

# Troubleshooting

## Why I got the message "WARNING: Cannot get normal audio data! "

The latest version Skype API become unstable, please **restart** the Skype to have the issue fixed.

If the issue still happen, please see the below solutions.

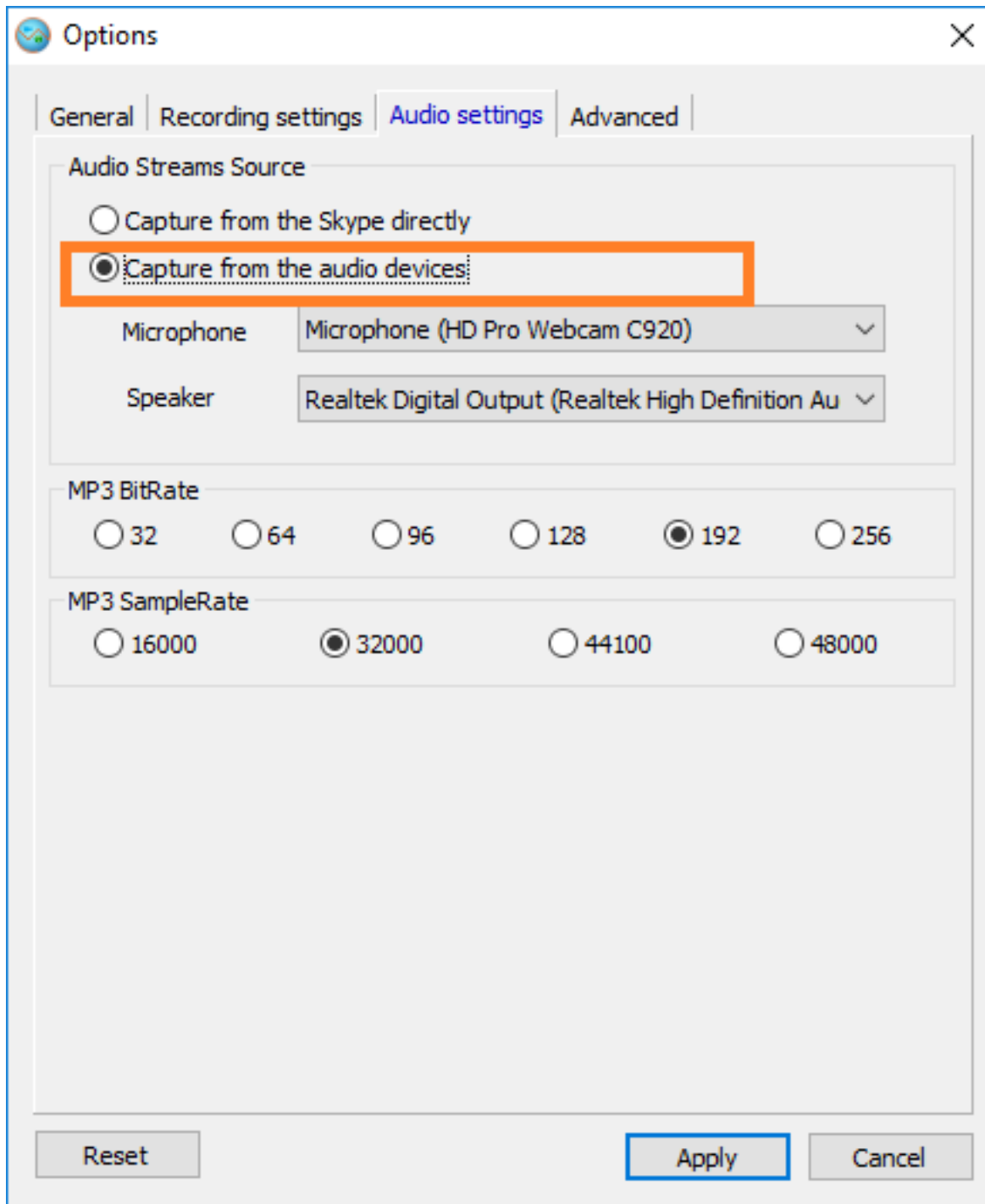
### Solution 1.

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Please upgrade your Evaer to the most recent version(1.8.5.16) from the link <https://www.evaer.com/EvaerSetup18516.exe> and please enable the "Capture from Audio Devices" option at Evaer menu Tools > Options > Audio settings tab as below image shows to have the issue fixed.

