

# Alerts

## IANA Enterprise Number

The Verba Technologies assigned enterprise number at IANA is **39067**.

The official list of IANA Enterprise Numbers can be found here: <http://www.iana.org/assignments/enterprise-numbers>

## MIB of Verba SNMP Traps

SNMP trap OIDs are under our enterprise prefix **1.3.6.1.4.1.39067**. The SNMP Traps follow **SNMP Version 2c**.

Here is the SMIv2 [Verba MIB file](#).

## Overriding alerts

It is possible to customize the alert severities and their targets. For the configuration guide, see: [Customizing Alert Severities and Selective Alert Sending](#)

## General alerts

Alert Name	Severity	Trap OID	Event ID	Resolved by
Free Memory Low	Fatal	1.3.6.1.4.1.39067. <b>100.0.1</b>	1	Free Memory OK
Free Memory OK	Fatal	1.3.6.1.4.1.39067. <b>100.0.2</b>	2	-
Disk Space Low	Fatal	1.3.6.1.4.1.39067. <b>100.0.3</b>	3	Disk Space OK
Disk Space OK	Fatal	1.3.6.1.4.1.39067. <b>100.0.4</b>	4	-
Service Down	Fatal	1.3.6.1.4.1.39067. <b>100.0.5</b>	5	Service Up
Service Up	Fatal	1.3.6.1.4.1.39067. <b>100.0.6</b>	6	-
Recording Inactivity	Fatal	1.3.6.1.4.1.39067. <b>100.0.7</b>	7	Recording Inactivity Over
Database Connection Down	Critical	1.3.6.1.4.1.39067. <b>100.0.10</b>	10	Database Connection Up
Database Connection Up	Critical	1.3.6.1.4.1.39067. <b>100.0.11</b>	11	-
Database Error	Critical	1.3.6.1.4.1.39067. <b>100.0.12</b>	12	-
Prerequisite Missing	Fatal	1.3.6.1.4.1.39067. <b>100.0.13</b>	13	-
Recording Inactivity Over	Fatal	1.3.6.1.4.1.39067. <b>100.0.14</b>	14	-
Certificate is not accessible	Fatal	1.3.6.1.4.1.39067. <b>100.0.15</b>	15	-
Certificate expires	Warning	1.3.6.1.4.1.39067. <b>100.0.16</b>	16	-
Certificate expired	Critical	1.3.6.1.4.1.39067. <b>100.0.17</b>	17	-
Certificate not trusted	Critical	1.3.6.1.4.1.39067. <b>100.0.18</b>	18	-
Certificate revoked	Critical	1.3.6.1.4.1.39067. <b>100.0.19</b>	19	-
Certificate key is not accessible	Critical	1.3.6.1.4.1.39067. <b>100.0.20</b>	20	-
Configuration Error	Fatal	1.3.6.1.4.1.39067. <b>100.0.21</b>	21	-
Undefined	Critical	1.3.6.1.4.1.39067. <b>100.0.999</b>	999	-
Folder access problem	Error	1.3.6.1.4.1.39067. <b>999.10</b>	910	Folder access problem resolved
Folder access problem resolved	Notification	1.3.6.1.4.1.39067. <b>999.11</b>	911	-

