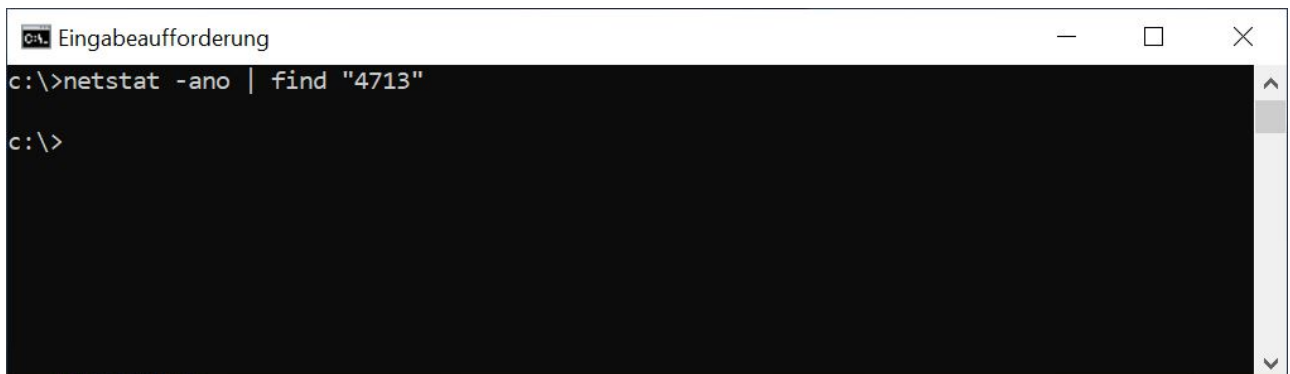


No sound playback - What to do?

It can happen that you have started TightGate-Viewer, started a video or a radio stream and there is no sound playback on the Windows PC. The following checklist provides information on what to check in this case.

1. Is local sound playback possible on the Windows PC?
Please play a local audio file on the Windows PC and make sure that local sound output is possible. If this is the case, please check the next step
2. Is sound playback activated on TightGate-Pro?
Please check that global sound playback is activated on TightGate-Pro. To do this, please as administrator **config** on TightGate-Pro and make sure that under **System defaults > Audio support = Yes** is set to Yes.
3. Does the user ID have authorisation to use sound?
For user administration via Active Directory, check that the ID is a member of the AD security group **tgaudio** security group.
In all other cases, the administrator **maint** check whether under the menu item **User administration > Change user > [User ID] > Audio** on **Yes** is set to Yes.
4. Does the TightGate-Viewer allow sound playback?
Please start TightGate-Viewer and open the settings menu in TightGate-Viewer using the function key **F8**. There please select the menu item **Settings** and select the tab **Sound tab**. Please make sure that the option **TightGate-Pro-Switch on audio** is activated.
5. Is the sound from TightGate-Pro connecting correctly?
It is now necessary to check whether the sound from TightGate-Pro is being transferred correctly to the Pulseaudio on the Windows PC. To do this, please open a command prompt (CMD) on the Windows PC and in the user session with which the TightGate-Viewer is used. Please enter the following command in the CMD without starting TightGate-Viewer:

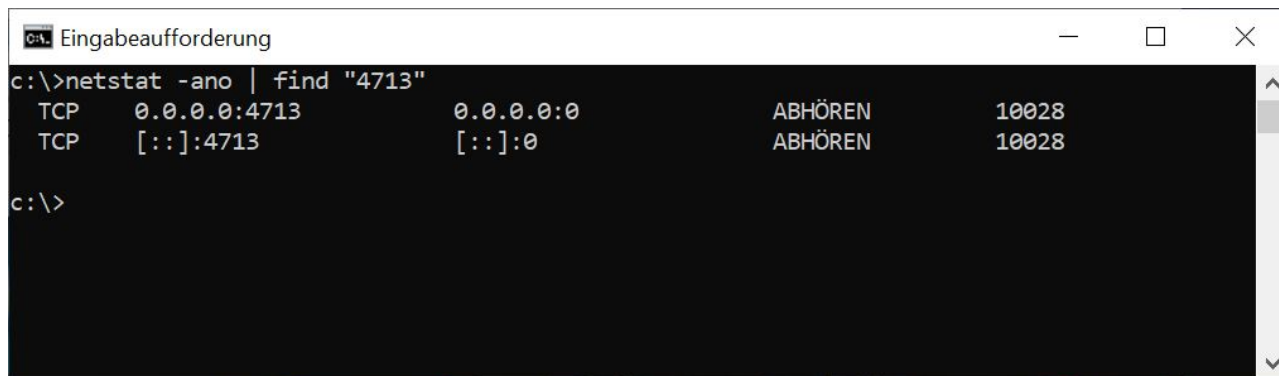
```
netstat -ano | find "4713"
```



```
c:\>netstat -ano | find "4713"
c:\>
```

