
Cisco Central Recorder Service: JTAPIServiceUp

JTAPI Service Up Alert

Content

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

Description:
JTAPI service went up

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

Cause

This alert is sent if JTAPI Service is reachable for the Cisco Central Recorder service again.

Resolution

No further action required.

However, if you receive this pair of alert on a regular basis, contact the support service and send the log files of the related services: nativerec order.log, native_recorder_dbsevice.log.

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