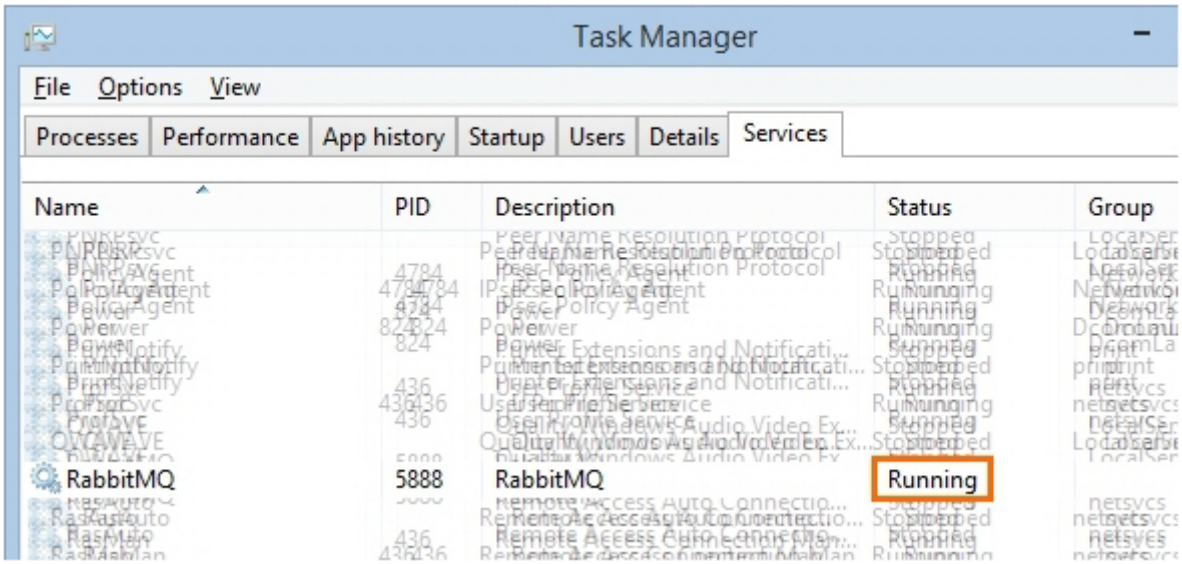
Troubleshooting

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**.



Revision #5
Created 29 November 2023 23:24:24
Updated 20 December 2023 13:47:09