
Node Manager Service: RegistrationFailed

Registration Failed Alert

Content

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

Description:
Node registration failed: Could not connect to database.
#DESCRIPTION#

Alert attributes:
<CUSTOM_ATTRIBUTES>
```

Cause

This alert is sent if the Node Manager service can not register the server in the Verba management system. The cause can be connectivity issue or database connection configuration issue in Verba. This doesn't affects the recording.

Resolution

Check the connectivity between the database and server provided at the "Computer Name". Check the database connection configuration in Verba: [Configuring database connection](#)

If you need additional help, please contact the support service and send the [log files of the related service\(s\)](#).

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