

# 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 taskbar at the bottom indicates the system is running Windows 7. The Services window lists various background services. The 'RabbitMQ' service is highlighted with a red box, showing its status as 'Running'. Other visible services include 'Peer Name Resolution Protocol', 'IPsec Policy Agent', 'PowerShell', 'Printer Extensions and Notifications...', 'User Profile Service', 'OpenKore Audio Video Ex...', 'Quality Time Windows Audio Video Ex...', 'Remote Access Auto Connection...', 'Remote Access Client...', and 'Remote Access Server...'. The 'Group' column categorizes these services into groups like 'Localiser', 'Network', 'Distributed', 'System', 'netshvc', and 'netshsv'.

Name	PID	Description	Status	Group
PeerNameReso...		Peer Name Resolution Protocol	Stopped	Localiser
PeerNameReso...		Peer Name Resolution Protocol	Stopped	Localiser
IPsecPolicyAg...	4784	IPsec Policy Agent	Running	Network
PowerShell	824	PowerShell	Running	Distributed
PrinterExtens...	824	Printer Extensions and Notificati...	Running	System
UserProfileSe...	436	User Profile Service	Running	netshvc
OpenKoreAudio...	436	OpenKore Audio Video Ex...	Running	netshsv
QualityTimeWi...	5000	Quality Time Windows Audio Video Ex...	Stopped	Localiser
RabbitMQ	5888	RabbitMQ	Running	
RemoteAccessA...		Remote Access Auto Connection...	Stopped	netshvc
RemoteAccessC...	436	Remote Access Client...	Running	netshsv
RemoteAccessS...	436	Remote Access Server...	Running	netshsv

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