warn)**

**Cannot find <dataTypeName> <name> in the database: <reason>**

An error occurred while trying to find data in the database.

Make sure the database is running and accessible. Check the status of the network.

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## WMFC Error Codes

### WMFC0000 (Info)

<informational message>.

This error code covers miscellaneous informative messages that indicate program progress or status. These can be ignored and indicate normal operation.

### WMFC1000 (Fatal)

**Could not start the Forecast service.**

The Forecast service could not be started.

Check the Forecast service debug file for the reason associated with this error. Try restarting the Forecast service.

### WMFC2000 (Fatal)

**Could not start the Forecast service, but will keep trying.**

The Forecast service is unable to start one of the distribution, forecast, or strategic forecast handling threads.

The Forecast service will attempt to start every minute until it succeeds. Check the Forecast service debug file for the reason associated with this error. Try restarting the Forecast service. If the issue persists, contact technical support.

### WMFC2001 (Error)

**An unexpected error occurred: <reason>.**

An unexpected error occurred because of the specified reason. This could have occurred while getting global weekly FTE minutes from the database or processing distribution, forecast, or strategic forecast requests,

Check that the WFM database is up and accessible by the Forecast service. Try restarting the Forecast service. If the issue persists, contact technical support.

### WMFC2002 (Error)

**An unexpected error occurred, and the service thread will exit the run() loop: <reason>.**

An unexpected error occurred because of the specified reason, which caused one of the threads used for processing distribution, forecast, or strategic forecast requests to terminate.

Check that the WFM database is up and accessible by the Forecast service. Try restarting the Forecast service. If the issue persists, contact technical support.

**WMFC3000 (Warn)**

**Could not read requests (but will try again later): <reason>.**

The Forecast service could not read requests, but will try again later.

Check that the WFM database is up and accessible by the Forecast service. Try restarting the Forecast service. If the issue persists, contact technical support.

**WMFC3004 (Warn)**

**Could not load distribution production data for service id <service queue ID> (cause: <cause>).**

The distribution production data could not be loaded for the Forecast service.

Rerun a production distribution for the service queue. Check that the WFM database is up and accessible by the Forecast service. Try restarting the Forecast service. If the issue persists, contact technical support.

**WMFC3005 (Warn)**

**Could not load distribution scenario data for service id <service queue ID> and distribution scenario id <named distribution ID> (cause: <cause>).**

The named distribution data could not be loaded for the service queue/named distribution.

Rerun a distribution for the service queue/named distribution. Check that the WFM database is up and accessible by the Forecast service. Try restarting the Forecast service. If the issue persists, contact technical support.

**WMFW Error Codes****WMFW1000 (Fatal)**

**Invalid <name> value <value> in <location>: <reason>**

Configuration or installed data is missing or invalid.

Replace or fix the data value. Check the status of the network.

**WMFW2004 (Error)**

**Error executing a remote process: <reason>**

An error occurred while trying to execute a remote process.

Verify that services are running. Check the status of the network.

### **WMFW2007 (Error)**

**Invalid <name> value <value> in <location>: <reason>**

Configuration or installed data is missing or invalid.

Replace or fix the data value. Check the status of the network.

### **WMFW2008 (Error)**

**Error accessing the database: <reason>**

**An error occurred while trying to access the database.**

**Make sure the database is running and accessible. Check the status of the network.**

### **WMFW2009 (Error)**

**Fail to switch to backup ACD <poolname> <reason>**

An error occurred while trying to access the database.

Make sure the database is running and accessible. Check the status of the network.

### **WMFW3000 (Warn)**

**Removed selected bad connection from pool.**

A bad connection was removed from the pool.

No action is required.

### **WMFW3001 (Warn)**

**Database connection was bad: <reason>**

Connection in database connection pool was bad.

No action is required.

### **WMFW3002 (Warn)**

**Database connection <poolName> does not exist.**

Pooled connection does not exist.

No action is required.

### **WMFW3003 (Warn)**

**Cannot close <dataType> <name>: <reason>**

An error occurred while trying to close a connection.

No action is required.

## WMMN Error Codes

### WMMN0000 (Info)

<Informational message>.

Miscellaneous informative messages indicating program progress or status. These can be ignored and indicate normal operation.

### WMMN0001 (Info)

**The MANA service has started.**

The MANA service has started.

No action is required.

### WMMN0002 (Info)

**The MANA service is stopping.**

The MANA service is stopping.

No action is required.

### WMMN0003 (Info)

**The MANA service has stopped.**

The MANA service has stopped.

No action is required.

### WMMN0004 (Info)

**The MANA configuration has been initialized with the database information specified in WFM Configuration Setup.**

The MANA configuration has been initialized with the database information specified in WFM Configuration Setup.

No action is required.

### **WMMN0005 (Info)**

**The MANA configuration has been initialized with the configuration information specified in WFM Configuration Setup.**

The MANA configuration has been initialized with the configuration information specified in WFM Configuration Setup because the database is down.

No action is required.

### **WMMN2000 (Warn)**

**Failed to update MANA configuration.**

Failed to update the MANA configuration with database information set in WFM Configuration Setup.

Check the MANA service debug file for the reason associated with this error. Run a SQL Server check (see the *WFM Troubleshooting Guide*). Restart the MANA service. If the issue persists, contact technical support.

### **WMMN2001 (Error)**

**Failed to initialize the MANA configuration with the database information specified in the WFM Configuration Setup.**

The health service could not be started because of the specified reason.

Check the MANA service debug file for the reason associated with the error. Run a SQL Server check (see the *WFM Troubleshooting Guide*). Restart the MANA service. If the issue persists, contact technical support.

### **WMMN2002 (Error)**

**The unknown ACD type (<ACD type>) cannot be handled by the MANA service.**

The specified unknown ACD type cannot be handled by the MANA service. The MANA service will default to the Generic ACD type.

Check the MANA service debug file for the reason associated with the error. Verify that the ACD type selected in WFM Configuration Setup is correct and supported. Verify that the ACD registry entry matches the ACD type selected in WFM Configuration Setup. Restart the MANA service. If the issue persists, contact technical support.

### **WMMN3000 (Warn)**

**Failed to update the MANA configuration with the database information specified in the WFM Configuration Setup.**

Failed to update the MANA configuration with the database information specified in WFM Configuration Setup. The previous configuration will be used.



Check the MANA service debug file for the reason associated with the error. Run a SQL Server check (see the *WFM Troubleshooting Guide*). Restart the MANA service. If the issue persists, contact technical support.

### **WMMN3001 (Warn)**

**Unable to get the WFM database port from the registry. Using the default port <port number>.**

The MANA service is unable to get the WFM database port from the registry and will use the default port.

Check the MANA service debug file for the reason associated with this error. Verify that the registry entry exists. Restart the MANA service. If the issue persists, contact technical support.

## **WMNC Error Codes**

### **WMNC0000 (Info)**

**<informational message>.**

This error code covers miscellaneous informative messages that indicate program progress or status. These can be ignored and indicate normal operation.

### **WMNC0001 (Info)**

**Using configuration file (<file name>) for (<name>) instance.**

The specified service instance is using the specified configuration file. No action is required.

### **WMNC0002 (Info)**

**Is for Cloud Edition (<true or false>).**

Indicates whether or not this is for the Cloud Edition of Workforce Management. No action is required.

### **WMNC0003 (Info)**

**The health checker thread has started.**

The health checker thread has started.

No action is required.

### **WMNC0004 (Info)**

**The health checker thread has stopped.**

The health checker thread has stopped.

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No action is required.

#### **WMNC0005 (Info)**

**(<database name>) database connection is up.**

The specified database connection is up.

No action is required.

#### **WMNC0006 (Info)**

**(<ACD type>) ACD connection is up.**

The specified ACD connection is up.

No action is required.

#### **WMNC2000 (Error)**

**An unexpected error occurred: <reason>**

An unexpected error occurred because of the specified reason.

Check the reason for the cause of the error. Try restarting the service. If the issue persists, contact technical support.

#### **WMNC2001 (Error)**

**The FTE hours are not configured for the agent with Id: <agent ID>.**

There is a vacation planning error when the FTE hours are not configured for the specified agent.

Configure the FTE hours for the specified agent.

#### **WMNC2002 (Error)**

**Unable to synchronize cache(s) with database: <reason> <error description>**

The application is unable to synchronize caches with the database because of the specified error.

Ensure the SQL Server database service is running before the application starts. Ensure that the WFM database used by the application is valid. Ensure that the WFM database connection information used by the application is correct. Try connecting to the WFM database manually from the same computer as the application.

#### **WMNC2003 (Error)**

**Unable to get the local host: <reason> <error description>**

The application is unable to get the local host because of the specified error.

Run a network check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **WMNC2004 (Error)**

**(<database name>) database connection is down.**

The specified database connection is down.

Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **WMNC2005 (Error)**

**(<ACD type>) ACD connection is down.**

The specified ACD connection is down.

Check whether the specified ACD service is running. Run a network check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **WMNC3000 (Warn)**

**Unable to read agent details from the database for agent ID <agent ID>**

The specified agent details could not be read from the database and will be ignored.

Check that the agent exists and is valid. Run a network check and SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by WFM. Restart WFM. If the issue persists, contact technical support.

### **WMNC3001 (Warn)**

**The start time on <day of week> for work shift <work shift ID> (<work shift name>) has been rounded down by 5 minutes from <old time> to <new time>.**

The start time on the specified day of the week of the specified work shift has been rounded down by 5 minutes.

Modify the start time of the specified day of the week for the specified work shift so that the start time is divisible by 5 minutes.

### **WMNC3002 (Warn)**

**The shift length on <day of week> for work shift <work shift ID> (<work shift name>) has been rounded up by 15 minutes from <old length> to <new length>.**

The shift length on the specified day of the week for the specified work shift has been rounded up by 15 minutes.

Modify the shift length on the specified day of the week for the specified work shift so that the shift length is divisible by 15 minutes.

### **WMNC3003 (Warn)**

**The shift on <previous day of week> for work shift <work shift ID> (<work shift name>) completely encompasses the shift on <day of week>. The shift on <day of week> is ignored.**

The shift on the specified day of the week of the specified work shift completely encompasses the shift on the next day, which as a result is ignored.

Modify the start time and/or shift length on either day of the week for the specified work shift so that the shifts do not overlap.

### **WMNC3004 (Warn)**

**The shift on <day of week> for work shift <work shift ID> (<work shift name>) overlaps with the previous day's shift. The shift on <day of week> has been adjusted to <new start time> start time and <new shift length> minutes shift length.**

The shift length on the specified day of the week of the specified work shift overlaps with the previous day's shift. The shift on the specified day of the week has been adjusted to the specified start time and shift length.

Modify the start time and/or shift length on either day of the week for the specified work shift so that the shifts do not overlap.

### **WMNC3005 (Warn)**

**The assignment date (<date>) for work shift <work shift ID> (<work shift name>) for agent <agent ID> (<agent login name>) does not match the starting day of week <day of week>.**

The assignment date for the specified work shift for the specified agent does not match the starting day of the week.

Removed that work shift assigned to the agent and add the work shift again with the correct date.

### **WMNC3006 (Warn)**

**The work shift <work shift ID> (<work shift name>) for agent <agent ID> (<agent login name>) does not exist, is not active, is not valid, or not in schedule request submitter's views.**

The specified work shift for the specified agent does not exist, is not active, is not valid, or not in the schedule request submitter's views.

Verify that the specified work shift exists, is active, is valid, and is in the schedule request submitter's views.

**WMNC3007 (Warn)**

**There are no active and valid work shifts for agent <agent ID> (<agent login name>).**

There are no active and valid work shifts for the specified agent.

Verify that the agent has a work shift that is active and valid.

**WMNC3008 (Warn)**

**Found a time stamp interacting with the repeated time during a fall back DST change: on <date> <time> <time zone>, assuming the earliest possible start time matching the specified time.**

The specified date and time in the specified time zone occurred during the fallback daylight savings time change. The time stamp is adjusted to the earliest possible start time matching the specified time.

No action is needed if the adjustment is acceptable. Otherwise, modify the date and/or time to avoid the fall back daylight savings time date and time change.

**WMNC3009 (Warn)**

**Found a time stamp interacting with the repeated time during a fallback DST change: on <date> <time> <time zone>, assuming the latest possible end time matching the specified time.**

The specified date and time in the specified time zone occurred during the fallback daylight savings time change. The time stamp is adjusted to the latest possible end time matching the specified time.

No action is needed if the adjustment is acceptable. Otherwise, modify the date and/or time to avoid the fallback daylight savings time date and time change.

**WMNC3010 (Warn)**

**Found a time stamp interacting with the missing Spring Ahead time during a DST change; on <date> <time> <time zone>, modifying time to <new time>.**

The specified date and time in the specified time zone occurred during the spring ahead daylight savings time change. The time stamp is adjusted to the specified time.

No action is needed if the adjustment is acceptable. Otherwise, modify the date and/or time to avoid the spring ahead daylight savings time date and time change.

**WMNC3011 (Warn)**

**Time span for start date <date> start time <time> end date <date> end time <time> in time zone <time zone> does not have a positive duration (<duration>).**

The specified start date, start time, end date, and end time in the specified time zone after adjustment for possible daylight savings time changes do not have a positive duration.

Modify the date and/or time to a valid time span that avoids the spring ahead or fall back daylight savings time date and time change.

### **WMNC3012 (Warn)**

**Work shift <work shift name> on <day of week> has an invalid shift from <start time> to <end time>.**

The specified work shift on the specified day of the week has an invalid shift after adjustment for possible daylight savings time changes (and does not have a positive duration).

Modify the date and/or time to a valid time span that avoids the spring ahead or fall back daylight savings time date and time change.

### **WMNC3013 (Warn)**

**Schedule request ID <request ID> is invalid and will be ignored: <error description>.**

The specified schedule request is invalid and will be ignored.

Check the information for the request on the User Requests page. Delete the invalid request. Resubmit the request with the correct information.

