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# SfB-Lync Ethical Wall Service: LyncDown Alert

## SfB/Lync Down Alert

### Content

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

```
Description:
#DESCRIPTION#
```

```
Alert attributes:
#CUSTOM_ATTRIBUTES#
```

### Cause

This alert is sent if the Lync API connection is closed by Lync Server.

### Resolution

If you receive such an alert, please contact the support service and send the [log files of the related service\(s\)](#).

Log files are available under "APPLICATION\_FOLDER\log" (by default C:\Program Files (x86)\Verba\log) folder on each server.

Please note, if you received the Lync Up alert as well, the connection lost was temporary only.