
Unified Call Recorder Service: SipTrunkDown Alert

SIP Trunk Down Alert

Content

```
Alert: <ALERT_ERROR>
Service: <SERVICE_NAME>
Computer name: <COMPUTER_NAME>
Alert id: <ID>
Time: <TIME> (UTC)
Severity: <SEVERITY>

Description:
SIP trunk is down

Alert attributes:
Hostname (OID: .200.3): <CUCM_IP_ADDRESS>
```

Cause

This alert is sent if the Recording Director did not receive any SIP messages from the given CUCM IP address. By default this function is disabled.

Resolution

If you receive such an alert, please check the connection between the server and the CUCM. If the connection is down, contact your IT team. If the connection is alive, please check the trunk settings from the CUCM's web page.

Timeout configuration

The time set in Verba should be higher than the value set in CUCM.
The default values are 120 seconds for Verba timeout and 60 seconds for CUCM Options Ping interval.

Enabling/Disabling monitoring feature:

Required setting in Cisco UCM side: Use a SIP Trunk with a **SIP Profile** in which has the **SIP Options Ping** configured.

Required setting in Verba side:

Step 1 - On the web interface go to **Administration** and choose **Verba Servers**.

Step 2 - Choose and click on each of the Recording Director server(s) from the server list

Step 3 - Click on the **Change Configuration Settings** tab, and search for **Unified Call Recorder**.

Step 4 - Under **Unified Call Recorder/Recording Providers/SIP/SIPREC/SIP Trunk Status Monitoring** you can add a step by clicking on the  icon.

Step 5 - On the right side of the window, set the CUCM IP address, and the threshold value for timeout. Note that it should be greater than the Options Ping interval set on the CUCM side.

Step 6 - Click the  icon to save your settings.

Step 7 - The system will notify you that the changes need to be applied to the server by restarting the involved services or rereading the new configuration. Execute the required tasks.