Upgrade link is <http://www.evaer.com/upgrade.htm>

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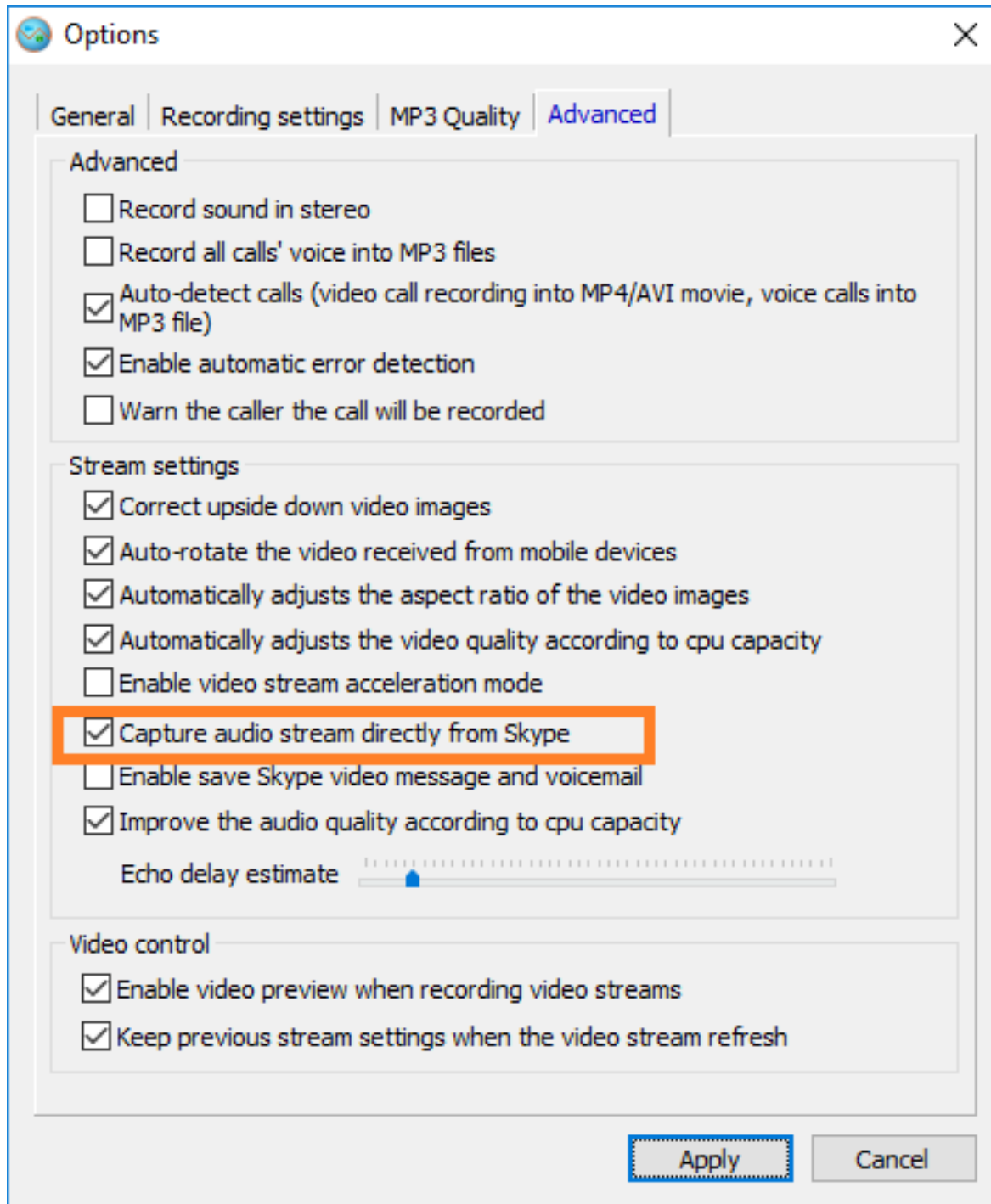


If the issue still exist, please temporarily turn off your Anti-virus software, the Anti-virus may get a false positive detection on latest Evaer. Then restart Skype and Evaer to have a test.

## Solution 2.

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If you have checked the option "Capture audio stream directly from Skype" as below image shows at your Evaer settings.

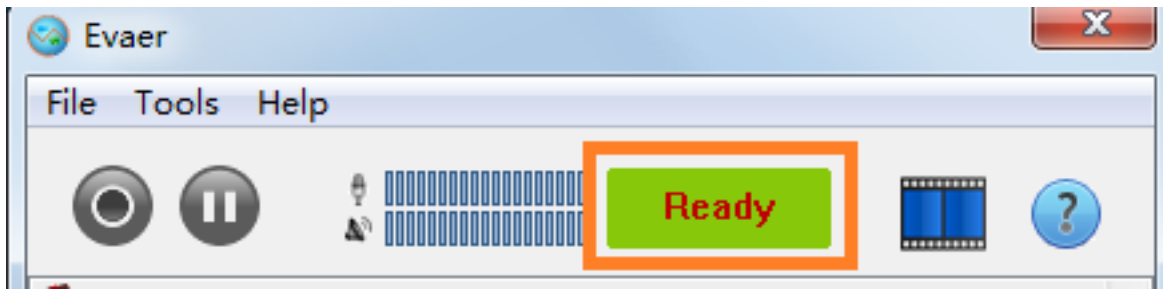


Please make sure your Evaer is the latest version, upgrade Evaer at <http://www.evaer.com/upgrade.htm>

Please record new call to have a try after you done the upgrade. If this message still pop up, you can **uncheck** the "Capture audio stream directly from Skype" option , then restart Skype and Evaer to make the change take effect.

And please make sure your Evaer change to "**Ready**" status before your place the Skype call.

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*If you think that the detection message is wrong, you can disable the message at Evaer menu "Tools > Options" > "Advanced" tab > uncheck "Enable automatic error detection" option.*

Unique solution ID: #1055

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