

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. A list of services is displayed with columns for Name, PID, Description, Status, and Group. The 'RabbitMQ' service is highlighted with a red rectangular box around its name and status.

Name	PID	Description	Status	Group
PeerNameResolutionProtocol		Peer Name Resolution Protocol	Stopped	Localiser
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PolicyAgent	4784	IPsec Policy Agent	Running	Network
PolicyAgent	4784	IPsec Policy Agent	Running	Network
PowerShell	824	PowerShell	Running	Desktop
PowerShell	824	PowerShell	Running	Desktop
PrintExtensio...	436	Printer Extensions and Notificati...	Stopped	print
PrintExtensio...	436	Printer Extensions and Notificati...	Stopped	print
UserProfileService	436	User Profile Service	Running	netsvcs
UserProfileService	436	User Profile Service	Running	netsvcs
WindowsAudioVideoEx...	5000	Windows Audio Video Ex...	Stopped	Localiser
RabbitMQ	5888	RabbitMQ	Running	netsvcs
RemoteAccessAutoConnectio...	436	Remote Access Auto Connectio...	Stopped	netsvcs
RemoteAccessAutoConnectio...	436	Remote Access Auto Connectio...	Stopped	netsvcs

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