NICE PUBLIC SAFETY SOLUTIONS

NICE INFORM TROUBLESHOOTING GUIDE

Release 9.1 (2nd edition)

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NICE · Inform

Important Notice

Contents

List of Tables

List of Figures

1 Introduction

This guide provides helpful hints and solutions for troubleshooting NICE Inform. It is aimed at all users who need to diagnose issues with the software components. It is advised that the latest version of this document appropriate to the installed version of NICE Inform is obtained from ExtraNICE http://www.extranice.com/

Readers of the Setup and Resilience sections should have a basic understanding of:

- The Microsoft Windows operating system including:

  - Adding user accounts.

  - Sharing files.

  - Managing Windows Firewall.

- Microsoft SQL Server.

- Network operation including:

  - Diagnosing network connection issues.

  - Managing any routers or firewalls in use.

- The other NICE® products in the system.

This guide is designed to help resolve issues on the NICE Inform server and individual client workstations running the NICE Inform application. In addition, it provides a guide to managing the debugging information displayed in the client and server log files.

Issues relating to NICE Inform Audio Analytics are not detailed in this guide. This is covered in the *NICE Inform Audio Analytics Troubleshooting Guide* on ExtraNice or on the NICE Inform Audio Analytics installation media.

NOTE: This guide references the folder *D:\Program files (x86)* in several locations. On 32-bit operating systems this folder should be substituted with *D:\Program files*

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2   Diagnosing issues with NICE Inform

This section provides a general overview of how to diagnose issues with NICE Inform.

The solutions provided in this guide are categorized into the following areas:

- Setup / Configuration
- General application use
- Specific application use, such as Reconstruction, Organizer, etc.
- Other areas, such as Resilience, Time Monitoring, etc.

Each solution consists of an overview of the problem (as seen from a user perspective), further detail including possible error messages from log files or the applications, possible root cause, and description of steps to mitigate the issue.

To use this guide, check the index for symptoms that match what you are seeing. If so, navigate to that solution and see if the further symptom section also matches. If you think this has precisely defined your issue, apply the resolution and see if the issue is resolved.

If you encounter an issue with NICE Inform not included in this guide, consider the following to help our diagnosis:

- **Effect** – what went wrong and what process caused you to find the issue? Screen shot and step by step description are always useful for you and NICE if the issue needs to be escalated.
- **Repeatability** – does the problem always occur in the same situation, or does it appear random?
- **Scope** – does the problem have an effect on the whole application or within a specific part?
- **Messages** – NICE Inform dialog messages help understand the issue.
- **Log files** – NICE Inform client or server log files can provide valuable insights into issues.

2.1   Helpful hints

If you have issues connecting to the NICE Inform application, the check the following:

- Ensure that the server machine can be contacted and there are no network issues.
- Ensure that the data source and/or logger can be contacted and there are no network issues.
- Ensure no firewall rules are impeding the connection on either the server or client side.
- Ensure the Windows account being used has the correct permissions to complete the task required.

2.2   NICE Inform Documentation

This guide often refers to other NICE Inform documentation supplied with the NICE Inform software delivery:

- Microsoft SQL Server for Public Safety Installation Guide
- NICE Inform Installation Guide
- NICE Interaction Management for Public Safety Installation guide
- NICE Diagnostic Tool User Guide
- All NICE Inform Application User Guides
- NICE Inform Online Help *(available within the NICE Inform client workstation)*

These documents can also be obtained from ExtraNICE http://www.extranice.com/

2.3   NICE Inform Maintenance Guide

This guide often refers to the following sections within the *NICE Inform Maintenance Guide* as supplied with the NICE Inform software delivery:

- NICE Inform Network Traffic Catalog
- Upgrading a resilient NICE Inform system
- Configuring Servers for NICE Inform Resilience
- Configuring NICE Inform Client and Server to communicate via IPv6
- NICE Inform Versions Compatibility and Upgrade Paths
- NICE Inform OS Replacement and Hardware Upgrade Guide
- Microsoft administration tasks for Public Safety
- Virtualization basics for NICE Inform

> NOTE: The latest version of *NICE Inform Maintenance Guide* can be obtained from ExtraNICE http://www.extranice.com/

2.4   NICE Diagnostic tool

The NICE Diagnostic Tool is designed to simplify the management and collection of log files and other diagnostic information for NICE Public Safety applications.

NICE Diagnostic tool can be downloaded from the NICE Inform **Tools** webpage linked from the main NICE Inform application launch webpage.

2.5   Locating NICE Inform server log files

The NICE Inform services log their diagnostic information to a location specific to the Windows system account that they are configured to run under. This section details how to locate the log files on Microsoft Windows Server (all versions).

The NICE Inform Server Configuration Wizard log files can be found in a similar location for the user account that ran the wizard.

NOTE:	The NICE Diagnostic Tool is the preferred method of collecting all of the NICE Inform Audio Analytics logs. It is provided by NICE Support and is also available on the NICE Inform installation media.
	Details on setting the logging levels can be found in the Debugging NICE Inform section of this document.

Microsoft Windows Server (All versions)

Figure 1 shows the location of the log files for a system which is configured to use the default **InformServices** Windows system account on Microsoft Windows Server.

Figure 1: Log files location (All versions of Microsoft Windows)
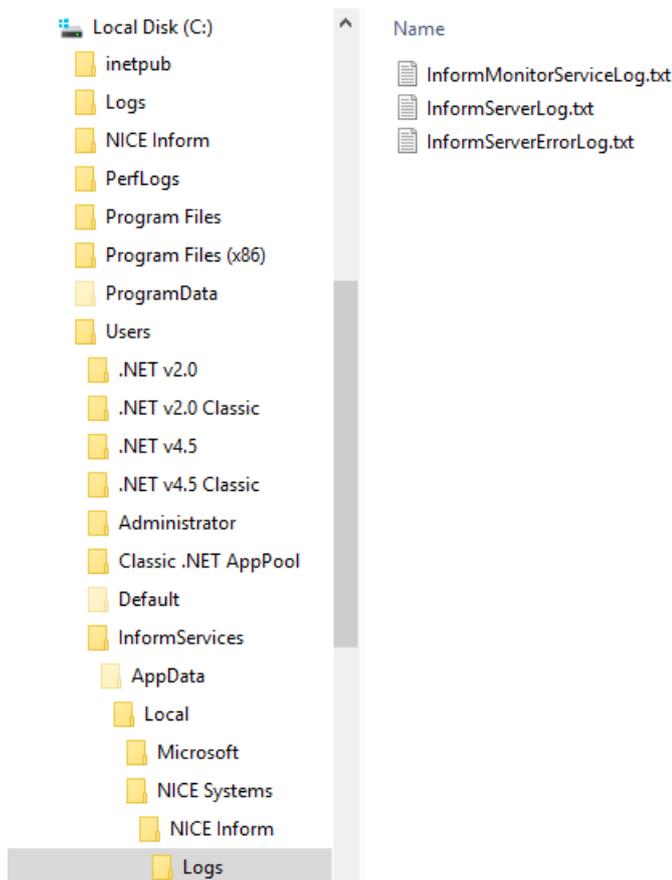
2.6   Log file naming convention on the NICE Inform server

Within the log folder there are a number text files plus the current file which is called **InformServerLog.txt**. Each old log file has a number between 1 and 20, with 1 being the most recent. Once the current log file has reached its maximum size, the oldest file (e.g. **InformServerLog.txt.20**) is deleted and all the subsequent text files are shifted up one in the list i.e. what was 4 becomes 5, 3 becomes 4 and so on, so that **InformServerLog.txt** can become **InformServerLog.txt.1**. A new empty **InformServerLog.txt** file is created and all the latest log information is written to that file.

NOTE: By default, a maximum of 20 log files are created.

2.7   Locating NICE Inform client workstation log files

All NICE Inform applications (except the services and installation wizard as described above) log their diagnostic information to the same destination folder using the currently logged in Windows user account.

NOTE: The location of the log files changes depending on the currently logged in
              Windows user account.

The log folder can be opened by either using Windows Explorer or via the NICE Inform client workstation application. Click the **Settings** button and select the **Diagnostics Folder**.

NOTE: Details on setting the logging levels can be found in the Debugging NICE Inform
              section of this document.

NICE Inform Applications Log (Windows 8 and 10)

Figure 2 and Figure 3 show the location of the log files when the currently logged in Windows user account is **NICE** on Windows 8 or 10 and a sample of the NICE Inform client workstation diagnostic logs.

Figure 2: NICE Inform Application Logs location (Windows 8)
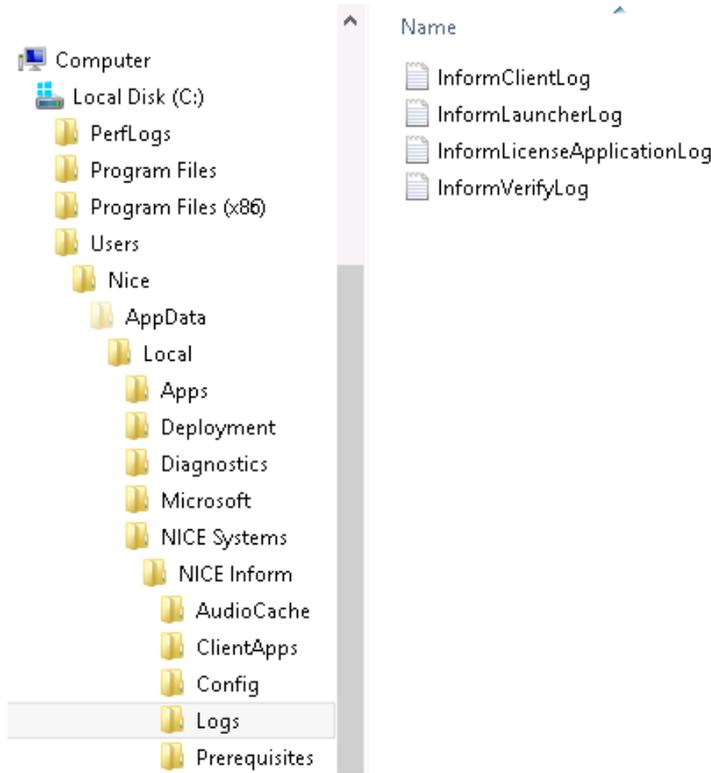
Figure 3: NICE Inform Application Logs location (Windows 10)
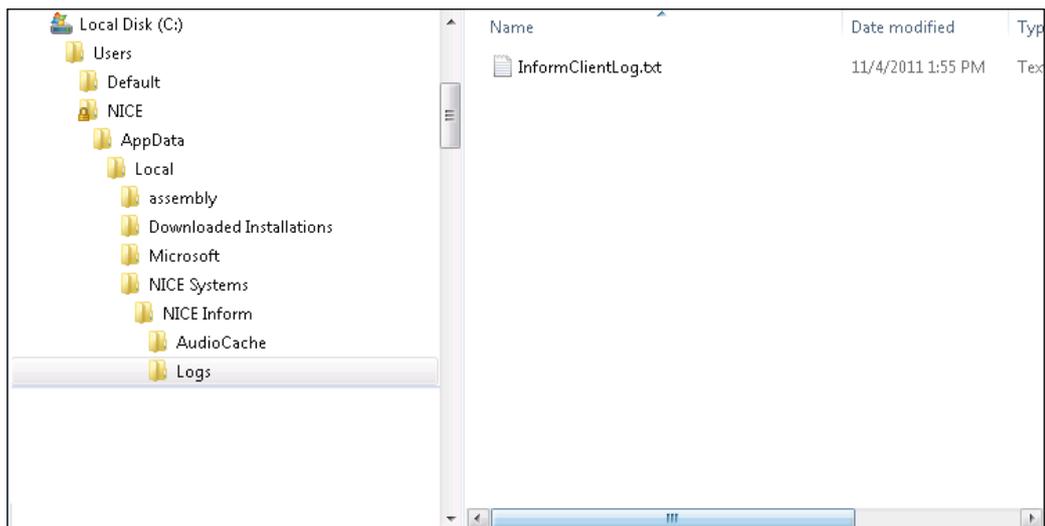
2.8   Restarting NICE Inform Services

As a result of changes that you may need to make to the configuration of the NICE Inform Server, you may need to restart the NICE Inform Services for the changes to take effect. This is a far quicker solution than rebooting the server.

▶ To restart the NICE Inform Services:

1. Click *<Start> <Control Panel> <System and Security> <Administrative Tools> <Services>*.

2. Select and stop the **NICE Inform Monitor Service**.

3. Select and stop the **NICE Inform Server** service.

4. Wait 10 seconds and start the **NICE Inform Monitor Service**.

2.9   Application log naming convention on the NICE Inform client workstation

Within the log folder there are a number text files plus the current file which is called **InformClientLog.txt**. Each old log file has a number between 1 and 5, with 1 being the most recent. Once the current log file has reached its maximum size, the oldest file (e.g. **InformClientLog.txt.5**) is deleted and all the subsequent text files are shifted up one in the list i.e. what was 4 is now 5, 3 becomes 4 and so on so that **InformClientLog.txt** can become **InformClientLog.txt.1**. A new empty **InformClientLog.txt** file is created, and all the latest log information is written to that file.

NOTE: By default, a maximum of 5 log files are created.

2.10   Internet Information Services (IIS) Log files

IIS is used by NICE Inform in the deployment of the client application, via the NICE Inform launch webpage. IIS writes diagnostic information to log files so you can check for any errors.

▸ To check the IIS log files:

1. Navigate to the following folder:

    C:\inetpub\ogs\LogFiles\W3SVC1

    (Alternatively, on older versions of Windows the logs can be in the following location: C:\WINDOWS\system32\LogFiles\W3SVC1)

NOTE: The **W3SVC1** folder contains the log files for the first website configured in IIS. This is the default website, which is normally NICE Inform.

2. Check for entries showing requests for log pages. If there are errors in the log file, check that the correct website address for NICE Inform is being entered in the web browser.

NOTE: The first column in the log is the IP address of the client workstation.

Refer to the following example for a successful request for the login form:

10.44.60.22 - - [28/Jul/2006:10:24:20 +0000] "GET /ClientApps/NiceInform.exe.config HTTP/1.1" 200 3214

10.44.60.22 - - [28/Jul/2006:10:24:20 +0000] "GET /ClientApps/NiceInform.exe HTTP/1.1" 200 673563

10.44.60.22 - - [28/Jul/2006:10:24:20 +0000] "GET /ClientApps/NiceInform.DLL HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:20 +0000] "GET /ClientApps/NiceInform/NiceInform.DLL HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:20 +0000] "GET /ClientApps/bin/NiceInform.DLL HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:20 +0000] "GET /ClientApps/bin/NiceInform/NiceInform.DLL HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:20 +0000] "GET /ClientApps/NiceInform.EXE HTTP/1.1" 200 673563

10.44.60.22 - - [28/Jul/2006:10:24:22 +0000] "GET /ClientApps/Nice.Inform.Common.DLL HTTP/1.1" 200 188683

10.44.60.22 - - [28/Jul/2006:10:24:22 +0000] "GET /ClientApps/Nice.Inform.Client.Common.DLL HTTP/1.1" 200 979210

10.44.60.22 - - [28/Jul/2006:10:24:22 +0000] "GET /ClientApps/log4net.DLL HTTP/1.1" 304 212

10.44.60.22 - - [28/Jul/2006:10:24:24 +0000] "GET /ClientApps/Nice.Inform.Client.Controls.DLL HTTP/1.1" 200 782603

10.44.60.22 - - [28/Jul/2006:10:24:27 +0000] "GET /ClientApps/NiceInform.exe.config HTTP/1.1" 200 3214

10.44.60.22 - - [28/Jul/2006:10:24:29 +0000] "GET /ClientApps/en-US/
NiceInform.resources.DLL HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:29 +0000] "GET /ClientApps/en-US/NiceInform.resources/
NiceInform.resources.DLL HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:29 +0000] "GET /ClientApps/bin/en-US/
NiceInform.resources.DLL HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:29 +0000] "GET /ClientApps/bin/en-US/
NiceInform.resources/NiceInform.resources.DLL HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:29 +0000] "GET /ClientApps/en-US/
NiceInform.resources.EXE HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:29 +0000] "GET /ClientApps/en-US/NiceInform.resources/
NiceInform.resources.EXE HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:29 +0000] "GET /ClientApps/bin/en-US/
NiceInform.resources.EXE HTTP/1.1" 404 1795

10.44.60.22 - - [28/Jul/2006:10:24:29 +0000] "GET /ClientApps/bin/en-
US/NiceInform.resources/NiceInform.resources.EXE HTTP/1.1" 404 1795

2.11   Windows Events

Further diagnostic information on the failure of a service may also be available in the Windows Event Logs, viewable with Microsoft Event Viewer.

▸ To open the Event Viewer:

1. Open the **Microsoft Event Viewer** management console. This can be accessed via administrative tools, (as shown in Figure 4) for Windows Server 2016/2019/Windows 10 or Figure 5 for Windows Server 2012/Windows 8.1.

Figure 4: Opening the Event View (Windows Server 2016/2019 and Windows 10)

Figure 5: Opening the Event Viewer (Windows Server 2012 and Windows 8.1)
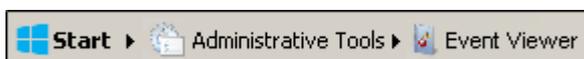
2. Look for entries in the **System log** created by the Service Control Manager.

3. Once located, double-click anywhere within that row to show the event properties (as shown in Figure 6).

Figure 6: Event Properties
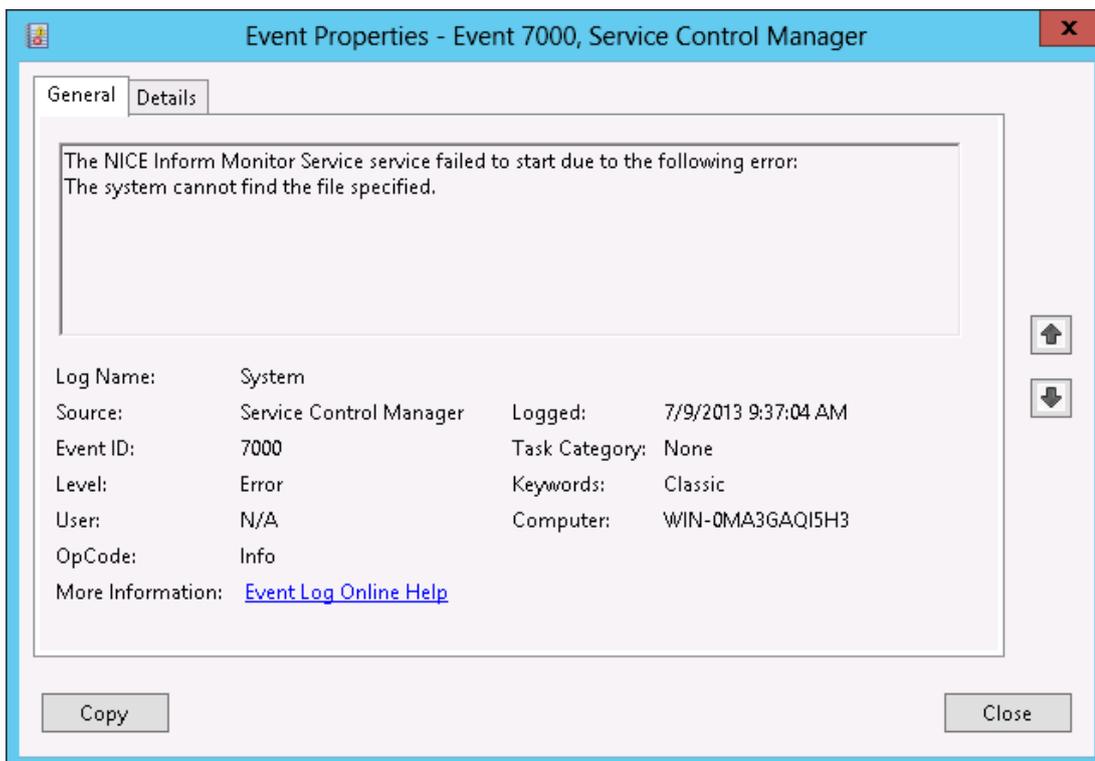
3 Issues setting up NICE Inform

This section identifies issues that may occur when installing and configuring NICE Inform. It also provides extra information and potential solutions to these issues.

