

Genesys T-Server: Genesys connection up

Genesys connection up

Content

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

Description:
Genesys connection up.

Alert attributes:
Service name (OID: .123.0.2): <SERVICE_NAME>
```

Cause

This alert is sent if Verba is able to connect to Genesys again.

Resolution

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

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