



Troubleshooting Common audio/video errors

Here are some audio and visual difficulties that arise in Chrome and Firefox browsers, as well as solutions to help you overcome them during remote support session.

Track start error or Not Readable error

This error will happen in Windows if audio and video are disabled in your Windows device manager. On Mac OS, this error happens if another Firefox tab is using your audio and video devices. On the other hand, this error may happen due to hardware malfunctions at the OS, browser, and webpage levels.

These errors may also happen due to OS-level permissions in Mac OS Mojave. Please refer to the relevant section on this page.

Solutions:

1. Close any applications that use the camera or microphone and then refresh to gain access.
2. Switch out the microphone and camera.

Not Found Error or Devices Not Found Error

This error happens when no audio/video devices are connected, or when your computer or microphone lacks a sound card. It may also happen if the recording device is turned off.

Solution:

Please use external audio devices like headset or earphones.

Over Constrained Error or Constraints Not Satisfied Error

This error will be shown if your hardware does not fulfill a set of requirements.

Solution:

To troubleshoot video issues, please check your device's camera.

Not Allowed Error, Permission Denied Error, Invalid state etc

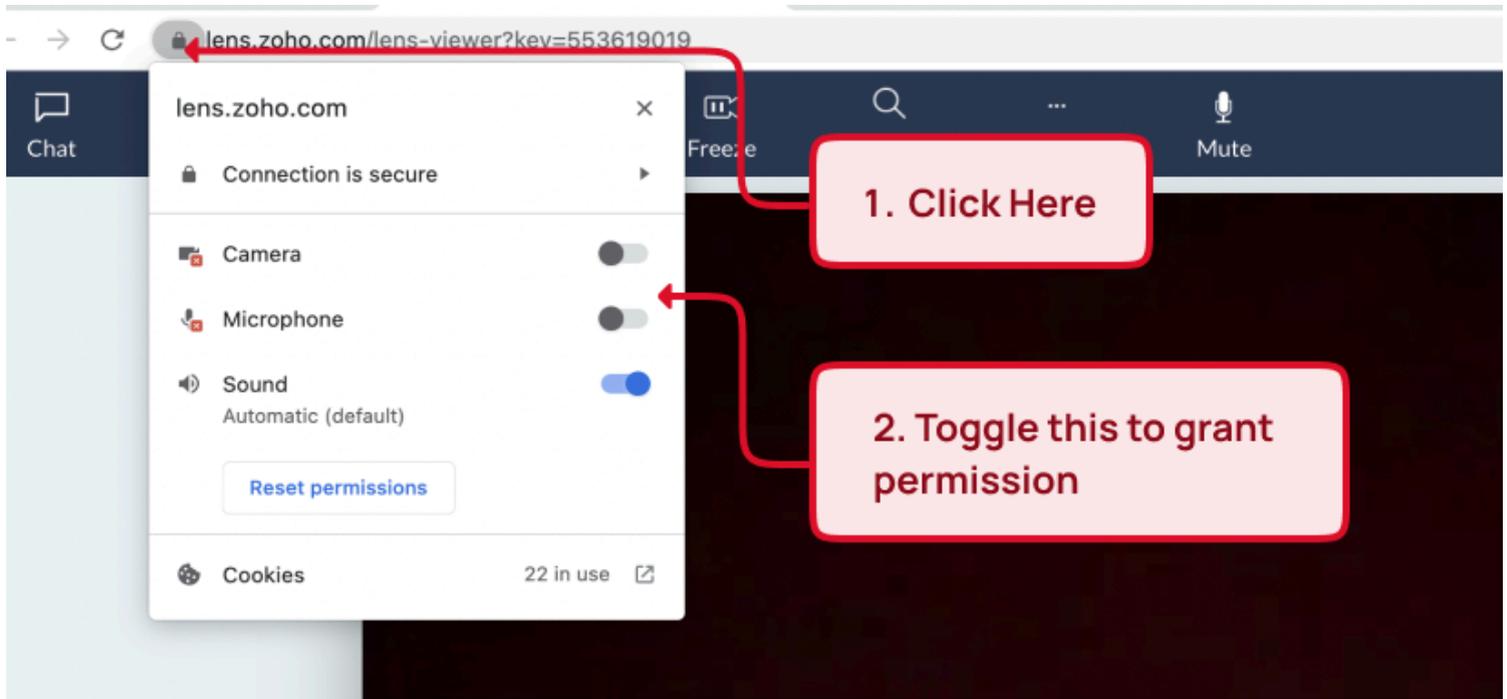
(Also shown as Permission Dismissed, Media Device Failed to shutdown, and Media Device Kill Switch on)

