Troubleshooting
(ver. 1; 1/5/2020)

Updates

LockDown Browser for Windows, version 2.0.6.04
An update to the LockDown Browser client for Windows has been released: version 2.0.6.04. This release provides security improvements.
Existing installs of LockDown Browser will NOT be auto-updated at this time. To obtain the latest version (2.0.6.04) run the full installation program.

LockDown Browser for Mac, Version 2.0.6.02
This release contains security improvements, a fix for an occasional install script error, plus other minor enhancements.
Existing installs of LockDown Browser will NOT be auto-updated at this time. To obtain the latest version (2.0.6.02) use the "Check for Update" feature or run the full installation program.

Run System Check/ Run Webcam Check

Two troubleshooting steps you should perform before using LockDown Browser with webcam to take online examination. After activating LockDown Browser and login Blackboard with your CUHK account, you should see LockDown Browser menu bar at the top:
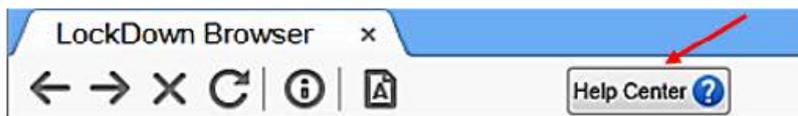
- Go to the LockDown Browser Help Center. Once there, click the button titled "**Run System Check**".
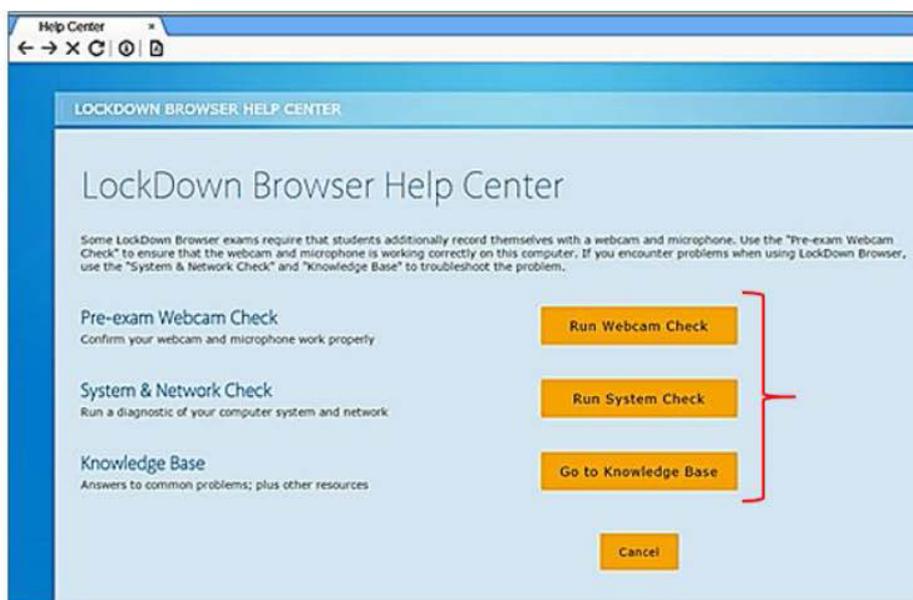
- The checks should produce <u>green check marks for all the tests</u>, as shown below. It's very important that they all pass, especially the "Ports Check." If the Ports Check fails, this is why the "media server" error is occurring.
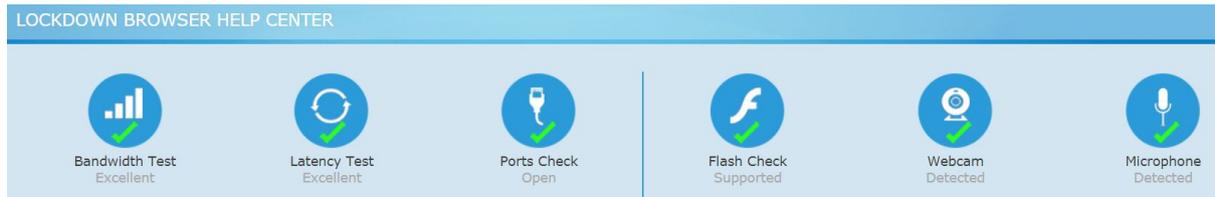
- "**Run Webcam Check**" Are you able to see your image in the webcam window, then record a video and play it back? If not, then your computer and/or network is blocking the necessary ports. If so, using a different computer or network may be necessary.

