
SfB-Lync IM Filter Service: RecorderTimeout Alert

Recorder Time-out 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 recorder does not answer for a keepalive request for a certain time (10 sec).

Resolution

If you receive such an alert, please check if the connection is up between the affected Front End server and the Verba server (TCP, port: 10201). If not, contact your IT team.

If the connection is up, and the Recorder Back alert was not received, please contact the support service and send the log files of the related services - LyncFilter.log from The Front End(s) and engine.log from the Verba Server. Log files are available under "APPLICATION_FOLDER\log" (by default C:\Program Files\Verba\log) folder on each server.