
Passive Recorder Service: Capture Up

Capture Interface Up Alert

Content

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

Description:
Capture device is up

Alert attributes:
Capture interface url (OID: .200.8): <HOSTNAME|PORT|USERNAME|PW_ENC|##|##>
```

Cause

This alert is sent if the Media Collector connection or Network Interface capturing is reopened and recording is up again.

Resolution

This is not an error condition, no further action required.

However, if you receive this pair of alerts on a regular basis, please contact the support service and send the log files of the Passive Recorder Service - engine.log file.

Also, if you have a Lync/Skype for Business environment, please send the log files of the related media collector services as well - recorderproxy.log and Lyncfilter.log files from each server where a Verba component is present.

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