How much bandwidth is required for Respondus Monitor to run?

https://support.respondus.com/support/index.php?/default_import/Knowledgebase/Article/View/185/26/how-much-bandwidth-is-required-for-respondus-monitor-to-run

Diagnosis and recommendations

There isn't a specific kb/s requirement for using a webcam with Respondus Monitor because the recording quality automatically adjusts when a slower connection is detected. Generally speaking, if the user has a decent broadband connection that doesn't result in significant delays when accessing the learning system, the bandwidth will be fine for Respondus Monitor.

- If using a <u>shared Internet connection</u>, students should *ensure that others on the same connection don't use bandwidth-hungry services during the exam* (such as online movies, games, file sharing, etc.).
- If possible, <u>plug an Ethernet cable into the computer</u> to ensure the best possible network connection/speed.
- <u>Be as close to the Wi-Fi router as possible</u>.
- Shut down all other applications other than LockDown Browser. This will help reduce the bandwidth being used by other applications running in the background.
- <u>Avoid repeated saving of questions</u>. A request is sent to the LMS every time a question is saved. If there are lots of these in a short time and the student doesn't have a lot of bandwidth, it's possible that all those requests will consume all the available bandwidth. This could result in a video interruption.

Does the webcam check use up some of the time allotted for the test?

https://support.respondus.com/support/index.php?default_import/Knowledgebase/Article/View/176/26/does-the-webcam-check-use-up-some-of-the-time-allotted-for-the-test

Answer
- The webcam check sequence occurs before the test begins, so it doesn't use any of the time allotted for the test.
- However, once the exam begins, if the student exits for any reason before submitting, then desires to re-enter the exam, they will need to perform the webcam check again. Any LMS timer that might be running on the exam continues to count down during this process.

"Connecting to media server, please wait..."
"STOP. We're unable to connect to our media servers from your computer."

https://support.respondus.com/support/index.php?default_import/Knowledgebase/Article/View/442/25/connecting-to-media-server-please-wait
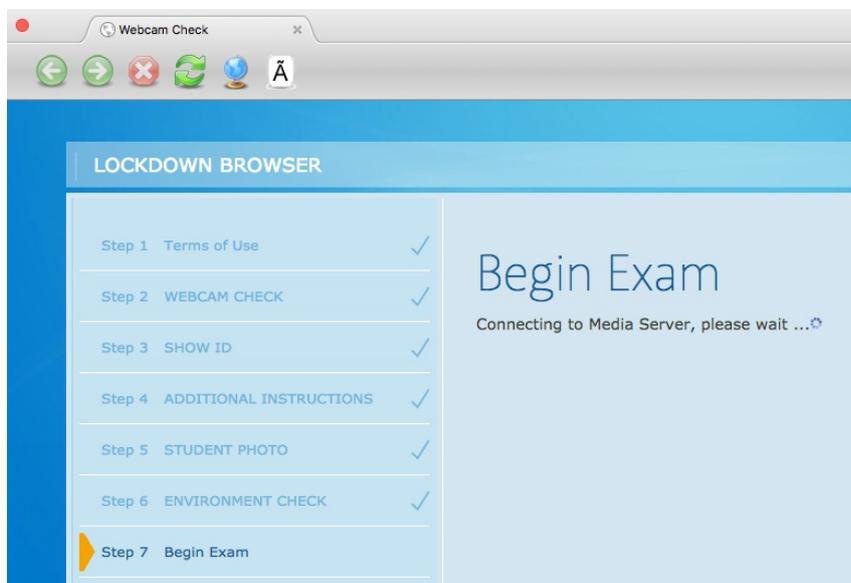
Diagnosis and recommendations

The errors indicate that your computer *cannot make the necessary connection with the Respondus media servers in order to record video*. This can be caused by:
- Anti-virus or firewall software running on your computer. Temporarily disabling these may help, but be sure to re-enable your anti-virus afterwards.
- The WiFi network There could be a block to the necessary ports for the media server connection (Ports 80 and 1935.) You can try using a different network to see if that helps.
- Lack of bandwidth The ports may not be blocked on your network, but it could be that the bandwidth simply isn't sufficient to stream video to our server. Using a hard wired connection may help, but if not available, get as close to the router as possible, restart your computer, and be sure to disable all other running applications on your computer after the restart.

Blank screen during exam

Possible causes

A blank screen indicates that the browser has <u>lost connectivity with your institution's server</u>, and the webpage cannot load into the browser.