## Service-specific alerts

Service	Alert name	Severity	Trap OID	Event ID	Resolved by
Verba Storage Management Service	Policy Error	Error	1.3.6.1.4.1.39067.101.0.1	1001	Policy Continues
	Policy Continues	Critical	1.3.6.1.4.1.39067.101.0.2	1002	-
	Policy Finished	Warning	1.3.6.1.4.1.39067.101.0.3	1003	-
	Centera Privileged Delete Allowed	Critical	1.3.6.1.4.1.39067.101.0.4	1004	-
	PolicyVQError	Error	1.3.6.1.4.1.39067.101.0.5	1005	-
	VerintMissingAgentAssociations	Critical	1.3.6.1.4.1.39067.101.0.6	1006	-
Verba Passive Recorder Service	CaptureDown	Critical	1.3.6.1.4.1.39067.102.0.1	2001	CaptureUp
	CaptureUp	Critical	1.3.6.1.4.1.39067.102.0.2	2002	-
	CallProcError	Error	1.3.6.1.4.1.39067.102.0.3	2003	-
Verba Legacy Cisco Central Recorder Service	JTAPIServiceDown	Critical	1.3.6.1.4.1.39067.103.0.1	3001	JTAPIServiceUp
	JTAPIServiceUp	Critical	1.3.6.1.4.1.39067.103.0.2	3002	-
	CallProcError	Critical	1.3.6.1.4.1.39067.103.0.3	3003	-
Verba Cisco JTAPI Service	CUCMDown	Fatal	1.3.6.1.4.1.39067.104.0.1	4001	CUCMUp
	CUCMUp	Critical	1.3.6.1.4.1.39067.104.0.2	4002	-
	Genesys connection down	Error	1.3.6.1.4.1.39067.123.0.1	23001	Genesys connection up
	Genesys connection up	Error	1.3.6.1.4.1.39067.123.0.2	23002	-
Verba Dial-in Recorder Service	CallProcError	Error	1.3.6.1.4.1.39067.105.0.1	5001	-
Verba General Media Recorder Service	CallProcError	Error	1.3.6.1.4.1.39067.106.0.1	6001	-
Verba Avaya Recorder Service	AESDown	Fatal/Critical	1.3.6.1.4.1.39067.107.0.1	7001	AESUp
	AESUp	Critical	1.3.6.1.4.1.39067.107.0.2	7002	-
	MediaRecDown	Fatal	1.3.6.1.4.1.39067.107.0.3	7003	MediaRecUp
	MediaRecUp	Critical	1.3.6.1.4.1.39067.107.0.4	7004	-
	CallProcError	Fatal	1.3.6.1.4.1.39067.107.0.5	7005	-
Verba Legacy Cisco UC Gateway Recorder Service	XCCServiceDown	Critical	1.3.6.1.4.1.39067.108.0.1	8001	XCCServiceUp
	XCCServiceUp	Critical	1.3.6.1.4.1.39067.108.0.2	8002	-
	CallProcError	Critical	1.3.6.1.4.1.39067.108.0.3	8003	-

Verba Cisco MediaSense Connector Service	ConnectionDown	Critical	1.3.6.1.4.1.39067. <b>109.0.1</b>	9001	ConnectionUp
	ConnectionUp	Critical	1.3.6.1.4.1.39067. <b>109.0.2</b>	9002	-
	CallProcError	Critical	1.3.6.1.4.1.39067. <b>109.0.3</b>	9003	-
Verba Screen Capturing Service	ConnectionDown	Critical	1.3.6.1.4.1.39067. <b>110.0.1</b>	10001	ConnectionUp
	ConnectionUp	Critical	1.3.6.1.4.1.39067. <b>110.0.2</b>	10002	-
	CapturingError	Critical	1.3.6.1.4.1.39067. <b>110.0.3</b>	10003	-
Verba SfB/Lync Call Filter Service	RecorderTimeout	Critical	1.3.6.1.4.1.39067. <b>111.0.1</b>	11001	RecorderBack
	RecorderBack	Critical	1.3.6.1.4.1.39067. <b>111.0.2</b>	11002	-
	LyncDown	Critical	1.3.6.1.4.1.39067. <b>111.0.3</b>	11003	LyncUp
	LyncUp	Critical	1.3.6.1.4.1.39067. <b>111.0.4</b>	11004	-
	LyncInactive	Critical	1.3.6.1.4.1.39067. <b>111.0.9</b>	11009	Lync Connection Active
	MediaCollectorTimeout	Critical	1.3.6.1.4.1.39067. <b>111.0.5</b>	11005	MediaCollectorBack
	MediaCollectorBack	Critical	1.3.6.1.4.1.39067. <b>111.0.6</b>	11006	-
	AnnouncementTimeout	Critical	1.3.6.1.4.1.39067. <b>111.0.7</b>	11007	AnnouncementBack
	AnnouncementBack	Critical	1.3.6.1.4.1.39067. <b>111.0.8</b>	11008	-
	CallProcessingError	Error	1.3.6.1.4.1.39067. <b>111.0.10</b>	11010	-
	ConfigurationError	Critical	1.3.6.1.4.1.39067. <b>111.0.11</b>	11011	-
	Lync Connection Active	Critical	1.3.6.1.4.1.39067. <b>111.0.12</b>	11012	-
Verba SfB/Lync IM Recorder Service	Lync filter down	Critical	1.3.6.1.4.1.39067. <b>112.0.1</b>	12001	Lync filter up
	Lync filter up	Critical	1.3.6.1.4.1.39067. <b>112.0.2</b>	12002	-
Verba Node Manager Agent	RegistrationFailed	Fatal	1.3.6.1.4.1.39067. <b>113.0.1</b>	13001	RegistrationReady
	RegistrationReady	Fatal	1.3.6.1.4.1.39067. <b>113.0.2</b>	13002	-
Verba CDR Importer Service	ImportFailure	Critical	1.3.6.1.4.1.39067. <b>114.0.1</b>	14001	-
	RecordFailure	Error	1.3.6.1.4.1.39067. <b>114.0.2</b>	14002	-
	RecheckFailure	Critical	1.3.6.1.4.1.39067. <b>114.0.3</b>	14003	-
	MediaLengthMismatch	Error	1.3.6.1.4.1.39067. <b>114.0.4</b>	14004	-
	Metadata Filesize Too Big	Fatal	1.3.6.1.4.1.39067. <b>114.0.5</b>	14005	-