### **WMNC3014 (Warn)**

**The shift length on <day of week> for work shift <work shift ID> (<work shift name>) is zero. Adjusting start time from <time> to null to disable day.**

The shift length on the specified day of the week of the specified work shift is zero, even though the start time was specified. This is an invalid configuration and this day will be disabled for this work shift.

Modify the start time or shift length on the specified day of the week of the specified work shift to valid values, or clear both fields.

### **WMNC3015 (Warn)**

**The number of configured days for work shift <work shift ID> (<work shift name>) after adjustments is zero.**

The number of configured days for the specified work shift after adjustments is zero. This is an invalid configuration and the work shift is ignored.

Modify the specified work shift to have at least one day configured with valid values.

### **WMNC3016 (Warn)**

**The earliest start time on <day of week> for work shift <work shift ID> (<work shift name>) has been rounded down by 5 minutes from <old time> to <new time>.**

The earliest start time on the specified day of the week of the specified work shift has been rounded down by 5 minutes.

Modify the earliest start time on the specified day of the week for the specified work shift so that the earliest start time is divisible by 5 minutes.

### **WMNC3017 (Warn)**

**The latest start time on <day of week> for work shift <work shift ID> (<work shift name>) has been rounded up by 5 minutes from <old time> to <new time>.**

The latest start time on the specified day of the week of the specified work shift has been rounded up by 5 minutes. If the rounded up time is 24:00, it will be adjusted to 23:55.

Modify the latest start time on the specified day of the week for the specified work shift so that the latest start time is divisible by 5 minutes.

### **WMNC3018 (Warn)**

**The minimum shift length on <day of week> for work shift <work shift ID> (<work shift name>) has been rounded up by <schedule increment> minutes from <old length> to <new length>.**

The minimum shift length on the specified day of the week of the specified work shift has been rounded up by the configured schedule increment.

Modify the minimum shift length on the specified day of the week for the specified work shift so that the minimum shift length is divisible by the configured schedule increment.

### **WMNC3019 (Warn)**

**The maximum shift length on <day of week> for work shift <work shift ID> (<work shift name>) has been rounded up by <schedule increment> minutes from <old length> to <new length>.**

The maximum shift length on the specified day of the week of the specified work shift has been rounded up by the configured schedule increment.

Modify the maximum shift length on the specified day of the week for the specified work shift so that the maximum shift length is divisible by the configured schedule increment.

### **WMNC3020 (Warn)**

**The maximum shift length on <day of week> for work shift <work shift ID> (<work shift name>) is zero. Adjusting earliest start time from <time> to null to disable day.**

The maximum shift length on the specified day of the week of the specified work shift is zero even though the earliest start time was specified. This is an invalid configuration and this day will be disabled for this work shift.

Modify the earliest/latest start time or maximum shift length on the specified day of the week for the specified work shift to valid values, or clear all of those fields.

#### **WMNC3021 (Warn)**

**The minimum interval on <day of week> for work shift <work shift ID> (<work shift name>) has been rounded down by 5 minutes from <old length> to <new length>.**

The minimum interval on the specified day of the week of the specified work shift has been rounded down by 5 minutes.

Modify the minimum interval on the specified day of the week for the specified work shift so that the minimum interval is divisible by 5 minutes.

#### **WMNC3022 (Warn)**

**The number of configured days (<number>) for work shift <work shift ID> (<work shift name>) cannot be less than 1 or greater than 7.**

The number of configured days for the specified work shift cannot be less than 1 or greater than 7. This is an invalid configuration and the work shift is ignored.

Modify the specified work shift to have a valid number of days configured with valid values.

#### **WMNC3023 (Warn)**

**The minutes per week configured (<number>) for work shift <work shift ID> (<work shift name>) cannot be less than 0.**

The minutes per week configured for the specified work shift cannot be less than 0. This is an invalid configuration and the work shift is ignored.

Modify the specified work shift to have valid minutes per week.

#### **WMNC3024 (Warn)**

**The number of configured days (<number>) is not equal to the specified days per week (<number>) for work shift <work shift ID> (<work shift name>).**

The number of configured days is not equal to the specified days per week for the specified work shift. This is an invalid configuration and the work shift is ignored.

Modify the specified work shift to have a valid number of days configured with valid values.

#### **WMNC3025 (Warn)**

**The total minutes configured in the days (<number>) is not equal to the specified minutes per week (<number>) for work shift <work shift ID> (<work shift name>).**



The number of minutes configured in days is not equal to the specified minutes per week for the specified work shift. This is an invalid configuration and the work shift is ignored.

Modify the specified work shift to have valid days configured with valid values.

#### **WMNC3026 (Warn)**

**The shift length (<minutes>) cannot be less than 0 or greater than or equal to the total minutes in a day.**

The shift length cannot be less than 0 or greater than or equal to the total minutes in a day. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid shift length.

#### **WMNC3027 (Warn)**

**The schedule increment minutes (<minutes>) should be either 15 or 30 minutes only.**

The length of the schedule increment should be either 15 or 30 minutes. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid schedule increment.

#### **WMNC3028 (Warn)**

**The minimum days per week (<number>) cannot be less than 1 or greater than 7.**

The minimum days per week cannot be less than 1 or greater than 7. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid minimum days per week.

#### **WMNC3029 (Warn)**

**The maximum days per week (<number>) cannot be less than 1 or greater than 7.**

The maximum days per week cannot be less than 1 or greater than 7. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid maximum days per week.

#### **WMNC3030 (Warn)**

**The minimum days per week (<number>) is greater than the maximum days per week (<number>).**

The minimum days per week is greater than the maximum days per week. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have valid minimum and maximum days per week.

### **WMNC3031 (Warn)**

**The minimum minutes per week (<number>) cannot be less than 0.**

The minimum minutes per week cannot be less than 0. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid minimum minutes per week.

### **WMNC3032 (Warn)**

**The maximum minutes per week (<number>) cannot be less than 0.**

The maximum minutes per week cannot be less than 0. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid maximum minutes per week.

### **WMNC3033 (Warn)**

**The minimum minutes per week (<number>) is greater than the maximum minutes per week (<number>).**

The minimum minutes per week is greater than the maximum minutes per week. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have valid minimum and maximum minutes per week.

### **WMNC3034 (Warn)**

**The minimum interval (<minutes>) for (<day of week>) is greater than the total available interval (<minutes>) between this day and the next day.**

The minimum interval is greater than the total available interval between this day and the next day. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid minimum interval for the specified day.

### **WMNC3035 (Warn)**

**The minimum shift length (<number> minutes) cannot be less than 0 or greater than or equal to the total minutes in a day.**

The minimum shift length cannot be less than 0 or greater than or equal to the total minutes in a day. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid minimum shift length.

**WMNC3036 (Warn)**

**The maximum shift length (<number> minutes) cannot be less than 0 or greater than or equal to the total minutes in a day.**

The maximum shift length cannot be less than 0 or greater than or equal to the total minutes in a day. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid maximum shift length.

**WMNC3037 (Warn)**

**The minimum shift length (<number> minutes) is greater than the maximum shift length (<number> minutes).**

The minimum shift length is greater than the maximum shift length. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid minimum and maximum shift lengths.

**WMNC3038 (Warn)**

**The earliest start time (<time>) cannot be after latest start time (<time>).**

The earliest start time cannot be after the latest start time. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid earliest and latest start time.

**WMNC3039 (Warn)**

**The earliest and latest start time must be specified if the minimum and maximum shift lengths are specified.**

The earliest and latest start times must be specified if the minimum and maximum shift lengths are specified. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have valid earliest and latest start times, minimum and maximum shift lengths, or clear all these fields for the day.

**WMNC3040 (Warn)**

**The minimum interval (<minutes>) cannot be less than 0 or greater than or equal to the total minutes in a day.**

The minimum interval cannot be less than 0 or greater than or equal to the total minutes in a day. This is an invalid configuration and the work shift is ignored.

Modify the work shift to have a valid minimum interval.

### **WMNC3041 (Warn)**

**The minimum days per week (<number>) is less than the number of configured days that do not allow days off (<number>) for work shift <work shift ID> (<work shift name>).**

The minimum days per week is less than the number of configured days that do not allow days off for the specified work shift. The minimum days per week will be adjusted to the number of configured days that do not allow days off.

Modify the work shift to have a valid minimum days per week.

### **WMNC3042 (Warn)**

**The maximum days per week (<number>) is less than the number of configured days that do not allow days off (<number>) for work shift <work shift ID> (<work shift name>).**

The maximum days per week is less than the number of configured days that do not allow days off for specified work shift. The maximum days per week will be adjusted to the number of configured days that do not allow days off.

Modify the work shift to have a valid maximum days per week.

### **WMNC3043 (Warn)**

**The minimum minutes per week (<number>) is less than the sum of minimum shift lengths of configured days that do not allow days off (<number>) for work shift <work shift ID> (<work shift name>).**

The minimum minutes per week is less than the sum of the minimum shift lengths of configured days that do not allow days off for the specified work shift. The minimum minutes per week will be adjusted to the sum of the minimum shift lengths of the configured days that do not allow days off.

Modify the work shift to have a valid minimum minutes per week.

### **WMNC3044 (Warn)**

**The maximum minutes per week (<number>) is less than the sum of minimum shift lengths of configured days that do not allow days off (<number>) for work shift <work shift ID> (<work shift name>).**

The maximum minutes per week is less than the sum of the minimum shift lengths of the configured days that do not allow days off for the specified work shift. The maximum minutes per week will be adjusted to the sum of the minimum shift lengths of the configured days that do not allow days off.

Modify the work shift to have a valid maximum minutes per week.

**WMNC3045 (Warn)**

**The shift on <day of week> that allows days off for work shift <work shift ID> (<work shift name>) will not be used for scheduling because other days that do not allow days off have used up all the maximum minutes or days per week.**

The shift on the specified day that allows days off for the specified work shift will not be used for scheduling because other days that do not allow days off have used up all the maximum minutes or days per week.

Modify the work shift to remove this day, or increase the maximum minutes/days per week.

**WMNC3046 (Warn)**

**The number of days configured for work shift <work shift ID> (<work shift name>) is less than the minimum days per week (<number>) which will be adjusted to (<number>).**

The number of days configured for the specified work shift is less than the minimum days per week. The minimum days per week will be adjusted down to match the number of days configured.

Modify the work shift to decrease the minimum days per week or configure more days.

**WMNC3047 (Warn)**

**There is no combination of days that allow days off with days that do not allow days off for work shift <work shift ID> (<work shift name>) that will allow the minimum/maximum days per week and/or minimum/maximum minutes per week to be met.**

There is no combination of days that allow days off with days that do not allow days off for the specified work shift that allow the minimum/maximum days per week and/or minimum/maximum minutes per week requirements to be met.

Modify the work shift's minimum/maximum days per week, minimum/maximum minutes per week, or days so they do not conflict.

**WMNC3048 (Warn)**

**The shift on <day of week> that allows days off for work shift <work shift ID> (<work shift name>) will not be used for scheduling because it cannot be used in combination with the other days and still meet the work shift constraints.**

The work shift on the specified day of the week that allows days off for the work shift will not be used for scheduling because it cannot be used in combination with the other days and still meet the work shift constraints.

Modify the work shift to remove this day or the other work shift settings so that this day can be used.

### **WMNC3049 (Warn)**

**Cannot meet minimum interval of <number> minutes between work shift <work shift name> and <work shift name>.**

The specified minimum interval between the two specified work shifts cannot be met because of conflicts with the minimum/current shift length and/or the earliest/latest shift start.

Modify the work shifts to adjust the minimum interval, minimum/maximum shift length, and earliest/latest shift start so they do not conflict.

### **WMNC3050 (Warn)**

**There is no scheduling order specified for the service queue <service queue ID> (<service queue name>). Using default scheduling order.**

There is no scheduling order configured for the specified service queue. As a result the default scheduling order will be used.

Set and save the scheduling order for the service queue.

### **WMNC3051 (Warn)**

**Unable to read the WFM legacy colors: <error description>**

The WFM legacy colors could not be read from the WFM database because of the specified error.

Run a network check and SQL Server check (see the WFM Troubleshooting Guide) to verify that the WFM database is up and accessible by the application. Restart the application. If the error persists, contact technical support.

### **WMNC3052 (Warn)**

**The duration for work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) was changed from <old duration in minutes> to <new duration in minutes>.**

The duration for the specified work condition activity was changed because it is not divisible by 5 minutes or exceeds the shift length.

Modify the work condition activity duration to a valid value or increase the work condition shift length.

### **WMNC3053 (Warn)**

**The minimum delay for work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) was changed from <old minimum delay in minutes> to <new minimum delay in minutes>.**

The minimum delay for the specified work condition activity was changed for one of these reasons:

- It is not divisible by 5 minutes
- The minimum delay plus the duration exceeds the shift length
- It is greater than the maximum delay

Do one of the following:

- Modify the work condition activity minimum delay to a valid value
- Change the duration or maximum delay
- Increase the work condition shift length

### **WMNC3054 (Warn)**

**The maximum delay for work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) was changed from <old maximum delay in minutes> to <new maximum delay in minutes>.**

The maximum delay for the specified work condition activity was changed for one of these reasons:

- It is not divisible by 5 minutes
- The maximum delay plus the duration exceeds the shift length

Do one of the following:

- Modify the work condition activity maximum delay to a valid value
- Change the duration
- Increase the work condition shift length

### **WMNC3055 (Warn)**

**The work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) will be ignored because its duration is zero.**

The specified work condition activity will be ignored because its duration is zero.

No action is needed if this is intentional. Otherwise, modify the work condition activity duration to a valid value.

### **WMNC3056 (Warn)**

**The work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) will be ignored because its duration (<duration in minutes>) is invalid.**

The specified work condition activity will be ignored because its duration is invalid. The duration must be from 0 to 1439.

Modify the work condition activity duration to a valid value.

### **WMNC3057 (Warn)**

**The work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) will be ignored because its paid portion (<paid portion in minutes>) is invalid.**

The specified work condition activity will be ignored because its paid portion is invalid. The paid portion must be from 0 to 1439.

Modify the work condition activity paid portion to a valid value.

