

Unified Call Recorder Service: Recording Director Down

Recording Director Down Alert

Content

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Alert: Recording director down
Service: Unified Recorder
Computer name: <COMPUTER_NAME>
Alert id: .115.0.14
Time: <TIME> (UTC)
Severity: WARNING

Description:
Recording director (RD) disconnected

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

Cause

This alert is sent if a Recording Director component is not reachable for a Media Recorder component.

Resolution

If the connection should be on (you are sure that the connection is up between the two servers), and you did not receive a Recording Director Up alert, please contact the support service and send the log files of the related service(s) - unified.log. If you received Recording Provider Up alert, the connection down state was temporary only.

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