
Media Collector and Proxy Service: RecorderDown

Recorder Down Alert

Content

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

Description:
Recorder '<COMPUTER>' disconnected, remote port: <PORT_NUMBER>

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

Cause

This alert is sent if one of the Recorder server(s) disconnects.

Resolution

Please note, if the [Recorder Up](#) alert was sent as well, the connection loss was temporary only.

If only the Recorder Down alert was sent, please check if the server machine (mentioned in the description) is reachable. If not, contact your IT team.

If the server is reachable, and the [RecorderUp](#) alert was still not received, please contact the support service and send the log files of the related service(s) - recorderproxy.log, engine.log (from the recorder server).

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