



Q-View Troubleshooting Guide

- **Q-View Prerequisites**

- Wave IP version 2.0 or higher
- Wave IP Contact Center Agent licenses installed
- Q-View License Key(s) – Each Q-View License Key provides licenses for 5 Q-View Users.
- Wave IP ViewPoint must be installed on the client computer prior to installing Q-View. (Note that ViewPoint does not need to be running on the client computer for Q-View to operate. In addition, the Q-View client does not require a dedicated Wave IP user license to operate. Q-View must, however, be logged on to the Wave IP system using a licensed Wave IP user account.)
- In order for Q-View to display queue statistics:
 - One or more queues must be configured on Wave IP.
 - The ViewPoint account used to log on to Q-View must be an agent in one or more queues.
 - The account used must have the “Monitor Queue Statistics” permission and at least the "View Only" level "Access Queue Call Monitor" permission in the queues to be monitored.

- **Installation Issues**

- The user performing the install should be an administrator on the local computer.
- Say Yes to any questions from User Account Control.

- **Running the Q-View application**

- **Q-View crashes before the logon dialog box appears.**
 - Viewpoint is a prerequisite, and it's probably not installed (or a 1.5 version is installed).
 - **Install the correct version of Viewpoint from the live Wave.**
- **User clicks OK on the logon dialog box and an error occurs:**
 - **“Please enter a username and a server to connect to.”**
 - Both a valid Viewpoint username and Wave server name or IP address are required for Q-View to connect successfully. Verify both of these fields are filled in and correct.
 - **“A connection with the designated Server could not be established. Please verify the Server name and try again.”**
 - Most likely the Wave server name or IP address is incorrect.
 - **Use the correct Wave server name or IP address.**
 - If the Wave server name or IP is correct, then

- Determine whether Viewpoint can connect successfully.
 - If so, Q-View should be connecting successfully as well. If Q-View still gives this error, it's possible that a firewall is allowing Viewpoint but blocking Q-View.
 - Unblock Q-View in any firewalls.
 - If not, fix Viewpoint first. Once Viewpoint can connect successfully Q-View should be able to as well.
- **“Windows Firewall has blocked some features of this program.”**
 - Or any software firewall with a “blocked” message of some sort
 - Click the appropriate boxes (for which networks to allow on) and then Allow access (or the appropriate options in other firewall software).
- **“Could not log on. The user name or password is invalid.”**
 - Enter a valid Viewpoint user name/password combination.
- **“There are no remaining licenses on the Wave server for this version of Q-View. Please contact your Wave administrator.”**
 - Verify whether there are any licenses installed on the Wave server or not using Global Administrator.
 - If not, the user (or a Wave admin) should run the Q-View License Installer from the Q-View program group on the Start menu to install one or more 5-packs of licenses.
 - If so, this error means that all installed licenses are currently in use. One of 3 things can occur at this point:
 - This user won't use Q-View after all. Consider buying more licenses if he needs to use Q-View regularly.
 - Close another user's Q-View to clear his connection to the server. This user should be able to connect successfully now.
 - Try again later. At some point 1 or more other users might close Q-View and clear their connections to the server, thus freeing up a license for this user.
- **Logon is successful and the main Q-View window appears, but no queue statistics are displayed (only an empty form with a toolbar) or 1 or more queues are displayed strangely and you get an “An unhandled exception has occurred...” error.**
 - All queues of which the user is a member and for which the user has been allowed the “View Statistics” permission will be displayed. If no queues are displayed, the user is not a member of any queues. If 1 or more queues are displayed incorrectly and the unhandled exception occurs, the user does not have the “View Statistics” permission on 1 or more queues of which he is a member.

- Assign the user the appropriate permissions in the appropriate queues in Global Administrator.
- **Everything appears to work correctly except the Longest Wait Duration column never updates.**
 - The logged in account must have at least the "View Only" level "Access Queue Call Monitor" permission in the queues for this column to update.
- **The Q-View icon is extremely large and overlaps the slider in the Windows 7 sound mixer. As a result, the Q-View volume cannot be modified independently.**
 - This is a known bug and will be resolved in a future release of Q-View.
- **Any other error occurs at any point**
 - **“An unhandled exception has occurred...”**
 - If the details specify the error as audio alert/sound file related errors, this is a known bug and will be resolved in a future release of Q-View. Only PCM format WAV files are currently supported.
 - **Q-View stores various settings between runs of the application which are specific to the logged on Windows user account. Different Viewpoint logins are supported starting with version 1.1.1.0 when logged on as the same Windows user, but the previous user’s settings will be overwritten.**
 - The settings file takes precedence over the Wave server for some settings. If various settings have changed on the Wave server (queue membership, permissions, etc.) then the settings file will need to be deleted.
 - **Since a variety of issues can arise from an inconsistent settings file, the file should be deleted and Q-View restarted to attempt to solve all problems before referring the customer to Communications Diversified for further support.**
 - Delete the settings file:
 - On Windows XP
 - Delete all subfolders of “C:\Documents and Settings\username\Local Settings\Application Data\Vertical\” that start with Q-View.exe_
 - On Windows Vista, 7, 8
 - Delete all subfolders of “C:\Users\username\AppData\Local\Vertical\” that start with Q-View.exe_
- **Running the Q-View License Installer Application**
 - **User clicks Install Licenses and an error occurs.**

- **“Permission to the requested resource was denied.”**
 - Either the user name/password combination is incorrect or the user name supplied is not an admin. Enter a valid user name/password combination with Global Administrator admin rights.
- **“The connection to the data provider was lost.”**
 - The client PC is off the network. Reconnect to the network and try again.
- **“License Key xxxx-xxxx-xxxx-xxxx-xxxx-xxxx already added.”**
 - This license key is already installed on the Wave server. Either enter a different (valid) license key and try again or exit.
- **“Invalid License Key.”**
 - The license key entered is not valid. Enter a valid license key or exit.
- **“Invalid URI: The hostname could not be parsed.”**
 - This is the same issue as “A connection with the designated Server could not be established. Please verify the Server name and try again.” in Q-View. Use those same troubleshooting steps above.
- **“Windows Firewall has blocked some features of this program”**
 - Or any software firewall with a “blocked” message of some sort
 - Click the appropriate boxes (for which networks to allow on) and then Allow access (or the appropriate options in other firewall software)

If you need further Q-View information or support you can contact Communications Diversified, Inc. at:

Email: q-view@communicationsdiversified.com

Telephone: 505-998-9293

Web site: <http://www.communicationsdiversified.com/support/q-view-support>