This error occurs if you have denied access to Zoho Lens to use your microphone and camera.

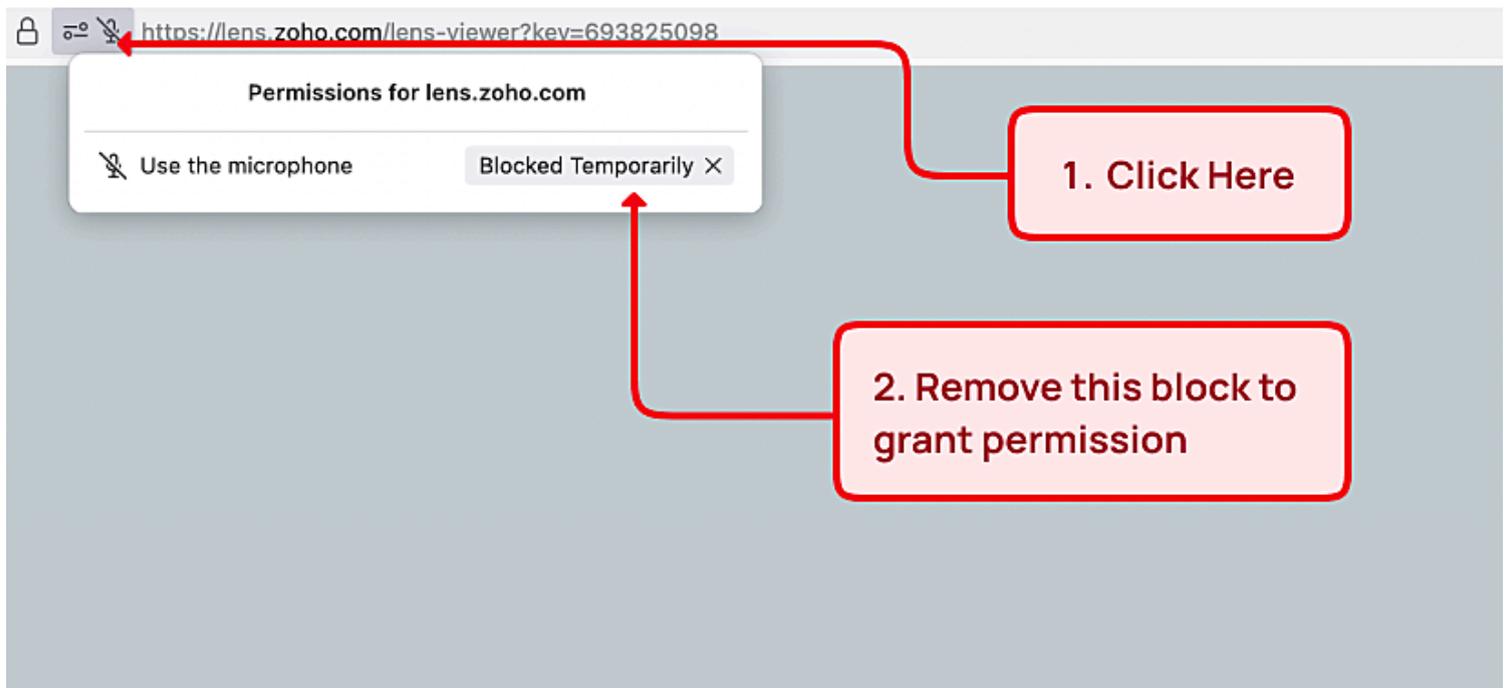
Solutions:

Enable camera and microphone access.

