

Chrome Agent playback issue but IE and FF works fine

Question:

We received a blank Chrome Agent Windows with the following Header:
`chrome-extension://fobjbkdblanofeoddhbgpdddipjabhf/functab.html`

After a few seconds the message Playback Agent Communication Error appears. But IE and FF playback are working fine.

Answer:

This error means the Recorder cannot communicate to Chrome Agent on this machine.

To fix it, please whitelist the gomezchromeagent.exe.

Also make the below registry change below:

[HKEY_CURRENT_USER\Software\Google\Chrome\NativeMessagingHosts\chromeagenthelper]

Default = C:\Program Files (x86)\Dynatrace\Dynatrace Recorder\playback\Chrome\extensions\nativeapp\manifest.json