

Microsoft Teams Bot Service: Recorder Connection Down Alert

Recorder Connection Down Alert

Content

```
Alert: Recorder Connection Down
Service: <SERVICE_NAME>
Computer name: <COMPUTER_NAME>
Alert id: .122.0.1
Time: <TIME> (UTC)
Severity: Critical
```

```
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 Bot server and the Verba Recording Server (TCP, port: 10501). If not, contact your IT team.

If the connection is up, and the Recorder Connection Up alert was not received, please contact the support service and send the log files of the related services - teamsbot.log from the Bot server and unifiedrec.log from the Verba Recording Server. Log files are available under "APPLICATION_FOLDER\log" (by default C:\Program Files\Verba\log) folder on each server.