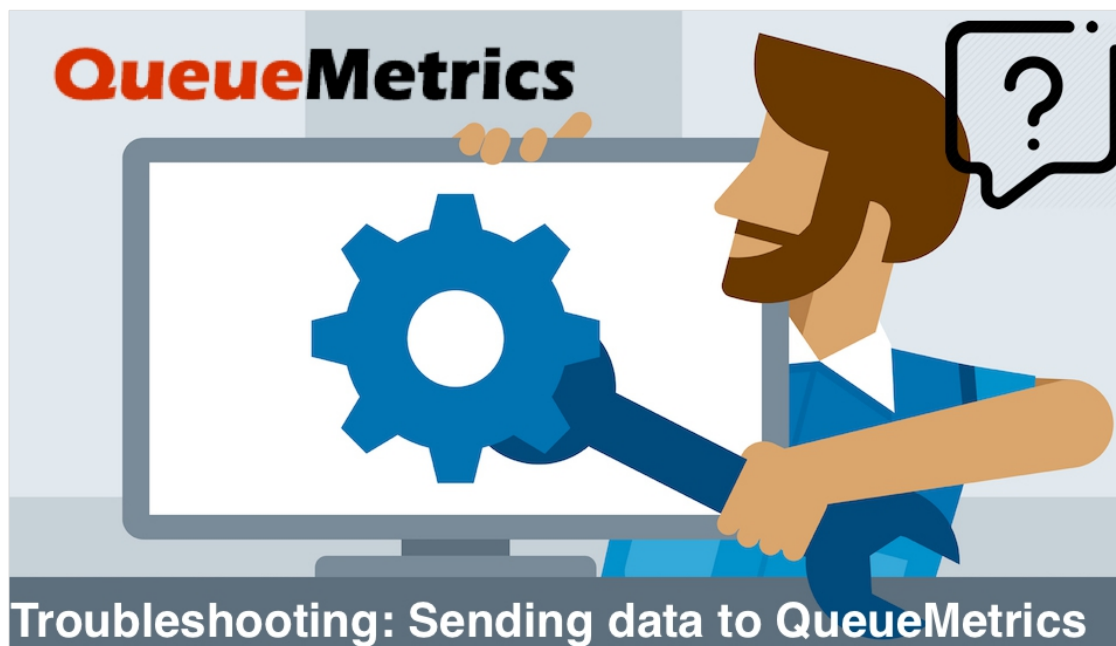# Loway presents

Troubleshooting: Sending data to QueueMetrics

Sending data to QueueMetrics

If you are not seeing any data in QueueMetrics, usually the main reason is that QueueMetrics is not receiving any data. If QueueMetrics is not receiving any data, it's highly probable that Uniloader is not working correctly.

Uniloader is a service that needs to be installed on the PBX machine. This service continuously scans the queue_log file, where Asterisk writes information about what's happening on the various queues in your call center.

QueueMetrics needs that information to monitor your call center, that is why the Uniloader service continuously checks the queue_log file for new information, and sends it to the QueueMetrics Database.

Checking if QueueMetrics is receiving data

To check if QueueMetrics is receiving data, you need to open the DB Inspector page under System Diagnostic Tools in QueueMetrics' homepage.
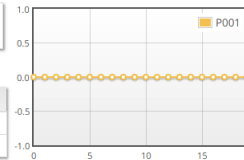
If you are receiving data, you will see various records like these:

| DbTest | QM Home |

Live inspector

Query type:	Partition:	Refresh every (sec.):	Search for:
List mode ▾	P001 ▾	10	

- Last update: Thu Jan 17 11:19:02 CET 2019.

