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# Avaya DMCC-JTAPI 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 Avaya Recorder Service encountered some error during call processing.

### Resolution

If you receive such an alert, please check the configuration according to the description part of the alert - e.g. invalid access code.

If there is no configuration issue, or you need assistance, contact the support service and send the log files of the Verba Avaya DMCC/JTAPI Service - avaya\_recorder.log

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