

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, and its status is shown as 'Running'. Other visible services include 'PeerName Resolution Protocol', 'Policy Agent', 'PowerShell', 'Print Spooler', 'User Profile Service', 'Windows Audio', and 'Remote Access Auto Connection Manager'.

| Name | PID | Description | Status | Group |
|---------------------------------------|------|---------------------------------------|---------|----------|
| PeerName Resolution Protocol | | Peer Name Resolution Protocol | Stopped | Localize |
| Policy Agent | 4784 | IPsec Policy Agent | Running | Network |
| PowerShell | 824 | PowerShell | Running | System |
| User Profile Service | 436 | User Profile Service | Running | netsvcs |
| RabbitMQ | 5888 | RabbitMQ | Running | netsvcs |
| Remote Access Auto Connection Manager | 436 | Remote Access Auto Connection Manager | Running | netsvcs |

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