### **WMNC3058 (Warn)**

**The work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) will be ignored because its increment (<increment in minutes>) is invalid.**

The specified work condition activity will be ignored because its increment is invalid. The increment must be 5, 10, 15, 30, or 30 minutes.

Modify the work condition activity increment to a valid value.

### **WMNC3059 (Warn)**

**The work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) will be ignored because its minimum interval (<minimum interval in minutes>) is invalid.**

The specified work condition activity will be ignored because its minimum interval is invalid. The minimum interval must be from 0 to 1439.

Modify the work condition activity minimum interval to a valid value.

### **WMNC3060 (Warn)**

**The paid portion for work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) was changed from <old paid portion in minutes> to <new paid portion in minutes>.**

The paid portion for the specified work condition activity was changed because it is not divisible by 5 minutes, or it is greater than the duration.

Modify the work condition activity paid portion to a valid value, or change the duration.

### **WMNC3061 (Warn)**

**The minimum interval for work condition <work condition ID> (<work condition name>) activity (<work condition activity name>) was changed from <old minimum interval in minutes> to <new minimum interval in minutes>.**



The minimum interval for the specified work condition activity was changed because it is not divisible by 5 minutes.

Modify the work condition activity minimum interval to a valid value.

### **WMNC3062 (Warn)**

**The shift length for work condition <work condition ID> (<work condition name>) was changed from <old shift length in minutes> to <new shift length in minutes>.**

The shift length for the specified work condition was changed because it is not divisible by 15 minutes.

Modify the work condition shift length to a valid value.

### **WMNC3063 (Warn)**

**There are no combinations of work condition activities for work condition <work condition ID> (<work condition name>) that will meet all of their constraints.**

There are no combinations of work condition activities for the specified work condition that will meet all of their constraints.

Modify the work condition activities so that there is at least one valid combination that meets all of their constraints.

### **WMNC3064 (Warn)**

**Assigned exception <exception ID> (<exception name>) for agent (<agent login name>) will be ignored because the exception start date is unspecified.**

The specified assigned exception for the specified agent will be ignored because the exception start date is unspecified, likely due to database corruption.

Delete the exception for the agent and then assign a valid exception to the agent.

### **WMNC3065 (Warn)**

**Assigned exception <exception ID> (<exception name>) for agent <agent ID> (<agent login name>) will be ignored because either the exception start time or end time is unspecified.**

The specified assigned exception for the specified agent will be ignored because either the exception start time or end time is unspecified, likely due to database corruption.

Delete the assigned exception for the agent and then reassign a valid exception to the agent.

### **WMNC3066 (Warn)**

**The start time for assigned exception <exception ID> (<exception name>) for agent <agent ID> (<agent login name>) was changed from <old time> to <new time>.**

The start time for the specified assigned exception for the specified agent was rounded down by 5 minutes and/or for daylight savings time.

No action is needed if the change is due to daylight savings time and is acceptable. Otherwise, delete the assigned exception for the agent and then assign an exception with a valid start time to the agent.

### **WMNC3067 (Warn)**

**The end time for assigned exception <exception ID> (<exception name>) for agent <agent ID> (<agent login name>) was changed from <old time> to <new time>.**

The end time for the specified assigned exception for the specified agent was rounded up by 5 minutes and/or for daylight savings time.

No action is needed if the change is due to daylight savings time and is acceptable. Otherwise, delete the assigned exception for the agent and then assign an exception with a valid start time to the agent.

### **WMNC3068 (Warn)**

**Assigned exception <exception ID> (<exception name>) for agent <agent ID> (<agent login name>) will be ignored because the duration is zero.**

The specified assigned exception for the specified agent will be ignored because the duration is zero. This is due to the start and end time being the same originally, rounding down the start time by 15 minutes, rounding up the end time by 15 minutes, and/or the impact of daylight savings time.

No action is needed if the change is due to daylight savings time and is acceptable. Otherwise, delete the assigned exception for the agent and then assign an exception with valid start and end times to the agent.

### **WMNC3069 (Warn)**

**Project <project ID> (<project name>) will be ignored because the start date <start date> is after the end date <end date>.**

The specified project will be ignored because the start date is after the end date.

Modify the project start date or end date so that the start date is earlier or the same as the end date.

### **WMNC3070 (Warn)**

**The start time for project <project ID> (<project name>) has been rounded down by 5 minutes from <old start time> to <new start time>.**

The start time of the specified project has been rounded down by 5 minutes.

Modify the start time of the specified project so that it is divisible by 5 minutes.

**WMNC3071 (Warn)**

**The end time for project <project ID> (<project name>) has been rounded up by 5 minutes from <old end time> to <new end time>.**

The end time of the specified project has been rounded up by 5 minutes.

Modify the end time of the specified project so that it is divisible by 5 minutes.

**WMNC3072 (Warn)**

**There is no days of week selected for project <project ID> (<project name>) which will be ignored.**

There are no days of the week selected for the specified project. This is an invalid configuration and so the project will be ignored.

Select at least one day of the week in the specified project.

**WMNC3073 (Warn)**

**The duration unit for project <project ID> (<project name>) has been rounded up by 5 minutes (at least 5 minutes and at most 1440 minutes) from <old duration unit> to <new duration unit>.**

The duration unit of the specified project has been rounded up by 5 minutes. The duration can be from 5–1440 minutes.

Modify the duration unit of the project so that it is divisible by 5 minutes, and does not exceed 1440 minutes, the total number of minutes in a day.

**WMNC3074 (Warn)**

**The minimum duration for project <project ID> (<project name>) has been rounded up by the duration unit (at least duration unit and at most 2880 minutes rounded down by duration unit) from <old minimum duration> to <new minimum duration>.**

The project's minimum duration has been rounded up by the duration unit (at least the duration unit and at most 2880 minutes rounded down by the duration unit). 2880 is the number of minutes in two days (because a shift day that crosses midnight could potentially be up to two days).

Modify the project's minimum duration so that it is divisible by the duration unit and does not exceed 2880, the number of minutes in two days.

**WMNC3075 (Warn)**

**The maximum duration for project <project ID> (<project name>) has been rounded up by the duration unit (at least duration unit and at most 2880 minutes rounded down by duration unit) from <old maximum duration> to <new maximum duration>.**

The project's maximum duration has been rounded up by the duration unit (at least the duration unit and at most 2880 minutes rounded down by the duration unit). 2880 is the number of minutes in two days (because a shift day that crosses midnight could potentially be up to two days).

Modify the project's maximum duration so that it is divisible by the duration unit and does not exceed 2880, the number of minutes in two days.

### **WMNC3076 (Warn)**

**The minimum duration <minimum duration> is greater than the maximum duration <maximum duration> for project <project ID> (<project name>) which will be ignored.**

The minimum duration is greater than the maximum duration for the project. This is an invalid configuration and as a result the project will be ignored.

Modify the project's minimum or maximum duration, or both, so that the minimum duration is less than or equal to the maximum duration.

### **WMNC3077 (Warn)**

**The maximum hours per week for project <project ID> (<project name>) has been adjusted from <old maximum hours per week> to <new maximum hours per week>.**

The project's maximum hours per week has been adjusted to be at least the minimum duration (rounded up to the nearest hour) with a maximum of 192 hours. The maximum is calculated by multiplying 24 hours per day by 8 days (8 days due to the potential of a cross midnight shift on the last day of the schedule week).

Modify the project's minimum or maximum hours per week, or both, so that they are consistent.

### **WMNC3078 (Warn)**

**The start time and end time for project <project ID> (<project name>) are the same which will be ignored.**

The project's start and end time are the same. This is an invalid configuration, and as a result the project will be ignored.

Modify the project's start or end time, or both, so that they are different.

### **WMNC3079 (Warn)**

**The schedule file (<filename>) does not exist.**

The specified file name does not exist.

Verify that the file exists and is readable by the Schedule service.

**WMNC3080 (Warn)**

**The schedule file (<filename>) cannot be read: <reason>.**

The specified schedule file cannot be read for the stated reason.

Verify that the file exists and is readable by the Schedule service.

**WMNC3081 (Warn)**

**The schedule file (<filename>) does not have valid value for key (<key>). Using default value <value>.**

The specified schedule file does not have a valid value for the specified key, so WFM is using the default value.

Verify that the file exists and has a valid value in the specified key.

**WMNC3082 (Warn)**

**The total time for work condition <work condition ID> (<work condition name>), shift length plus all unpaid time, exceeds 48 hours.**

The total time for the work condition, shift length, and all unpaid time exceeds 48 hours.

Modify the work condition activities so that the shift length plus all the unpaid time is less than 48 hours.

**WMNC3083 (Warn)**

**The maximum possible shifts was smaller than minimum minutes required per week, adjusting minimum minutes required per week from <original min minutes> to <new min minutes> for work shift <work shift ID> (<work shift name>).**

The maximum possible shifts was smaller than the minimum minutes required per week. WFM has adjusted the minimum minutes required per week down to the minutes in the maximum possible shifts.

Modify the work shift minimum required hours, shift lengths for the days, required days, or minimum/maximum days per week to create a viable combination.

**WMNC3084 (Warn)**

**The minimum possible shifts was greater than maximum minutes required per week, adjusting maximum minutes required per week from <original max minutes> to <new max minutes> for work shift <work shift ID> (<work shift name>).**

The minimum possible shifts was greater than the maximum minutes required per week. WFM has adjusted the maximum minutes up to the minutes in the minimum possible shifts.

Modify the work shift maximum required hours, shift lengths for the days, required days, or minimum/maximum days per week to create a viable combination.

### **WMNC3085 (Warn)**

**The configuration file (<file name>) is not found or cannot be read: <reason>.**

The specified configuration file is not found or cannot be read because of the specified reason.

Verify the configuration file exists and can be read by the service.

### **WMNC3086 (Warn)**

**Unable to read workflow rules for request type <request type>: <error description>.**

The workflow rules could not be read from the WFM database for the specified request type because of the specified error.

- Check the cause in the STACK line in the debug file following the error.
- Verify the workflow for the specified request type is valid.
- Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*) to verify the WFM database is up and accessible by the application.
- Try restarting the application.
- If the issue persists, contact technical support.

### **WMNC3087 (Warn)**

**Unable to find (<loginId>) system user: <reason>.**

The specified system user could not be obtained from the database.

Check the cause in the STACK line in the debug file following this line. Run a network check and SQL Server check (see the *WFM Troubleshooting Guide*). Verify the specified user is a Cisco user. Try restarting the application. If this issue persists, contact technical support.

### **WMNC3088 (Warn)**

**The minimum minutes per week <required minimum minutes per week> is greater than the sum of maximum shift lengths of configured days <sum of max shift lengths> for work shift <id> (<work shift name>).**

There is no combination of required and optional configured days' shift lengths that will meet the minimum minutes per week requirement.

Modify the work shift minimum required hours or the shift lengths of the configured days to create a viable combination.

**WMNC3089 (Warn)**

**There are no days of the week selected for project <project ID> (<project name>) that fall within the start date <start date> and end date <end date>.**

There are no days of the week selected for the specified project that fall within the specified start date and end date. This is an invalid configuration and the project is ignored.

Select at least one day of the week in the project that falls within the start and end dates, or change either the start date or end date so that the date range includes at least one of the selected days of the week.

**WMNC3090 (Warn)**

**There is no period with the specified schedule increment and minimum duration for project <project ID> (<project name>) that falls within the project date/time range.**

There is no period with the specified schedule increment and minimum duration for the project that falls within the project date/time range. This is an invalid configuration and the project is ignored.

Change the schedule increment, minimum duration, start date, end date, start time, or end time so that the date/time range includes at least one period with the specified schedule increment and minimum duration.

**WMNC3091 (Warn)**

**The duration unit for project <project ID> (<project name>) has been changed from <old duration unit> to <new duration unit>.**

The project's duration unit has been changed to the schedule increment.

Modify the project's duration unit so that it is at least the schedule increment.

**WMNC3092 (Warn)**

**Timed out waiting for health checker thread to start.**

The health checker thread did not start before timeout occurred.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

**WMNC3093 (Warn)**

**Caught exception while starting health checker thread: <reason>.**

The specified exception was caught while starting the health checker thread.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **WMNC3094 (Warn)**

**Caught exception sending (<database connection status>) to the health service: <reason>**

The specified exception was caught while sending the specified database connection status to the health service.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **WMNC3095 (Warn)**

**Caught exception sending (<ACD connection status>) to the health service: <reason>**

The specified exception was caught while sending the specified ACD connection status to the health service.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the application. If the issue persists, contact technical support.

### **WMNC3096 (Warn)**

**There are no active and valid work shifts for agent <agent ID> (<agent name>) for schedule week (<date>)**

There are no active and valid work shifts for the specified agent for the schedule week with the specified date.

Verify that the agent has a work shift that is active and valid for the schedule week with the specified date.

### **WMNC3097 (Warn)**

**The work shifts (<sum of work shifts minutes for date>) minutes for agent <agent ID> (<agent name>) have exceeded <date> maximum minutes (<day of week maximum minutes>) for the min max hours condition (<min max hours condition name>)**

The work shifts minutes for the specified agent have exceeded the specified date maximum minutes for the specified min max hours condition.

Do one of the following:

- Modify the maximum hours for the date in the min max hours condition.
- Use a different min max hours condition.
- Change the agent's work shifts.



**WMNC3098 (Warn)**

The work shifts (<sum of work shifts minutes for date>) minutes for agent <agent ID> (<agent name>) is below <date> minimum minutes (<day of week maximum minutes>) for the min max hours condition (<min max hours condition name>)

The work shifts minutes for the specified agent are below the specified date minimum minutes for the specified min max hours condition.

Do one of the following:

- Modify the minimum hours for the date in the min max hours condition.
- Use a different min max hours condition.
- Change the agent's work shifts.

**WMNC3099 (Warn)**

The work shifts (<sum of work shifts distinct days of the week>) days of the week for agent <agent ID> (<agent name>) have exceeded the maximum days per week (<maximum days per week>) for the schedule week with start date of <date> for the min max hours condition (<min max hours condition name>)

The work shifts days of the week for the specified agent have exceeded the maximum days per week for the specified schedule week for the specified min max hours condition.