3.1 Running Server Configuration Wizard states that user has insufficient privileges

SYMPTOM

On running the NICE Inform Server Configuration Wizard an error message dialog is presented stating:

"You do not have sufficient privileges to run this application. Please log into an account that has local administrator privileges and run the wizard again."

CAUSE

User doesn't have local administrator privileges or the application has not been 'Run as administrator'.

RESOLUTION

- Ensure that you are logged into the server with a user who has local administrator privileges.

- On launching the server configuration wizard, right click on the application icon and select 'Run as administrator'

3.2 Notification about missing prerequisite on running NICE Inform Server Configuration Wizard

SYMPTOM

On attempting to run the NICE Inform server configuration wizard the welcome page indicates that there are missing prerequisites.

CAUSE

Required prerequisites haven't been installed on the server.

RESOLUTION

To install these prerequisites, refer to the *NICE Inform Installation guide.*

NOTE: Once the prerequisites are installed you have to restart the NICE Inform Server Configuration Wizard. Refer to the *NICE Inform Installation Guide* for details.

3.3   User not appearing in NICE Inform Server Configuration Wizard

SYMPTOM

On the user step of NICE Inform Server Configuration Wizard the desired local or domain user isn't listed.

CAUSE

The required user is not a member of the local machine's user/administrator group.

RESOLUTION

Add the user to the local machine's user/administrators group. If required, refer to the *Microsoft administration tasks for Public Safety* section within the *NICE Inform Maintenance Guide*.

3.4   Server configuration wizard fails during the 'Configuring the Windows user' progress step

SYMPTOM

When running the server configuration wizard, the following error message is shown on the wizard progress page:

"Services: Failed to disable check for code signing on the server. Please refer to technical note TN0728 to resolve this issue."

CAUSE

The incorrect password has been entered when selecting an administrator account.

RESOLUTION

Re-run the server configuration wizard and enter the correct password.

3.5   Running Server Configuration Wizard states Failed to validate database Login

SYMPTOM

When running the server configuration wizard, the following error message is shown on the wizard progress page:

"Failed to validate database Login. Please refer to NICE Inform troubleshooting guide to resolve this issue."

CAUSE

The Inform Services account in the SQL database has a different SID to the current Inform Services user account in Microsoft Windows. This can occur if the account has been deleting and recreated in Windows or a full database backup has been incorrectly applied following a restore to a new Windows installation.

RESOLUTION

The current inform services account must be found and deleted from the database. Once this has been complete re-run the Server Configuration Wizard to complete the installation.

Make sure this procedure is completed from a different Windows User account than the inform services account otherwise database access will be lost.

To delete the inform services user account from the SQL database, perform the following:

1. Open **SQL Management Studio**, and navigate to *<Security>*, *<Logins>*

2. Right click the previous Inform Services account (usually **InformServices**) and click **Delete**.(as shown in Figure 7).

Figure 7: SQL Management Studio - deleting inform services account
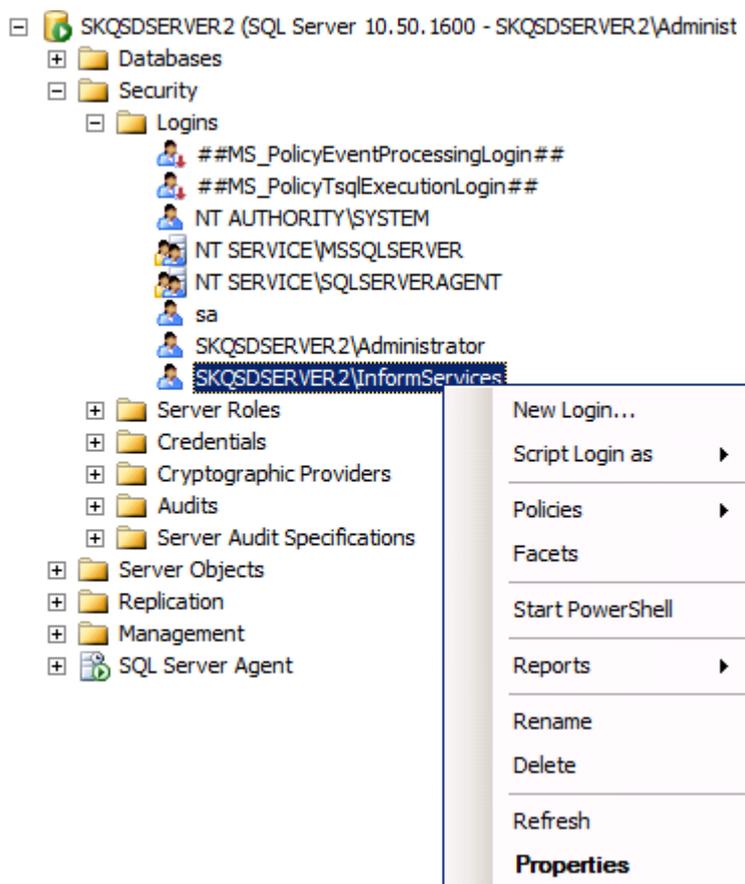
3. At the **Delete Object** dialog (as shown in Figure 8), click **OK**.

Figure 8: SQL Management Studio - Delete Object screen
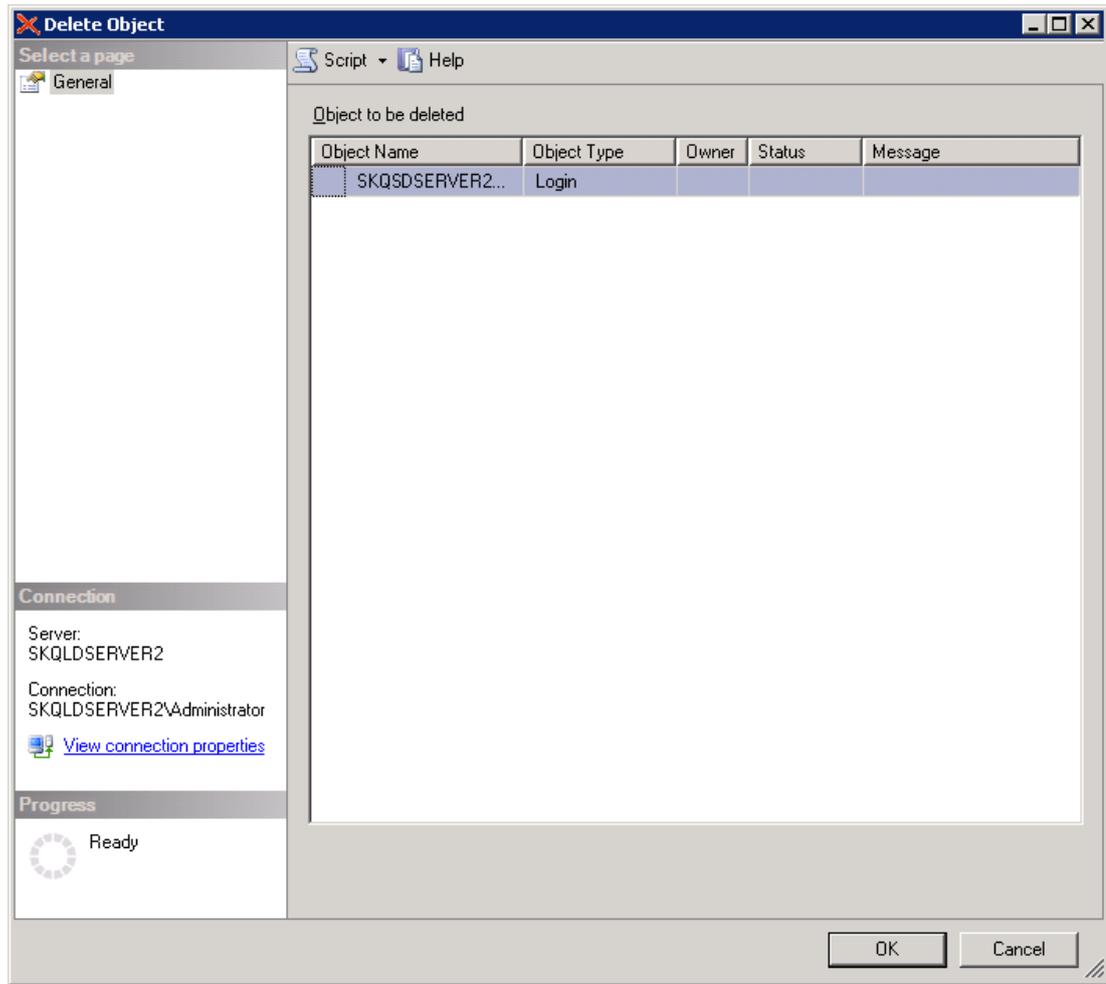
4. At the warning message (as shown in Figure 9), click **OK**.

Figure 9: SQL Management Studio - delete object warning message
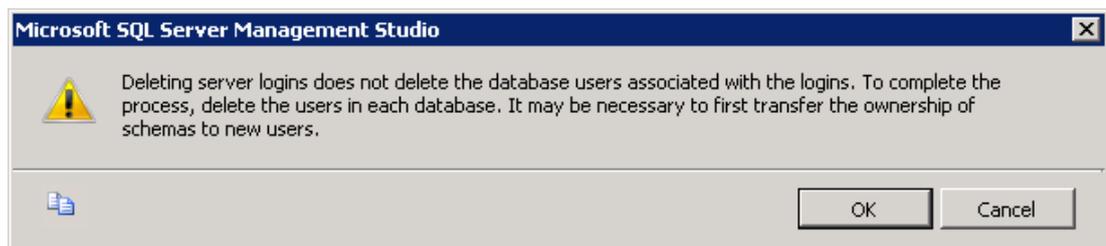
5. Close the **SQL Management Studio** and re-run the **Server Configuration Wizard**. This will add the inform services account to **Microsoft SQL Server**.

3.6 NICE Inform website cannot be found

Internet explorer reports the following error:

 "Internet Explorer cannot display the webpage"

CAUSE

There was an issue connecting to the NICE Inform server.

RESOLUTION

Check the following items:

- Ensure URL is correct.
- Ensure the Inform server can be contacted from the client.
- Ensure IIS is running on the server

NOTE: It can be helpful to test the website loads directly on the Inform server to eliminate networking issues before testing on a client workstation

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3.7 NICE Inform website never advances from 'Checking for the software required to run NICE Inform…' page

SYMPTOM

Webpage stays on page that states:

"Checking for the software required to run NICE Inform…"

CAUSE

Internet Explorer security settings does not allow Active scripting to be run.

RESOLUTION

▶ To change the Internet Explorer security settings:

1. Open Internet Options in the browser.

2. Click the **Security** tab.

3. Click the **Custom Level** button, the **Security Settings** dialog should open.

4. Ensure that the **Active scripting** option is enabled which can be found under the **Scripting** section.

3.8   Launching NICE Inform from the website gives 'Cannot Start Application' dialog

SYMPTOM

After attempting to run NICE Inform from the browser the 'Launching application' dialog appears and is shortly replaced with a 'Cannot Start Application' dialog with the following message:

"Cannot continue. The application is improperly formatted. Contact the application vendor for assistance."

CAUSE

Internet Explorer security settings does not allow Authenticode components to be run.

RESOLUTION

▶ To change the internet explorer security settings:

1. Open Internet Options in the browser.

2. Click the **Security** tab.

3. Click the **Custom Level** button, the **Security Settings** dialog should open.

4. Ensure that the **Run components signed with Authenticode** option is enabled which can be found under the **.NET Framework-reliant components** section.

3.9   Web browser shows IIS default homepage

SYMPTOM

The IIS homepage is displayed on the web browser.

CAUSE

The URL is likely to be incorrect. NICE Inform URL defaults to http://servername/Inform and http://servername/Verify for the NICE Inform Verify application.

The specific application names **Inform** and **Verify** can be changed via the NICE Inform Server Configuration Wizard during installation.

RESOLUTION

Check the correct URL is being used.

3.10 Web browser reports Server error in application when server is a 64 bit Operating system

SYMPTOM

When attempting to load NICE Inform URL the web browser shows:

 "Server Error in /Inform Application. Runtime error. Description: An exception occurred while processing your request. Additionally, another exception occurred while executing the custom error page for the first exception. The request has been terminated."

CAUSE

IIS Application pool hasn't been enabled to run 32 bit applications.

RESOLUTION

▶ To check the configuration of IIS:

1. Open the Internet Information Services management console. This can be accessed via the Control Panel, Administrative Tools.

2. Select the Application Pools folder in the IIS Manager tree.

3. Right-click the NICEInformAppPool application pool and select Advanced Settings from the menu.

4. Within the Application Pool dialog ensure that the Enable 32-Bit Applications option is set to True.

5. Click **OK** to close the Advanced Settings dialog.

3.11 NICE Inform website shows ASP.NET error page

SYMPTOM

Webpage presents an ASP.NET error.

CAUSE

The ASP.NET services are not correctly registered.

RESOLUTION

Refer to the *NICE Inform Installation Guide* for details on preparing the server for NICE Inform.

3.12 NICE Inform Launcher displays connection error message

SYMPTOM

On launching the NICE Inform application the launcher dialog errors with the message:

"'An error has occurred connecting to the NICE Inform server. Please contact your system administrator."

CAUSE

Server or client firewall isn't configured correctly.

RESOLUTION

Configure the server and client firewall settings. Refer to the Technical Note: *NICE Inform Network Traffic Catalog* for details.

3.13   NICE Inform Launcher fails to download all NICE Inform client files

SYMPTOM

When attempting to load NICE Inform from the website, the NICE Inform Launcher is run and downloads the client files from the NICE Inform server. The NICE Inform Launcher fails to download all the files and displays the error message "Error when launching the application. See the log file for further information".

CAUSE

- The NICE Inform website has not been configured correctly.
- The Microsoft Internet Information Services (IIS) configuration has been incorrectly altered to restrict .config extension files via IIS Request Filtering.

RESOLUTION

- Run the NICE Inform Server Configuration Wizard to recreate the NICE Inform website.
- If the above step does not resolve the issue, open the Microsoft Internet Information Services (IIS) applicationHost.config configuration file typically located in C:\Windows\System32\inetsrv\config in Notepad. Ensure that the following **.config** entry in the **requestFiltering** section has been set allowed="true".

  <**requestFiltering**>

  <fileExtensions allowUnlisted="true" applyToWebDAV="true">

  <add fileExtension=".asax" allowed="false" />

  <add fileExtension=".ascx" allowed="false" />

  <add fileExtension=".master" allowed="false" />

  <add fileExtension=".skin" allowed="false" />

  <add fileExtension=".browser" allowed="false" />

  <add fileExtension=".sitemap" allowed="false" />

  <add fileExtension=".config" allowed="**true**" />

3.14   Prompt for Windows credentials when loading NICE Inform website

SYMPTOM

When attempting to load the NICE Inform website, Internet Explorer prompts you to enter a username and password. You are unable to load the NICE Inform website without entering the correct details.

> NOTE: This applies to non HTTPS NICE Inform environments only.

CAUSE

- Microsoft Internet Information Services for the NICE Inform website does not have Anonymous authentication enabled.

RESOLUTION

- Ensure that the NICE Inform website has Anonymous authentication enabled.

3.15 NICE Inform website states one or more Inform services not running but services are running

The NICE Inform website states:

"One or more of the NICE Inform services are not running on the server. Please contact your NICE Inform administrator."

Inform server shows all Inform services as running, but the server log files contain the message:

"System.Data.SqlClient.SqlException (0x80131904): Login failed for user".

CAUSE

SQL server security not configured for the Windows user account running the NICE Inform services.

RESOLUTION

If resilience support is required add the NICE Inform service login account to SQL Server security with **sysadmin** role. If resilience support is NOT required add the NICE Inform service login account to SQL Server security with **dbcreator** and **diskadmin** roles.

3.16 NICE Inform website states one or more Inform services not running.

SYMPTOM

The NICE Inform website states:

"One or more of the NICE Inform services are not running on the server. Please contact your NICE Inform administrator."

CAUSE

One or more NICE Inform or dependant services are not running.

RESOLUTION

Ensure the NICE Inform Services are configured with the correct **Startup Type**:

- ▪ NICE Inform Monitor and SQL Server service set to Automatic.
- ▪ NICE Inform server service set to manual.

Start the NICE Inform services mentioned above.

3.17   Internet Explorer does not automatically launch NICE Inform

SYMPTOM

Internet Explorer does not automatically load NICE Inform when you visit the website.

CAUSE

Internet Explorer security settings are stopping the application starting automatically.

RESOLUTION

> NOTE: These steps can be ignored if you do not wish to lower your security settings. If so you have to launch the NICE Inform client workstation manually using the provided link.

▶ In Internet Explorer 10 and 11:

1.   Within **Trusted sites**, click the **Custom Level** button.

2.   Click the **Reset** to drop down list and set the security to **Medium-low**.

3.   Click the **Reset** button and click the **Yes** button to the following confirmation message.

> NOTE: You **MUST** restart Internet Explorer before these changes take effect.

3.18   Failure in downloading and installing .NET pre-requisite

SYMPTOM

.NET Framework cannot be downloaded and installed.

CAUSE

Windows user hasn't the correct permissions or drive space limitations.

RESOLUTION

Check the following:

- The client workstation is logged in with a Windows user account which is a member of the Administrators group.
- The client workstation has enough free space on the default Windows operating system drive to install the .NET Framework.

3.19 Cannot launch NICE Inform after installing Microsoft .NET 4.7.2

SYMPTOM

On launching NICE Inform a dialog requests that .NET 4.7.2 despite already being installed.

CAUSE

Internet Explorer session hasn't been restarted after install.

RESOLUTION

Ensure that all Internet Explorer windows are closed after the install and then try again.

3.20 NICE Inform start up is very slow

SYMPTOM

NICE Inform application takes a long time to start.

CAUSE

Delays are caused by Microsoft Windows operating system verifying software signatures.

NICE Inform software is digitally signed by NICE so that users can be confident that the software they receive is genuine NICE software.

