Student Troubleshooting Tips for Respondus LockDown Browser and Respondus Monitor

While Respondus LockDown Browser and Respondus Monitor are great for securing online testing, they require very particular settings on your computer. Often times, a computer setting, virus software, other browser settings, or less-than-desirable internet connectivity can lead to issues using Respondus.

The troubleshooting guide below will walk you through how to remedy issues with Respondus, based on the error or issue you are experiencing. https://www.speedtest.net/ is useful for you to determine your internet speed.

If you are having trouble using Respondus products, you should contact your professor first, before you contact IT Help. I also want to recommend that you search through the Respondus Support Site for assistance if the steps below do not help.

If I can assist further, please let me know.

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Troubleshooting for Respondus LockDown Browser

Using LockDown Browser on a Wireless Connection

We strongly recommend using an Ethernet (wired) Internet connection with a speed of at least 10Mbps or higher while taking your exam in LockDown Browser. If you are using Respondus Monitor in addition to LockDown Browser, you will need to ensure a stable upload speed of at least 5Mbps.

If you use a wireless, USB modem, laptop connect card, or mobile hotspot connection during an exam, you are more likely to run into problems due to dropped/interrupted connections to the Canvas server. This is because the Canvas server is more bandwidth intensive (especially during exams) than normal Internet surfing.

If you lose your Internet connection during the exam, it will lock up the browser and not allow you to save answers, move on to other questions, submit or exit the exam. Ethernet connections are the most stable connection to the Canvas servers. If you have a router, plugging directly into it when taking exams will reduce the chances of connection interruptions.

Permissions Errors in LockDown Browser

If you are getting an error when you attempt to open the LockDown Browser that says "You may not have the appropriate permissions to access the item", it may be an issue with the permissions on your system or antivirus software.

Respondus LockDown Browser uses the same HTML engine, system components and settings as Internet Explorer (Windows) and Safari (Macintosh). Basically, LockDown Browser provides a custom interface for the Internet Explorer (Windows) or Safari (Mac) browsers that are already installed.

We recommend completely uninstalling the software and doing a new installation while directly logged into the system as a local administrator with full rights.

Link is Blocked Error

This occurs when there is a second level link being accessed from a primary level link. However, link blocking usually does not occur until the student enters a quiz and starts accessing links within a quiz. Usually, this comes from configuration issues with the underlying Internet Explorer browser components.

To resolve this issue, please try the following:

- Start **Internet Explorer** and first go to **Tools**.
- From the **Tools** menu, select **Internet Options**.

- Inside the **Internet Options** dialog box under the **General** select **Browsing History**.
- Hit **Delete** to clear the browser cache and related areas.
- Finally, if you are running any third-party toolbars or add-ons, remove them from Internet Explorer.

LockDown Browser and Other Programs

The LockDown Browser is programmed to detect when conflicting programs are still running and will request that you close these programs. Some programs run as a background process on your computer and will have to be shutdown before you can proceed in the LockDown Browser. You can usually turn these programs off through the task tray or by right clicking on the application and clicking **Exit**.

In some rare instances, these programs running in the background can cause the LockDown Browser to lock up or stop responding. Programs that use Java or the Internet such as iTunes and other media managers, file sharing agents like Bittorent, and instant messenger applications have a higher risk of causing the LockDown Browser to lock up. It is best to close every program on your computer before starting the LockDown Browser.

LockDown Browser and Pop-Ups

If the LockDown Browser stops responding before you start an exam or if you see a blank page that fills the computer screen, this could be due to security windows that have popped up behind the LockDown browser. If you have not started the exam, close the browser and address the security pop-up windows. You should be able to reopen the browser without issue. However, if you have started the exam, the only known workaround is to restart your computer and address the pop-up windows before beginning the exam.

LockDown Browser Stops Responding

If you lose your Internet connection while taking an exam or if you have outdated and/or multiple Java installations, the LockDown Browser and your computer may stop responding or freeze. Currently, the only way to resolve this issue is to do a hard shutdown (i.e. unplugging all power from the computer including power cables and/or batteries if you are using a laptop). If you are missing your **Start Menu**, **Task Bar** or are unable to access the **Task Manager** after doing a hard reboot, you can restore these applications by restarting the LockDown Browser and exiting the software properly.

Depending on your system, this could take several minutes and will cause you to lose time on the exam. In most cases, as long as the time has not expired, it should let you back into the exam. However, this is dependent upon how the instructor has setup the exam. As soon as you have completed the exam, *immediately* e-mail your instructor to let them know what happened.

LockDown Browser Updates

Occasionally, Respondus will release a new version of the LockDown Browser. When a new version of LockDown Browser becomes available, the system will prompt you to update your installation of the software.

Whenever you update your LockDown Browser, you may also want to do the following:

1. Make sure your system is up-to-date by installing all necessary system updates. You will also want to make sure you have the latest version of Internet Explorer for Windows users and Safari for Mac users.
2. Make sure you only have one version of the most recent Java installed on your system.

More troubleshooting help can be found directly from [Respondus](#).