Do one of the following:

- Modify the maximum days per week in the min max hours condition.
- Use a different min max hours condition.
- Change the agent's work shifts.

**WMNC3100 (Warn)**

The work shifts (<sum of work shifts spans minutes for the week>) minutes for the week for agent <agent ID> (<agent name>) have exceeded the maximum minutes per week (<maximum minutes per week>) for the schedule week with start date of <date> for the min max hours condition (<min max hours condition name>)

The work shifts minutes for the week for the specified agent have exceeded the maximum minutes per week for the specified schedule week and the specified min max hours condition.

Do one of the following:

- Modify the maximum minutes per week in the min max hours condition.
- Use a different min max hours condition.

- Change the agent's work shifts.

### **WMNC3101 (Warn)**

**There are no active and valid work shifts for agent <agent ID> (<agent name>) for schedule week (<date>)**

The work shifts days of the week for the specified agent are below the minimum days per week for the specified schedule week and the specified min max hours condition.

Do one of the following:

- Modify the minimum days per week in the min max hours condition.
- Use a different min max hours condition.
- Change the agent's work shifts

### **WMNC3102 (Warn)**

**The work shifts (<sum of work shifts spans minutes for the week>) minutes for the week for agent <agent ID> (<agent name>) are below the minimum minutes per week <minimum minutes per week> for schedule week with start date of <date> for the min max hours condition (<min max hours condition name>)**

The work shifts minutes for the week for the specified agent are below the minimum minutes per week for the specified schedule week and the specified min max hours condition.

Do one of the following:

- Modify the minimum days per week in the min max hours condition.
- Use a different min max hours condition.
- Change the agent's work shifts

### **WMNC3103 (Warn)**

**Dynamic availability rule ID (<dynamic availability rule ID>) does not exist but is assigned to agent <agent ID> (<agent name>) for the schedule week starting on <date>**

The dynamic availability rule does not exist but is assigned to the specified agent for the specified schedule week.

Verify that the dynamic availability rule exists and are valid. Unassign the dynamic availability rule from the agent. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the application. Try restarting the application.

If this issue persists, contact technical support.

**WMNC3104 (Warn)**

**Agent <agent ID> (<agent name>) has dynamic availability but no min max hours condition assigned for the schedule week starting on <date>**

The specified agent has dynamic availability but no min max hours condition assigned for the specified schedule week.

Do one of the following:

- Assign a min max hours condition to the agent for the specified schedule week.
- Unassign the dynamic availability rule from the agent for the specified schedule week.

**WMNC3105 (Warn)**

**Agent <agent ID> (<agent name>) has approved dynamic availability but no selection for the schedule week starting on <date>**

The specified agent has approved dynamic availability, but has no selection for the specified schedule week.

Verify the dynamic availability selection for the agent contains valid selection for the schedule week. Unassign the dynamic availability rule from the agent. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the application. Try restarting the application.

If this issue persists, contact technical support.

**WMNC3107 (Warn)**

**Agent <agent ID> (<agent name>) has no selection on <date> which is a must work day in dynamic availability rule ID (<dynamic availability rule ID>)**

The specified agent has no selection on the specified date which is a must work day in the specified dynamic availability rule.

Do one of the following:

- Modify the dynamic availability rule for the day of week to can work or cannot work.
- Unassign the dynamic availability rule from the agent.
- Run Network Check and SQL Server Check specified in Troubleshooting guide to verify the WFM database is up and accessible by the application.
- Try restarting the application.

If this issue persists, contact technical support.

### **WMNC3108 (Warn)**

**Agent <agent ID> (<agent name>) has selection on <date> which is a cannot work day in dynamic availability rule ID (<dynamic availability rule ID>)**

The specified agent has selection on the specified date which is a cannot work day in the specified dynamic availability rule.

Do one of the following:

- Modify the dynamic availability rule for the day of week to can work or must work.
- Unassign the dynamic availability rule from the agent.
- Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the application.
- Try restarting the application.

If this issue persists, contact technical support.

### **WMNC3109 (Warn)**

**Agent <agent ID> (<agent name>) has a selection with earliest start time <selection earliest start time> that is before the earliest selectable time <dynamic availability rule earliest start time> in dynamic availability rule ID (<dynamic availability rule ID>)**

The specified agent has a selection with the specified latest end times that is before the specified latest selectable time in the specified dynamic availability rule.

Do one of the following:

- Modify the dynamic availability rule for the day of week to a later selectable time.
- Unassign the dynamic availability rule from the agent.
- Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the application.
- Try restarting the application.

If this issue persists, contact technical support.

### **WMNC3110 (Warn)**

**Agent <agent ID> (<agent name>) has a selection with latest end time <selection latest end time> that is after the latest selectable time <dynamic availability rule latest selectable time> in dynamic availability rule ID (<dynamic availability rule ID>)**

The specified agent has a selection with the specified latest end times that is before the specified latest selectable time in the specified dynamic availability rule.

Do one of the following:

- Modify the dynamic availability rule for the day of week to a later selectable time.
- Unassign the dynamic availability rule from the agent.
- Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the application.
- Try restarting the application.

If this issue persists, contact technical support.

### **WMNC3111 (Warn)**

**Agent <agent ID> (<agent name>) selection (<selection earliest start time> - <selection latest end time>) is below minimum shift length <minimum shift length> in dynamic availability rule ID (<dynamic availability rule ID>)**

The specified agent has a selection which is shorter than the minimum shift length in the specified dynamic availability rule. This selection will not be used.

Do one of the following:

- Modify the dynamic availability rule to smaller minimum shift length.
- Unassign the dynamic availability rule from the agent.
- Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the application.
- Try restarting the application.

If this issue persists, contact technical support.

### **WMNC3112 (Warn)**

**Agent <agent ID> (<agent name>) maximum number of shifts <agent maximum number of shifts> is greater than the maximum number of shifts <dynamic availability rule maximum number of shifts> specified in dynamic availability rule ID (<dynamic availability rule ID>)**

The specified agent maximum number of shifts is greater than the maximum number of shifts in the specified dynamic availability rule. The maximum number of shifts in the specified dynamic availability rule will be used.

Do one of the following:

- Modify the dynamic availability rule to greater maximum number of shifts.
- Unassign the dynamic availability rule from the agent.
- Run Network Check and SQL Server Check specified in the Troubleshooting guide to

verify that the WFM database is up and accessible by the application.

- Try restarting the application.

If this issue persists, contact technical support.

### **WMNC3113 (Warn)**

**Agent <agent ID> (<agent name>) minimum time between shifts <agent minimum time between shifts> is less than the minimum time between shifts <dynamic availability rule minimum time between shifts> specified in dynamic availability rule ID (<dynamic availability rule ID>)**

The specified agent minimum time between shifts is less than the minimum time between shifts in the specified dynamic availability rule. The minimum time between shifts in the specified dynamic availability rule will be used.

Do one of the following:

- Modify the dynamic availability rule to smaller minimum time between shifts.
- Unassign the dynamic availability rule from the agent.
- Run Network Check and SQL Server Check specified in Troubleshooting guide to verify the WFM database is up and accessible by the application.
- Try restarting the application.

If this issue persists, contact technical support.

### **WMNC3114 (Warn)**

**Agent <agent ID> (<agent name>) has selection on <date> in dynamic availability rule ID (<dynamic availability rule ID>) that has zero maximum hours in min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent has selection on the specified date in the specified dynamic availability rule that has zero maximum hours in the specified min max hours condition. The agent's selection for the date is unselected.

Do one of the following:

- Modify the maximum hours for that day of week in the min max hours condition.
- Unassign the dynamic availability rule from the agent.
- Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the application.
- Try restarting the application.

If this issue persists, contact technical support.

**WMNC3115 (Warn)**

Agent <agent ID> (<agent name>) has dynamic availability rule ID (<dynamic availability rule ID>) with greater minimum shift length <dynamic availability rule minimum shift length> than the maximum minutes <min max hours condition maximum minutes> for <date> in min max hours condition <min max hours condition ID> (<min max hours condition name>) on a must work day of week.

The specified agent has dynamic availability rule with greater minimum shift length than the maximum minutes in the specified min max hours condition on a must-work day of the week.

Do one of the following:

- Modify the maximum hours for that day of week in the min max hours condition.
- Modify the dynamic availability rule minimum shift length.

**WMNC3116 (Warn)**

Agent <agent ID> (<agent name>) has dynamic availability rule ID (<dynamic availability rule ID>) with greater minimum shift length <dynamic availability rule minimum shift length> than the maximum minutes <min max hours condition maximum minutes> for <date> in min max hours condition <min max hours condition ID> (<min max hours condition name>) on a can work day of week.

The specified agent has dynamic availability rule with greater minimum shift length than the maximum minutes in the specified min max hours condition on a can work day of week. This day will be treated as a cannot work day.

Do one of the following:

- Modify the maximum hours for that day of week in the min max hours condition.
- Modify the dynamic availability rule minimum shift length.

**WMNC3118 (Warn)**

Agent <agent ID> (<agent name>) has must work day on <date> in dynamic availability rule ID (<dynamic availability rule ID>) but has zero maximum hours for the day in min max hours condition <min max hours condition ID> (<min max hours condition name>)

The specified agent has must work day on the specified date in the specified dynamic availability rule but has zero maximum hours for the day in the specified min max hours condition.

Do one of the following:

- Modify the maximum hours for that day of week in the min max hours condition.
- Modify the dynamic availability rule for the day of week.
- Unassign the dynamic availability rule from the agent.

### **WMNC3119 (Warn)**

**Agent <agent ID> (<agent name>) has cannot work day on <date> in dynamic availability rule ID (<dynamic availability rule ID>) but has positive minimum hours for the day in min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent has cannot work day on the specified date in the specified dynamic availability rule but has positive minimum hours for the day in the specified min max hours condition.

Do one of the following:

- Modify the maximum hours for that day of week in the min max hours condition.
- Modify the dynamic availability rule for the day of week.
- Unassign the dynamic availability rule from the agent.

### **WMNC3120 (Warn)**

**Agent <agent ID> (<agent name>) has <total selected availability> selected minutes on <date> in dynamic availability rule ID (<dynamic availability rule ID>) which is below the minimum hours for the day <minimum minutes for day of week> in min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent has selected minutes on the specified date in the specified dynamic availability rule which is below the minimum hours for the day in the specified min max hours condition.

Do one of the following:

- Modify the minimum hours for that day of week in the min max hours condition.
- Modify the dynamic availability rule for the day of week.
- Unassign the dynamic availability rule from the agent.

### **WMNC3121 (Warn)**

**Agent <agent ID> (<agent name>) has <total selected availability> selected minutes on the schedule week starting on <date> in dynamic availability rule ID (<dynamic availability rule ID>) which is below the minimum hours for the week <minimum minutes for the week> in min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent has selected minutes on the specified schedule week in the specified dynamic availability rule which is below the minimum hours for the week in the specified min max hours condition.

Do one of the following:



- Modify the minimum hours for the week in the min max hours condition.
- Modify the dynamic availability rule to allow selecting more time.
- Unassign the dynamic availability rule from the agent.

### **WMNC3122 (Warn)**

**Agent <agent ID> (<agent name>) has <number of selected days> selected days on the schedule week starting on <date> in dynamic availability rule ID (<dynamic availability rule ID>) which is below the minimum days for the week <minimum days for the week> in min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent has the specified number of selected days on the specified schedule week in the specified dynamic availability rule which is below the minimum days for the week in the specified min max hours condition.

Do one of the following:

- Modify the minimum days for the week in the min max hours condition.
- Modify the dynamic availability rule to allow selecting more days.
- Unassign the dynamic availability rule from the agent.

### **WMNC3123 (Warn)**

**Agent <agent ID> (<agent name>) has a total of <total minimum must work days shift length> minutes for minimum must work days shift on the schedule week starting on <date> in dynamic availability rule ID (<dynamic availability rule ID>) which is above the maximum hours for the week <maximum minutes for the week> in min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent has a total of minutes for minimum must work days shift on the specified schedule week in the specified dynamic availability rule which is above the maximum hours for the week in the specified min max hours condition.

Do one of the following:

- Modify the maximum hours for the week in the min max hours condition.
- Modify the dynamic availability rule to reduce selecting days or time on must work days.
- Unassign the dynamic availability rule from the agent.

### **WMNC3124 (Warn)**

**Agent <agent ID> (<agent name>) has more must work days (<number of must work days>) on the schedule week starting on <date> in dynamic availability rule ID (<dynamic availability rule ID>) than the maximum days for the week <maximum days for the week>**

**in min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent has more must work days on the specified schedule week in the specified dynamic availability rule than the maximum days for the week in the specified min max hours condition.

Do one of the following:

- Modify the maximum hours for the week in the min max hours condition.
- Modify the dynamic availability rule to reduce must work days.
- Unassign the dynamic availability rule from the agent.

**WMNC3125 (Warn)**

**Agent <agent ID> (<agent name>) has the same number of must work days on the schedule week starting on <date> in dynamic availability rule ID (<dynamic availability rule ID>) as the maximum days for the week in min max hours condition <min max hours condition ID> (<min max hours condition name>). Can work date <date> is changed to cannot work day.**

The specified agent has the same number of must work days on the specified schedule week in the specified dynamic availability rule as the maximum days for the week in the specified min max hours condition. The specified can work date is changed to cannot work day.

Modify the can work day to cannot work day in dynamic availability rule.

**WMNC3126 (Warn)**

**Agent <agent ID> (<agent name>) cannot be scheduled on <date> using dynamic availability rule ID (<dynamic availability rule ID>) because the maximum minutes that can be scheduled <maximum minutes> is below the minimum minutes for the day <minimum minutes> in min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent cannot be scheduled on the specified date using dynamic availability because the maximum minutes that can be scheduled is below the minimum minutes for the day in the specified min max hours condition.

Do one of the following:

- Modify the minimum minutes for the day in the min max hours condition.
- Modify the dynamic availability rule so that more time can be scheduled on the date.