Verba Centile Connector Service	DiskAccess	Critical	1.3.6.1.4.1.39067.150.0.1	50001	-
	DatabaseAccessDown	Critical	1.3.6.1.4.1.39067.150.0.2	50002	DatabaseAccessUp
	DatabaseAccessUp	Critical	1.3.6.1.4.1.39067.150.0.3	50003	-
	UnidentifiedEnterprise	Critical	1.3.6.1.4.1.39067.150.0.4	50004	-
	CallProcessingError	Critical	1.3.6.1.4.1.39067.150.0.5	50005	-
Verba Unified Call Recorder Service	RecProviderDown	Critical	1.3.6.1.4.1.39067.115.0.1	15001	RecProviderUp
	RecProviderUp	Critical	1.3.6.1.4.1.39067.115.0.2	15002	-
	MediaRecDown	Warning	1.3.6.1.4.1.39067.115.0.3	15003	MediaRecUp
	MediaRecUp	Warning	1.3.6.1.4.1.39067.115.0.4	15004	-
	JTAPIServiceDown	Critical	1.3.6.1.4.1.39067.115.0.5	15005	JTAPIServiceUp
	JTAPIServiceUp	Critical	1.3.6.1.4.1.39067.115.0.6	15006	-
	CallProcError	Error	1.3.6.1.4.1.39067.115.0.7	15007	-
	SipTrunkDown	Critical	1.3.6.1.4.1.39067.115.0.8	15008	SipTrunkUp
	SipTrunkUp	Critical	1.3.6.1.4.1.39067.115.0.9	15009	-
	RecorderOverloadBegin	Warning	1.3.6.1.4.1.39067.115.0.10	15010	RecorderOverloadEnd
	RecorderOverloadEnd	Warning	1.3.6.1.4.1.39067.115.0.11	15011	-
	RecorderStandbyBegin	Warning	1.3.6.1.4.1.39067.115.0.12	15012	RecorderStandbyEnd
	RecorderStandbyEnd	Warning	1.3.6.1.4.1.39067.115.0.13	15013	-
	RecordingDirectorDown	Warning	1.3.6.1.4.1.39067.115.0.14	15014	RecordingDirectorUp
	RecordingDirectorUp	Warning	1.3.6.1.4.1.39067.115.0.15	15015	-
	IPCCTIPassive	Error	1.3.6.1.4.1.39067.115.0.16	15016	-
	IPCCTIActive	Error	1.3.6.1.4.1.39067.115.0.17	15017	IPCCTIPassive
	BT Heartbeat & Directory Service Down	Critical	1.3.6.1.4.1.39067.115.0.18	15018	BT Heartbeat & Directory Service Up
	BT Heartbeat & Directory Service Up	Critical	1.3.6.1.4.1.39067.115.0.19	15019	-
	BT ITSLink Down	Critical	1.3.6.1.4.1.39067.115.0.20	15020	BT ITSLink Up
	BT ITSLink Up	Critical	1.3.6.1.4.1.39067.115.0.21	15021	-
	BT TTP Down	Critical	1.3.6.1.4.1.39067.115.0.22	15022	BT TTP Up

