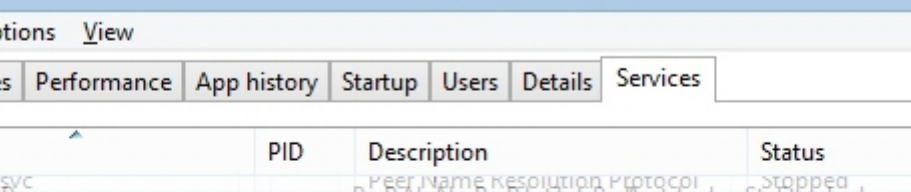


Troubleshooting

When MediaRecorder control with The Observer XT does not function properly, check the following;

- On the computer with MediaRecorder, check that N-Linx Agent is running. See step 1 in [Connect N-Linx Agent to N-Linx Server](#). If there is no N-Linx agent icon in the system tray, the program is not running. Then double-click the file **NLinxAgent.exe** in the folder C:\Program Files\Noldus\N-Linx Agent 1.
- On the computer with MediaRecorder, check that the status of the N-Linx Agent is **Connected**. If not, follow steps 2 and 3 in [Connect N-Linx Agent to N-Linx Server](#).
- In MediaRecorder, check that the checkbox **Allow communication with N-Linx Server** is selected (see step 2 in [Create MediaRecorder Settings](#)).
- In The Observer XT, check that Use N-Linx server to connect with other applications is selected (see step 2 in [Create The Observer XT settings](#)) and that the Status in the window is Connected (see step 5 in [Create The Observer XT settings](#)).
- In The Observer XT, check that MediaRecorder is selected (see step 9 in [Create The Observer XT settings](#)).
- On all computers with MediaRecorder, The Observer XT, and N-Linx Server, check that an exception is made in Windows Firewall for all inbound and outbound traffic through port 5672 (see [Create exceptions for N-Linx port in Windows Firewall](#)).
- Check that N-Linx Server is running. To do so, press **Ctrl + Shift + Esc** and open the **Services** tab. Locate the line RabbitMQ and check that the **Status** is Running. If not, right-click the line and select **Start**.



The screenshot shows the Windows Task Manager application with the 'Services' tab selected. The 'Services' tab is highlighted in blue. The list of services includes 'RabbitMQ', which is shown as 'Running' with a green checkmark icon. The 'RabbitMQ' service is highlighted with a red box. The 'Status' column for 'RabbitMQ' is also highlighted with a red box, showing the word 'Running'.

Name	PID	Description	Status	Group
PeerNameResolutionProtocol		Peer Name Resolution Protocol	Stopped	Localser
PeerNameResolutionProtocol		Peer Name Resolution Protocol	Stopped	Localser
IPsecPolicyAgent	4784	IPsec Policy Agent	Running	Network
Power	824	Power	Running	Device
PrinterExtensionsAndNotificati...	436	Printer Extensions and Notificati...	Running	print
UserProfileService	436	User Profile Service	Running	netcsvc
OpenKromeAudioVideoEx...	5000	OpenKrome Audio Video Ex...	Running	Localser
QualityWindowsAudioVideoEx...	5000	Quality Windows Audio Video Ex...	Running	Localser
RabbitMQ	5888	RabbitMQ	Running	netcsvc
RemoteAccessAutoConnectio...	436	Remote Access Auto Connectio...	Running	netcsvc
RemoteAccessAutoConnectio...	436	Remote Access Auto Connectio...	Running	netcsvc

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