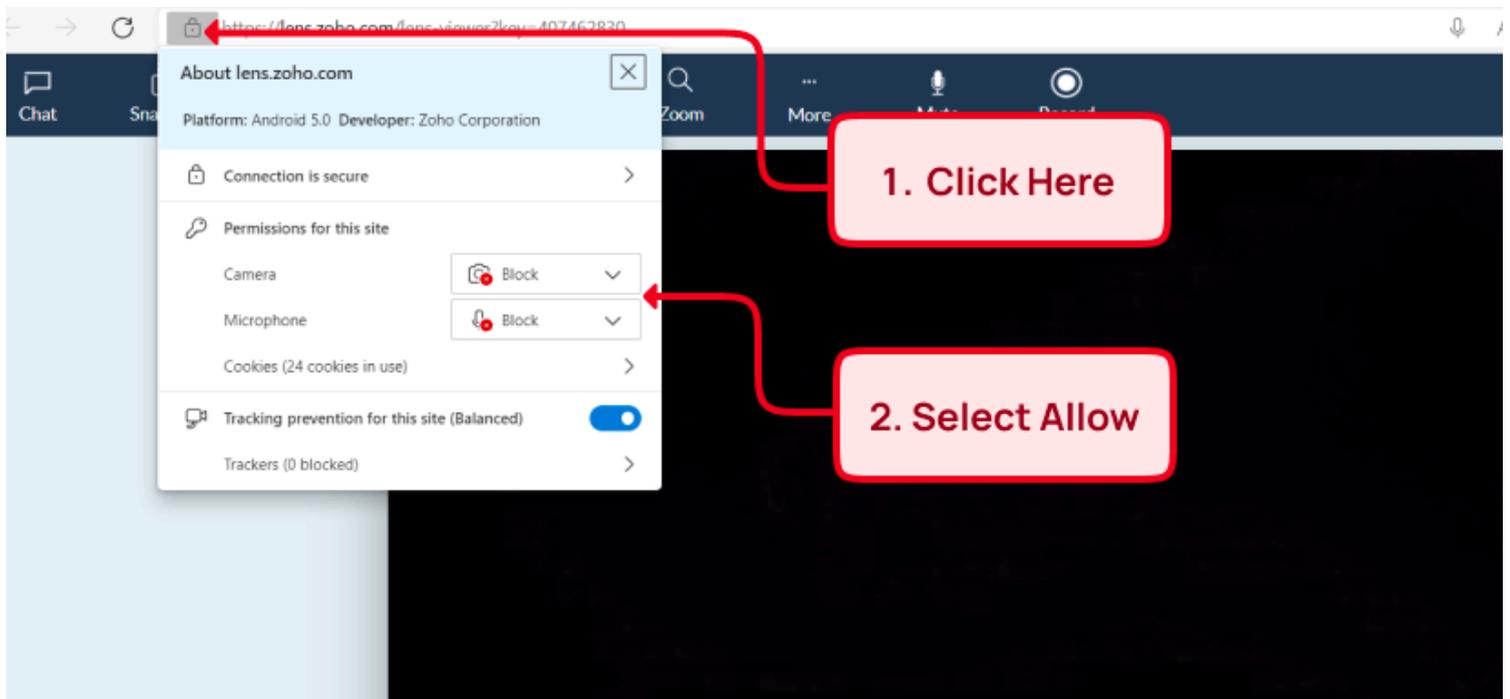
Chrome



Firefox



Edge



Mac OS Mojave 10.14 - OS level permissions

Errors in this category are as follows:

Type of blockage	Chrome error	Firefox error
Audio	Not Found Error (from ff-64)	Not Allowed Error (from Chrome-73)
Video	Not Readable Error (from Chrome 72)	Not Found Error

Solutions:

Enable access to your camera and microphone.

Track ended or Error in using the chosen camera or microphone

This error occurs when there is no longer any audio/video data to be streamed. It may occur if media devices are disconnected by a user or revokes access to them.

This error may also occurs when certain extensions added to your browser blocks WebRTC calls.

Solutions:

1. Restart your browser or computer and try again.
2. Please contact our customer support team.