
Verba SMS Recorder Service: SMS-C Down

SMS-C Down Alert

Content

```
Alert: SMS-C Down
Service: SMS Recorder
Computer name: <COMPUTER_NAME>
Alert id: .119.0.2
Time: <TIME> (UTC)
Severity: CRITICAL
```

```
Description:
#DESCRIPTION#
```

```
Alert attributes:
Hostname (OID: .200.3):
```

Cause

This alert is sent when the connection between the Verba server and the SMS-C is down.

Resolution

If you receive such an alert, please check if the SMS-C is reachable from the Verba server. If not, contact your IT team to search for a network issue, and check the firewall configuration as well.

If the SMS-C is reachable from the Verba server, please contact the support service and send the log file of the Verba SMS Recorder Service.

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