
Unified Call Recorder Service: MediaRecDown Alert

Media Recorder Down Alert

Content

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

Description:
Media recorder went down (vrp://"USERNAME":"PASSWORD"@"MEDIAREC_IP_ADDRESS":"MEDIAREC_PORT")

Alert attributes:
<CUSTOM_ATTRIBUTES>
```

Cause

This alert is sent if the Verba Recording Director component can not connect to one of the Verba Media Recorder(s). The not reachable Media Recorder's IP address is mentioned in the alert email.

Resolution

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

If only the MediaRecDown alert was sent, please check if the server machine (running the Verba Media Recorder role) is reachable. If not, contact your IT team.

If the server is reachable, and the [MediaRecUp](#) alert was still not received, please contact the support service and send the log files of the Unified Call Recorder service.

Log files are available under "APPLICATION_FOLDER\log" (by default C:\Program Files (x86)\Verba\log) folder on each server.