
Desktop Agent: ConnectionUp

Connection Up 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 connection to a recorder service is reestablished.

Resolution

No further action required.

However, if you receive this pair of alerts on a regular basis, your network is probably overloaded.

If that is not the case, please contact the support service and send the log files of the related service - agentcontroller.log, captureagent.log. Log files are available under "APPLICATION_FOLDER\log" (by default C:\Program Files\Verba\log) folder on each server.