	BT TTP Up	Critical	1.3.6.1.4.1.39067.115.0.23	15023	-
	BT Voice LAN0 Down	Critical	1.3.6.1.4.1.39067.115.0.24	15024	BT Voice LAN0 Up
	BT Voice LAN0 Temporarily Down	Critical	1.3.6.1.4.1.39067.115.0.25	15025	BT Voice LAN0 Up
	BT Voice LAN0 Partially Down	Critical	1.3.6.1.4.1.39067.115.0.26	15026	BT Voice LAN0 Up
	BT Voice LAN0 Up	Critical	1.3.6.1.4.1.39067.115.0.27	15027	-
	BT Voice LAN1 Down	Critical	1.3.6.1.4.1.39067.115.0.28	15028	BT Voice LAN1 Up
	BT Voice LAN1 Temporarily Down	Critical	1.3.6.1.4.1.39067.115.0.29	15029	BT Voice LAN1 Up
	BT Voice LAN1 Partially Down	Critical	1.3.6.1.4.1.39067.115.0.30	15030	BT Voice LAN1 Up
	BT Voice LAN1 Up	Critical	1.3.6.1.4.1.39067.115.0.31	15031	-
	BT TFTP0 Down	Warning	1.3.6.1.4.1.39067.115.0.32	15032	BT TFTP0 Up
	BT TFTP0 Up	Warning	1.3.6.1.4.1.39067.115.0.33	15033	-
	BT TFTP1 Down	Warning	1.3.6.1.4.1.39067.115.0.34	15034	BT TFTP1 Up
	BT TFTP1 Up	Warning	1.3.6.1.4.1.39067.115.0.35	15035	-
	BT TMS Access Down	Critical	1.3.6.1.4.1.39067.115.0.36	15036	BT TMS Access Up
	BT TMS Access Up	Critical	1.3.6.1.4.1.39067.115.0.37	15037	-
	Failover Between TTP Managers	Critical	1.3.6.1.4.1.39067.115.0.38	15038	-
	BT LDAP access down	Critical	1.3.6.1.4.1.39067.115.0.39	15039	BT LDAP access up
	BT LDAP access up	Critical	1.3.6.1.4.1.39067.115.0.40	15040	-
	BT TMS Cache access down	Critical	1.3.6.1.4.1.39067.115.0.41	15041	BT TMS Cache access up
	BT TMS Cache access up	Critical	1.3.6.1.4.1.39067.115.0.42	15042	-
	BT TTP packet loss started	Critical	1.3.6.1.4.1.39067.115.0.43	15043	BT TTP packet loss ended
	BT TTP packet loss ended	Critical	1.3.6.1.4.1.39067.115.0.44	15044	.
Verba Cisco Compliance Service	IMPNodeUp	Critical	1.3.6.1.4.1.39067.116.0.1	16001	-
	IMPNodeDown	Fatal	1.3.6.1.4.1.39067.116.0.2	16002	IMPNodeUp
	MessageQueueThreshold	Fatal	1.3.6.1.4.1.39067.116.0.5	16005	-
	Processing Error	Error	1.3.6.1.4.1.39067.116.0.6	16006	-
	DLP Server Error	Error	1.3.6.1.4.1.39067.116.0.7	16007	-

Verba Media Collector and Proxy Service	RecorderUp	Critical	1.3.6.1.4.1.39067.117.0.1	17001	-
	RecorderDown	Critical	1.3.6.1.4.1.39067.117.0.2	17002	RecorderUp
	LyncFilterUp	Critical	1.3.6.1.4.1.39067.117.0.3	17003	-
	LyncFilterDown	Critical	1.3.6.1.4.1.39067.117.0.4	17004	LyncFilterUp
	RecorderOverloadBegin	Warning	1.3.6.1.4.1.39067.117.0.5	17005	RecorderOverloadEnd
	RecorderOverloadEnd	Warning	1.3.6.1.4.1.39067.117.0.6	17006	-
	RecorderStandbyBegin	Warning	1.3.6.1.4.1.39067.117.0.7	17007	RecorderStandbyEnd
	RecorderStandbyEnd	Warning	1.3.6.1.4.1.39067.117.0.8	17008	-
	CallProcError	Error	1.3.6.1.4.1.39067.117.0.9	17009	-
Verba Web Application Service	FailedLogin	Warning	1.3.6.1.4.1.39067.118.0.1	18001	-
	ApplyACLFailed	Error	1.3.6.1.4.1.39067.118.1.1	18101	-
	ApplyCommPoliciesFailed	Error	1.3.6.1.4.1.39067.118.1.2	18102	-
	Could not send license usage to RLS	Error	1.3.6.1.4.1.39067.118.1.3	18103	-
	Database Maintenance Completed	Info	1.3.6.1.4.1.39067.118.1.4	18104	-
	Database Maintenance Error	Error	1.3.6.1.4.1.39067.118.1.5	18105	-
	License Issue	Error	1.3.6.1.4.1.39067.118.1.6	18106	-
	Report Upload Failed	Error	1.3.6.1.4.1.39067.118.1.7	18107	-
	ADSyncError	Error	1.3.6.1.4.1.39067.118.2.1	18201	ADSyncExecutedOK
	ADSyncExecutedOK	Info	1.3.6.1.4.1.39067.118.2.2	18202	-
	ADSyncUsersDecreasedSignificantly	Warning	1.3.6.1.4.1.39067.118.2.3	18203	-
	AD Synchronization Added New Site	Warning	1.3.6.1.4.1.39067.118.2.4	18204	-
	Data Management Policy Created	Notification	1.3.6.1.4.1.39067.118.3.1	18301	-
	Data Management Policy Updated	Notification	1.3.6.1.4.1.39067.118.3.2	18302	-
	Data Management Policy Deleted	Notification	1.3.6.1.4.1.39067.118.3.3	18303	-
	Users without Ethical Wall User permission	Warning	1.3.6.1.4.1.39067.118.4.1	18401	-
	Audit Log Fatal	Fatal	1.3.6.1.4.1.39067.118.9.1	18901	-
	Audit Log Critical	Critical	1.3.6.1.4.1.39067.118.9.2	18902	-