During signature verification Microsoft Windows checks to see if the signatures it is verifying are known to be stolen. This check, known as certificate revocation checking, is only possible if there is a live internet connection to each client. If there is no internet connection the verification process can be delayed, attempting to download the current list of stolen signatures.

RESOLUTION

To prevent this delay the certificate revocation checking can be disabled on workstations without an Internet connection.

CAUTION: Do **NOT** disable this checking on clients connected to the internet as this removes a level of security from the system. It is acceptable to disable the checking on workstations not connected to the internet as the check does not provide any security in this case.

▶ To disable certificate revocation checking (on each workstation):

1. Open Internet Explorer.

2. Select **Internet Options** from the **Tools** 🔧 icon within Internet Explorer 10 and 11.

3. Select the **Advanced** tab and scroll down to the **Security** section.

4. Uncheck the **Check for publisher's certificate revocation** option.

5. Close Internet Explorer.

Now retest the launching to see if the startup time is improved. **If and only if** this shows no improvement you can also additionally try disabling certificate checking for ASP.NET and the .NET Authenticode checks for Inform Client/Verify on the server running the NICE Inform Services.

▶ To disable certificate checking in ASP.NET:

1. Backup the following file:

    – C:\Windows\Microsoft.NET\Framework\v4.0.30319\Aspnet.config.

2. Using notepad open the following file:

    – C:\Windows\Microsoft.NET\Framework\v4.0.30319\Aspnet.config.

3. Below <shadowCopyVerifyByTimestamp enabled="true"/> insert a new line containing the following sentence:

    <generatePublisherEvidence enabled="false"/>

4. On 64bit operating systems also backup and repeat step 3 on C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Aspnet.config

5. Restart the server.

▶ To disable .NET Authenticode for the NICE Inform Client/Verify checks:

1. Backup the files:

    – *<Inform Server Install Path>*\Website\ClientApps\NiceInform.exe.config

    – *<Inform Server Install Path>*\Website\ClientApps\NiceInformLMR.exe.config

2. Using notepad open the following file:

    – *<Inform Server Installation>*\Website\ClientApps\NiceInform.exe.config.

3. Above the line <appSettings> insert new lines containing the following sentence, if they do not already appear:

    <runtime>
    <generatePublisherEvidence enabled="false"/>
    </runtime>

4. Using notepad open the following file and repeat step 3:

    – *<Inform Server Installation>*\Website\ClientApps\NiceInformLMR.exe.config

3.21   NICE Inform services will not start

SYMPTOM

NICE Inform services fail to start, generating Windows event log error.

CAUSE

Inform services are incorrectly configured.

RESOLUTION

Ensure Windows user running the NICE Inform Services has the following privileges:

■ Is granted: **Log on as a service**.

■ Is granted: **Log on as a batch job**.

Ensure the NICE Inform Monitor Service and SQL Server services **Startup Type** are set to **Automatic**.

3.22 NICE Inform service did not respond to the start or control request in a timely fashion

SYMPTOM

NICE Inform services generates an event that states:

"Error 1053: The service did not respond to the start or control request in a timely fashion...".

CAUSE

The NICE Inform service has taken too long to respond to the Service Manager.

RESOLUTION

▶ To change the registry to increase the allowed startup time:

1. Log on to the server as an Administrator.

   a. Open the registry editor using the appropriate method listed below:From the **Start** menu, type '**regedit**'. The **Registry Editor** should appear in the search results.

   b. Click on the **regedit** search result to open the **Registry Editor**.

   WARNING: Before you change any settings it is recommended that you backup the Registry first.
   ---

2. Navigate to the key:

   <HKEY_LOCAL_MACHINE <SYSTEM> <CurrentControlSet> <Control>

3. Check for a value in this key called ServicesPipeTimeout.

4. If a value called **ServicesPipeTimeout** does not exist, click <Edit> <New> <DWORD value> and create it. Change the name **New Value #1** to **ServicesPipeTimeout**.

5. If a value called **ServicesPipeTimeout** exists change it to **60000** decimal.

6. Close the Registry Editor.

7. Reboot the server.

3.23 Slow network communication with other servers

SYMPTOM

Slow communication between the NICE Inform server and other servers such as loggers or Storage Center servers.

CAUSE

A number of configuration mismatches may cause the network components to have to retry many operations or to drop network packets entirely.

RESOLUTION

The following settings can help to speed up communication between these servers. Not all settings need to be changed for all situations. To determine if any of the problems below are causing problems a network analysis product such as WireShark can be used to inspect the network traffic. If many retransmissions or dropped packets are being observed then the following setting changes may help.

The following is a list of settings that must be checked:

- TCP checksum offload
- TCP offload
- Speed & Duplex
- Jumbo packet
- MTU
- Power saver

The procedures for altering these settings are described below:

CHANGING TCP CHECKSUM OFFLOAD

Most Network cards have the ability to offload the TCP checksum calculation to hardware on the NIC rather than in the TCP stack of the operating system. However this has been known to cause problems in some situations.

NOTE: The exact procedure is different for each type of NIC. The following procedure is a generic description.

▶ To change the TCP checksum offload:

1. Log in to the server and open the **Local area Network Properties**.

2. Click the **Configure** button next to the NIC card being used.

3. Select the **Advanced** tab.

Figure 10: Configuring NIC checksum offload value
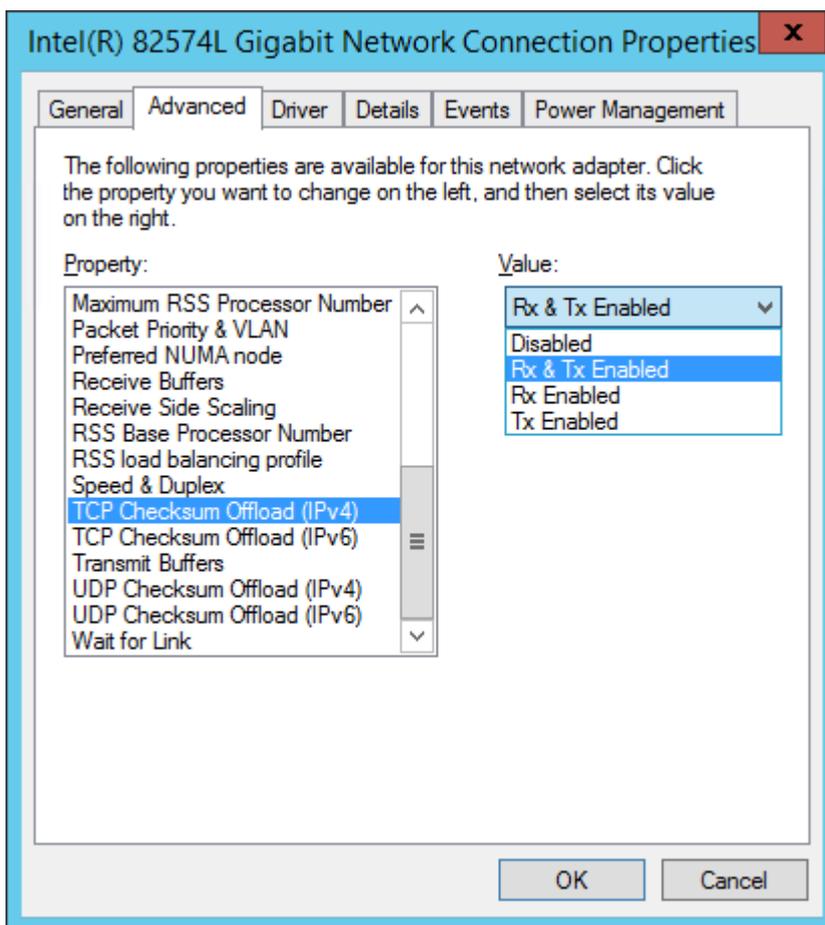
4. Navigate to an item similar to **Checksum offload**. It may not be worded exactly the same as shown in Figure 10.

5. Configure this to be disabled. Again the wording may be different and may be **Off** or **None**.

6. Repeat for the other servers NICE Inform needs to connect to.

CHANGING TCP OFFLOAD

This is also known as TOE, TCP Connection Offload or TCP Chimney. This differs from TCP Checksum Offload as the whole TCP stack is offloaded with this setting.

Most Network cards have the ability to offload the TCP stack to hardware on the NIC rather than in the TCP stack of the operating system. However, this has been known to cause problems in some situations.

NOTE: The exact procedure is different for each type of NIC. The following procedure is a generic description.

▶ To change the TCP offload using NIC settings (Not all NICs offer the setting):

1. Log in to the server and open the **Local area Network Properties**.

2. Click the **Configure** button next to the NIC card being used.

3. Select the **Advanced** tab.

4. Navigate to an item similar to **TCP offload**. It may not be worded exactly the same.

5. Configure this to be disabled. Again the wording may be different and may be **Off, Disabled** or **None**.

6. Repeat for the other servers NICE Inform needs to connect to.

CHANGING LINK SPEED AND DUPLEX SETTING

For the latest guidance on link speed and duplex settings for NICs please refer to the Technical Note *TN348-007-01 Best Practices for Network Speed Settings in Public Safety systems*.

CHANGING JUMBO PACKET SETTING

The Jumbo Packet setting is typically set to disabled. However some default settings for NICs have it set to a larger value than the network can support. If this is the case packets can get dropped by the network.

NOTE: The exact procedure is different for each type of NIC. The following procedure is a generic description.

▶ To change the jumbo packet setting:

1. Follow the procedure for changing TCP checksum offload up to step 3.

Figure 11: Configuring NIC jumbo packet value
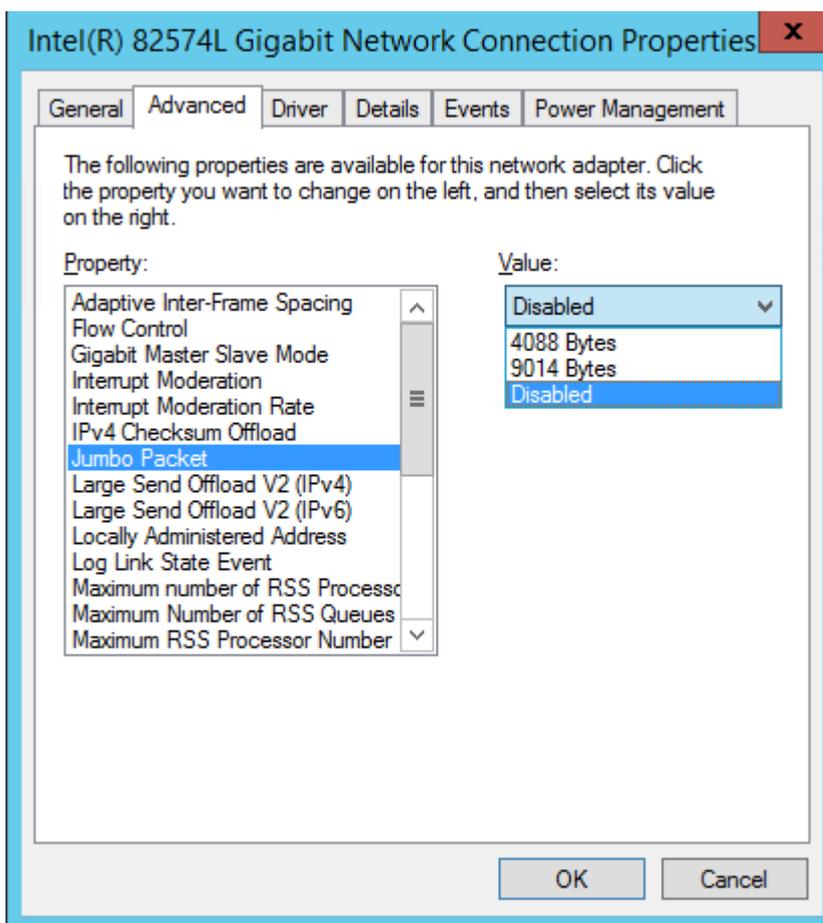
2. Navigate to an item similar to **Jumbo Packet**. It may not be worded exactly the same as shown in Figure 11.

3. Configure this to be disabled. Again the wording may be different and may be **Off** or **None**.

4. Repeat for the other servers NICE Inform needs to connect to.

CHANGING MTU SETTING

The Maximum Transmission Unit, MTU, setting is typically set to 1500 or above. This can be a larger value than the network can support. If this is the case packets can get dropped by the network.

▶ To change the MTU setting:

1. Open a command prompt administrative privileges and type the following then press Enter:

    Netsh interface ipv4 show interface

2. The result will be something like that shown in Figure 12.

Figure 12: Netsh output
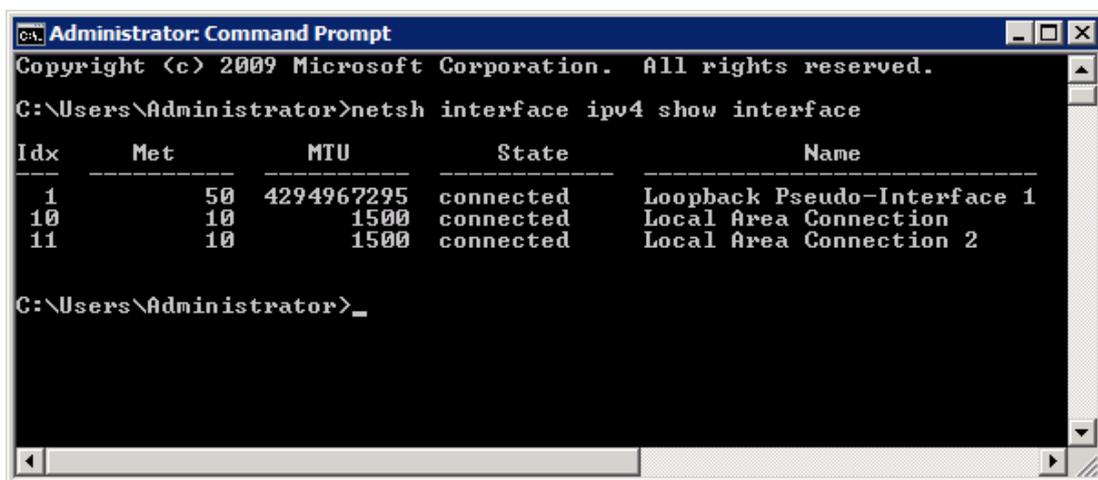
3. Find the NIC to change using its name and take a note of the index number under **Idx**.

4. Type the following into the command panel then press Enter. Substitute **idx** for the index of the NIC to be changed and set the **mtu** to the size required.

    Netsh interface ipv4 set subinterface "*idx*" mtu=*900* store=persistent

5. The result should be **OK**.

6. Repeat the command in point 1 to verify the change.

7. Repeat for the other servers NICs as required.

8. Close the command panel.

CHANGING POWER SAVER SETTING

The Power Saver setting is typically set to **Enabled**. This can cause the NIC into a sleep mode where it is slow to respond.

NOTE: The exact procedure is different for each type of NIC. The following procedure is a generic description.

▶ To change the power saver setting:

1. Follow the procedure for changing TCP checksum offload up to step 3.

Figure 13: Configuring NIC system idle power saver value
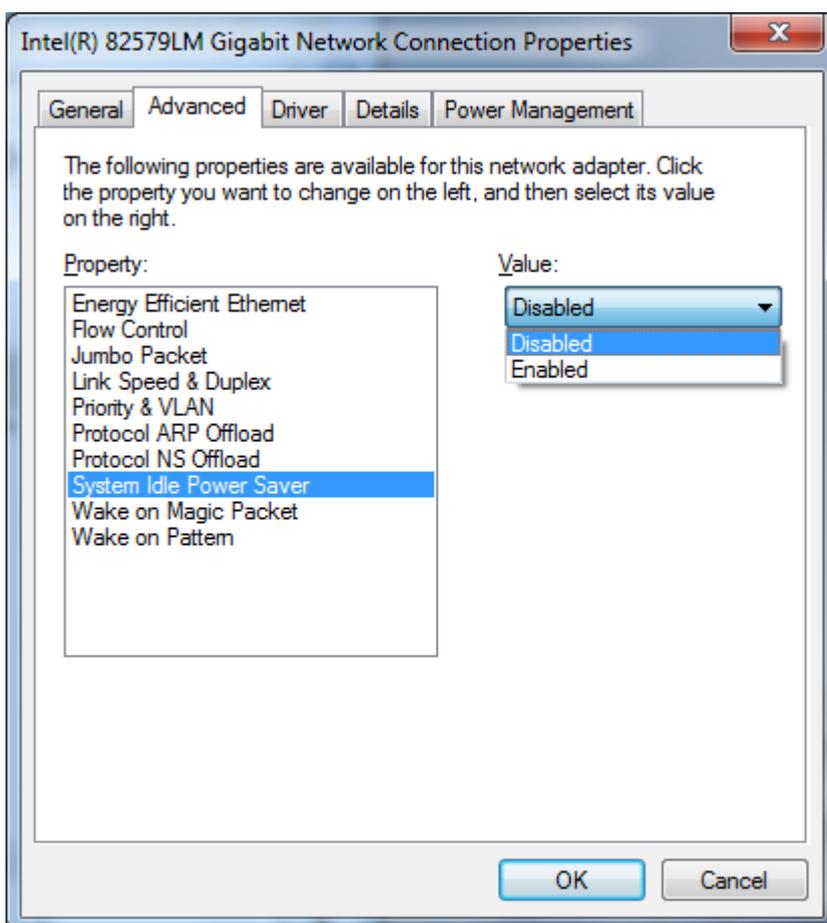
2. Navigate to an item similar to **Power Saver**. It may not be worded exactly the same as shown in Figure 13.

3. Configure this to be disabled. Again the wording may be different and may be **Off** or **None**.

4. Repeat for the other servers NICE Inform needs to connect to.

3.24 NICE Inform server fails to start after a computer name change

SYMPTOM

NICE Inform services fail to start, are constantly restarting or are not working properly after the server name has been changed.

CAUSE

SQL Server configuration needs to be updated after the name change.

RESOLUTION

Refer to the *Changing the NICE Inform Server Name or IP Address* section within the *NICE Inform Maintenance Guide* for further information.

3.25 The NICE Inform server stopped working after Windows account password changed

SYMPTOM

NICE Inform server stops working.

CAUSE

The Microsoft Windows account password has been changed.

RESOLUTION

Ensure that any services that use the Administrator account for their login have the password updated appropriately.

3.26 NICE Inform server service restarts every 5 minutes

SYMPTOM

The NICE Inform server service restarts every 5 minutes.

CAUSE

Only occurs following a reboot of the NICE Inform server and when the server is using DHCP.

RESOLUTION

Set a fixed IP address on the NICE Inform server instead of using DHCP.

3.27 NICE Inform Server Config Wizard complains about Internet Information Services (IIS) not being installed

SYMPTOM

The NICE Inform Server Config Wizard is complaining that Internet Information Services (IIS) is not installed however it has been installed via the **Add Roles and Features** wizard.

CAUSE

This can often be caused by a missing IIS feature.