Recommendations

- In most cases, you should be able to leave your exam, shut down LockDown Browser, and restore your internet connection. We recommend <u>restarting your computer and moving as close to the router as possible</u>.
- Then, <u>start up LockDown Browser again</u> and return to the exam (assuming your institution's LMS server permits the return.) In most cases, the learning system will have auto-saved your answers, so you should be able to pick up right where you left off.
- Keep in mind that if use of a webcam is required for the exam, you'll need to again navigate the <u>pre-exam webcam check</u>.
- If a freeze has occurred, and you're unable to exit, please reference <u>https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/155/0/lockdown-browser-froze-during-a-test-and-i-cannot-exit</u>

"There is a problem with the LockDown Browser settings for this exam"

Diagnosis and recommendations

The above error typically occurs because of one of the following:

- The error could be caused by <u>security settings on the computer, ISP, or network</u>. In most cases, the problematic settings are on the computer itself. Please do the following steps one at a time and afterwards verify if the problem persists.
- Your computer, ISP, or network might be blocking access to the Respondus servers. <u>Temporarily shut down all anti-virus and firewall software</u> on the computer and try the exam again. If the problem persists, try <u>using the computer on a different network</u>, or <u>using a different computer</u> on your main network. Keep in mind that the block <u>could be in the router itself</u>. Bypassing the router and <u>plugging straight into the modem may help</u>.
- If the error persists, <u>reset your computer's internet options</u>. For Windows users, go to control panel and select "Network and Internet." Once there, click on "Internet Options". On the

"Security" tab, ensure that your settings are not higher than "Medium". On the Advanced tab, click "Reset" located under the header "Reset Internet Explorer Settings". In the window that opens, select "Delete Personal Settings" and then click on the Reset button. Doing this will impact all client browsers, not just Internet Explorer. After resetting the internet options, restart your computer and try to access your exam again.

- Caused by the student accessing the exam through a "reminder" entry in a toolbar or calendar. It's important for the student to access the exam by first navigating to the course and then going to the appropriate test area or content area.
- Ensure that you have the correct time and time zone set for your computer.

Due to setter
- The course is a copy, and the instructor did not open the LDB Dashboard once before students began taking exams.
- The course is not a copy, but the quiz in question was migrated into the course from an old course, and the instructor did not open the LDB Dashboard once before students began taking that exam.
- For reasons above, opening the LDB Dashboard once for the course (and all others) should resolve these errors. This LTI requirement is always necessary for course copies. Once you open the Dashboard, look for any errors and click the "Fix it" button. You may not see any errors, and this if fine. But the opening of the Dashboard itself will activate the LDB settings for the copy. It is not necessary to re-save each individual quiz's settings. Once you do this, the errors will typically cease for all students who subsequently take their exams.

Early Exit
https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/554/0/lockdown-browser-the-student-experience

Possible scenario
From a student's experience, accidentally clicking a particular keyboard button may trigger the browser to close. The student may be asked to provide a reason. Restarting LockDown Browser may allow the student to continue the exam without doing any verification step. However, the period of leaving the exam and re-joining would count against the exam time
.
If a student needs to exit the exam before submitting it, for example in case of an emergency or internet failure, they are required to enter a reason for exiting the exam early. (Instructors can then view this within the LockDown Browser dashboard.)

Provide a reason why you are exiting the browser before the exam is completed.

My roomate just called and was in an accident. I need to go help her.

[Return to Exam]   [Submit and close the browser]

A student's test auto-submitted before they had finished it. Why?

https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/237/0/a-students-test-auto-submitted-before-they-had-finished-it-why

Diagnosis and recommendations
- Some learning management systems have a quiz setting that causes this behavior. In Blackboard, the setting is called "Forced Completion".   Other learning management systems may have similar quiz settings.
- If there is ever an interruption in the internet connection during the exam, these "Forced Completion" settings automatically submit the exam. This same behavior can occur if the student clicks on the "Refresh" icon.
- In light of this, we do not recommend that these settings be used.

Mac: Webcam Not Detected

https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/425/0/mac-webcam-not-detected

We're unable to detect a webcam with your computer. If using an external webcam, plug it in now and select "Try Again."

[Try Again]   It's not working

Possible causes
- If your webcam is not detected at some point during the pre-exam webcam check, and you see the below message, it is likely caused by 3rd party anti-virus software that is installed on your computer.
- It's also possible that you aren't seeing the below message, but rather are experience a freeze/hang on one of the steps. This, too, may be caused by anti-virus software. The most problematic of these are Avast, AVG and McAfee.

Recommendations

- If you have McAfee installed, you should first try to <u>disable "Real-time Scan" in McAfee</u> Total Protection.
- If you have AVG for Mac installed, you can temporarily disable the "Realtime Protection" via the user interface.

