

# Troubleshooting

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

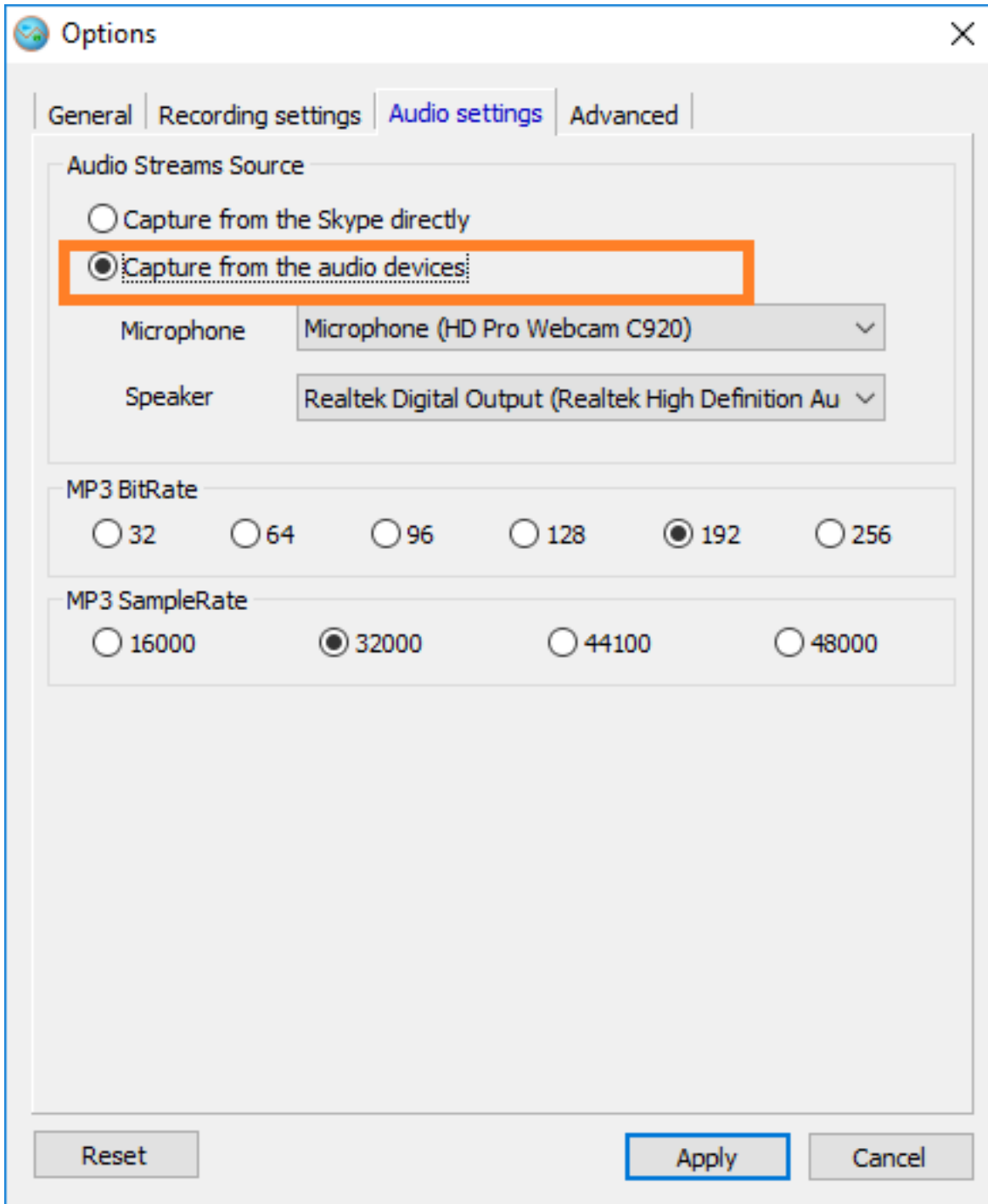
### Solution 1.

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Please upgrade your Evaer to the most recent version(2.0.7.31) from the link <https://www.evaer.com/EvaerSetup.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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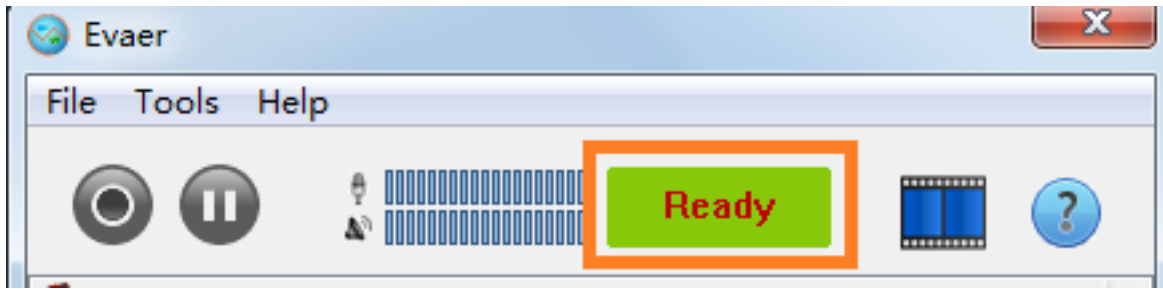
If the issue still exist, please temporarily turn off your Anti-virus software, the Anti-virus may get a false positive detection on latest Evaer. Then restart Skype and Evaer to have a test.

## Solution 2.

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Please enable the option "Capture directly from Skype" option at Evaer menu Tools > Options > Audio settings tab. Then restart Evaer and Skype, and please make sure your Evaer change to "**Ready**" status before your place the Skype call.



*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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