# Troubleshooting Tips for Respondus:
LockDown Browser & Monitor for Blackboard Testing

Instructor Questions

- The LockDown Browser & Monitor tools won't work on my test in Blackboard?
    - Are you using a Publisher website and/or test? LockDown Browser will not work with publisher tests, only tests made within the Blackboard platform.
    - You are using *LockDown Browser* to access the test - not Internet Explorer, Firefox, Chrome, or Safari.
- My students aren't able to access the test and are receiving an error
    - If all the settings within the test/exam appear fine and students are still having difficulty, you should check the status of the *Respondus Lockdown Browser* tool.
    - Log into your course and go to the Respondus LockDown Browser tool to review the status.
        - If there are errors on any of the items, click the *Fix It* button
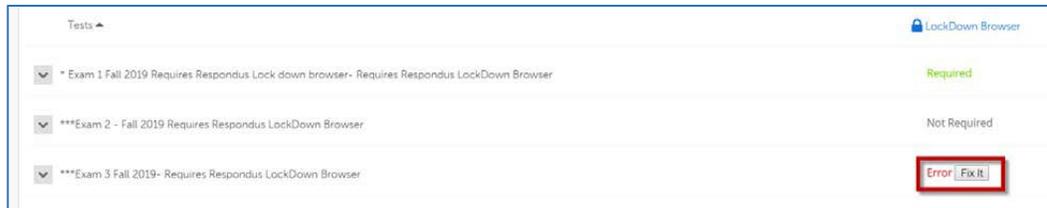
        - It should change the status to required as shown below.

        - If it does not address the problem, click the down arrow to the left of the exam and click on *Settings*

        - Review the settings for the tool and adjust accordingly. You can also expand the view of *Password Settings* and *Advanced Settings* by clicking the *+ icon.* When done, click the *Save + Close button.*

Student Problems

- Can't install the application
    - Are they using a Chromebook? LockDown Browser and Monitor will not work on Chromebooks.
    - Did the installation file have an . EXE file extension ?
      Some security programs are known to automatically change an executable file's extension from .EXE to .EFW. This prevents the installation file from running. You can resolve this problem by manually changing the file extension back to .EXE. After the installation file's extension is changed back, try installing the file again.

Student Problems (cont.)

- o **Mac Users:** Do you get a "Cannot Configure Application Properties" message when the installation completes?
    1. Run the downloaded installer again.
    2. At the "Select a Destination" page of the installer, make sure the bottom part of the page shows "Destination folder: Applications." If the bottom part of the page is blank, click on the "Macintosh HD" icon on the top of the page to make the destination folder appear.
- **I Can't Get LockDown Browser to Work on My Computer**
    - o You should review the system requirements, troubleshooting tips, and Knowledge Base. If it still does not work, contact your Instructor and/or the Help Desk.
- **I am not able to open the Test in Blackboard?**
    - o Are you using the special LockDown Browser to log into Blackboard? The Test will not open unless you use the QCC specific LockDown Browser. This should be downloaded and installed in advance of the test.

> **Download & Install**
> To take an exam in a Blackboard Course requiring the LockDown Browser, click on the link below and download the install file:
>
> **Download URL unique to Quinsigamond Community College:**
> https://download.respondus.com/lockdown/download.php?id=936751450
>
> This link confirms system requirements and whether to install the Windows or Mac version of the application. View the ***Before You Install Video*** before installing the software. The installation process is fast and easy. The browser is about 4 MB and needs to be installed only once to a computer.

- **I closed the Exam by mistake and now I can't get back in.**
    - o You need to contact your Instructor who will have to manually allow you to re-enter the Exam. You should NOT close the Exam/Test once you have begun.
- **LockDown Browser Fails to Open or Freezes When Loading or Taking Tests**

    - o Contact your Instructor to reset your attempt. Once your failed attempt is cleared, check the following conditions before attempting your test again:
        - **Clear your default browser's cache and check its browser settings**
          Lockdown Browser version 2.0 or better refers to settings found in Google Chrome. Versions less than 2.0 will refer to Internet Explorer (on Windows PCs) and Safari (on Mac PCs). Use the LockDown Browser's Browser Test tool to make sure the browser allows JavaScript, Java, and pop-ups from Blackboard.
        - **Disable add-on toolbars or extensions**
          Browser-based popup blocking tools, such as Google Toolbar or Yahoo Toolbar, are known to interfere with online testing. We recommend disabling toolbar add-ons in Internet Explorer, disabling extensions in Safari, and turning extensions off in Google Chrome.

Student Problems (cont.)

- **Close any programs or tasks running in your computer's background**
  You will need to temporarily turn off any programs running in the background, such as antivirus/antispyware, instant messengers, Skype, and Google Desktop, when using LockDown Browser. To check what programs are currently running on your computer and shut them down, see the Task Manager Tutorial for Windows PCs or the Force Quit Tutorial for Macs.