**WMNC3127 (Warn)**

**Agent <agent ID> (<agent name>) cannot be scheduled on <date> using dynamic availability rule ID (<dynamic availability rule ID>) because of minimum interval violations with the min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent cannot be scheduled on the specified date using dynamic availability because of minimum interval violations with the specified min max hours condition.

Do one of the following:

- Modify the minimum intervals in the min max hours condition or dynamic availability rule.
- Modify the dynamic availability rule so shifts can be scheduled on the date without violations.

**WMNC3128 (Warn)**

**Agent <agent ID> (<agent name>) cannot be scheduled on <date> using dynamic availability rule ID (<dynamic availability rule ID>) because of minimum interval violations with the min max hours condition <min max hours condition ID> (<min max hours condition name>) after applying work condition <work condition ID> (<work condition name>)**

The specified agent cannot be scheduled on the specified shift using dynamic availability because of minimum interval violations with the specified min max hours condition after applying the specified work condition.

Do one of the following:

- Modify the minimum intervals in the min max hours condition or dynamic availability rule.
- Modify the dynamic availability rule or work condition so the shift can be scheduled on the date without violations.

**WMNC3129 (Warn)**

**Agent <agent ID> (<agent name>) cannot be scheduled for the schedule week starting on <date> using dynamic availability rule ID (<dynamic availability rule ID>) because of violations with the min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent cannot be scheduled for the schedule week using dynamic availability because of violations with the specified min max hours condition.

Modify the min max hours condition, dynamic availability rule, or work conditions so the shifts can be scheduled without violations.

### **WMNC3130 (Warn)**

**<message>**

A min max hours violation has occurred.

If the min max hours violation was intentional, no action is needed. Otherwise, reconfigure the min max hours condition settings for the agent being scheduled.

### **WMNC3131 (Warn)**

**<message>**

during a period when the agent was not active or not employed during at least part of the period.

No action is needed.

### **WMNC3132 (Warn)**

**<message>**

A min max hours violation has occurred during a period with an assigned exception.

No action is needed.

### **WMNC3133 (Warn)**

**Agent agent ID> (<agent name>) cannot be scheduled for the schedule week starting on <date> because of violations with the min max hours condition <min max hours condition ID> (<min max hours condition name>)**

The specified agent cannot be scheduled for the schedule week because of violations with the specified min max hours condition.

Modify the min max hours condition, work shifts, or work conditions so the shifts can be scheduled without violations.

## **WMPA Error Codes**

### **WMPA0000 (Info)**

**<informational message>.**

This error code covers miscellaneous informative messages that indicate program progress or status. These can be ignored and indicate normal operation.

### **WMPA0002 (Info)**

**The workflow service is shut down and will no longer accept any more operations.**

The workflow service is shut down and will no longer accept any more operations. No action required.

**WMPA0003 (Info)**

**The workflow service is shut down.**

The workflow service is shut down. No action required.

**WMPA0004 (Info)**

**The workflow wait list reevaluate time has changed to (<new time>).**

The workflow wait list reevaluate time has changed to the specified time. No action required.

**WMPA0005 (Info)**

**Timeout waiting for the workflow service (<name of workflow service>) thread to shut down.**

The workflow service's thread did not shut down in time. No action required.

**WMPA0006 (Info)**

**The RTA notification thread for tenant ID <tenant ID> has started.**

The Real Time Adherence notification thread for the specified tenant ID has started. No action required.

**WMPA0007 (Info)**

**The RTA notification thread for tenant ID <tenant ID> has started.**

The Real Time Adherence notification thread for the specified tenant ID has started. No action required.

**WMPA2000 (Error)**

**Could not process resource <resource name> for <resource context>.**

An error occurred while processing a resource.

Check the cause in the STACK line in the debug file following this line. Check the status of the network and WFM database.

**WMPA2001 (Error)**

**<error reading database table message>**

An error occurred while reading from a specified WFM table.

Run a SQL Server check (see the *WFM Troubleshooting Guide*).

#### **WMPA2004 (Error)**

**Could not process resource <resource name>.**

An error occurred while processing a resource.

Check the cause in the STACK line in the debug file following this line. Run a network check and SQL Server check (see the *WFM Troubleshooting Guide*).

#### **WMPA2005 (Error)**

**Caught exception in RTA notification thread for tenant ID <tenant ID> with (<last stage and poll time>): <Reason for error>**

Real time adherence notification thread for the specified tenant terminated abnormally because of the specified reason. Check the cause in the debug file.

Run the Network Check and SQL Server Check specified in the *WFM Troubleshooting Guide*.

#### **WMPA2006 (Error)**

**RTA notification thread for tenant ID <tenant ID> is hung and did last poll at <last poll time> (<last stage>).**

RTA notification thread for the specified tenant is hung. Check the cause in the debug file.

Run the Network Check and SQL Server Check specified in the *WFM Troubleshooting Guide*.

#### **WMPA2007 (Error)**

**RTA notification thread for tenant ID <tenant ID> is not running. Will attempt to replace it.**

RTA notification thread for the specified tenant is not running as expected. The service will attempt to replace the thread. Check the cause in the debug file.

Run the Network Check and SQL Server Check specified in the *WFM Troubleshooting Guide*.

#### **WMPA2008 (Error)**

**RTA notification replacement thread for tenant ID <tenant ID> is not running. Adherence will not be done.**

RTA notification replacement thread for the specified tenant is not running as expected. Adherence will not be done. Check the cause in the debug file.

Run the Network Check and SQL Server Check specified in the *WFM Troubleshooting Guide*.

**WMPA3001 (Warn)****Unable to read time off requests from the database: <reason>**

The workflow service is unable to read time off requests from the database.

Check the cause in the STACK line in the debug file following this line. Run a network check and SQL Server check (see the *WFM Troubleshooting Guide*). Verify that time off requests are valid in Cisco Messaging. Try restarting the WFM Product Adapter service. If this issue persists, contact technical support.

**WMPA3002 (Warn)****Unable to read exception requests from the database: <reason>.**

The workflow service is unable to read exception requests from the database.

Check the cause in the STACK line in the debug file following this line. Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*). Verify that exception requests are valid in Cisco Messaging. Try restarting the WFM Product Adapter service. If this issue persists, contact technical support.

**WMPA3003 (Warn)****Unable to read schedule offer/schedule trade requests from the database: <reason>.**

The workflow service is unable to read schedule offer/schedule trade requests from the database.

Check the cause in the STACK line in the debug file following this line. Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*). Verify that schedule offer/schedule trade requests are valid in Cisco Messaging. Try restarting the WFM Product Adapter service. If this issue persists, contact technical support.

**WMPA3004 (Warn)****Unable to read mentoring requests from the database: <reason>.**

The workflow service is unable to read mentoring requests from the database.

Check the cause in the STACK line in the debug file following this line. Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*). Verify that mentoring requests are valid in Cisco Messaging. Try restarting the WFM Product Adapter service. If this issue persists, contact technical support.

**WMPA3005 (Warn)****Using default (<time>) because is unable to get time to reevaluate the workflow wait list from DB: <reason>.**

The default reevaluate time is used because the workflow wait list reevaluate time could not be obtained from the database.

Check the cause in the STACK line in the debug file following this line. Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*). Verify that the workflow wait list reevaluation time in Global Settings is valid. Try restarting the WFM Product Adapter service. If this issue persists, contact technical support.

### **WMPA3006 (Warn)**

**The default FTE per day (<number>) is invalid.**

The default FTE per day specified in Global Settings is invalid. This will prevent service queue time off allotments from working properly.

Modify the default FTE per day in Global Settings to a positive value.

### **WMPA3007 (Warn)**

**Agent (<agent ID>) is not assigned to a FTE profile.**

The agent is not assigned to a full time equivalents (FTE) profile.

Assign the agent to a FTE profile.

### **WMPA3008 (Warn)**

**The minimum hours per week (<number>) for the full time equivalents profile associated with agent (<agent ID>) is not positive.**

The minimum hours per week in the FTE profile assigned to the agent is not positive.

Modify the minimum hours per week in the FTE profile to be positive.

### **WMPA3009 (Warn)**

**The default FTE per day (<number>) in global settings is not positive.**

The default FTE per day in Global Settings is not positive.

Modify the default FTE per day in Global Settings to be positive.

## **WMPI Error Codes**

### **WMPI0000 (Info)**

**<informational message>.**



This error code covers miscellaneous informative messages that indicate program progress or status. These can be ignored and indicate normal operation.

### **WMPI2000 (Error)**

#### **Invalid data for <step name>**

Configuration data is missing or invalid in the database, registry, or a file.

Check the Postinstall debug file for the reason associated with this error. Replace or fix the data value. Check the status of the network if the database is not local.

### **WMPI2001 (Error)**

#### **Could not access the database, registry or a file for <step name>.**

An error occurred while trying to access the database, registry, or a file.

Make sure the database is running and accessible. Check the status of the network if the database is not local.

### **WMPI2002 (Error)**

#### **System error: <cause>**

An unexpected operating system error occurred.

Check the Postinstall debug file for the reason associated with this error.

### **WMPI2003 (Error)**

#### **Ended loading data at input line <line number> of <file name>**

Postinstall could not process the indicated line of the named file. This message indicates where processing of the input files ended. The message just prior to this one should indicate a more specific reason for the failure.

Address the message immediately preceding this one.

### **WMPI2006 (Error)**

#### **Lines read = <total>: <succeeded> succeeded and <failed> failed.**

Postinstall processed only part of the input data. This message indicates how much of the input files were processed. The messages just before this one should indicate more specific reasons for the failure.

Address the messages immediately preceding this one.

### **WMPI2014 (Error)**

**An unexpected error occurred: <reason>.**

An unexpected error occurred when starting Postinstall or the WFM services.

Start the WFM services manually from the Windows Services utility if needed. If the issue persists, contact technical support.

### **WMPI3001 (Warn)**

**Unable to save to the MANA properties file (<filename>).**

WFM Configuration Setup is unable to save to the MANA properties file.

No action is needed if the computer does not include the Transaction services. Check the WFM Configuration Setup debug file for the reason associated with this error. Verify that the MANA properties file exists and is writable. If the issue persists, contact technical support.

### **WMPI3002 (Warn)**

**Data storage error—<operation>: <reason>**

Could not perform database operation.

Check network connectivity. Check if database is accessible. If the issue persists, contact technical support.

## **WMRTD Error Codes**

### **WMRTD0004 (Info)**

**Successfully registered agent state change listener.**

Successfully registered the agent state change listener.

No action required.

### **WMRTD2004 (Error)**

**Configuration file not specified.**

The configuration file was not specified.

Check that ... \WFO\_WFM\config\RteNortel.cfg exists and is not empty. Try restarting the RTE service. If the issue persists, contact technical support.

### **WMRTD2007 (Error)**

**Nlrtd\_stopDataStream is unable to succeed: <reason>.**

The RTD API calls used to stop state change notification failed.

This error can be ignored if it occurs when the RTE service is shut down. Try restarting the RTE service. If the issue persists, contact technical support.

### **WMRTD2008 (Error)**

**Nlrtd\_logout is unable to succeed: <reason>.**

The RTD API calls used to log out failed.

This error can be ignored if it occurs when the RTE service is shut down. Try restarting the RTE service. If the issue persists, contact technical support.

### **WMRTD2009 (Error)**

**Agent state change listener received errors: <reason>.**

The agent state change listener received an invalid notification.

This error can be ignored if it occurs when the CCMS services are stopped. Try restarting the RTE service. If the issue persists, contact technical support.

### **WMRTD2012 (Error)**

**Unable to propagate the agent state change data to Java RTE: <reason>.**

The RTE library is unable to propagate the agent state change data to the Java RTE for the specified reason.

Run the SQL Server Check (see the WFM Troubleshooting Guide) to verify that the WFM database is up and accessible to the RTE service. Try restarting the RTE service. If the issue persists, contact technical support.

### **WMRTD2017 (Error)**

**GetStaticMethodID failed for method: <method name>**

The RTE DLL is unable to get the handle for the specified Java method.

Verify that the RTE DLL is the correct one for the Java RTE. Restart the RTE service. If the issue persists, contact technical support.

### **WMRTD2018 (Error)**

**GetJavaVM call failed.**

The RTE DLL is unable to get the handle for the Java VM.

Verify that the RTE DLL is the correct one for the Java RTE. Restart the RTE service. If the issue persists, contact technical support.

### **WMRTD3002 (Warn)**

**Listener not started: <reason>**

The RTE service attempted to stop the listener and the listener is not started.

This error can be ignored if it occurred when the RTE service is shut down. Try restarting the RTE service. If the issue persists, contact technical support.

## **WMRTE Error Codes**

### **WMRTE0000 (Info)**

**<informational message>.**

This error code covers miscellaneous informative messages that indicate program progress or status. These can be ignored and indicate normal operation.

### **WMRTE0001 (Info)**

**Real time events will be delivered via GIS files: <true or false>.**

Indicates whether real time events will be delivered via GIS files.

No action required.

### **WMRTE0002 (Info)**

**The RTE service has started.**

The RTE service has started.

No action is required.

### **WMRTE0003 (Info)**

**The RTE service is stopping.**

The RTE service is stopping.

No action is required.

### **WMRTE0004 (Info)**

**The RTE service has stopped.**

The RTE service has stopped.

No action required.

**WMRTE0005 (Info)**

**Real time ACD protocol type: <ACD protocol type>**

Indicates the type of real time ACD protocol that is used.

No action required.

**WMRTE0006 (Info)**

**CTI services: <ACMI CTI services>**

Identifies the ACMI CTI services to connect to.

No action required.

**WMRTE0007 (Info)**

**Peripheral ID: <peripheral ID>**

Specifies the peripheral ID to use.

No action required.

**WMRTE0008 (Info)**

**ACD type: <ACD type>**

Indicates the type of ACD the RTE service will connect to.

No action required.

**WMRTE1000 (Fatal)**

**Unable to load the RTE DLL (<DLL name>) for ACD type (<ACD protocol type>): <reason>.**

The specified RTE DLL for the specified ACD type could not be loaded because of the specified reason.

Verify that the DLL is located in the ~\Program Files\Cisco\WFO\_WFM\bin\Win32 folder. Check the RTE service debug file for the reason associated with the error. Restart the RTE service. If the issue persists, contact technical support.