	Audit Log Error	Error	1.3.6.1.4.1.39067.118.9.3	18903	-
	Audit Log Warning	Warning	1.3.6.1.4.1.39067.118.9.4	18904	-
	Audit Log Info	Info	1.3.6.1.4.1.39067.118.9.5	18905	-
Verba SMS Recorder Service	SMS-C connection up	Critical	1.3.6.1.4.1.39067.119.0.1	19001	-
	SMS-C connection down	Critical	1.3.6.1.4.1.39067.119.0.2	19002	SMS-C up
	SMS Processing Error	Error	1.3.6.1.4.1.39067.119.0.3	19003	-
Verba SfB/Lync IM Filter Service	Recorder connection down	Critical	1.3.6.1.4.1.39067.120.0.1	20001	Recorder connection up
	Recorder connection up	Critical	1.3.6.1.4.1.39067.120.0.2	20002	-
	Lync connection down	Critical	1.3.6.1.4.1.39067.120.0.3	20003	Lync connection up
	Lync connection up	Critical	1.3.6.1.4.1.39067.120.0.4	20004	-
	Lync connection inactive	Critical	1.3.6.1.4.1.39067.120.0.5	20005	Lync Connection Active
	Call Processing error	Error	1.3.6.1.4.1.39067.120.0.6	20006	-
	Configuration error	Error	1.3.6.1.4.1.39067.120.0.7	20007	-
	Lync Connection Active	Critical	1.3.6.1.4.1.39067.120.0.8	20008	-
Verba SfB/Lync Ethical Wall Service	Announcement connection down	Critical	1.3.6.1.4.1.39067.121.0.1	21001	Announcement connection up
	Announcement connection up	Critical	1.3.6.1.4.1.39067.121.0.2	21002	-
	Lync connection down	Critical	1.3.6.1.4.1.39067.121.0.3	21003	Lync connection up
	Lync connection up	Critical	1.3.6.1.4.1.39067.121.0.4	21004	-
	Lync connection inactive	Critical	1.3.6.1.4.1.39067.121.0.5	21005	Lync Connection Active
	Call Processing error	Error	1.3.6.1.4.1.39067.121.0.6	21006	-
	Configuration error	Error	1.3.6.1.4.1.39067.121.0.7	21007	-
	Lync Connection Active	Critical	1.3.6.1.4.1.39067.121.0.8	21008	-

## Variables used in SNMP Traps

The following variables are used in various Verba traps to describe the event:

OID	Variable Name	Description
1.3.6.1.4.1.39067.200.1	Description	Human readable description of the trap
1.3.6.1.4.1.39067.200.2	ServiceName	Name of the affected service

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1.3.6.1.4.1.39067.200.3	HostName	Host name of an affected server
1.3.6.1.4.1.39067.200.4	DiskSpaceLowPath	Path of an affected disk
1.3.6.1.4.1.39067.200.5	CallId	ID of the affected recording
1.3.6.1.4.1.39067.200.6	ServiceDisplayName	Display name of the affected service
1.3.6.1.4.1.39067.200.7	Path	Affected path
1.3.6.1.4.1.39067.200.8	Interface	Recording capture interface
1.3.6.1.4.1.39067.200.9	CertThumbprint	Certificate thumbprint
1.3.6.1.4.1.39067.200.10	CertFriendlyName	Certificate friendly name
1.3.6.1.4.1.39067.200.11	CertExpirationDate	Certificate expiration date
1.3.6.1.4.1.39067.200.12	CertSubject	Certificate subject
1.3.6.1.4.1.39067.200.13	Severity	Event Severity
1.3.6.1.4.1.39067.200.14	Title	Title
1.3.6.1.4.1.39067.200.15	Userid	User id
1.3.6.1.4.1.39067.200.16	TenantId	Tenant id

1.3.6.1.4.1.39067.115.0.42