
Dial-in Recorder Service: CallProcError

Call Processing Error Alert

Content

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

Description: Call processing error: <Information>

Alert attributes:
Call id (OID: .200.5): <CALL_ID>
```

Cause

This alert is sent if the Verba Dial-in Recorder Service encountered some error during call processing.

Resolution

If you receive such an alert, please contact the support service and send the [log files of the related service](#).

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