**WMRTE2000 (Error)**

**An unexpected error occurred: <reason>**

An unexpected error occurred because of the specified reason.

Check the RTE service debug file or the reason associated with this error. Try restarting the RTE service. If the issue persists, contact technical support.

### **WMRTE2001 (Error)**

**An exception occurred while trying to save agent state information. acdAgentId: <agent ID>, stateIdentifier: <state>, reasonCode: <reason code>, reason: <reason>.**

An unexpected error occurred because of the specified reason.

Check the RTE service debug file for the reason associated with this error. Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*). Restart the RTE service. If the issue persists, contact technical support.

### **WMRTE2002 (Error)**

**Timed out waiting for agent state change queue runnable thread to start.**

The agent state change queue runnable thread did not start before timeout occurred.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the RTE service. If the issue persists, contact technical support.

### **WMRTE2003 (Error)**

**Invalid CTI servers and ports string (<CTI servers and ports string>): <reason>.**

The string containing the CTI servers and ports is invalid.

Verify there is at least one CTI server configured correctly in the CTI servers table on the ACD Connection step in WFM Configuration Setup. The IP address or host name must be valid. The port must be a positive number less than 65536. If the issue persists, contact technical support.

### **WMRTE2004 (Error)**

**Invalid peripheral ID string (<Peripheral ID string>): <reason>**

The string containing the peripheral ID is invalid.

Verify that the peripheral ID is configured correctly in the ACD Connection step in WFM Configuration Setup. The peripheral ID must be an integer. Restart the RTE service. If the issue persists, contact technical support.

### **WMRTE2005 (Error)**

**Unable to get the CTI connection information from the WFM database: <reason>**

CTI connection information could not be obtained from the WFM database.

Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*). Restart the RTE service. If the issue persists, contact technical support.

### **WMRTE2006 (Error)**

**Timed out waiting for CTI message processor thread to start.**

The CTI message processor thread did not start before timeout occurred.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the RTE service. If the issue persists, contact technical support.

### **WMRTE3000 (Error)**

**ACD type <ACD type> is not supported by RTE service.**

An unexpected error occurred because of the specified reason. If the ACD type is correct, change the WFM RTE service to Manual Startup type in the Windows Control Panel Services utility. Otherwise, change the ACD type in WFM Configuration Setup to the correct ACD type.

### **WMRTE3001 (Warn)**

**Timed out waiting for agent ACD ID to WFM agent ID runnable thread to start.**

The agent ACD ID to WFM agent ID runnable thread did not start before timeout occurred.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the RTE service. If the issue persists, contact technical support.

### **WMRTE3002 (Warn)**

**Caught exception while starting agent ACD ID to WFM agent ID runnable thread: <reason>**

The specified exception was caught while starting the agent ACD ID to WFM agent ID runnable thread.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the RTE service. If the issue persists, contact technical support.

### **WMRTE3003 (Warn)**

**Agent state change queue has reached maximum size (<maximum queue size>).  
Discarding received message (<CTI message>).**

The agent state change queue used to hold the agent state changes received has reached its maximum size. Messages are being received faster than they are being processed. The received message will be discarded.

Run a CPU check and a memory check (see the *WFM Troubleshooting Guide*). Restart the RTE service. If the issue persists, contact technical support.

## WMSC Error Codes

### WMSC0001 (Info)

**Initializing Schedule service.**

Started initializing the Schedule service. No action required.

### WMSC0002 (Info)

**Completed initializing Schedule service.**

Initializing the Schedule service has completed. No action required.

### WMSC0003 (Info)

**Starting Schedule service.**

The Schedule service is starting. No action required.

### WMSC0004 (Info)

**Stopping Schedule service.**

The Schedule service is stopping. No action is required.

### WMSC0005 (Info)

**Starting request processor thread for <class name>.**

The specified request processor thread is starting. No action is required.

### WMSC0006 (Info)

**Shutting down request processor thread for <class name>.**

The specified request processor thread is being stopped. No action is required.

### WMSC0007 (Info)

**Request <request ID> (<request type>) was completed successfully.**

The specified request completed successfully. No action is required.

### WMSC0008 (Info)

**Starting day of week is <day of week>.**

Specifies the starting day of the week. No action required.



**WMSC1000 (Fatal)****Could not start the Scheduling service.**

The WFM Schedule service failed to start.

Check the Schedule service debug file for the reason associated with the error. Restart the Schedule service. If the issue persists, contact technical support.

**WMSC1001 (Fatal)****Cannot restart scheduler service request processor thread that has been started and then shut down.**

Cannot restart the Schedule service request processor thread that had been started and then shut down.

Check the Schedule service debug file for the reason associated with this error. Try restarting the Schedule service. If the issue persists, contact technical support.

**WMSC2000 (Error)****Could not start the Schedule service, but will keep trying.**

The Schedule service is unable to start the schedule request processing handling thread. The Schedule service will attempt again every minute until it succeeds.

Check the Schedule service debug file for the reason associated with the error. Restart the Schedule service. If the issue persists, contact technical support.

**WMSC2001 (Error)****An unexpected error occurred: <reason>**

An unexpected error occurred because of the specified reason. This could occur while getting data from the WFM database or processing scheduling requests.

Run a network check and SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

**WMSC2002 (Error)****An unexpected error occurred, and the service thread will exit the run() loop: <reason>**

An unexpected error occurred because of the specified reason, which causes the thread used for processing scheduling requests to terminate.

Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC2003 (Error)**

**Could not read the first day of the week from the database: <reason>.**

The Schedule service could not read the first day of the week from the WFM database.

Verify that the First Day of the Week on the Global Settings page is correct. Run a network check and SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC2005 (Error)**

**Could not read the closed days from the database for service queue <service queue ID> and date range <date range>: <reason>.**

The Schedule service could not read the closed days from the WFM database for the specified service queue and date range.

Verify that the service queue closed days for the service queue and date range are valid. Run a network check and SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC2006 (Error)**

**Could not read the service queues (<service queue IDs>) from the database for user ID <user ID>: <reason>.**

The Schedule service could not read the specified service queues for specified user from the WFM database.

Verify that the service queues exist and are in the user's view. Run a network check and SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC2007 (Error)**

**Could not read the forecast from the database for service queue <service queue ID> and date range <date range>: <reason>.**

The Schedule service could not read the forecast from the WFM database for specified service queue and date range.

Verify that the production forecast for the service queue and date range are valid. Run a network check and SQL Server check (see the WFM Troubleshooting Guide) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC2008 (Error)**

**Could not read the work shifts from the database: <reason>**

The Schedule service could not read the work shifts from the WFM database. No schedule request can be processed until this is resolved.

Verify that the work shifts exist and are active. Run a network check and SQL Server check (see the WFM Troubleshooting Guide) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC2009 (Error)**

**There are no valid active work shifts.**

There are no valid active work shifts.

Add the work shifts and make them active.

### **WMSC2010 (Error)**

**Could not read the work conditions from the database: <reason>**

The Schedule service could not read the work conditions from the WFM database.

Verify that the work conditions exist. Run a network check and SQL Server check (see the WFM Troubleshooting Guide) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC2011 (Error)**

**There are no valid active agents.**

There are no valid active agents.

Add or change the agents so that they are active, have valid active work shifts assigned, and can work during the schedule week.

### **WMSC2012 (Error)**

**No schedule activity could be produced for the schedule request ID <schedule request ID> by user ID <user ID>.**

No schedule activity could be produced for the schedule request by the user.

- Verify that the service queues exist, are in the user's view, that the “Do not generate forecasts or schedules for this service queue” check box is cleared, and have skill mappings.
- Verify that the skill mappings are associated with agents if you are scheduling using selected service queues.
- Verify that agents are assigned to the multiskill groups if you are scheduling using selected multiskill groups.
- Verify that the agents are active, have a department start date on or before the agent's work shift dates in the week, have a termination date (if specified) after the agent's work shift dates in the week, and have work shifts assigned with dates that match the configured first day of the week on the WFM Global Settings page.
- Verify that the agents have work shifts assigned for the specified week if the rotate work shifts option was not selected in the schedule request.
- Verify that the work shifts are active and valid.
- Verify that the agents have valid dynamic scheduling work shifts for the specified weeks (if using dynamic scheduling).

### **WMSC2013 (Error)**

#### **Could not read the projects from the database: <reason>**

The Schedule service could not read the projects from the WFM database.

Verify that the projects exist. Run a network check and SQL Server check (see the WFM Troubleshooting Guide) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC2014 (Error)**

#### **Could not read multiskill group (<multiskill group ID>) from the database for user ID <user ID>: <reason>**

The Schedule service could not read the specified multiskill group for specified user from the WFM database.

Verify that the multiskill group exists and is in the user's view. Run a network check and SQL Server check (see the WFM Troubleshooting Guide) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC2015 (Error)**

#### **Could not read the min max hour conditions from the database: <reason>**

The Schedule service could not read the min max hour conditions from the WFM database.

Verify that the min max hour conditions exist. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### **WMSC2016 (Error)**

**Could not read the min max hour condition assignments for service queues (<service queue IDs>) and date range (<date range>) from the database: <reason>**

The Schedule service could not read the min max hour condition assignments for the specified service queues and date range from the WFM database.

Verify that the min max hour conditions exist. Verify that the min max hour condition assignments for the service queues exist. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### **WMSC2017 (Error)**

**Could not read the min max hour condition assignments for agents (<agent IDs>) and date range (<date range>) from the database: <reason>**

The Schedule service could not read the min max hour condition assignments for the specified agents and date range from the WFM database.

Verify that the min max hour conditions exist. Verify that the min max hour condition assignments for the agents exist. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### **WMSC2018 (Error)**

**Could not read the default min max hour condition for service queues (<service queue IDs>) from the database: <reason>**

The Schedule service could not read the default min max hour condition for the specified service queues from the WFM database.

Verify that the min max hour conditions exist. Verify that the default min max hour condition for the service queue exists. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### **WMSC2019 (Error)**

**Could not read the default min max hour condition for agents (<agent IDs>) from the database: <reason>**

Verify that the min max hour conditions exist. Verify that the default min max hour condition for the agents exists. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### **WMSC2020 (Error)**

**Could not read the dynamic availability mappings for agents (<agent IDs>) and date range (<date range>) from the database: <reason>**

The Schedule service could not read the dynamic availability mappings for the specified agents and date range from the WFM database.

Verify that the dynamic availability mappings for the agents exist and are approved. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### **WMSC2021 (Error)**

**Could not read the dynamic availability rules (<ID of dynamic availability rules>) from the database: <reason>**

The Schedule service could not read the specified dynamic availability rules from the WFM database.

Verify that the dynamic availability rules exist. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### **WMSC2022 (Error)**

**Could not read the work condition profiles from the database: <reason>**

The Schedule service could not read the work condition profiles from the WFM database.

Verify that the work condition profiles exist. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### **WMSC3000 (Warn)**

**Could not read requests (but will try again later): <reason>**

The Schedule service could not read requests, but it will try again later.

Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC3001 (Warn)**

**Request <request ID> (<request type>) failed and was updated with failure status. Cause: <reason>.**

The specified request failed and was updated with the failure status.

Check to see if this is a user error. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC3002 (Warn)**

**Unable to update request <request ID> (<request type>) with failure status because of (<reason>). Attempting rollback.**

The Schedule service was unable to update the specified request with the failure status because of the specified reason.

Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC3003 (Warn)**

**Unable to update request <request ID> (<request type>) with failure status because of (<reason>). Rollback was successful. The request will be retried in the next batch.**

The Schedule service was unable to update the specified request with the failure status because of the specified reason. The rollback was successful and the request will be retried in the next batch.

The request will be retried in the next batch. No action is required if it succeeds.

Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC3004 (Warn)**

**Unable to update request <request ID> (<request type>) with failure status. Rollback failed because of 9<reason>) and the transaction is abandoned.**

The Schedule service was unable to update the specified request with the failure status because of the specified reason. The rollback failed and the transaction is abandoned.

Run a network check and a SQL Server check (see the *WFM Troubleshooting Guide*) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### **WMSC3005 (Warn)**

**There are no valid service queues (<service queue IDs>) for user <user ID> request.**

There are no valid service queues or multiskill groups, or the specified service queues do not exist, are not in the user's view, or have the "Do not generate forecasts or schedules for this service queue" checkbox selected. No schedule will be generated for this request.

Verify that the multiskill group contains service queues and agents. Verify that the service queue exists, is in the user's view, and that the "Do not generate forecasts or schedules for this service queue" checkbox is clear.

### **WMSC3006 (Warn)**

**Could not read the agents for the service queue <service queue ID> from the database: <reason>**

The Schedule service could not read the agents associated with the specified service queue from the WFM database.

- Verify the service queue exists and has valid skill mappings.
- Verify the skill mappings exist and have valid agents.
- Verify the agents exist and are valid.
- Run Network Check and SQL Server Check (see the *WFM Troubleshooting Guide*) to verify the WFM database is up and accessible by the Schedule service.
- Try restarting the Schedule service.
- If this issue persists, contact technical support.

### **WMSC3007 (Warn)**

**Could not read details for agent ID (<agent ID>) from the database: <reason>**



The Schedule service could not read the specified agent detail from the WFM database. This agent will not be scheduled.

- Verify the agent exists and is valid.
- Run Network Check and SQL Server Check (see the WFM Troubleshooting Guide) to verify the WFM database is up and accessible by the Schedule service.
- Try restarting the Schedule service.
- If this issue persists, contact technical support.

### **WMSC3008 (Warn)**

**The forecast for the service queue <service queue ID> and date range <date range> is missing (%s) intervals.**

The forecast for the specified service queue and date range is missing the specified intervals.

- Verify the production forecast contains data for every interval in the specified date range. If not, generate a new production forecast.
- Run a new schedule request after fixing the production forecast.

### **WMSC3009 (Warn)**

**The work shift (<work shift ID>) is invalid and will be ignored: <reason>**

The specified work shift is invalid because of specified issue. This work shift will not be used for scheduling.

Fix the issue in the specified work shift.