Nothing should be displayed as output, which means that there are no active connections on the Windows PC to port 4713. Port 4713 is used by default by Pulseaudio to play sound from TightGate-Pro.

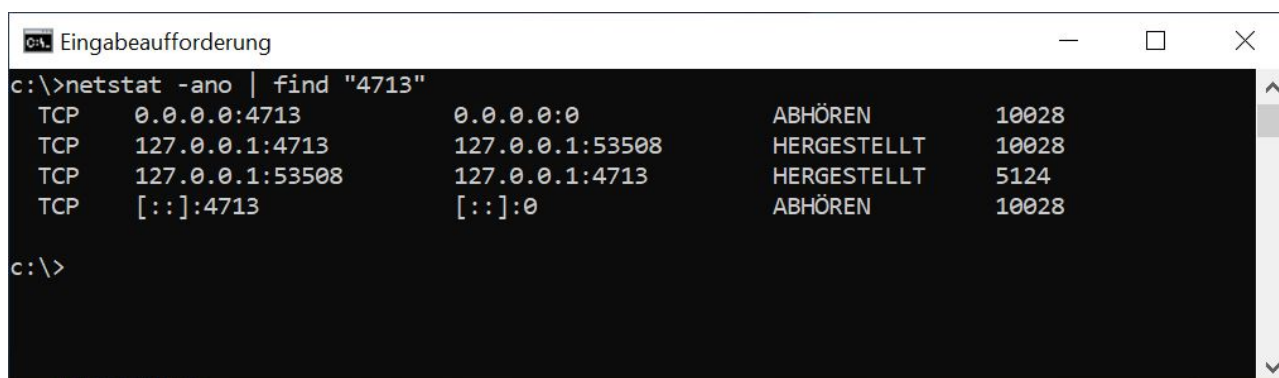
Now start TightGate-Viewer and do not yet have any sound actively playing. Repeat the following command in the CMD.



```
c:\>netstat -ano | find "4713"
TCP    0.0.0.0:4713      0.0.0.0:0        ABHÖREN      10028
TCP    [::]:4713        [::]:0           ABHÖREN      10028

c:\>
```

The output should now show that Windows is listening on port 4713 (LISTENING).
Now start an audio output in TightGate-Viewer (e.g. a YouTube video) and then execute the command again in the CMD.



```
c:\>netstat -ano | find "4713"
TCP    0.0.0.0:4713      0.0.0.0:0        ABHÖREN      10028
TCP    127.0.0.1:4713    127.0.0.1:53508   HERGESTELLT   10028
TCP    127.0.0.1:53508   127.0.0.1:4713    HERGESTELLT   5124
TCP    [::]:4713        [::]:0           ABHÖREN      10028

c:\>
```

The output should show that a connection has been established and the sound should be played back.

Caution

If you are using TightGate-Pro via a terminal server system such as Citrix, the port used is not 4713. In this case, please contact the technical support team at m-privacy GmbH, who will tell you how to determine the port.

From:
<https://help.m-privacy.de/> -

Permanent link:
https://help.m-privacy.de/doku.php/en:faq:tightgate_pro_sound

Last update: **2024/01/28 20:10**

