

Motion Bar Troubleshooting

- Login Error
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- machine.config Error
- Trigger Action Error
 - Web Application
- Connection Error (trying...)

Login Error

Motion Bar shows an error messages at the login action.

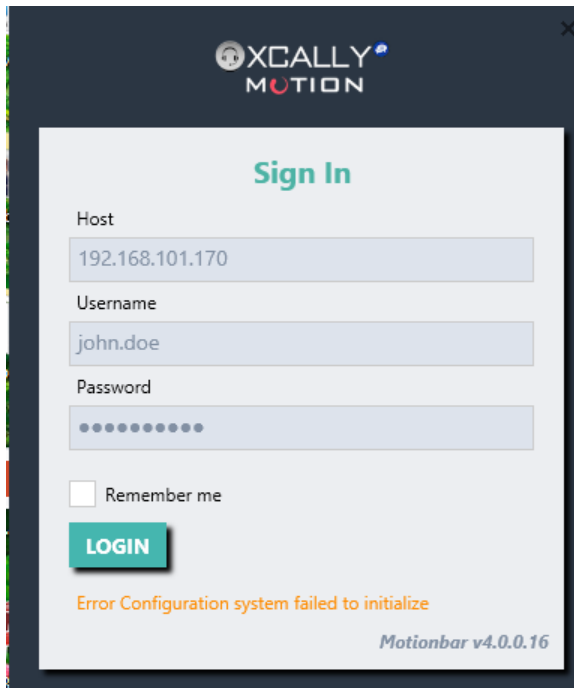
Missing audio device

The following message is displayed if no audio device is connected

❗ "Element not found. (Exception from HRESULT: 0x80070490)"

Please be sure to have connected at least one device audio in and out.

Configuration system failed to initialize



- Close the MotionBar application and delete the folder:
C:\Users<username>\AppData\Local\Xenialab_s.r.l
- Restart the MotionBar application

ℹ **MotionBar log file**
C:\Users<username>\AppData\Local\VirtualStore\Program Files (x86)\Xenialab s.r.l\Motion Bar

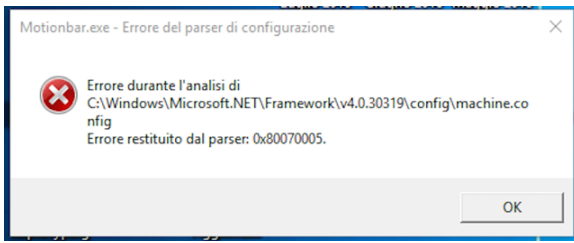
machine.config Error

Motionbar.exe machine.config error

If you get that error please edit the permissions of the following file:

<C:\Windows\Microsoft.NET\Framework\v.4.0.030319\config\machine.config>

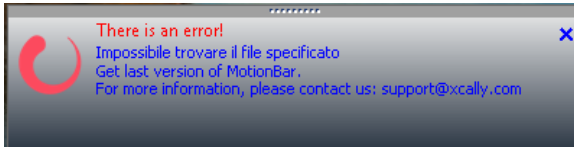
1. Search the file
2. Click on the file, with the right mouse button, and then on Properties
3. Go under Security -> Advanced tab
4. Under Authorization, click on Add



5. Click on Select an entity
6. type **Everyone**
7. click ok and restart the phone bar

Trigger Action Error

Web Application



The URL used in the Trigger is not well formed.

Please check your [Voice Triggers](#) configuration.

Connection Error (trying...)

Check if the PC is able to ping the Motion server

Check if all the required ports are opened and all the required software is installed (see [Pre-Requisites](#))

Check if the .NET Framework 3.5 is enabled

