

Unified Call Recorder Service: CallProcessingError Alert

Call Processing Error Alert

Content

Alert: Call processing error
Service: Unified Recorder
Computer name: <COMPUTER_NAME>
Alert id: .115.0.7
Time: <TIME> (UTC)
Severity: ERROR

Description:
Cannot start recording of call since media recorder is not available currently

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

Cause

This alert is sent if there are no media recorder available.

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\Verba\log) folder on each server.

If BT IP Trade recording is configured, check the Configuration limitation section of [BT IP Trade](#).