
Avaya DMCC-JTAPI Service: AESDown

Application Enabled Services (AES) 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 Verba DMCC/JTAPI Service is not able to connect to the AES.

Resolution

If you receive such an alert, please check the connections between the recording server(s) and the AES. Please note that if you received the "AESUp" alert as well, the communication between the Verba component and the AES is back in normal, the connection lost state was temporary.

If there's no connection between the server and the AES, please contact your IT team.

If the connection is up, but the Avaya DMCC/JTAPI Service and the AES still can not communicate with each other, check at the AES side if the application user still exists.

Also, on Verba side check/update the AES user credentials.

Follow these steps:

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

Step 2 - Choose the server from which you received the alert from the server list.

Step 3 - Click on the **Change Configuration Settings** tab, and search for **Avaya DMCC/JTAPI**.

Step 4 - Under **Avaya connection** set the correct credentials for **AES IP address**, **AES user name** and **AES user password**.

Step 5 - Click the icon to save your settings.

Step 6 - 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.

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