### **WMSC3010 (Warn)**

**Could not read the existing scheduled activities for agent ID (<agent ID>) on shift date of <date> and optional period date of <date> from the database: <reason>**

The Schedule service could not read the existing scheduled activities for the specified agent on specified shift date and optional period date from the WFM database. This agent will not be scheduled.

- Verify the agent exists and is valid.
- Verify the existing scheduled activities for the agent are valid on the specified shift date and optional period date.
- Run Network Check and SQL Server Check (see the *WFM Troubleshooting Guide*) to verify the WFM database is up and accessible by the Schedule service.

- Try restarting the Schedule service.
- If this issue persists, contact technical support.

### **WMSC3011 (Warn)**

**Service queue (<service queue ID>) does not exist, is not in the user's view, or has "Do not generate forecasts or schedules for this service queue" checked.**

The specified service queue does not exist, is not in the user's view, or has the "Do not generate forecasts or schedules for this service queue" check box selected.

Verify the service queue exists, is in the user's view, and the "Do not generate forecasts or schedules for this service queue" check box is cleared.

### **WMSC3012 (Warn)**

**Service queue <service queue ID> (<service queue name>) has no activity scheduled for the week of <first date in the schedule week>.**

The specified service queue has no activity scheduled for the specified week.

- No action is needed if it is intentional.
- Verify the service queue has skill mappings.
- Verify the skill mapping(s) are associated with agents.
- Verify the agents are active, the department start date is on or before the agent work shift dates in the week, the termination date (if specified) is after the agent work shift dates in the week, and have work shifts assigned with dates that match the configured first day of the week.
- Verify that the agents have work shifts assigned for the specified week if rotate work shifts was not selected in the schedule request.
- Verify the work shifts are active and valid.

### **WMSC3013 (Warn)**

**There are no activities scheduled for the week of <first date in the schedule week>.**

There are no activities scheduled for the specified week.

- No action is needed if it is intentional.
- Verify the service queues exist, are in the user's view, have the "Do not generate forecasts or schedules for this service queue" check box cleared, and have skill mappings.

- Verify the multiskill groups exist, are in the user's view, have service queues that exist in the user's view with the "Do not generate forecasts or schedules for this service queue" check box cleared, and have agents assigned to them.
- Verify the skill mappings are associated with agents.
- Verify the agents are active, the department start date on or before agent work shift dates in the week, the termination date (if specified) after the agent work shift dates in the week, and have work shifts assigned with dates that match the configured first day of the week.
- Verify that the agents have work shifts assigned for the specified week if rotate work shifts was not selected in the schedule request.
- Verify the work shifts are active and valid.

### **WMSC3014 (Warn)**

**Multiskill group (<multiskill group ID>) does not exist or is not in the user's view.**

The specified multiskill group does not exist or is not in the user's view.

Verify the multiskill group exists and is in the user's view.

### **WMSC3015 (Warn)**

**Multiskill group <multiskill group ID> (<multiskill group name>) has no activity scheduled for the week of <first date in the schedule week>.**

The specified multiskill group has no activity scheduled for the specified week.

- No action is needed if it is intentional.
- Verify the multiskill group is associated with service queues.
- Verify the multiskill group is associated with agents.
- Verify the agents are active, the department start date is on or before the agent work shift dates in the week, the termination date (if specified) after the agent work shift dates in the week, and have work shifts assigned with dates that match the configured first day of the week.
- Verify that the agents have work shift assigned for the specified week if rotate work shifts was not selected in the schedule request.
- Verify the work shifts are active and valid.

### WMSC3016 (Warn)

**Multiskill group <multiskill group ID> (<multiskill group name>) has no associated service queues. None of this multiskill group's agents will be scheduled using this multiskill group.**

The specified multiskill group has no associated service queues. None of this multiskill group's agents will be scheduled using this multiskill group.

- No action is needed if it is intentional.
- Associate service queues with the multiskill group.

### WMSC3017 (Warn)

**Multiskill group <multiskill group ID> (<multiskill group name>) has no associated agents and will not be used for scheduling.**

The specified multiskill group has no associated agents and will not be used for scheduling.

- No action is needed if it is intentional.
- Associate agents with the multiskill group.

### WMSC3018 (Warn)

**Unable to read agent <agent ID> (<agent name>) dynamic scheduling work shifts for <date range> from the database: <reason>**

Unable to read the specified agent's dynamic scheduling work shifts for the specified date range from the database.

- Verify the agent exists and is valid.
- Verify the dynamic scheduling work shifts for the agent are valid on the specified date range.
- Run Network Check and SQL Server Check (see the *WFM Troubleshooting Guide*) to verify the WFM database is up and accessible by the Schedule service.
- Try restarting the Schedule service.
- If this issue persists, contact technical support.

### WMSC3019 (Warn)

**Service queue <service queue ID> (<service queue name>) does not have block scheduling checked and will not be used for balanced scheduling.**

The specified service queue does not have block scheduling checked and will not be used for balanced scheduling.

Select the block scheduling check box in the specified service queue or use the Standard scheduling method when making a schedule request.

**Note:** This error code is invalid starting with WFM 9.3(1) SR1.

### WMSC3020 (Warn)

**Agent <agent ID> (<agent name>) assigned all day exception <assigned exception ID> (<exception name>) start and end time could not be updated: <reason>**

The specified agent assigned all day exception start and end time could not be updated because of the specified reason.

- No action is needed if the agent assigned exception was deleted.
- Verify the agent assigned exception exists.
- Run Network Check and SQL Server Check (see the WFM Troubleshooting Guide) to verify the WFM database is up and accessible by the Schedule service.
- Try restarting the Schedule service.
- If this issue persists, contact technical support.

### WMSC3021 (Warn)

**The shrinkage could not be read from the database: <reason>**

The shrinkage could not be read from the database because of the specified reason.

Verify that the shrinkage is configured correctly. Run a network check and SQL Server check (see the WFM Troubleshooting Guide) to verify that the WFM database is up and accessible by the Schedule service. Restart the Schedule service. If the issue persists, contact technical support.

### WMSC3022 (Warn)

**The shrinkage configuration is invalid: <reason>**

The shrinkage configuration is invalid.

Verify that the shrinkage is configured correctly. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### WMSC3022 (Warn)

**The shrinkage configuration is invalid: <reason>**

The shrinkage configuration is invalid.

Verify that the shrinkage is configured correctly. Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

### **WMSC3024 (Warn)**

**The shrinkage could not be read from the database: <reason>**

The date range for the specified min max hour conditions ID assigned to the specified agent ID does not start on the first day of the week or end on the last day of the week.

Do one of the following:

- Change the First Day of the Week in Global Settings
- Remove and reassign the min max hour conditions for the agent.

### **WMSC3025 (Warn)**

**The agent date range (<agent date range>) for dynamic availability rule agent mapping ID (<dynamic availability rule agent mapping ID>) assigned to agent ID (<agent ID>) does not start on the first day of the week (<starting day of the week>) or end on the last day of the week.**

The agent date range for the specified dynamic availability rule agent mapping ID assigned to the specified agent ID does not start on the first day of the week or end on the last day of the week.

Do one of the following:

- Change the **First Day of the Week** in Global Settings
- Go to the My Availability app and switch dates
- Remove and reassign the dynamic availability rule for the agent, who will then need to reselect the rule, and have the selection approved.

### **WMSC3026 (Warn)**

**Agent ID <agent ID> has multiple selections for schedule week with start date of <start of the schedule week>**

The specified agent has multiple dynamic availability selections for the same schedule week.

Remove and reassign the dynamic availability rule for the agent. The agent will then need to reselect the rule and have the selection approved.

**WMSC3027 (Warn)**

**The colors could not be read from the database: <reason>**

The colors could not be read from the database because of specified issue.

Run Network Check and SQL Server Check specified in the Troubleshooting guide to verify that the WFM database is up and accessible by the Schedule service. Try restarting the Schedule service.

If this issue persists, contact technical support.

**WMSD Error Codes****WMSD2000 (Error)**

**Invalid data for <item>**

Configuration data is missing or invalid in the database, registry, or a file.

Replace or fix the data value. Check the status of the network if the database is not local.

**WMSD2001 (Error)**

**Could not access data source for <item>**

An error occurred while trying to access the database, registry, or a file.

Make sure the database is running and accessible. Check the status of the network if the database is not local.

**WMSD2002 (Error)**

**System error: <cause>**

An unexpected (operating) system error occurred.

Check the system manually for this error.

**WMSD2003 (Error)**

**Ended loading data at input line <linenum> of <filename>**

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.

Address the message immediately preceding this one.

### **WMSD2004 (Error)**

**Lines read = <total>: <succeeded> succeeded and <failed> failed.**

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.

Address the message immediately preceding this one.

### **WMSD2005 (Error)**

**An unexpected error occurred: <reason>**

An unexpected error occurred for the specified reason..

Contact your system administrator.

### **WMSD3000 (Warn)**

**Data storage error – <operation>: <reason>**

Could not perform database operation.

Check network connectivity. Check if database is accessible.

## **WMSE Error Codes**

### **WMSE2000 (Error)**

**Configuration error.**

Configuration data is missing or invalid in the database, registry, or a file.

Replace or fix the data value. Check the status of the network if the database is not local.

### **WMSE2001 (Error)**

**Data storage error.**

An error occurred while trying to access the database, registry, or a file.

Make sure the database is running and accessible. Check the status of the network if the database is not local.

### **WMSE2002 (Error)**

**System error.**

An unexpected (operating) system error occurred.



Check the system manually for this error.

### **WMSE2006 (Error)**

**Data error.**

Data could not be parsed or converted.

Correct the data if it appears in a user interface. Contact your system administrator.

### **WMSE3000 (Warn)**

**Data storage error with Exception.**

Could not perform a database operation.

Check network connectivity. Check if database is accessible.

## **WMWC Error Codes**

### **WMWC2000 (Error)**

**Cannot get connection on <name>: <reason>**

An error occurred while trying to get a connection from the pool.

Verify that services are running. Check the status of the network.

### **WMWC2001 (Error)**

**Internal error: <reason>**

An unexpected internal error occurred.

Contact your system administrator.

### **WMWC2002 (Error)**

**Cannot find bundle key <key>: <reason>**

An error occurred while trying to find a bundle key.

Verify that the language bundle properties files are in <INSTALL\_DIR>/Tomcat/webapps/c3/  
WEB-INF/classes/com/odysoft/cisco/ui/  
resource.

### **WMWC2003 (Error)**

**Unexpected server error: <reason>**

An unexpected error occurred on the server.

Verify that services are running. Check the status of the network.

**WMWC3000 (Warn)**

**Cannot serialize object <id>: <reason>**

An error occurred while trying to serialize the report context.

Make sure the disk is not full.

**WMWC3001 (Warn)**

**Cannot find <dataLabel> <dataName> in the database: <reason>**

An error occurred while trying to find data in the database.

Make sure the database is running and accessible. Check the status of the network.

# Text Error Messages

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## **Approaching the maximum number of concurrent recordings on Quality Management Record Server: <number of concurrent recordings>/<maximum number of concurrent recordings>**

The concurrent recordings on the Quality Management Server Recording server or Network Recording server is approaching the maximum amount configured for the server.

Consider adding a new Server Recording server or Network Recording server.

## **At least one required component for screen recording is not running**

A component required to record the screen is either not running or not installed.

In the Windows Services utility in Control Panel, verify that the Screen Playback Gateway (PROXY Pro Gateway) service is installed and running. If the Screen Playback Gateway service is not present or unable to start, remove the Desktop Recording service, and then reinstall the Desktop Recording service.

## **Calls are being recorded for a device that is not configured for this record server: <device name>**

The expected Server Recording server or Network Recording server is not recording calls for the device. Another Record Server is recording calls for the device. This is a possible failover situation.

Verify the configuration is correct. Ensure the Server Recording server or Network Recording server is up and running.

## **Calls are not being recorded for devices that are not configured in QM for network recording: <device name>**

A device is not configured in Quality Management Administrator for Server Recording (SPAN) or Network Recording, so calls are not being recorded for that device.

Make sure the device is configured in Unified CM and Quality Management Administrator.

## **CCM detected is not configured in QM: <CCM>**

The Unified CM associated with this phone is not configured in Quality Management.

To use this phone, configure Quality Management to support the Unified CM associated with this phone.

**Client heartbeat has stopped.**

Socket communications between the client and Quality Management server stopped.

No action is required.

**Conversion from raw to spx failed**

Failed to convert the voice file from \*.raw to \*spx format. This might indicate that no RTP was delivered at the time of the recording.

Try one of the following actions.

- If you are using Desktop or Network Recording, check the phone configuration.
- If you are using Server Recording (SPAN), check the SPAN.

**Current client version: <current version>.**

The Quality Management user's machine is running the current version of the client application.

No action is required.

**Desktop client not connected**

The desktop client is not connected.

Verify that the desktop client is connected and try again.

**Device MAC address not valid**

The MAC address for the device is not valid.

Correct the MAC address and try again.

**Extensions changed: <extension numbers>**

The extension numbers for the logged-in user have changed.

No action is required.

**Extension number(s) is/are not in the inclusion list: <extension numbers>**

The extensions from the agent's phone are not in the inclusion list. Quality Management does not record calls.

Add the extensions you want to record to the inclusion list.

**Failure to update metadata record due to invalid key <key>:<invalid key>**

The metadata tool is not using the correct key as defined in Quality Management Administrator.

Verify the metadata tool or the agent (if metadata tool or agent enters the key) uses the correct key as defined in Quality Management Administrator.

**Failure to update metadata record due to invalid value for this metadata type <key>:<value>:<key>, <invalid value>**

The values in the metadata are not in the correct format.

Ensure that the agent/metadata tool is putting the date and/or number values in the correct format. See the *Administrator User Guide* for valid formats.

**Free disk space is approaching the threshold where recording will stop: <path> <remaining free space>**

Free disk space is approaching the minimum amount of free disk space required. When the amount of free disk space reaches the minimum required, recording will stop.

Remove unnecessary files or move files to backup location.