Partition	N.Records
P001	812
P002	129264

01/17 - 03:46:01	1547693161	NONE		NONE	NONE	CONFIGRELOAD			
01/16 - 04:14:02	1547608442	NONE		NONE	NONE	CONFIGRELOAD			
01/15 - 03:44:02	1547520242	NONE		NONE	NONE	CONFIGRELOAD			
01/14 - 03:24:01	1547432641	NONE		NONE	NONE	CONFIGRELOAD			
01/13 - 03:18:01	1547345881	NONE		NONE	NONE	CONFIGRELOAD			
01/12 - 04:21:02	1547263262	NONE		NONE	NONE	CONFIGRELOAD			
01/11 - 03:39:01	1547174341	NONE		NONE	NONE	CONFIGRELOAD			
01/10 - 16:50:14	1547135414	MANAGER	400	SIP/220	REMOVEMEMBER				
01/10 - 16:50:14	1547135414	MANAGER	301	SIP/220	REMOVEMEMBER				
01/10 - 16:50:14	1547135414	MANAGER	300	SIP/220	REMOVEMEMBER				
01/10 - 16:29:53	1547134193	1547134068.135	300	SIP/220	COMPLETEAGENT	49	76	1	
01/10 - 16:28:37	1547134117	1547134068.135	300	SIP/220	CONNECT	49	1547134108.138	9	
01/10 - 16:28:23	1547134103	1547134068.135	300	SIP/220	RINGNOANSWER	15000			
01/10 - 16:28:03	1547134083	1547134068.135	300	SIP/220	RINGNOANSWER	15000			
01/10 - 16:27:48	1547134068	1547134068.135	300	NONE	DID				
01/10 - 16:27:48	1547134068	1547134068.135	300	NONE	ENTERQUEUE		221	1	
01/10 - 16:26:13	1547133973	1547133861.131	300	SIP/220	COMPLETEAGENT	43	68	1	
01/10 - 16:25:05	1547133905	1547133861.131	300	SIP/220	CONNECT	43	1547133902.134	3	

If no data is being sent, you will see no records, like this:

| DbTest | QM Home |

Live inspector

Query type:	Partition:	Refresh every (sec.):	Search for:
List mode ▾	▾	10	

- Last update: Wed Jan 16 06:13:42 CET 2019.

Partition	N.Records

Back to DBtest.

Loway
Loway - Switzerland
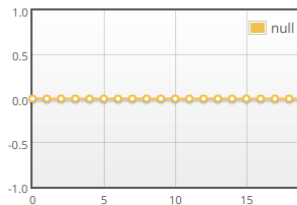
Check if Uniloader is running.

To check if Uniloader is running, open a terminal to the PBX machine, then run the following command:

```
ps fax | grep uniloader
```

If you see something like this, then Uniloader is running:

```
[root@freepbx ~]# ps fax | grep uniloader
22163 pts/1     S+      0:00             \_ grep --color=auto uniloader
 1717 ?         SNl     1:13 uniloader --src /var/log/asterisk/queue_log upload --uri mysql:tcp(127.0.0.1:3306)/queuemetrics?allowOldPasswords=1 --login queuemetrics --token P001 --pid /var/run/uniloader.pid
[root@freepbx ~]#
```

If Uniloader is not running instead, you will see something like this:

```
[root@freepbx ~]# ps fax | grep uniloader
22192 pts/1     S+      0:00             \_ grep --color=auto uniloader
[root@freepbx ~]#
```

If Uniloader is running, but you are not getting any data on QM, check that the information in the uniloader configuration file, usually located at

/etc/sysconfig/uniloader

is correct.

```
QUEUELOG=/var/log/asterisk/queue_log
LOGFILE=/var/log/asterisk/uniloader.log
LOCKFILE=/var/lock/subsys/uniloader
PIDFILE=/var/run/uniloader.pid

# Local QueueMetrics instance
URI="mysql:tcp(127.0.0.1:3306)/queuemetrics?allowOldPasswords=1"
LOGIN=queuemetrics
PASS=javadude
TOKEN=P001

# QueueMetrics-Live
#URI=https://my.queuemetrics-live.com/CHANGEME
#LOGIN=webqloader
#PASS=CHANGEME
#TOKEN=
```

If Uniloader is not running, check the same configuration file and make sure the data is correct. Once you are sure that the configuration is correct, start Uniloader with the following command.

service uniloader start

or, if you are using systemctl

systemctl start uniloader

Uniloader is not installed on the system

If Uniloader is not installed on the PBX machine, please install it by following the instructions at:

http://manuals.loway.ch/Uniloader-chunked/ch02.html

QueueMetrics References

For more technical information about QueueMetrics call center solution please refer to the User Manual.

Visit www.queuemetrics.com for a 30 days full featured trial. Attend our Free Webinars for a live demonstration of QueueMetrics.