# [Troubleshooting: What to do if no audio during playback of Tegrity recording.](https://help.tegrity.com/no-audio-during-playback-of-tegrity-recording.html)

**Posted in:** Students

No audio during replay is known to occur after an update to Windows Media Player. After the Windows Media Player update is installed, some users experience issues playing mono audio streams. The fix below resolves the issue. The issue is not experienced on newer computers because they would not have had windows media player ever installed.

1. If you do not have the latest version of Windows Media Player, update your windows media player to the latest version. (It is available for free on the Microsoft web site)

2. Download fixaudio.zip here: [fixaudio.zip](http://help.tegrity.com/wordpress/wp-content/uploads/2010/03/fixaudio.zip)

3. Extract the fixaudio.reg file and double click it to apply the fix.