**Free Space: Checking free space failed. Free space checking has been disabled.**

At the startup of the Jetty service on the Site Upload Servers, if the Media webapp is unable to run the free space check, it turns off future free space checks.

Troubleshoot why FTS was unable to run the free space check.

**Free Space: Prior Warning Canceled. <path, current (Mb)>.**

A prior free space warning has been canceled.

No action is required.

**Free Space <path, current (Mb)>.**

Free space checks should occur periodically. The default configuration checks every 18 seconds when free space is less than or equal to 32000 Mb, and every 10 minutes when free space is greater than 32000 Mb. Before uploading a file, free space must be greater than or equal to the file size plus 90% of the failure threshold. The default failure threshold is 1000 Mb. The Media webapp uploads also write to the Quality Management database EventAudit table. The Media webapp has hardcoded warning thresholds of 32000, 16000, 8000, and 4000 Mb. Each time the amount of free space breaches the warning threshold, Quality Management writes the appropriate message to the EventAudit table and to the fts.log file.

No action is required.

**Logged in with version: <current version>.**

A Quality Management user logged into their machine. The Quality Management user's machine is running the specified version of Desktop Recording service.

No action is required.

**Logged out.**

A Quality Management user has logged out.

No action is required.

**MAC address is not associated with the JTAPI user: <MAC address>.**

The MAC address for the agent's phone is not associated with the JTAPI user. Quality Management does not record calls.

Be sure to correctly configure the phone in Cisco Unified CM. Verify the agent's phone is associated with the Quality Management JTAPI user. If you are using IP communicator, verify that the IP Communicator phone is configured using the MAC address of the user's PC, and that the MAC address is associated with the Quality Management JTAPI User.

**N/A**

There is no recording error associated with this agent.

No action is required.

**No clients connected to receive events**

No clients are connected to the Load-balancing Subscription service to receive events.

Verify clients are connected to the Load-balancing Subscription service and try again.

**No packets were received for at least the first 15 seconds of the call: <device name>**

When you are monitoring an agent's customer contact, you can hear nothing. After 15 seconds, an error message indicates no packets are being received. Your attempt to record the agent's customer contact results in an empty recording. The agent's desktop is monitored using desktop monitoring.

The following device settings are required for desktop monitoring to function correctly in Quality Management.

**Note:** Not all devices or Unified CM versions use all these settings. Configure those that do appear for your device and Unified CM version.

In Unified CM Administration, in the Product Specific Configuration section of the Device Configuration screen, configure these settings:

- **PC Port—Enabled.** If the PC Port is disabled, the agent PC that is connected to the port will not have network access. No voice streams will be seen by the desktop monitor module.
- **PC Voice VLAN Access—Enabled.** If the PC Voice VLAN Access is disabled, no voice streams will be seen by the desktop if the desktop is not a member of the same VLAN as the phone.
- **Span to PC Port—Enabled.** If the Span to PC Port is disabled, the voice streams seen by the phone will not be seen by the desktop monitor module.

In the Device Information section of the Device Configuration screen, configure this setting as follows:

- **Device Security Mode—Non-Secure or Authenticated.** If the Device Security Mode is set to Encrypted, the voice streams can be seen but will not be converted correctly, causing the speech to be garbled.

You must also configure the agent phones to use the G.711 or G.729 codecs. Other codecs, such as G.722, are not supported for silent monitoring and recording.

### **No proxy ID**

There is no proxy ID.

Verify that there is a proxy ID and try again.

### **No SIP invite**

No SIP invite is sent to the Network Recording service to initiate a recording.

Contact your Cisco Unified CM administrator to verify the Cisco Unified CM configuration.

### **No workflow has been defined for this user**

The user is not associated with a workflow.

Assign the user to a team or a group that is associated with a workflow and try again.

**Not enough free disk space to continue recording: <path> <remaining free space>**

Recording stops until more free space becomes available.

Remove unnecessary files or move files to a backup location.

**Prior free disk space warning canceled: <path> <remaining free space>**

More disk space is now available. Therefore, the previous disk space warning is canceled.

No action is required.

**QM CTI service is connected: <CTI Server IP address>**

The Desktop Recording service is connected to the CTI service.

No action is required.

**QM CTI service is disconnected: <CTI Server IP address>**

The Desktop Recording service is not connected to the CTI service. Quality Management does not record calls.

Verify the CTI server IP address is set correctly in Quality Management and that the CTI service is running. Verify the JTAPI user name and password are correct for the configured Quality Management JTAPI user.

**QM recording software is ready to record**

The Desktop Recording service is ready to record.

No action is required.

**Recorded (voice): <number of voice files>**

The number of recorded voice files ready to be uploaded.

No action is required.

**Recorded (voice/screen): <number of voice and screen files>**

The number of recorded voice and screen files ready to be uploaded.

No action is required.

**Recording empty**

The recording file is empty (1kb).



This indicates RTP was not delivered to the PC from the phone. Verify the phone configuration. Make a test call to ensure the .raw files are growing in size during the call.

### **Screen recording failed**

The Desktop Recording service failed to start recording.

Restart the Desktop Recording service; Quality Management initializes the screen device.

### **Screen recording failed - stop**

The screen recording failed to stop.

Restart the Desktop Recording service; Quality Management initializes the screen device.

### **Screen recording failed to start**

The Desktop Recording service failed to start recording.

Restart the Desktop Recording service; Quality Management will initialize the screen device.

### **Screen recording not responding**

The Desktop Recording service is not responding.

Restart the Desktop Recording service; Quality Management initializes the screen device.

### **Screen Recording Successful**

The screen recording completed successfully.

No action is required.

### **Server capacity reached**

The Voice Record server reached its maximum capacity for recordings.

Free up space on the Voice Record server.

### **Server free disk threshold reached**

The server has run out of hard drive space and recording stops until more free space becomes available.

Remove unnecessary files from the Record Server or move files to a backup location.

### **Service is stopped while user has not logged out: <user name>**

The Desktop Recording service stopped while the user is still logged in. Quality Management does not record calls.

Restart the Desktop Recording service or reboot the computer.

### **The device to be monitored is not in the provider's domain.**

The extension entered in My Extension was not added to the Unified CM application user group that was configured for call monitoring. This application user is referred to as the JTAPI User in System Configuration Setup.

Add the supervisor device to the JTAPI User, and make sure that the JTAPI User has call monitoring privileges.

### **The extension is not configured properly for silent network monitoring.**

You tried to monitor a user who is not configured for recording. This error is uncommon because Live Monitoring should not present users who are not configured for recording. It could potentially happen if the user configuration is actively being edited while Live Monitoring is running.

Reload Live Monitoring in the browser. If you still receive the error message, check that the user is properly configured for recording and monitoring on both the Unified CM and in Quality Management Administrator.

### **The live monitor request failed**

Due to a software error, this message is displayed instead of the actual error message, "The Unified CM rejected the request to silently monitor this extension."

This error message appears when the extension is valid and is known to the Unified CM, but it is not configured correctly so you cannot monitor an agent. The extension might be incorrectly configured for one of the following reasons:

- The extension is not configured correctly in Unified CM.
- The extension is not part of the JTAPI application user.
- The extension is not in the correct monitor calling search space.
- The JTAPI application user does not have Live Monitoring privileges.

Make sure that the supervisor extension is part of the JTAPI user and has a calling search space for the extension that includes the agent line or device partition to allow monitoring the agent.

**The maximum number of concurrent recordings was reached on Quality Management Record Server**

The concurrent recordings on the Quality Management Server Recording server or Network Recording server reached the maximum amount configured for the server.

Add a new Server Recording server or Network Recording server.

**The provided extension cannot reach the extension of the user to be monitored.**

The monitor calling search space for the extension entered in My Extension does not include the agent line or device partition to allow monitoring the agent.

See the documentation for Unified CM for more information on monitor calling search space and device partitions.

**The provided extension is not a valid extension on the Unified Communications Manager for the user you are trying to monitor.**

This is the most common error that can occur. It is due to one of the following:

- You entered a number that does not exist on the Unified CM.
- The Unified CM is configured so that it requires you to enter the entire 10-digit phone number, and you entered only the last four digits (the extension). For example, you entered “5555” but the Unified CM requires “763-555-5555.”
- The number you entered is correct, it exists on your Unified CM, and it is configured correctly. However, the user you are trying to monitor is on a different cluster.

Verify the device number of the user you want to monitor. Make sure that is configured correctly in Unified CM.

**The target device is being monitored by someone else, has no built-in bridge, or is unavailable.**

This error has two primary causes:

- The call is already being monitored by someone else.
- The call you are trying to monitor is on a phone that does not have a built-in bridge, or the built-in bridge has not been turned on in Unified CM Administration.

If the call is already being monitored, wait and try to monitor the call at a later time. If there is a problem with the phone’s built-in bridge, turn on the built-in bridge in Unified CM, or replace the phone with a model that has a built-in bridge.

**There are no active calls on the target device.**

This error is unlikely, because Live Monitoring should prevent attempts to monitor users who do not have an active call. However, there could be a race condition where the call ends at the same time a request is made to monitor the call.

Try the following actions.

- Monitor the call again.
- Refresh the browser page.

**This user does not have an assigned workflow and is not configured for archiving. No recordings will be made.**

The user is not assigned to a quality management workflow or an archive workflow. As a result, no recordings will be made for this user.

Assign the user to a workflow if you want this user's calls to be recorded.

**This user has only compliance licensing with no archive workflow. No recordings will be made.**

The user has a Compliance Recording license, but is not assigned to an archive workflow. As a result, no recordings will be made for this user.

Assign the user to an archive workflow if you want this user's calls to be recorded.

**This user must belong to a team to record: <domain\username>**

The specified user does not belong to a team. Quality Management does not record calls.

Assign the user to an ACD or Quality Management team and synchronize the data with Quality Management using Quality Management to initiate the synchronization process. For quality management recording, verify the team is assigned to a workflow.

**Timeout error.**

The request to monitor was sent, but no response was received after 30 seconds. This is unlikely, but probably due to a very busy system that is slow in other ways.

Try to monitor the agent again. You might have to wait until the system is not so busy.

**Unable to retrieve phone information**

The Desktop Recording service was unable to detect the MAC address for the connected phone. Quality Management does not record calls.

Verify the agent's phone and computer are connected in accordance with the section, "Desktop Recording (Endpoint) Service Requirements" in the *Installation Guide*. If Quality Management no longer detects the phone, Quality Management sends a message through MANA.

If the agent's phone and computer are connected correctly and the problem still exists, try the following.

- Update the user's NIC driver.
- Run a Wireshark capture to verify that the phone is communicating properly with the client PC. Filter the capture for SKINNY (or SIP in the case of a SIP phone) to verify the phone is forwarding its traffic to the client PC.
- Verify there is no security software or virus checking software that is blocking the Voice VLAN traffic from the phone.

### **Unknown failure**

An unexpected failure has occurred.

Contact your system administrator.

### **Unknown screen failure**

An unexpected failure has occurred during screen recording.

Contact your system administrator.

### **Unknown voice failure**

An unexpected failure has occurred during voice recording.

Contact your system administrator.

### **Uploaded (voice): <ID>.**

A voice recording was uploaded.

No action is required.

### **Uploaded (voice): <number of voice files>**

This message specifies the number of uploaded voice files.

No action is required.

**Uploaded (voice/screen): <number of voice and screen files>**

This message specifies the number of uploaded voice and screen files.

No action is required.

**Uploads Stopped: Not enough free space <path>.**

The Media webapp has stopped uploading recordings to <path> because the location at <path> is full.

Choose one of the following options:

- Add more storage.
- Remove unnecessary files.
- Move files to a backup location.

**User has no team**

The user is not associated with a team.

Assign the user to a team in Quality Management Administrator and try again.

**User is not configured to record: <user name>**

The user is logged into Unified Workforce Optimization but cannot record calls. You must configure the user to record calls in Quality Management Administrator.

Use Quality Management Administrator to configure the user to record calls.

**User is not licensed to record: <user name>**

The user is logged into Unified Workforce Optimization but cannot record calls. You must license the user to record calls in Quality Management Administrator.

Use Quality Management Administrator to license the user. Then tell the user to log out and then log back in to begin recording.

**User not licensed**

The user is not assigned to a license.

Assign the user to a license in Quality Management Administrator and try again.

**Voice recording did not close normally**

The voice recording did not end normally.

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No action is required.

### Voice recording failing to find packets

No packets were received for at least the first 15 seconds of the recording.

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**Note:** Not all devices or Unified CM versions use all these settings. Configure those that do appear for your device and Unified CM version.

In Unified CM Administration, in the Product Specific Configuration section of the Device Configuration screen, configure these settings:

- **PC Port—Enabled.** If the PC Port is disabled, the agent PC that is connected to the port will not have network access. No voice streams will be seen by the desktop monitor module.
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In the Device Information section of the Device Configuration screen, configure this setting as follows:

- **Device Security Mode—Non-Secure or Authenticated.** If the Device Security Mode is set to Encrypted, the voice streams can be seen but will not be converted correctly, causing the speech to be garbled.

You must also configure the agent phones to use the G.711 or G.729 codecs. Other codecs, such as G.722, are not supported for silent monitoring and recording.

### Voice recording failed to start

Voice device failed to start recording.

Restart the Desktop Recording service; Quality Management initializes the voice device.

### Voice recording failed to stop

Voice device failed to stop recording.

Restart the Desktop Recording service; Quality Management initializes the voice device.

### **Voice recording not allowed**

The extension for the device is not part of the Inclusion List.

Add the extension to the Inclusion List and try again.

### **Voice recording successful**

The voice recording completed successfully.

No action is required.

### **Wrong client version: <current version>.**

The Desktop Recording service is not running the current version.

Uninstall the old Desktop Recording services, and then install the current version of the Desktop Recording service.

### **Wrong user license**

The user has a Cisco MediaSense License but is not configured to record through Cisco MediaSense.

Change the user's license type or configure the user to record through Cisco MediaSense.

### **Zero byte file uploaded: <file name>**

The size of the uploaded file is zero.

This indicates RTP was not delivered to the PC from the phone. Verify the phone configuration. Make a test call to ensure the .raw files are growing in size during the call.