No sound playback - What to do?

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

- Is local sound playback possible on the client PC? Please play a local audio file on the client PC and make sure that local sound playback is possible.
- Is sound playback activated on TightGate-Pro?
 Please check that global sound playback is activated on TightGate-Pro. To do this, as administrator, please use *config* on TightGate-Pro and ensure that under System
 Preferences > Audio main switch = Yes is set.
- 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. In all other cases, check with the administrator *maint* that under the menu item User management > Modify user > [User ID] > Audio = Yes is set.
- 4. Does the TightGate-Viewer allow sound playback? Please start the TightGate-Viewer and open the settings menu in TightGate-Viewer using the function key F8. Select the menu item Settings and select the Sound tab. Please make sure that the option 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 server on the client PC. Please start TightGate-Viewer and open the settings menu in TightGate-Viewer again using the function key F8. Select the menu item Settings and select the tab Info. Under the connection information, you can see which Pulseaudio is used to communicate with the TightGate-Pro. By default, this is port 4713. In cases where the client PC is a Citrix terminal server, this port differs.

	Tig	htGate-Pro	Viewer	Viewer: Ein	stellunge	en	~	×
Info	Komprimierung	Sicherheit	Eingabe	Bildschirm	Drucken	Sound	Standard	
Über den Viewer								
m-privacy GmbH TightGate-Pro Viewer 64-bit v4.3.1 Built on: 2024-03-04 12:00 Copyright (C) 1999-2024 TigerVNC Team, m-privacy GmbH and many others (see README.rst)								
Verbindungsinformationen								
Client: Linux system "hom-home" with kernel 5.15.0-107-generic Sonver. 152:100:5:003 Port: 5900 PulseAudio-Port: 4713 Fenstergrößei 1924 x 768 Pixelformat: depth 24 (32bpp) little-endian rgb888 Protokollversion: 3.8 Verschlüsselungsmethode: X509PlainMulti SoundSupport: ja PrintSupport: nein StandardBrowser: nein TightMP-Kompression JPEG: 185 Mal TightMP-Kompression Solid Rect: 329 Mal TightMP-Kompression 1420+ZSTD: 237 Mal								
				A	bbrechen	-	ок	-

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

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



Last update: 2024/05/27 08:19