RESOLUTION

Please ensure the required features are installed as covered by the **NICE Inform Installation guide**. The **ASP.NET** feature in **Windows Server 2016 and higher** needs to be selected after installing the Windows **.NET Framework** feature so you will need to run the **Add Roles and Features** wizard in **Windows Server** twice. The **ASP.NET** feature can be found under **Application Development**:

Figure 14: Add Roles and Features Wizard
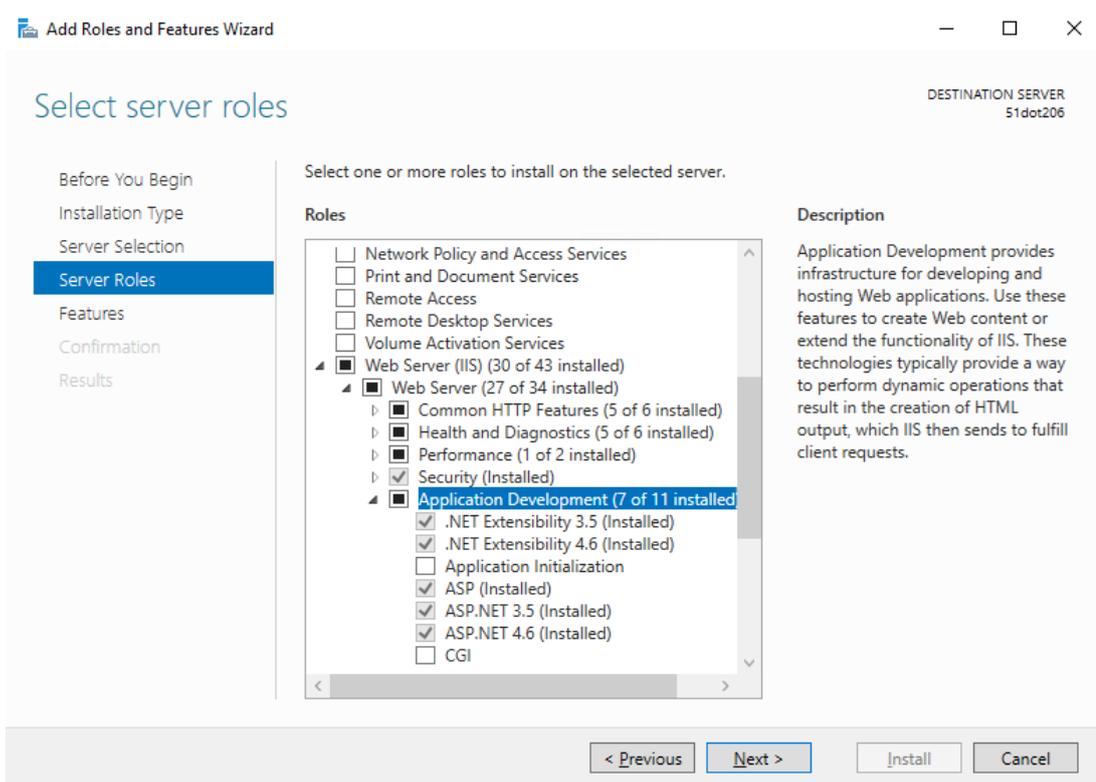
4   General issues using NICE Inform

This section identifies general issues that may occur when using NICE Inform. It also provides extra information and potential solutions to these issues.

4.1   Can only access User and System Administration applications

SYMPTOM

On login to NICE Inform the interface only has the User Administration and System Administration applications available.

CAUSE

You only have privileges to access those applications or the NICE Inform license has not yet been installed.

RESOLUTION

- Ensure that you have the privilege to use the required applications. For help checking user privileges refer to the *NICE Inform Online Help*.

- Ensure the correct licensing details have been imported into the NICE Inform server. For help importing your licensing details refer to the *NICE Inform Online Help*.

4.2   Unable to search specific resources in NICE Inform Lite or NICE Inform IA Edition

SYMPTOM

Searching on specific resources results in resource or channel not licensed message.

CAUSE

Resources are not licensed.

RESOLUTION

To license your resources refer to the *Licensing resources* help in the *NICE Inform Online Help*.

4.3   Tamper detection is flagged after Windows updates

SYMPTOM

System Administration, Audit and SNMP all state that code tampering has occurred on the server after Windows updates have been applied.

CAUSE

The Windows Update has modified libraries that the NICE Inform tamper detection monitors.

RESOLUTION

Check the NICE Inform Server log file and ensure that the warning message relates to Windows DLL's and not NICE Inform DLL's. If so you can reset the data tampering in NICE Inform. For help resetting the Tamper detection refer to the *NICE Inform Online Help.*

4.4   NICE Inform GUI and/or Help doesn't appear in preferred language

SYMPTOM

NICE Inform application does not appear in the expected supported language.

CAUSE

Various reasons.

RESOLUTION

NOTE: You can **ONLY** change NICE Inform to a language that is supported by the version of NICE Inform you have installed. Please check ExtraNICE for details of supported languages.

If NICE Inform does not display in the expected language, or if it is necessary to change from the default behavior, there are two ways of changing the configuration:

- Using the Microsoft tools.
- Changing the NICE Inform application configuration file.

These are described in the sections below:

Using the Microsoft tools to configure Internet Explorer

In order to view the NICE Inform web pages in your chosen language, you need to change the language settings in Microsoft Internet Explorer.

▶ To use the Microsoft tools to configure Internet Explorer:

1. Open Microsoft Internet Explorer.

2. Select **Internet Options** from the **Tools** 🔧 icon within Internet Explorer 10 and 11.

3. Click the **General** tab and click the **Languages** button.

4. Click the **Set Language Preferences** in the **Language Preferences** dialog and the **Time & Language Settings** dialog with selected **Language tab** presented as shown in Figure 15.

Figure 15: Time & Language Settings
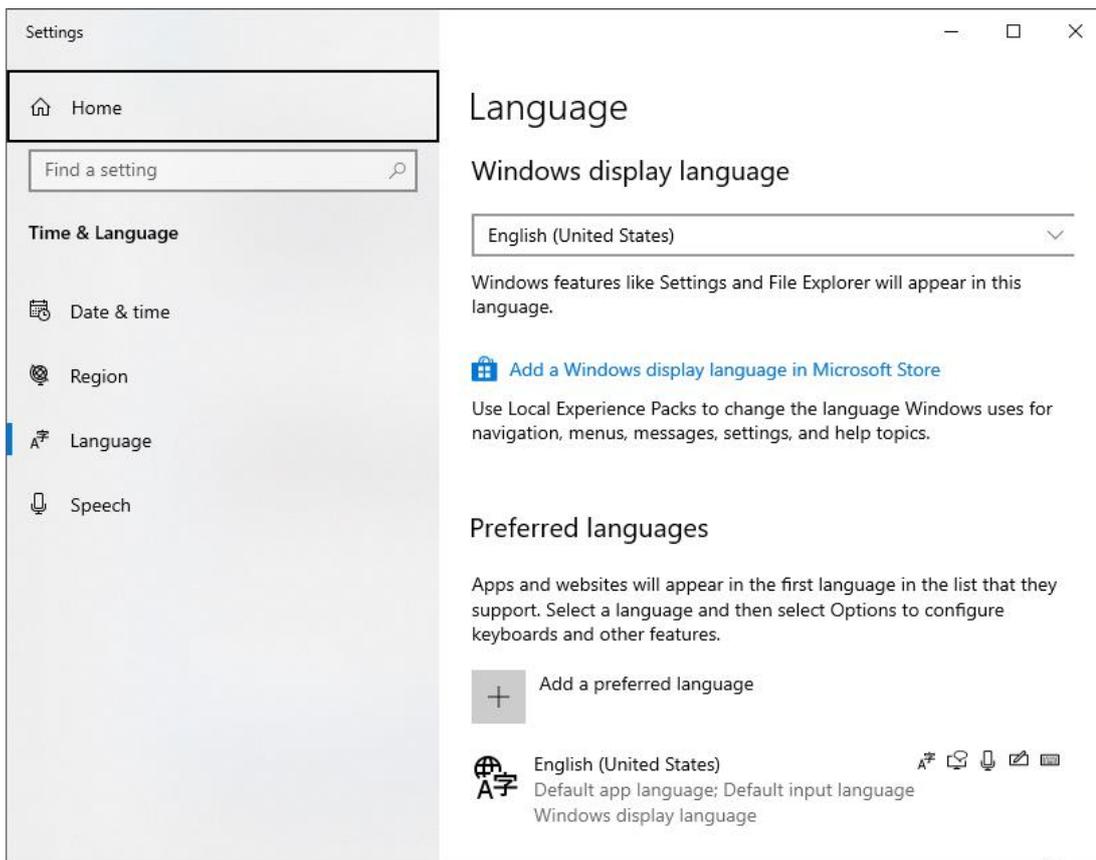
5. If the required language is not present in the list of languages, click the **Add a preferred language** button, select your chosen language from the list in the **Choose a language to install** dialog and click **Next**.

6. Select required language features in the next dialog and click **Install**.

7. Select the required language in the **Preferred languages** list on the **Time & Language Settings** dialog and then click the **Up** button until it is at the top of the list.

Changing the system language

The language of the NICE Inform client workstation can be changed by making Windows run in a different language. On Windows 10, 8 or Windows Server workstations there is no longer any need to download Windows Multilingual User Interface (MUI) packs separately, as new languages can be downloaded from the internet through the language options within the **Control Panel**. If the required MUI pack has not been installed or if running windows in a different language is not desirable, the language of the NICE Inform client workstation and NICE Inform Online Help can be modified by changing the client configuration file, described in the next section.

▶ To change the system language in Microsoft Windows 10

1. Open the **Language** menu from the **Control Panel**, (as shown in Figure 16: Open Language menu (Windows 10).

Figure 16: Open Language menu (Windows 10)
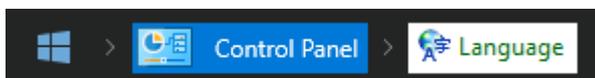
2.   Select **Region & Language**.

3.   The **Languages** dialog is presented. Click the language you wish to make the primary system language and click the **Set as Default** button.

If the language you want is not shown in the list, click the **Add a Language** button and choose a language from the list. (as shown in Figure 17).

Figure 17: Windows 10 Language Screen
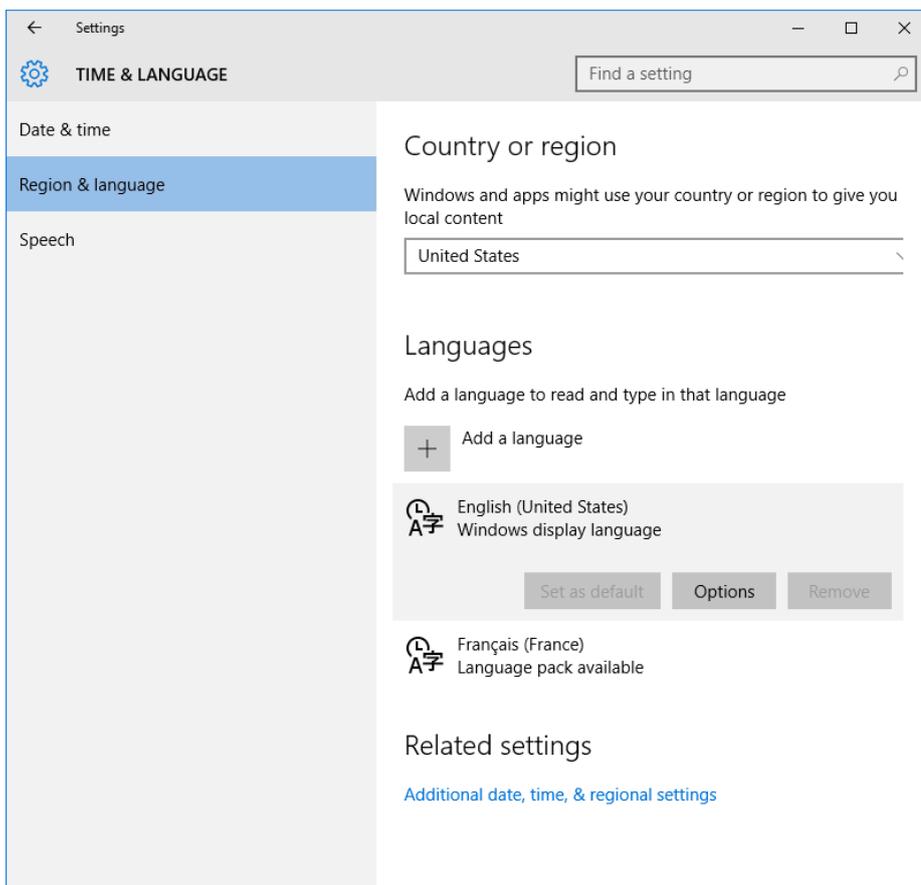
▶ To change the system language in Microsoft Windows or Microsoft Windows Server:

1.   Open the **Language** menu from the **Control Panel**, as shown in Figure 18: Opening Language menu (Windows Server 2016/2019/Windows 10) or Figure 19: Opening Language menu (Windows 8 and Windows Server 2012).

Figure 18: Opening Language menu (Windows Server 2016/2019/Windows 10)

Figure 19: Opening Language menu (Windows 8 and Windows Server 2012)

2.   The **Language** menu is presented. Click the language you wish to make the primary system language and use the **Move up** button to move it to the top of the list, as shown in Figure 20.

NOTE: If the Language used in menus and dialogs drop down list is not visible, or if the drop down list does not include the required language, then the necessary Windows MUI pack has not been installed. Either speak to the system administrator to get the correct MUI pack installed or modify the NICE Inform client workstation GUI language using the configuration files setting, as described in the Changing the NICE Inform application configuration file section.

Figure 20: Language screen
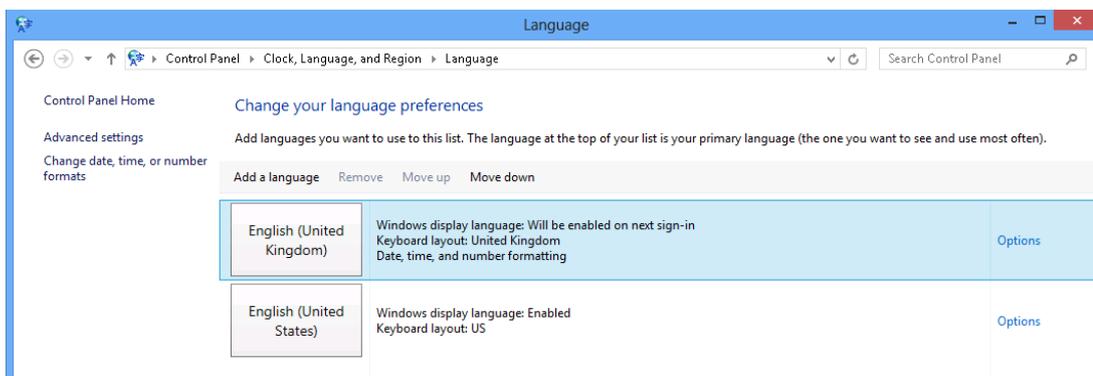
3.   Log out and back in to Microsoft Windows.

NOTE: Once you log back in, Microsoft Windows and the NICE Inform GUI changes to the language that you have selected.

4.   If the NICE Inform client workstation does not display in the expected language, check the configuration files to see if the default behavior has been overridden.

Changing the NICE Inform application configuration file

There are two ways of changing the configuration:

- On the NICE Inform server. This affects all workstations:

a)   Locate the configuration file of the NICE Inform applications on the NICE Inform Server.

NOTE: The default location for the file is:
         D:\Program Files (x86)\Nice Systems\NICE Inform\Website\ClientApps

b)   Configure the file on the workstation by following the instructions in the *Changing the configuration file* section below.

- On a specific NICE Inform workstation. This only affects this workstation:

NOTE: The NICE Inform configuration file is called **NiceInform.exe.config**.

         The NICE Inform Verify configuration file is called **NiceInformLMR.exe.config**.

a)   Locate the configuration file of the NICE Inform applications on the NICE Inform Server.

NOTE: The default location for the file is:
         D:\Program Files (x86)\Nice Systems\NICE Inform\Website\ClientApps

b)   Copy the configuration file to the following location on the workstation:

C:\Users\LoggedOnUser\AppData\Local\NICE Systems\NICE Inform\Config

c) Configure the file on the workstation by following the instructions in the *Changing the configuration file* section below.

NOTE: Once there is a local copy of the configuration file on a workstation, any subsequent changes made to the server configuration file are ignored by this workstation.

Changing the configuration file

To change the language of the NICE Inform client workstation without changing the language of Windows, the application configuration file needs to be modified.

▶ To change the configuration file:

1. Add the relevant line to the **<appSettings>** section of the configuration file, as shown in Table 1.

Table 1: Configuration file <appsettings> language examples

Language example	<appSettings> entry
English (United Kingdom)	<add key = "uiCulture" value="en-GB"/> <!-- English -->
For German (Germany)	<add key = "uiCulture" value="de-DE"/> <!-- German -->
For Spanish (Spain)	<add key = "uiCulture" value="es-ES"/> <!-- Spanish -->
For French (France)	<add key = "uiCulture" value="fr-FR"/> <!-- French -->

2. Restart the NICE Inform application for the changes to take effect.

4.5 NICE Inform enters grace period due to too many channels in use

SYMPTOM

Upon login you are warned that you have entered the grace period, and checking in the **System Administration** License page indicates that the channel license count has been exceeded.

CAUSE

Unused channels could be using up NICE Inform Channel license count.

RESOLUTION

Please refer to the section entitled **Licensing maintenance channels** in the online help/**System Administration user guide** to disable unused channels within NICE Inform. Once this has performed validate the license is now valid in **System Administration**.

4.5.1   Check the NICE Inform license details

▶ To check the license:

1.   Open **NICE Inform** as a user with administration privileges.

2.   Select the **System Administration** application.

3.   Select the **Inform Servers** node.

4.   Select the **Licensing** tab (as shown in).

Figure 21: Checking licensing details in System Administration
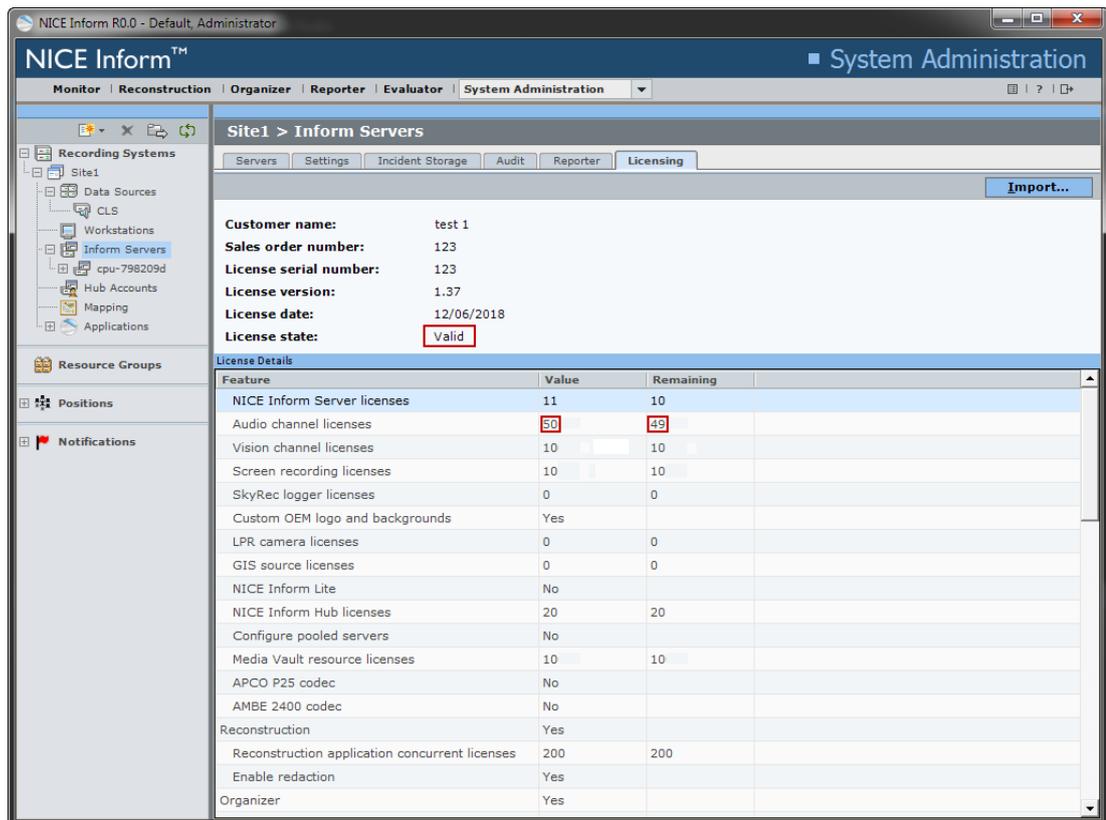
5.   Click the **Refresh** button.

