

Unified Call Recorder Service: BT Voice LAN1 Down

BT Voice LAN1 Down Alert

Content

```
Alert: BT Voice LAN1 Down
Service: Unified Recorder
Computer name: <COMPUTER_NAME>
Alert id: .115.0.28
Time: <TIME> (UTC)
Severity: CRITICAL

Description:
BT Voice LAN1 Down

Alert attributes:
Hostname (OID: .200.3): <COMPUTER_NAME>
```

Cause

The BT Heartbeat service reported losing both the Voice VLANs A and B

Resolution

Check the state of the IPSI card, and the network connectivity of the VLANs