

Troubleshooting Steps for Dynatrace Recorder Playback

Information:

Environment
<ul style="list-style-type: none">Dynatrace Recorder

Solution
<p>When Dynatrace Recorder playback is not working as expected, try the following troubleshooting steps.</p> <ul style="list-style-type: none">Do a clean reinstall of the Recorder.<ol style="list-style-type: none">Uninstall the Recorder.Delete related directories, such as <code>C:\Users\username\AppData\Local\Dynatrace\Dynatrace Recorder</code>.Download the latest installer. For details, see Installing and uninstalling the Recorder.Use Administrator privileges.<ol style="list-style-type: none">Install the Recorder as Windows administrator.Start the Recorder using Run as administrator.Change the Recorder installation directory.<ol style="list-style-type: none">Uninstall the Recorder.Re-install the Recorder, and on the Choose Install Location screen of the installation wizard, change the Destination Folder from <code>C:\Program Files (x86)\Dynatrace\Dynatrace Recorder</code> to <code>C:\Dynatrace Recorder</code>.Directly start up the Browser Agents.<ul style="list-style-type: none">Firefox Agent – <code>C:\Program Files (x86)\Dynatrace\Dynatrace Recorder\playback\Firefox\Panzilla.exe</code> The Gomez Panzilla Start Page window should open.IE Agent – <code>C:\Program Files (x86)\Dynatrace\Dynatrace Recorder\playback\IE\GomezIEAgent.exe</code> A blank IE Agent window should open.Chrome – <code>C:\Program Files (x86)\Dynatrace\Dynatrace Recorder\playback\Chrome\gomezchromeagent.exe</code> A blank Google Chrome window should open.Check your environment information: Operating system, browser, software installed, any security and antivirus software, or company policy.Disable certain security software<ul style="list-style-type: none">Check your Internet Explorer security settings – We recommend setting security to Medium-High or below.Start Windows in safe mode or using selective startup services.In anti-virus software, add exceptions to allow the following process to run:<ul style="list-style-type: none">Allow Panzilla.exeAllow plugin-container.exeAllow GomezIEAgent.exeAllow Recorder.exeCheck whether any port is blocked.<ul style="list-style-type: none">Playback with Firefox: remote port TCP 8100Playback with IE: remote port TCP 7777