6.   Verify the number of remaining **Audio channel licenses** is **0** or greater.

7.   Verify the **License** state is **Valid**.

8.   Log out of the **NICE Inform** Application.

4.6   NICE Inform login dialog does not show the expected Domain selection dropdown

SYMPTOM

The NICE Inform login page does not show the domain selection dropdown despite there being a domain available.

CAUSE

The Domain selection box is only available if there are Active Directory users defined in *NICE Inform User Administration* and the NICE Inform server can connect to the Active Directory domain.

RESOLUTION

Ensure that the NICE Inform server is running under a domain account and has access to the appropriate Domain Controller and that the Domain Controller is visible to the NICE Inform server. Ensure that the appropriate NICE Inform users in *NICE Inform User Administration* have the User is an Active Directory user option enabled.

4.7   NICE Inform server has failed in such a way that a rebuild is required

SYMPTOM

Unrecoverable hardware or software failure has occurred on the NICE Inform Server machine.

CAUSE

Various, including database corruption.

RESOLUTION

▸ To recover a completely failed server:

1. Once the server is repaired and re-installed with the NICE Inform prerequisites, follow the *NICE Inform Installation Guide* to install and configure a new NICE Inform server on the server. Follow the entire procedure including creating blank databases.

2. Use the Control Panel **Services** applet to stop the two NICE Inform services in this order:

   a) NICE Inform Monitor

   b) NICE Inform Server

3. Restore the databases and incident data located in the incident storage from the backups.

4. Use the Control Panel Services applet to start the **NICE Inform Monitor** service. The **NICE Inform Server** service will be started automatically.

4.8 NICE Inform client workstation will only replay out of my default Soundcard

SYMPTOM

NICE Inform client workstation will only playback from my default Sound Card (output device).

CAUSE

By default, NICE Inform is configured to playback from the systems default audio output device (soundcard).

RESOLUTION

NICE Inform can be configured to use any available audio output device on the client workstation. Refer to the *Configuring the NICE Inform output device* section within the *NICE Inform Maintenance Guide* for further information.

4.9 NICE Inform server restarts or issue searching with NICE Recording/NICE Inform Recorder data sources

SYMPTOM

NICE Inform Client workstations are disconnected due to the NICE Inform Server restarting.

Search button in Reconstruction is disabled for a long time on initial start-up.

CAUSE

IPv6 support has not been disabled on the NICE Recording/NICE Inform Recorder servers.

RESOLUTION

Follow instructions in the Prerequisites section of the *NICE Inform Recorder Installation Guide* to disable IPv6 support on each NICE Recording/NICE Inform Recorder server.

Restart the NICE Recording/NICE Inform Recorder servers and the NICE Inform server.

4.10 NICE Inform date/time control only showing time in AM/PM and not in 24 hours/Military time

SYMPTOM

NICE Inform client displays all NICE Inform date/time controls in 12 hours (AM/PM) format and not in 24 hour/Military time format.

CAUSE

NICE Inform uses Windows OS regional settings on the NICE Inform client workstation to determine the format used to display time in its date/time controls.

RESOLUTION

There are three main methods or resolving this which are all detailed in this section:

- Changing the Microsoft Windows OS date and time format on each required NICE Inform client workstation.

NOTE: This is a Microsoft Windows change that affects all applications on the client workstation.

- Editing the niceinform.exe.config file on each required NICE Inform client workstation to override the Windows OS regional settings.

NOTE: This is a change that just affects the NICE Inform application on the client workstation.

- Editing the niceinform.exe.config file on the NICE Inform Server to override the Windows OS regional settings.

NOTE: This change affects the NICE Inform application but on all connected NICE inform client workstations.

4.10.1   Changing the date and time format on the NICE Inform client workstation using Microsoft Windows 8, 10 and Microsoft Windows Server

▶ To change the date and time settings:

1. First refer to the list below for the Microsoft operating system version that you are using:

Microsoft Windows 8:

a) Open the **Region** control by clicking *<Start> <Control Panel> <Clock Language and Region>*.

b) Within the **Region** a**nd Language** section, select **Change date, time or number format**.

c) Once the **Region and Language** control is presented, skip to step 2.

Microsoft Windows 10 and Microsoft Windows Server:

a) Open the **Region** control by clicking *<Start> <Control Panel> <Clock Language and Region>*

b) Within the **Region** section, select **Change date, time or number formats**.

c) Once the **Region** control is presented, skip to step 2.

2. Click the **Format** drop down arrow and select **English (United Kingdom)**.

3. Click the **Apply** button followed by the **OK** button.

4.10.2   Changing the time and date format on the NICE Inform client workstation

▶ To change the time and date format NICE Inform client workstation:

1. Browse to the following location:

   C:\Users\LoggedOnUser\AppData\Local\NICE Systems\NICE Inform\Config

2. Open one of the following:

   – **NiceInform.exe.config** file (for the NICE Inform client workstation).

   – **NiceInformLMR.exe.config** file (for the NICE Inform Verify client).

3. Using Notepad scroll down to the section that resembles that displayed in Figure 22 and enter the following line <add key = "culture" value="en-GB"/> in the location shown.

Figure 22: Setting the time and date format (NICE Inform client workstation)

```
            <add key = "uiCulture" value="ru-RU"/>
            <add key = "uiCulture" value="he-IL"/>
        <add key = "culture" value="nl-NL"/>
            <add key = "uiCulture" value="nl-NL"/>
        <add key = "culture" value="fr-FR"/>
        <add key = "uiCulture" value="fr-FR"/>
        -->
        <add key = "culture" value="en-GB"/>
    <!-- If "Yes", instructs the client to skip the initial version checking
prior to showing the login screen -->
        <add key="skipVersionCheck" value="Yes" />
    <!-- This is named for backward's compatibility's sake, but it actually,
stores the two letter culture codes of languages that use non-latin character
sets. -->
        <add key="EastAsianCulture" value="zh_he" />
```

4. Save and close the config file.

5. Close and relaunch NICE Inform.

4.10.3   Changing the time and date format on the NICE Inform server

▶ To change the time and date format NICE Inform Server:

1. Browse to the following location:

   D:\Program Files (x86)\NICE Systems\NICE Inform\WebSite\ClientApps

2. Open one of the following:

   – **NiceInform.exe.config** file (for the NICE Inform client workstation).

   – **NiceInformLMR.exe.config** file (for the NICE Inform Verify client).

3. Using Notepad scroll down to the section that resembles that displayed in Figure 23 and enter the following line <add key = "culture" value="en-GB"/> in the location shown.

Figure 23: Setting the time and date format (NICE Inform Server)

```
        <add key = "uiculture" value="ru-RU"/>
        <add key = "uiculture" value="he-IL"/>
    <add key = "culture" value="nl-NL"/>
        <add key = "uiculture" value="nl-NL"/>
    <add key = "culture" value="fr-FR"/>
    <add key = "uiculture" value="fr-FR"/>
    -->
        <add key = "culture" value="en-GB"/>
    <!-- If "Yes", instructs the client to skip the initial version checking
prior to showing the login screen -->
    <add key="skipVersionCheck" value="Yes" />
    <!-- This is named for backward's compatibility's sake, but it actually,
stores the two letter culture codes of languages that use non-latin character
sets. -->
    <add key="EastAsianCulture" value="zh,he" />
```

4.   Save and close the config file.

5.   Stop and restart the NICE Inform Services as detailed in the Restarting NICE Inform Services section.

4.11   NICE Inform is unable to view users/user groups in the root of the domain when performing a user import

SYMPTOM

When browsing the Active Directory, you are unable to view users/user groups in the root of the domain

CAUSE

The Active Directory user import code does not support importing users or user groups from the root of the domain.

RESOLUTION

Move the user/user group into an Organization Unit within the domain before performing the import.

4.12   Expected new feature is not present

SYMPTOM

I have upgraded to the latest version of Inform and I am unable to see a new feature that should be available as an Elite/Professional licensee.

CAUSE

New elite/professional features sometimes need a new license to be generated and installed before they can be used following a minor version upgrade. (Major version upgrade always requires a new license to be purchased).

RESOLUTION

For minor version upgrades (for example R9.0 to R9.1), please raise a support case for a new license to be generated for the version of Inform you have installed.

4.13   Since upgrading Microsoft Edge can no longer start the client launcher

SYMPTOM

Instead of running NICE Inform Client application, Microsoft Edge just downloads the NiceInformLauncher.application file.

CAUSE

A major update to **Microsoft Edge** browser disabled native support for ClickOnce which is used by the *NICE Inform client web launcher*.

RESOLUTION

Please review the section entitled Enabling the web launcher on Microsoft Edge browser version 80.0 or higher in the *NICE Inform Maintenance Guide*

5   Issues using NICE Inform Reconstruction

This section identifies issues that may occur when using NICE Inform Reconstruction. It also provides extra information and potential solutions to these issues.

5.1   GUI locks up when playing calls at speeds other than x1

SYMPTOM

Reconstruction or Organizer application locks up during replay of a call at a speed other than the nominal speed (x1).

CAUSE

The sound card is using the driver supplied by Microsoft rather than original hardware manufacturer.

RESOLUTION

Check that the latest drivers for the workstation sound card have been obtained and installed from the workstation manufacturer. The original drivers supplied on the Microsoft Windows disk for some sound cards can cause this issue.

NOTE: Even the latest drivers on the Windows Update service do not fix the issue at the time of writing. Check you have obtained the latest drivers from the PC manufacturer.

5.2   Cannot retrieve search results from server with multiple NIC

SYMPTOM

Reconstruction search fails with the following error being displayed:

A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond <IP_Address>:8086

CAUSE

Network configuration issues on the NICE Inform server.

A known issue with Microsoft .NET means that only a single network card can be used to communicate with all clients.

RESOLUTION

- If two network cards are fitted to the server, ensure that both cards are configured.
- If only one network card is in use on the server, ensure it is configured as the primary card.

If the issue still persists, follow the instructions in section 3 of the *Connecting to NICE Inform through NAT* section within the *NICE Inform Maintenance Guide* to configure the system to use hostnames instead of IP addresses.

5.3 'Calls Not Available Online' dialog displayed

SYMPTOM

The Reconstruction application displays a 'Calls Not Available Online' dialog despite the requested media being inserted into a logger.

CAUSE

If the logged in user has a Reconstruction profile with the **Search and Replay audio recordings** privilege set to **Storage Center and retrieval loggers only**, and the media has been inserted into a media drive on a logger that has not been designated 'For retrieval' within the NICE Administrator 8.9 application.

RESOLUTION

Either insert the media into a logger that has been configured as a 'For retrieval' logger within the NICE Administrator 8.9 application, or assign the logged in user a Reconstruction profile with the **Search and Replay audio recordings** privilege set to the **All Locations** parameter.

5.4 Audio from calls on Storage Centre cannot be retrieved

SYMPTOM

Selecting any call stored on Storage Centre results in the red x icon appearing in the recording location column.

CAUSE

Storage centre is not contactable or NICE Inform service login account does not have access to the Storage Centre storage location.

RESOLUTION

Ensure the Storage Centre server is running and can be contacted from the NICE Inform server.

Ensure the NICE Inform service login account has access to the storage location.

▶ To check this:

1. In NICE Inform System Administration, browse to the NLS Audio System that uses Storage Center. Select the **Settings** tab and note its Share Path.

2. Close NICE Inform.

3. Open the **Services** control. This can be accessed via the control panel as shown in Figure 24 for Windows Server 2012 or Figure 25 or all other versions of Windows.

Figure 24: Opening the Services control (Windows Server 2012)

Figure 25: Opening the Services control (all other versions of Windows)

4. Double-click the **NICE Inform Server** service. Select the **Log On** tab and note the user account under which this service runs.

5. Logout from Windows.

6. Log into Windows using the NICE Inform service login account.

7. Check that the share is accessible using Windows Explorer.

If this fails, log on as an Administrator on the server hosting the Share Path noted in step 1 and ensure that the user account is allowed to access the share.

NOTE:	These steps need to be repeated for each Storage Center in the system.

5.5   Map panel does not display correctly

SYMPTOM

Map panel does not display, only partially displays or appears corrupted.

CAUSE

There is an issue with connecting to ArcGIS Server/loading the map files or running on certain graphics hardware.

RESOLUTION

- Update your graphics drivers.
- Confirm availability of any ArcGIS Server services or map files.
- Start the Map panel on the primary display adaptor.
- Remove unsupported ESRI layer types

5.6   Map panel causing NICE Inform to crash

SYMPTOM

NICE Inform crashes during logging in or just after you have logged in.

CAUSE

Map panel being loaded.

RESOLUTION

- Update your graphics drivers.
- Start the Map panel on the primary display adaptor.

5.7   A blank bounding box is displayed whilst drawing zones in Map panel

SYMPTOM

Whilst drawing zones on the Map panel, a blank area appears around the zone you are drawing.

CAUSE

Issue with Windows theme or certain graphic drivers.

RESOLUTION

- Choose a non-Aero windows theme.
- Update your graphics drivers.

5.8   Unlicensed channel message displays when searching

SYMPTOM

When searching for calls in Reconstruction, the progress dialog report that there are unlicensed channels.

CAUSE

The count of channels in the underlying logging systems is more than the number of channel licences within NICE Inform.

RESOLUTION

To check if this is the case, open the licensing tab in **System Administration** and check the remaining licenses is 0 or greater. If it is not the situation needs to be corrected.

If any of the underlying logging systems have been replaced or upgraded it may be that NICE Inform is counting channels that used to exist on the replaced logger. NICE Inform creates **maintenance** type resources for each logger channel that it uses to count the channels for licensing. The maintenance resources are created automatically either at resource import or on a schedule where the licence is checked every 4 hours.

If there are more channels in the underlying logging systems then more NICE Inform channel licences need to be obtained or some of the logger channels need to be disabled.

To disable logger channels for NiceCLS systems, or just generally delete maintenance resources, follow the procedure found in the NICE Inform enters grace period due to too many channels in use section.

5.9   NICE Recording/NICE Inform Recorder Screen recordings are shown as missing #1

SYMPTOM

When selecting NICE Recording/NICE Inform Recorder screen results in NICE Inform Reconstruction, they are marked as unavailable with a red 'x'.

When checking the **NRScreenPlaybackServiceLog.txt** log file typically located at: *C:\Program Files (x86)\NICE Systems\NICE Recording Screen Playback Service\Logs* on the NICE Recording/NICE Inform Recorder Screen Satellite you see messages similar to:

"Could not connect to net.tcp://<IP ADDRESS>:<Port>/NICEScreenPlayback. The connection attempt lasted for a time span of 00:00:01.0625000. TCP error code 10061: No connection could be made because the target machine actively refused it <IP ADDRESS>:<PORT>. ---> System.Net.Sockets.SocketException: No connection could be made because the target machine actively refused it"

CAUSE

There are two potential causes:

- NICE Inform has the incorrect Screen playback port specified (default 8085).
- Firewall rules between NICE Inform client workstation and NICE Recording/NICE Inform Recorder Screen Satellite may be blocking the specified Screen Playback port.

RESOLUTION

- Ensure Screen playback port is specified correctly.
- Update Firewall rules to allow screen playback port between NICE Inform client workstation and NICE Recording/NICE Inform Recorder Screen Satellite.

5.10   NICE Recording/NICE Inform Recorder Screen recordings are shown as missing #2

SYMPTOM

When selecting NICE Recording/NICE Inform Recorder Screen results in NICE Inform Reconstruction, they are marked as unavailable with a red 'x'.

When checking the "NRScreenPlaybackServiceLog.txt" log file typically located at: C:\Program Files (x86)\NICE Systems\NICE Recording Screen Playback Service\Logs on the Screen Satellite you see messages similar to:

"Constructed with a non-existent screen recordings folder.
(E:\ProgramData\CyberTech\ScreenSatellite\final\)"

CAUSE

The screen recording folder specified in NICE Recording/NICE Inform Recorder Screen playback service configuration does not match the folder specified by the NICE Recording/NICE Inform Recorder Screen satellite.

RESOLUTION

Check the screen recording folder specified in the NICE Recording/NICE Inform Recorder Screen satellite configuration exists and is accessible by the NICE Recording/NICE Inform Recorder Screen Playback service login account.

Open the NiceScreenPlaybackWindowsService.exe.config file and update the screen recording folder specified in the .config file to match the folder specified by the NICE Recording/NICE Inform Recorder satellite. Once done, restart the Playback service. The default location for the configuration file is: *C:\Program Files (x86)\NICE Systems\NICE Recording Screen Playback Service*

Also check:

- The recording is available in online storage.
- If archived, the archive media is loaded correctly.

5.11 Audio from a NICE Recording/NICE Inform Recorder resilient system shows as missing during a failover scenario

SYMPTOM

In a NICE Recording/NICE Inform Recorder resilient environment, when recording failover occurs, call audio from the non-active recorder is marked as unavailable with a red 'x'.

CAUSE

NICE Recording/NICE Inform Recorder resilient configuration has not been configured using an independent storage location, such as a NAS.

RESOLUTION

The audio calls must be saved to a NAS or another server to enable audio search and retrieval by NICE Inform. Consult the *NICE Inform Recorder User Guide* to help configure audio storage.

5.12 NICE Recording/NICE Inform Recorder call audio is shown as missing

SYMPTOM

NICE Recording/NICE Inform Recorder call audio is marked as unavailable with a red 'x'.

CAUSE

- Call audio has been archived and archive media is not loaded.
- Call audio has been deleted due to age or storage limits.

RESOLUTION

Please check:

- If archive is enabled, whether the relevant archive media is loaded correctly.

- ▪ Whether the NICE Recording/NICE Inform Recorder retention limits are sufficient.

6 Issues using NICE Inform Organizer

This section identifies issues that may occur when using NICE Inform Organizer. It also provides extra information and potential solutions to these issues.

6.1 GUI locks up when playing calls at speeds other than x1 (repeated)

SYMPTOM

Reconstruction or Organizer application locks up during replay of a call at a speed other than the nominal speed (x1).

CAUSE

The sound card is using the driver supplied by Microsoft rather than original hardware manufacturer.

RESOLUTION

Check that the latest drivers for the workstation sound card have been obtained and installed from the workstation manufacturer. The original drivers supplied on the Microsoft Windows disk for some sound cards can cause this issue.

NOTE:	Even the latest drivers on the Windows Update service do not fix the issue at the time of writing. Check you have obtained the latest drivers from the PC manufacturer.

6.2 Cannot move or copy content between incidents in Organizer

SYMPTOM

Moving or copying incident contents to other incidents or different folders fails.

CAUSE

Using a period at certain locations in the Incident name, folder name or number.

RESOLUTION

Check the following:

- There are no periods before or after the incident name.
- There are no periods before or after the incident folder name.
- There are no periods before or after the incident number.

Remove the period by editing the Incident name and/or number and repeat the move or copy procedure.

For help editing incidents, incident folders and incident numbers in order to remove any periods, refer to the *NICE Inform Online Help*.

6.3   Imported media file won't play in Organizer

On attempting to play an Organizer imported media file a Windows Media Player (WMP) dialog message is presented asking you if it should attempt to play the content as shown in Figure 26.

Figure 26: Windows Media Player dialog
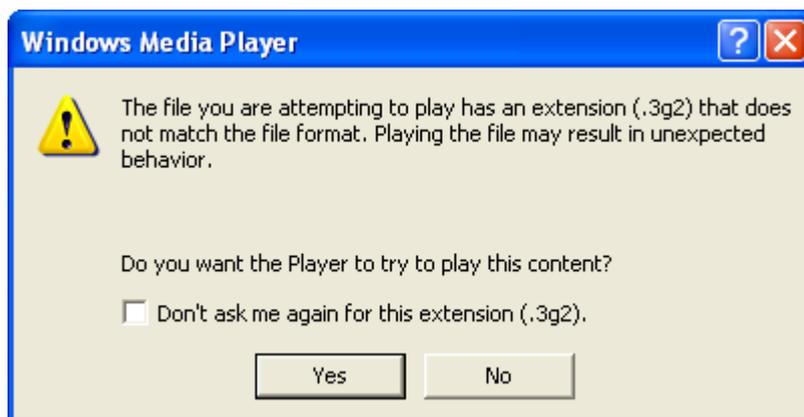
Checking the **Don't ask me again for this extension** box and clicking the **Yes** button causes an attempt to play this file type, and stops this message appearing in the future, but replay still not occur.

CAUSE

NICE Inform only supports replay of Organizer imported media where the file type is already replayable in the Windows Media Player.

RESOLUTION

Ensure that your Windows Media Player can replay the file format by obtaining any relevant codecs for WMP.

6.4   A particular file always fails when attempting to import into incident

SYMPTOM

Importing Media Wizard – Importing a specific file fails when other files works with the message:

"Error : Moving an incident file failed"

CAUSE

File being imported has been blocked by the Anti Virus software.

RESOLUTION

Check the NICE Inform log files for an IO Error.

Check the Anti-Virus log files for local machine and any network proxy that exists.

7   Issues using NICE Inform Monitor

This section identifies issues that may occur when using NICE Inform Monitor. It also provides extra information and potential solutions to these issues.

7.1   No icon is displayed in the activity column for MCC7500 Channels

SYMPTOM

No icon appears in the activity column against a particular channel.

CAUSE

The selected channel is not configured for recording.

RESOLUTION

Use the recorder applications to configure the channel for recording.

7.2   Able to see calls in Recent calls pane but unable to replay

SYMPTOM

If the Verify application and the Monitor (Recent Calls) panel both display calls, but when attempts are made to play the calls the following message is displayed:

"Audio not found"

CAUSE

You have a limited Reconstruction profile setting **Search and Replay audio recordings**.

RESOLUTION

Ensure the user has the use the Verify/Monitor application and Reconstruction – **Search and Replay audio recordings** privilege parameter is set to **All Locations** or remove the privilege to use the Reconstruction application from that user profile.

NOTE: This issue never affects accounts with the Administrator profile, including the default Administrator account. Profiles which do not have any privileges to use the Reconstruction application are also not affected by this issue.

7.3   Recent calls panel shows reduced number or no calls

SYMPTOM

Some or all expected results are missing from the list of calls in the Recent call panel.

CAUSE

There are issues with time synchronization between Inform server/client, data sources and loggers.

RESOLUTION

- If the time on the NICE Inform Server is behind the time on a logger, then the most recent calls on that logger may not be displayed in the call list of either application until several minutes after they occur. If the time difference between the logger and the NICE Inform Server is greater than the time searched, no results are displayed. This issue can only be resolved by time synchronizing the NICE Inform Server with all loggers in the system.

- If the time on the NICE Inform Server is ahead of the logger, or if the time on the NICE Inform client workstation is ahead of the NICE Inform Server, the most recent calls are displayed but the oldest search results are not displayed or are removed from the call list. If it is not possible to time synchronize the NICE Inform client workstations, use the User Administration application to increase the period of time each user profile is permitted to search. For further information, refer to the *NICE Inform Online Help*.

7.4   Recent calls panel does not show in progress calls from NICE Recording data sources

SYMPTOM

In progress calls are missing from the Recent calls results table.

CAUSE

The NICE Recording server is not correctly configured to show in progress calls.

RESOLUTION

The NICE Recording Public Safety Configuration tool needs to be run on all NICE Recording servers (including Satellites).

8 Issues using NICE Inform Verify

This section identifies issues that may occur when using NICE Inform Verify. It also provides extra information and potential solutions to these issues.

8.1 Able to see calls in NICE Inform Verify but unable to replay (repeated)

SYMPTOM

If the Verify application and the Monitor (Recent Calls) panel both display calls, but when attempts are made to play the calls the following message is displayed

"Audio not found"

CAUSE

You have a limited Reconstruction profile setting **Search and Replay audio recordings**.

RESOLUTION

Ensure the user has the use the Verify/Monitor application and Reconstruction – **Search and Replay audio recordings** privilege parameter set to **All Locations** or remove the privilege to use the Reconstruction application from that user profile.

NOTE:	This issue never affects accounts with the Administrator profile, including the default Administrator account. Profiles which do not have any privileges to use the Reconstruction application are also not affected by this issue.

8.2 Reduced number or no calls show in Verify

SYMPTOM

Some or all expected results are missing from the list of calls in Verify.

CAUSE

There are issues with time synchronization between Inform server/client, data sources and loggers.

RESOLUTION

- If the time on the NICE Inform Server is behind the time on a logger, then the most recent calls on that logger may not be displayed in the call list of either application until several minutes after they occur. If the time difference between the logger and the NICE Inform Server is greater than the time searched, no results are displayed. This issue can only be resolved by time synchronizing the NICE Inform Server with all loggers in the system.

- If the time on the NICE Inform Server is ahead of the logger, or if the time on the NICE Inform client workstation is ahead of the NICE Inform Server, the most recent calls are displayed but the oldest search results are not displayed or are removed from the call list. If it is not possible to time synchronize the NICE Inform client workstations, use the User Administration application to increase the period of time

each user profile is permitted to search. For further information, refer to the *NICE Inform Online Help*.

8.3   Calls appear in Monitor (Recent calls) but not in Verify

SYMPTOM

Calls from some or all resources are missing in the NICE Inform Verify application, but are present in Monitor (Recent Calls).

CAUSE

Either the specific resources have not been selected to search in NICE Inform Verify, are not added to a position assigned to the workstation or to the user group used to access NICE Inform Verify.

RESOLUTION

NICE Inform Verify application can only search resources that are associated with the users user group or workstation position on which the application is running, even if the logged in user is an Administrator and can has access to all resources in NICE Inform Monitor and NICE Inform Reconstruction.

▶ To check that NICE Inform and Verify are configured correctly:

1. In the NICE Inform Verify application, open the **Preferences** control and select the **Resources** tab.

2. Ensure that the channel based resources that you expect to search are present in the **Available** or **Selected** columns. If so, ensure that they are in the **Available** column and click the **OK** button.

3. If the resources are not present in either column, you need to perform further configuration steps within NICE Inform. This depends whether resources are added to a workstation position or user group:

Resources assigned to a workstation position

1. Within NICE Inform, select the **System Administration** application.

2. In the tree pane, expand the **Positions** node and select the required position you are using for NICE Inform Verify.

3. Click the **Resources** tab and check that the correct resources have been assigned to the position. If not, click the **Assign** button to assign the resources to the position.

4. Click the **Workstations** tab and ensure that the required workstations are assigned to the position. If not, click the **Assign** button to assign the workstations to the position.

5. Ensure that the workstation names are correct:

   a) Go to the NICE Inform Verify workstation.

   b) From the start button menu, right-click **My Computer** and select **Properties** from the context menu.

   c) Ensure that the name on the **Computer Name** tab of the **System Properties** dialog matches the workstation name in the System Administration application.

NOTE: For help configuring NICE Inform for NICE Inform Verify, refer to the *NICE Inform Online Help*.

Resources assigned to a user group

1. Within NICE Inform, select the User Administration application.

2. In the tree pane, expand the **Profiles** node and select the required profile you use to for NICE Inform Verify.

3. Click the **General** tab and select the **Verify** application from the list.

4. Ensure that the **User group based resources** application privilege is selected.

NOTE: By default this privilege is unchecked as workstation position based resources is the default method for assigning resources for NICE Inform Verify.

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5. In the tree pane, expand the **All Users** node and select the required user group you are using for NICE Inform Verify.

6. Click the **Resources** tab and check that the correct resources have been attached to the user group. If not, click the **Attach** button to attach the resources to the user group.

NOTE: For help configuring NICE Inform for NICE Inform Verify, refer to the *NICE Inform Online Help*.

8.4   Results table does not show in progress calls from NICE Recording data sources

SYMPTOM

In progress calls are missing from the results table.

CAUSE

The NICE Recording server is not correctly configured to show in progress calls.

RESOLUTION

The NICE Recording Public Safety Configuration tool needs to be run on all NICE Recording servers (including Satellites).

9 Issues using NICE Inform Reporter

This section identifies issues that may occur when using NICE Inform Reporter. It also provides extra information and potential solutions to these issues.

9.1 Reports are showing no data

SYMPTOM

All reports show no data when run.

CAUSE

Data collection isn't enabled or warehouse not up-to-date.

RESOLUTION

- Ensure the **Enable data collection** box has been checked in **System Administration**.
- The warehouse is up-to-date – check the **Warehouse data valid up to** setting in System Administration. If the date is more than a few hours behind the current time, then the warehouse is still being populated with old call data.
- Check the warehouse is not full, via **System Administration**.

9.2 Reports show no data for the last 1-4 hours

SYMPTOM

Reports run using timescales up to the present do not show expected or any data for the last 1-4 hours.

CAUSE

Reporter warehouse has a built in delay before collecting data.

RESOLUTION

The Reporter warehouse has a delay in data collection of at least one hour; this is by design in order to ensure that all call information is available when data is collected. It is recommended that this time period is avoided when Reports are created.

10   Issues using NICE Inform Evaluator

This section identifies issues that may occur when using NICE Inform Evaluator. It also provides extra information and potential solutions to these issues.

10.1   After creating an evaluation it is not listed in the search list

SYMPTOM

The recently created evaluation is not displayed on the list of evaluations presented to the user.

CAUSE

The default search filters are obscuring newly created evaluation.

RESOLUTION

Reset the search criteria and filter and search again.

10.2   Evaluation schedule fails to generate expected evaluations

SYMPTOM

An evaluation schedule has been created however only some or none of the expected evaluations are created.

CAUSE

The following are possible causes:

- No resources assigned to one or more of the PS Operators
- No calls for one or more of the PS Operators.
- The server was not running at midnight local time.

RESOLUTION

NOTE: Remember to check the search fields selected by default. The evaluations may have been correctly generated but not assigned to you as a user.

It is recommended to check the audit log before investigating further.

- No resources assigned to one or more PS Operators – check that one or more resources have been assigned to each PS Operator in the schedule. For further information, refer to the *NICE Inform Online Help*.
- No calls for one of more of the PS Operators - perform a reconstruction search on the resources assigned to the PS Operator for either the last day or last month depending on the evaluation schedule type. If no calls are returned, the user cannot be evaluated.

- The server was not running at midnight local time - the evaluations are run at midnight local time on the NICE Inform Server. If the server is shutdown during this period the evaluation schedule will not run. Evaluations will need to be created manually.

10.3   One minute (from 23:59) of screen is not recorded on NICE Recording Software Screen Recording when set to Continuous mode

SYMPTOM

One minute of screen recording, for calls that contain the minute from 23:59 to 00:00 will not be recorded, and hence will not be playable in NICE Inform. This will only occur when NICE Recording Software Screen Recording is set to Continuous mode and will not occur in 24/7 mode.

CAUSE

The last minute of the day is not recorded by the NICE Recording Software Screen Recording logger. Recordings start again at 00:00.

RESOLUTION

This is expected behaviour. The system is working as designed.

11   Issues using NICE Inform System Administration

This section identifies issues that may occur when using NICE Inform System Administration. It also provides extra information and potential solutions to these issues.

11.1   Unable to import resources from a NICE Recording data source

SYMPTOM

Attempting to import resources from an NICE Recording data source fails with this message:

"The server could not connect to the data source."

CAUSE

Various causes.

RESOLUTION

Check the following:

- The Core API has been installed on the NICE Recording core server.

- The *NICE Recording Inform Compatibility Kit* has been installed on all NICE Recording servers (including Satellites).

- The SQL username and password are correct; they should contain the MySQL database user account credentials created by the NICE Recording installer. This can be independently verified by loading MySQL Workbench onto the NICE Inform server and attempting to connect with the same details.

- The Core API username and password are correct; this should use the Core API user account created by the *NICE Recording Inform Compatibility Kit*. The default username and password is 'coreapi'.

- Firewall is configured to allow appropriate ports onto the NICE Recording core server. Consult the *NICE Inform Network Traffic Catalog* section within the *NICE Inform Maintenance Guide* for ports which need to be allowed.

11.2   Unable to import resources from a NICE Inform Recorder data source

SYMPTOM

Attempting to import resources from a NICE Inform Recorder data source fails with this message:

"The server could not connect to the data source."

CAUSE

Various causes.

RESOLUTION

Check the following:

- The SQL username and password are correct; they should contain the MySQL database user account credentials created by the NICE Inform Recorder installer. This can be independently verified by loading MySQL Workbench onto the NICE Inform server and attempting to connect with the same details.

- The Core API username and password are correct. The default username and password is 'coreapi'.

- Firewall is configured to allow appropriate ports onto the NICE Inform Recorder core server. Consult the *NICE Inform Network Traffic Catalog* section within the *NICE Inform Maintenance Guide* for ports which need to be allowed.

11.3   No certificates are visible when enabling X.509 certificate authentication for a NICE Recording/NICE Inform Recorder

SYMPTOM

When attempting to enable X.509 certificate authentication one or both certificate drop downs are empty.

CAUSE

The certificate for the NICE Inform server must be stored in the Local Computer, Personal certificate store to be visible in the client drop down.

The certificate for the NICE Inform Recorder must be stored in the Local Computer, Trusted People certificate store to be visible in the client drop down.

RESOLUTION

Please consult the Core API Secure Connection instructions in the NICE Inform Recorder Installation Guide on generating and storing certificates in the correct certificate stores.

11.4   An error occurs when importing resources from a NICE Recording data source

SYMPTOM

Attempting to import user resources from an NICE Recording data source causes the client workstation to crash or display an error. The NICE Inform server log contains this text in a warning log entry:

"RetrieveAllUsers failed with error: (System) Error: Error while retrieving users from core User Manager: Specified argument was out of the range of valid values. Parameter name: loginName."

CAUSE

A user exists in the NICE Recording system with a blank user name. This could happen when users are created by the NICE Recording User Import Tool, or when users are automatically generated by some other means.

RESOLUTION

Delete the user via the NICE Recording Web GUI, and then re-attempt the resource import from NICE Inform.

11.5   All expected resources are not imported for NiceCLS in a multiple NiceCLS environment

SYMPTOM

When importing resources into NICE Inform you are not able to import all of the resources in a NiceCLS solution, where it is configured with one master NiceCLS server holding the configuration for multiple NiceCLS servers. This is a typical configuration in a Scenario Replay environment in NiceCLS installations with Media Library, which have audio and radio systems each managed by a separate NiceCLS server.

CAUSE

Only the master NiceCLS server has been added to NICE Inform as a data source.

RESOLUTION

Add each individual NiceCLS data source with recording channels to NICE Inform separately. Whilst Scenario Replay required a single master NiceCLS due to only being able to access a single server, NICE Inform requires direct access to each NiceCLS server. Import the resources from each NiceCLS data source.

11.1   Unable to delete thousands of resources from a NICE Recording data source

SYMPTOM

Attempting to delete resources from a NICE Recording data source fails with this message:

"Failure to bulk delete InformSources: ForeignKey Violation"

CAUSE

Despite what the error would seem to indicate, the issue is related to the Log file size of the InformAdmin database being too small.

RESOLUTION

Normally Log files are 25% the size of the associated Data file. In scenarios where small databases are used with large data sources, the Log file size will need to be increased.

▸ To increase the size of the Log file for the InformAdmin database, perform the following:

  1. Open SQL Management Studio, right click the InformAdmin database, and click **Properties** (as shown in Figure 27).

Figure 27: SQL Management Studio – opening InformAdmin properties
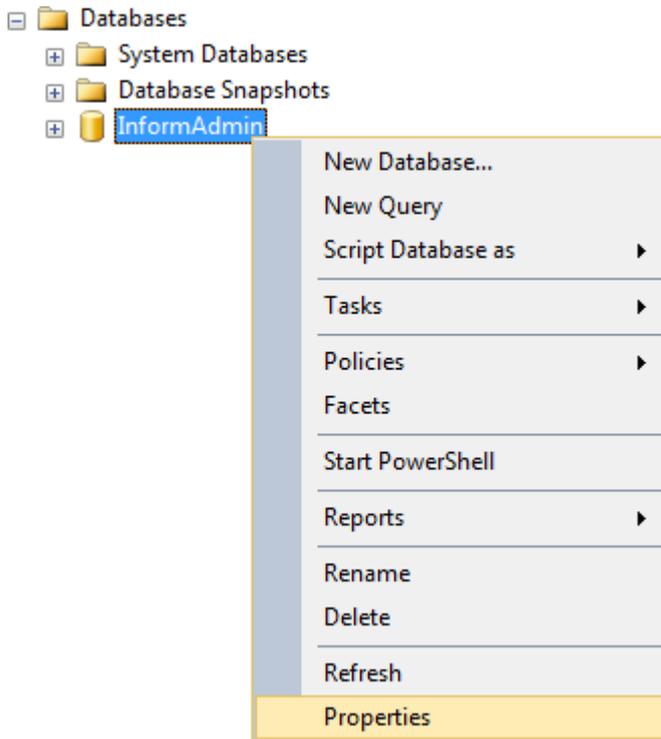
2. Select **Files** from the top left **Select a page** pane, and change the value in the **Initial Size (MB)** column for the indicated row (as shown in Figure 28).

Figure 28: SQL Management Studio – InformAdmin Properties dialog
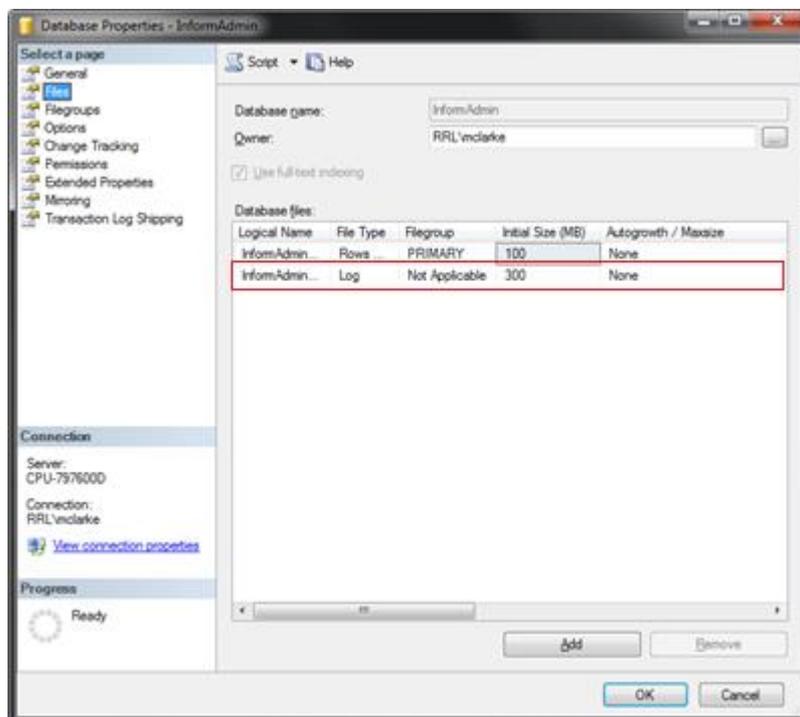
NOTE: As a guideline, if approximately 40,000 resources are to be deleted at once, then a Log file of at least 300MB is recommended.

11.2   Error message displayed after successful deletion of multiple Inform sources

SYMPTOM

Attempting to delete resources from a NICE Recording data source succeeds, but result in this message being displayed:

"The database insertion of audit entry ResourcesDeleted failed"

CAUSE

The InformAudit database Log file is too small.

RESOLUTION

Normally Log files are 25% the size of the associated Data file. In scenarios where small databases are used with large data sources, the Log file size will need to be increased.

▶ To increase the size of the Log file for the InformAudit database, perform the following:

1. Open SQL Management Studio, right click the **InformAudit** database, and click **Properties** (as shown in Figure 29).

Figure 29: SQL Management Studio – opening InformAudit properties
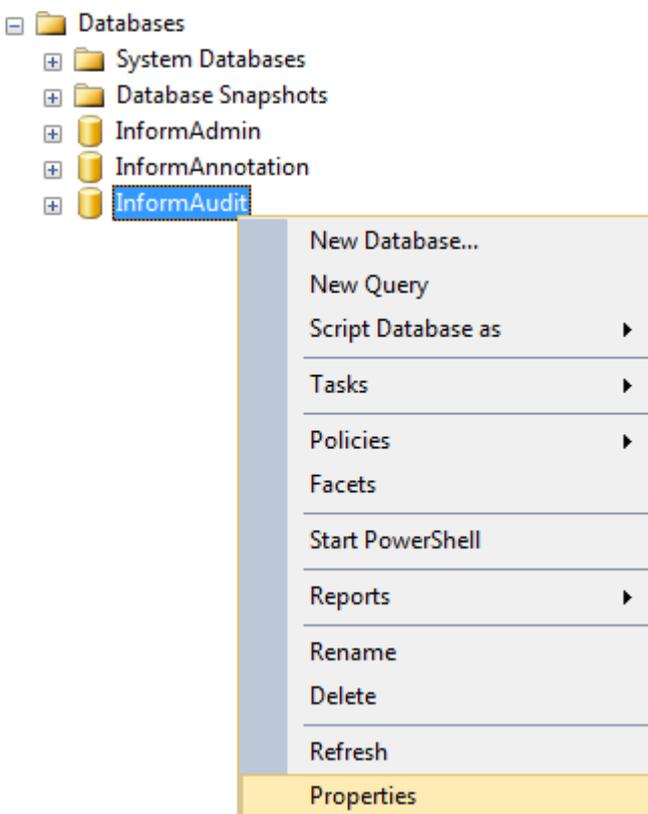
2. Select **Files** from the top left **Select a page** pane, and change the value in the **Initial Size (MB)** column for the indicated row (as shown in Figure 30).

Figure 30: SQL Management Studio – InformAudit Properties dialog
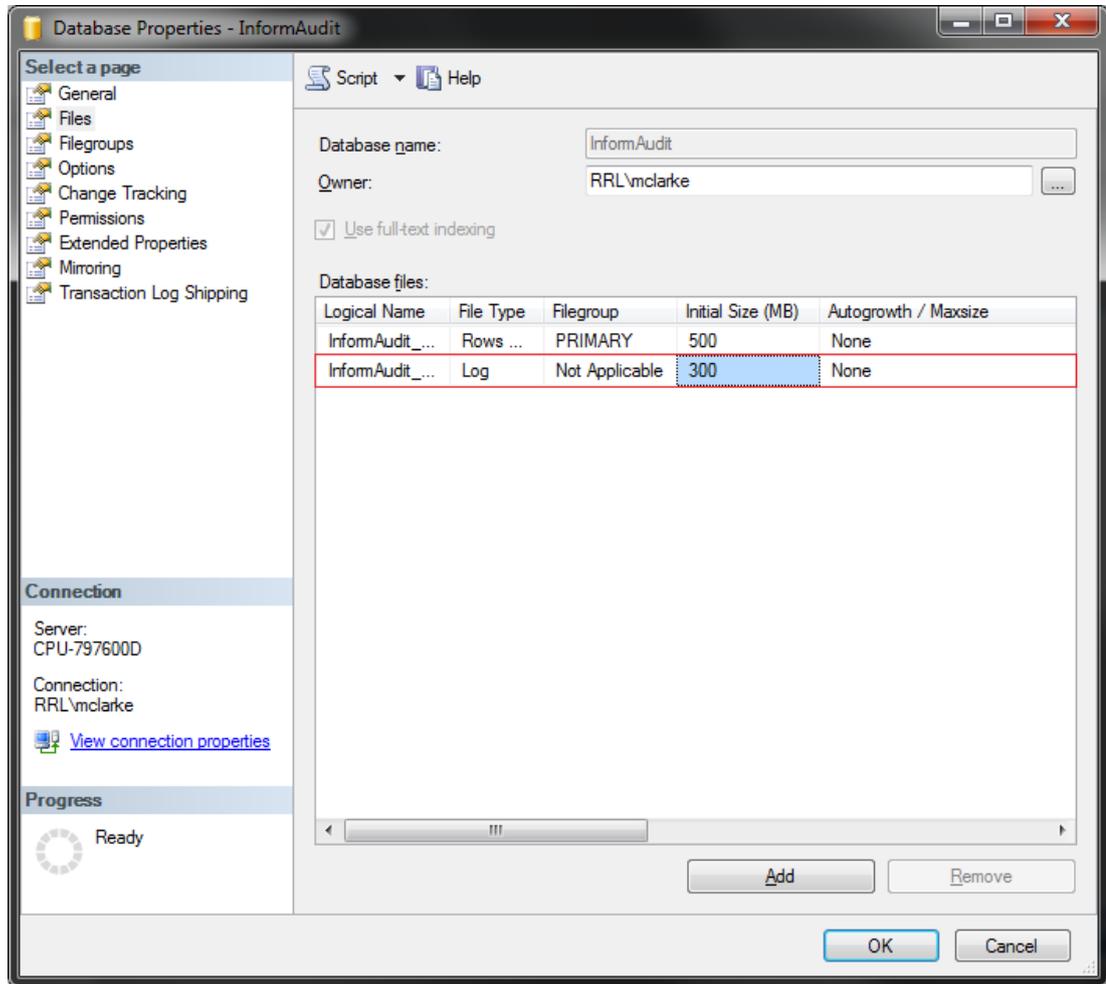
NOTE: As a guideline, if approximately 40,000 resources are to be deleted at once, then a Log file of at least 300MB is recommended.

12   NICE Inform Server Resilience

This section highlights any potential issues you may experience when configuring NICE Inform server resilience.

The following prerequisites **MUST** be met before NICE Inform server resilience can successfully be configured. These are:

- The SQL Server, SQL Agent and NICE Inform Server services **MUST** all be running under the same Windows user account. This same account **MUST** be used to run the services on all servers in the resilient configuration.

- The Windows user account used for the services above **MUST** have access to the network share used for resilience (this share is automatically created on the NICE Inform server when configuring resilience). If the windows user account used for the service is modified after the share is created, the new account being used **MUST** be manually given read/write access to the share.

- All NICE Inform servers **MUST** be running the same version of Microsoft SQL Server.

- All NICE Inform servers **MUST** have the same version of NICE Inform installed.

- All NICE Inform servers **MUST** be correctly licensed for NICE Inform resilience.

- The NICE Inform user that you are logged in as to configure resilience must exist on **ALL** NICE Inform servers. The NICE Inform login account name and password **MUST** be an exact match.

- All Microsoft SQL Services **MUST NOT** be paused.

12.1   Cannot Login to NICE Inform after configuring server resilience

SYMPTOM

After configuring NICE Inform server resilience, either a **no server** message or a **user logins have been locked** message is displayed when trying to launch NICE Inform.

CAUSE

NICE Inform has been restarted before the configuration has completed and the server has restarted.

RESOLUTION

Once you have configured NICE Inform server resilience, you have to close the NICE Inform application in order to finalize the configuration. Ensure that you wait several minutes before launching NICE Inform as the server may take several minutes to restart.

12.2   Standby server fails to start after a machine name change

SYMPTOM

NICE Inform services fail to start, are constantly restarting or are not working properly after the Standby server name has been changed.

CAUSE

SQL Server configuration needs to be updated after the name change.

RESOLUTION

Refer to the resolution as described in the NICE Inform server fails to start after a computer name change section.

12.3   Error when adding a NICE Inform standby server

SYMPTOM

An error message is displayed mentioning that the NICE Inform server is already used in a resilient environment when you try and add a NICE Inform standby server.

CAUSE

This error occurs when trying to add a NICE Inform standby server that was previously a member of a resilient system and the correct uninstallation procedure (as detailed in the *NICE Inform Installation Guide*) was not followed.

RESOLUTION

Follow the Manual repair section by running the provided SQL script.

12.4   Cannot set NICE Inform server as a master NICE Inform server

SYMPTOM

You are unable to set a NICE Inform server as a master within NICE Inform.

CAUSE

When setting up a Resilient NICE Inform system, one of the standalone NICE Inform servers must be converted to a master before you can add standby servers.

RESOLUTION

Convert one of the standalone NICE Inform Servers to a master NICE Inform server. Refer to *Creating a master Inform server* within the NICE Inform Online Help.

If you are not logging into NICE Inform from a client workstation within the same domain as the server you may need to enter the server name and IP address into the hosts file to enable this option.

▶ To enter the server name and IP address into the hosts file:

1.   Locate the hosts file on the client workstation, usually found in:

C:\Windows\System32\Drivers\etc

2. Open the hosts file using a text editor e.g. Notepad and add an entry at the bottom of the file following the instructions in the file. This typically uses the format *<IP-Address><Space-or-tab><Computer Name>*

   For example: **127.0.0.1 MyComputerName**

3. Save the file.

NOTE: There is no file extension for the host file.

---

4. Restart the NICE Inform client workstation and you should now be able to configure the NICE Inform standalone server as a NICE Inform master server.

12.5   Error when setting a NICE Inform server as a master NICE Inform server

SYMPTOM

When setting a server to be the master an error message is displayed stating:

"*Inform Service must be logged in under a Windows account with local administrative rights*".

CAUSE

The Windows user account being used by the NICE Inform Server service is not a member of the **Local Administrators** group.

RESOLUTION

Re-run the NICE Inform Server Configuration Wizard. On the Services page select the **Resiliency support required (Local administrative account required)** option. Select an appropriate Windows user account and then complete the Wizard.

12.6   Changes to resilience configuration

The list of available NICE Inform standby servers is only updated when the NICE Inform client workstation is first started. Changes to resilience configuration, i.e. adding and removing NICE Inform standby servers are not automatically updated while the NICE Inform client workstation is running.

Therefore, it is possible that attempted failover to a NICE Inform standby server that has been removed from a system while the NICE Inform client workstation is running can occur. In addition, no attempt is made to failover to a NICE Inform standby server that has been added while the NICE Inform client workstation is running.

The workaround is to configure NICE Inform server resilience when no users are connected to NICE Inform. If this is not an option, all the NICE Inform users have to be told to close their NICE Inform client workstation once the NICE Inform Server Resilience updates are complete. The users can re-open their NICE Inform client workstations, at which point all the NICE Inform server resilience updates are applied.

12.7   Manual repair

If there is an error during the NICE Inform server resilience configuration, then you may need to run a SQL script to remove the resilience configuration and restore the NICE Inform server to a standalone server. To change NICE Inform server resilience, refer to the *NICE Inform online help*.

NOTE: You **MUST** know the server name before you run the SQL script.

12.7.1   Running the SQL script

The SQL script is located on the NICE Inform Installation DVD in the following location:

D:\Tools\Scripts\ResetResiliencyConfiguration.sql (where D:\ is the DVD drive)

▶ To run the SQL script:

1. Open the **SQL Server Management Studio** as shown in Figure 31 for Microsoft SQL Server 2012, 2014, 2016, 2017.

Figure 31: Opening SQL Server Management Studio

2. Connect to the NICE Inform server.

3. Once connected, in the menu bar, select <File> *<Open> <File>* and browse to the SQL script from the NICE Inform Installation DVD.

4. The script opens in the Microsoft SQL Server Management Studio. Scroll down to the **Set InformServerName** line. The NICE Inform server name is automatically detected. If the server name in the Inform database does not match the host name of the NICE Inform server, do the following:

    a)   Between the quotes, enter the NICE Inform server name, as shown in Figure 32.

Figure 32: Locating Set InformServerName line
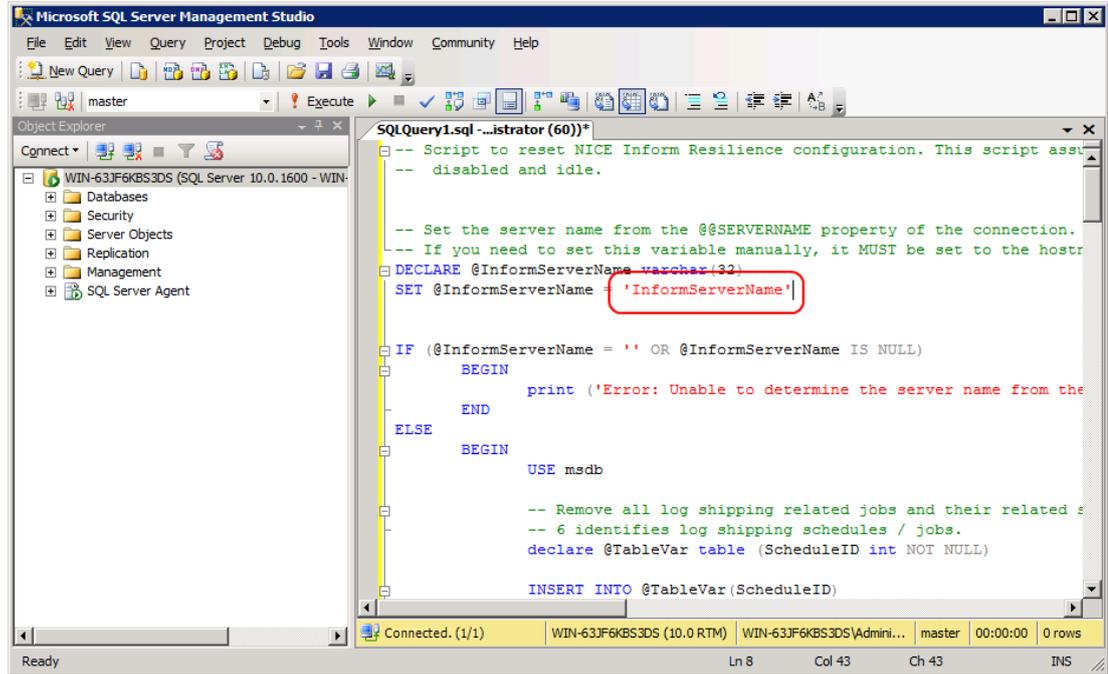
5. Click the **Execute** button.

6. Close the SQL Server Management Studio.

7. Restart the **NICE Inform Server** service.

13 Time Monitoring

This section highlights any potential issues and further configuration options when setting up time monitoring.

13.1 Permission error interrogating the time on a remote system

SYMPTOM

Sometimes a permission error can occur when interrogating the time on a remote system. This produces an error in the error log. For example:

"Cannot get the time on server <Server Name> Cause: Exception when trying to contact server <Server Name>. System error 5 has occurred. Access is denied."

CAUSE

This is because the account under which the NICE Inform service runs does not have access to the remote system.

RESOLUTION

This can be fixed by one of the following methods:

- Adding the user account to the remote computer where the problem occurred.

- Make the user account a domain-based account.

NOTE: The default account is **InformServices**.

When the NICE Inform server is installed with a NICE Interaction Management / NICE Perform system, the Windows user account under which the NICE Inform Server runs should be **nicesql**. This is because the NICE Interaction Management / NICE Perform services also run under this user account.

13.2 Time Monitor not functioning correctly

Ensure that the monitored servers (NICE Recording servers, NiceCLS servers, NiceVision AMS servers, NICE Interaction Management / NICE Perform, and additional monitored windows servers) are in the same domain as that of the NICE Inform server which is performing the monitoring.

13.3 Installing the NetBios over TCP/IP driver

It is necessary to have the 'Non plug and play' driver **NetBios** over **Tcpip** installed and enabled (it is by default) on the NICE Inform server and on all other monitored servers (except the Loggers).

13.3.1   Checking if NetBios over TCP/IP is installed and enabled

This section covers checking if NetBios over TCP/IP (NetBT) is installed and enabled on Microsoft Windows Server.

NOTE: There is a setting to disable/enable NetBIOS within the Advanced TCP/IP
         Settings for a network connection. Whether you enable or disable this feature it
         DOES NOT affect time monitoring.

Checking on Microsoft Windows Server

▶ To check if NetBios over TCP/IP (NetBT) is installed and enabled on Microsoft Windows
  Server 2012:

  1. On the NICE Inform server, open the **Services** console. This can be accessed via
      administrative tools, as shown in Figure 33 or Figure 34.

Figure 33 Opening the Services control (Windows Server 2016/2019)

Figure 34: Opening the Services control (Windows Server 2012)

  2. In the services list, ensure that the **TCP/IP NetBIOS Helper** service is present and
      shows as **Running** in the status column as shown in Figure 35.

Figure 35: Checking TCP/IP NetBIOS Helper service status (Windows Server)
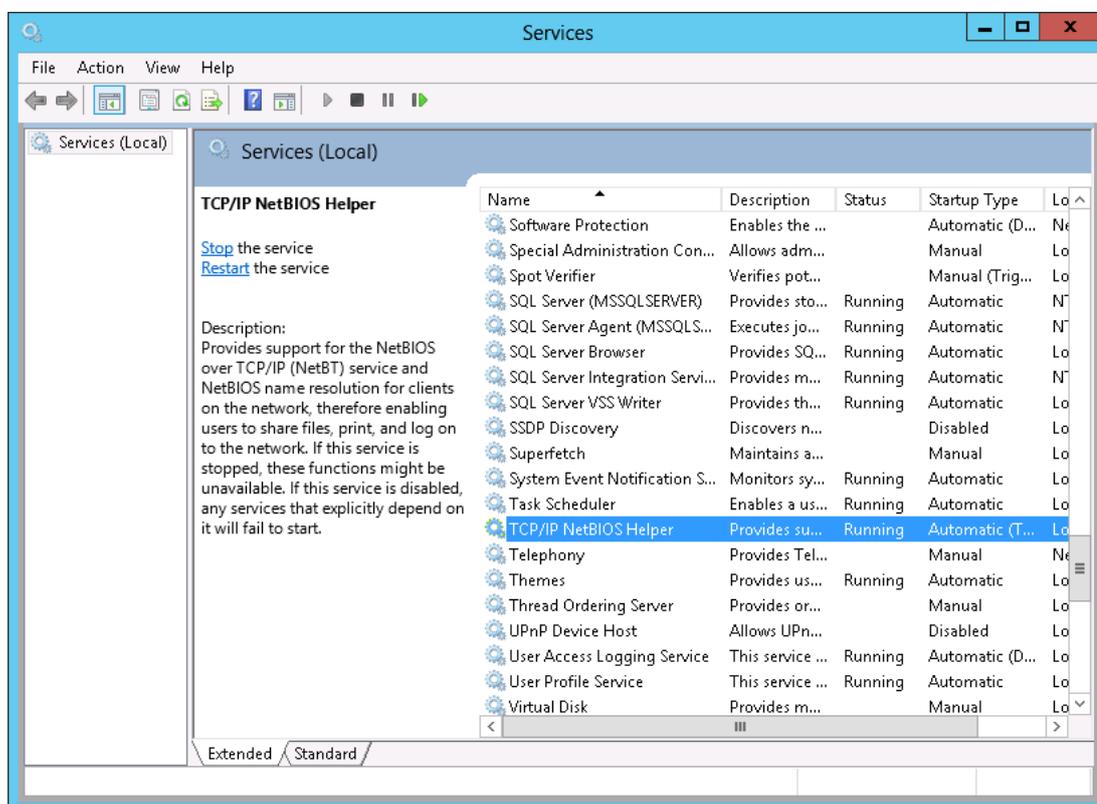
3. If the service is not shown as **Running**, right-click on the service and open the **Properties** window.

4. Ensure that the **Startup type** is set to **Automatic** and click the **Start** button.

14   Debugging NICE Inform

This section details how to change the level of detail logged and size of log files for the NICE Inform server and client log files.

- To locate server log files, refer to the Locating NICE Inform server log files section.

- To locate client log files, refer to the Locating NICE Inform client workstation log files section.

14.1   Setting log detail on the NICE Inform server

By default the level of detail (Level value) is set to **"INFO"**. This means that the server logs includes general operational, error and warning information on the server. If a particular issue arises when using NICE Inform which is possible to replicate, change the level of detail to **"DEBUG"**. When going back to the generated logs all debugging information is recorded.

▶ To change the log detail on the NICE Inform server:

1. Browse to the following location:

    D:\Program Files (x86)\NICE Systems\NICE Inform\Server

2. Open the **NiceInform.Server.Host.exe.config** file using Notepad and scroll down to the section that resembles that shown Figure 36.

Figure 36: Setting log detail (NICE Inform server)

```
<root>
  <level value="INFO" />
  <appender-ref ref="RollingFile" />
  <appender-ref ref="ConsoleAppender" />
  <appender-ref ref="OutputDebugStringAppender" />
  <appender-ref ref="RollingFileErrors" />
</root>
<!--Level values are DEBUG, INFO, WARN, ERROR -->
<!--Entries for "top level" server module classes, to allow tracing of method calls -->
<logger name="Nice.Inform.Server.AuditServer.">
  <level value="INFO" />
</logger>
<logger name="Nice.Inform.Server.LoginServer.">
  <level value="INFO" />
</logger>
<logger name="Nice.Inform.Server.SystemAdministrationServer.">
  <level value="INFO" />
</logger>
<logger name="Nice.Inform.Server.QueryServer.">
  <level value="INFO" />
</logger>
<logger name="Nice.Inform.Server.PlaybackServer.">
  <level value="INFO" />
</logger>
<logger name="Nice.Inform.Server.UserAdministrationServer.">
  <level value="INFO" />
```

3. There may be several entries for level (**<level value="INFO">**). Change all of them to the same setting unless you are given specific instructions by NICE Systems support.

NOTE: When you have completed your diagnostics ensure the level of detail is set back
          to its original value as leaving it in **"DEBUG"** mode rapidly fills the log files.

          An additional log file is created to capture only error information called
          InformServerErrorLog.txt. Changing the level of detail in the
          NiceInform.Server.Host.exe.config file does not have any effect on this log.

14.2   Setting log size on the NICE Inform server

▶ To control the number and size of each log file:

1. Browse to the following location:

   D:\Program Files (x86)\NICE Systems\NICE Inform\Server

2. Open the **NiceInform.Server.Host.exe.config** file using Notepad and scroll down to
   the section that resembles that shown Figure 37.

Figure 37: Setting log size (NICE Inform server)

```
<appender name="RollingFile" type="log4net.Appender.RollingFileAppender">;
  <file value="${NICEINFORMSERVERLOG}\\InformServerLog.txt" />
  <appendToFile value="true" />
  <maximumFileSize value="500KB" />
  <maxSizeRollBackups value="5" />
  <param name="RollingStyle" value="Size" />
  <layout type="log4net.Layout.PatternLayout">
    <param name="ConversionPattern" value="%d [%t] %-5p %c [%x] – %m%n" />
  </layout>
</appender>
```

3. Set the required file size of the log file. The file size of each of the log files can be
   changed by editing the **maximumFileSize** KB value. Change the value to that desired
   and save the changes.

NOTE: By default, log files are a maximum of 1000 KB in size.

4. Set the number of log files. The number of log files created is set by editing the
   maxSizeRollBackups value. Change the value to that desired and save the changes.

NOTE: By default a maximum of 20 log files are created.

5. Once updated ensure that all changes are saved to the text file.

14.3   Setting log detail on the NICE Inform client

By default the level of detail (Level value) is set to **"WARN"**. This means that the client logs
includes general operational, error and warning information on the server. If a particular issue
arises when using NICE Inform which is possible to replicate, change the level of detail to
"DEBUG". Log out of the NICE Inform application, then log back in and replicate the issue.
When going back to the generated logs all debugging information is recorded.

▶ To change the log detail on the NICE Inform client on the NICE Inform Server:

1. Browse to the following location:

D:\Program Files (x86)\NICE Systems\NICE Inform\WebSite\ClientApps

2. Open one of the following:

    –   **NiceInform.exe.config** file (for the NICE Inform client).

    –   **NiceInformLMR.exe.config** file (for the NICE Inform Verify client).

3. Using Notepad scroll down to the section that resembles that shown in Figure 38.

Figure 38: Setting log detail (NICE Inform client)

```
<root>
  <level value="WARN" />
  <appender-ref ref="RollingFile" />
  <appender-ref ref="TraceAppender" />
</root>
<!-- Settings for the loggers for each class that uses its own logger. -->
<!-- The level value can be changed to DEBUG to show all logging info for that class. -->
<!-- Level values are DEBUG, INFO, WARN, ERROR -->
<!-- <logger name="Nice.Inform.Client.Reconstruction.Controller."> -->
<!-- <level value = "INFO"/> -->
<!-- </logger> -->
```

4. There may be several entries for level (**<level value="INFO"> or "WARN"**). Change all of them to the same setting unless you are given specific instructions by NICE Systems support.

NOTE: When you have completed your diagnostics ensure the level of detail is set back to its original value as leaving it in **"DEBUG"** mode rapidly fills the log files.

These settings affect **ALL** users of NICE Inform from the next time they run the NICE Inform application.

14.4   Setting log size on the NICE Inform client

The number of log files and the size of each log can be configured as required.

▶ To control the number and size of each log file:

1. Browse to the following location:

    D:\Program Files (x86)\NICE Systems\NICE Inform\WebSite\ClientApps

2. Open one of the following:

    –   **NiceInform.exe.config** file (for the NICE Inform client).

    –   **NiceInformLMR.exe.config** file (for the NICE Inform Verify client).

3. Using Notepad scroll down to the section that resembles that shown in Figure 39.

Figure 39: Setting log size (NICE Inform client)

```
<appender name="RollingFile" type="log4net.Appender.RollingFileAppender">;
  <file value="${NICEINFORMLOG}\\InformClientLog.txt" />
  <appendToFile value="true" />
  <maximumFileSize value="100KB" />
  <maxSizeRollBackups value="5" />
  <param name="RollingStyle" value="Size" />
  <layout type="log4net.Layout.PatternLayout">
    <param name="ConversionPattern" value="%d [%t] %-5p %c [%x] - %m%n" />
  </layout>
</appender>
```

4. Set the required file size of the log file. The file size of each of the log files can be changed by editing the **maximumFilesize** value. Change the value to that desired and save the changes.

NOTE: By default log files are a maximum of 100 KB in size.

---

5. Set the number of log files. The number of log files created can be set by editing the **MaxSizeRollBackups** value. Change the value to that desired and save the changes.

NOTE: By default a maximum of 5 log files are created.

---

6. Once updated ensure that all changes are saved to the text file.

7. To view the changes to the log, ensure that you log out of the NICE Inform application and log back in.

NOTE: These settings affect **ALL** users of NICE Inform from the next time they run the NICE Inform application.

14.5   Setting log file to debug level on a single NICE Inform client

Debug level can be set on a single NICE Inform client on the NICE Inform Server.

▶ To set debug level on a NICE Inform client workstation do one of the following:

- On the NICE Inform server and copy the NiceInform.exe.config file from the following location:

  D:\Program Files (x86)\NICE Systems\NICE Inform\WebSite\ClientApps

  Paste the **NiceInform.exe.config** in the following location on the NICE Inform client workstation:

  C:\Users\LoggedOnUser\AppData\Local\NICE Systems\NICE Inform\Config

- Browse from the NICE Inform client workstation to the file on the NICE Inform server; for example:

  http://niceinform/inform/clientapps/niceinform.exe.config

  (where *niceinform* is the name or IP address of your NICE Inform server)

a) Within Internet Explorer, select **Page** from the menu and then select the **View Source** option:

b) Select **File** from the menu and then the **Save as** option and save the file as **NiceInform.exe.config** in the following folder on the NICE Inform client workstation:

C:\Users\LoggedOnUser\AppData\Local\NICE Systems\NICE Inform\Config

1. On the NICE Inform client workstation open the **NiceInform.exe.config** file using Notepad.

2. Locate the client log on section:

   <root>

                       <level value="WARN" />

                       <appender-ref ref="RollingFile" />

                       <appender-ref ref="TraceAppender" />

    </root>

3. Change the **<Warn>** level to **<Debug>**

4. Save and close the **NiceInform.exe.config file**.

5. Restart the NICE Inform client workstation.

6. Once the required logs have been obtained, you **MUST** delete the **NiceInform.exe.config** file from the NICE Inform client workstation.

15   SNMP traps

Table 2 provides a possible cause, as well as a suggested user action when a NICE Inform SNMP trap is raised. The traps are ordered alphabetically by their description.

Table 2: SNMP traps

Trap description	Cause	Suggested user action
General		
NICE Inform Server service has started. Information event from *<Inform server address>*.	Sent after a successful start or re-start.	No action required
NICE Inform Server service is restarting. Information event from *<Inform server address>*.	An automatic re-start has occurred as a result of a previous trap.	Wait for a further trap to indicate success or failure.
NICE Inform Server service is stopped. Alarm from *<Inform server address>*.	The NICE Inform application cannot be restarted. The NICE Inform Server service is not running.	Investigate the NICE Inform diagnostics log and windows event log for more information.
NICE Inform Audit maximum log size limit will be reached soon. Warning from *< Inform server address>*.	The audit log size has reached the configured threshold.	Change the configuration to allow the oldest audit events to be deleted, or use SQL Server to grow the InformAudit database.
NICE Inform has detected one or more paired channels failing. Alarm from *<Inform server address>*.	One or more paired channels are not recording in the same way.	Check the audit log for a list of failing channel pairings. Ensure the configuration of the channels is correct.
NICE Inform has detected paired channel loggers have different times. Alarm from *<Inform server address>*.	Loggers in the parallel recording system are reporting differing times.	Check the times on all loggers in the parallel recording system. Ensure that time synchronization software is correctly configured.
NICE Inform has detected unassigned loggers in the configuration of the NiceCLS server *<Inform server name>*. Warning from *<server address>*.	Loggers are present in the NiceCLS configuration database but are not assigned to any NiceCLS in the system.	Use the NICE Administration application to assign loggers to the correct NiceCLS. Refer to the site specification for details of how the loggers should be assigned.
NICE Inform logger *<logger ID>* (*<logger address>*) available storage *<x>*% has fallen below the limit of *<y>*%. Warning from *<Inform server address>*.	As described.	None.
NICE Inform logger *<logger ID>* (*<logger address>*) available storage *<x>*% has risen above the limit of *<y>*%. Information event from *<Inform server address>*.	As described.	No action required.
The NICE Inform Organizer storage space is low. Warning from *<Inform server address>*.	The space allocated for storage of NICE Inform Organizer has reached a configured threshold.	Configure new storage for NICE Inform Organizer.
There is no space left to on the NICE Inform Organizer storage. Alarm from *<Inform server address>*.	As described.	Configure new storage for NICE Inform Organizer.
The NICE Inform administrator has sent a test trap. Information event from *<Inform server address>*.	As described.	No action required.

Trap description	Cause	Suggested user action
NiceCLS replication errors detected on *<CLS Server ID>*. Warning from *<Inform server address>*.	Network or SQL Server issue.	Check the replication monitor on the NiceCLS server.
Security		
NICE Inform unsuccessful login attempt limit reached for user *<Username>* from workstation *<workstation hostname>*. Information event from *<Inform server address>*.	A user has entered an invalid password too many times.	No action required.
NICE Inform user *<Username>* automatically logged out from *<workstation hostname>*. Information event from *<Inform server address>*.	A user has been logged out by the system because the workstation has not been active for some time.	No action required.
NICE Inform has detected tampering with security data. Warning from *<Inform server address>*.	One or more database tables have unauthorized modifications.	Check the audit log for a list of tables that have unauthorized modifications. Fix and reset tamper detection.
NICE Inform has reset security data tamper detection. Information event from *<Inform server address>*.	As described.	No action required.
The NICE Inform server detected Incident File Tampering. Warning from *<Inform server address>*.	The checksum for the file did not match the indicated file.	Recreate the Incident.
The security key server is down. Alarm event from *<Inform server address>*.	The security key server cannot be contacted.	Check that the key server is correctly configured. Check that it is running and the machine is available.
The security key server is up. Information event. Information event from *<Inform server address>*.	The security key server has recovered from a previous unavailability.	No action required.
Resilience		
A NICE Inform standby server failed to connect to the NICE Inform master server (*<Inform server ID>*), or the connection has become unavailable. Alarm from *<Inform server address>*.	Network, operating system or SQL Server issue.	Fix the errors, using the diagnostics log on the master and standby servers to determine the failure.
NICE Inform server resilience configuration errors detected on *<Inform server ID>*. Alarm from *<Inform server address>*.	Incorrect resilience configuration.	Check the diagnostics log on the master and standby servers.
NICE Inform server resilience errors detected on *<Inform server ID>*. Alarm from *<Inform server address>*.	Network or SQL Server issue.	Check the resilience status of NICE Inform System Administration and SQL Server error logs.

Trap description	Cause	Suggested user action
The cross validation of the NICE Inform designated master server (<*Inform server ID*>) failed. Alarm from <*Inform server address*>.	Configuration or network error.	Fix the errors, using the diagnostics log on the master and standby servers to determine the issue.
Archive		
The NICE Inform archive <*Archive ID*> was created. Information event from <*Inform server address*>.	As described.	No action required.
The NICE Inform archive <*Archive ID*> was deleted. Information event from <*Inform server address*>.	As described.	No action required.
The NICE Inform archive <*Archive ID*> was loaded. Information event from <*Inform server address*>.	As described.	No action required.
The NICE Inform archive <*Archive ID*> was unloaded. Information event from <*Inform server address*>.	As described.	No action required.
NICE Inform archive available storage has fallen below limit. Warning from <*Inform server address*>.	The NICE Inform archive storage is filling up.	Delete existing archives or increase the archive storage space.
NICE Inform archive available storage has risen above limit. Information event from <*Inform server address*>.	Existing archives have been deleted or the archive storage space has been increased.	No action required.
Reporter		
Warehouse is unable to collect from a data source as the connection has failed. Warning event.	Data source or network issue	Check the data source is available
Warehouse is able to collect from a data source as the connection has resumed. Information event.	Data source or network issue	No action required
Warehouse collection is falling behind. Warning event.	Collection is too slow or data sources are creating too many new records	
Warehouse database available space has fallen below limit. Warning event.	The Warehouse database available space has reached a configured warning threshold	Increase the size of the Warehouse database
Warehouse deleted monthly tables as the database is full. Warning event.	The warehouse database has reached its configured maximum size	Increase the size of the Warehouse database
Warehouse stopped inserting new data as the database is full. Alarm event.	The warehouse database has reached its configured maximum size	Increase the size of the Warehouse database
Warehouse database available space has risen above limit. Information event.	Space has become available in the Warehouse database	No action required

Trap description	Cause	Suggested user action
Warehouse restarted inserting new data as the database is no longer full. Information event.	The size of the Warehouse database has been increased to allow collection to restart	No action required

16 Glossary

- **ASP.NET**

  A Web application framework developed and marketed by Microsoft to allow programmers to build dynamic Web sites.

- **DNS**

  Domain Name System

- **HTTP**

  Hypertext Transfer Protocol

- **IIS**

  Internet Information Services

- **MUI**

  Multilingual User Interface

- **NetBios**

  Network Basic Input/Output System. Also known as **NetBT**

- **SNMP**

  Simple Network Management Protocol

- **SQL**

  Structured Query Language

- **TCP/IP**

  Transmission Control Protocol/Internet Protocol

NICE®

ABOUT NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.   www.nice.com

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