Spinning Wheel During Webcam Check

https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/570/25/spinning-wheel-during-webcam-check
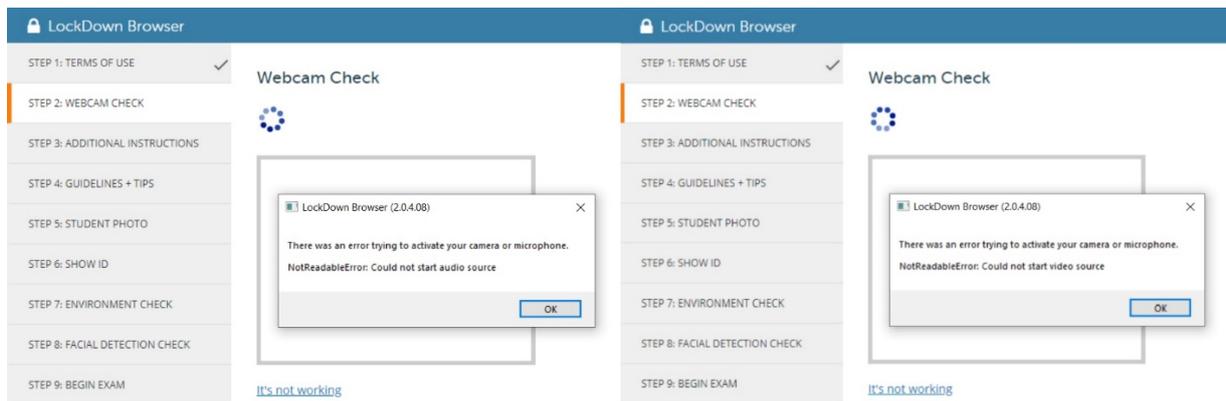
Error messages

There was an error trying to activate your camera or microphone.

- NotReadableError: Could not start video source
- NotReadableError: Could not start audio source

Possible causes and recommendations

- It is occurring because another program, background process, or <u>privacy setting on your computer</u> is preventing LockDown Browser from activating your camera.
- If the above settings look correct on your computer, it's possible that <u>another application on the computer has taken hold of your webcam or microphone</u>, and because of this they are not available to LockDown Browser.
- Finally, one potential workaround to this error may be to <u>use an external USB webcam with built-in microphone</u>.
- If the above steps fail, you may need to locate a different computer to take your exam.

Cannot detect or configure the webcam

https://support.respondus.com/support/index.php?/default_import/Knowledgebase/Article/View/194/25/cannot-detect-or-configure-the-webcam
(Refer to the above for details.)

Webcam Blocked

Diagnosis and recommendations
- If you see the below image during your pre-exam webcam check, it is because of <u>a privacy setting that is enabled</u> in your camera's software utility.
- Several cameras have privacy settings like this, but the <u>most common is Lenovo</u>. To disable this setting in Lenovo, go to "Lenovo Settings" > "Configure Camera Settings" and toggle the setting from "Private" to "Normal."
- If "Lenovo Settings" is not found, try "<u>Lenovo Vantage</u>". Please be aware that changing privacy settings on the Windows operating system will not help resolve this problem. Rather, it must be done only via the "Lenovo" or "Lenovo Vantage" utility.

We are unable to detect a microphone with your computer

Diagnosis and recommendations
- Under "Input Devices," look for your microphone. If your list is empty, then your computer's operating system is not detecting the presence of a microphone, and this is why LockDown Browser also cannot detect a microphone.
- The easiest way to <u>fix this problem</u> is to plug in a USB headset with microphone, or a USB <u>webcam with a microphone</u>.

No audio is coming from my microphone

Diagnosis and recommendations
- Reboot your computer. Once restarted, close down all other applications on your computer other than LockDown Browser. It's essential that you <u>ensure that no applications that may use a microphone</u> (such as Skype, Facetime, Google+ and various utilities that may come with the webcam) are running.
- If the microphone is still not detected in the webcam check, you might want to download LockDown Browser again and reinstall it.

- Turn your computer's volume up all the way, and make sure that your computer's operating system hasn't muted LockDown Browser.
- Other steps – refer to the weblink above.

Identity management security programs interfere with the browser

https://support.respondus.com/support/index.php?/default_import/Knowledgebase/Article/View/451/25/idenity-management-security-programs-interfere-with-the-browser

Causes
- Identity management security programs that use the <u>webcam with facial recognition for password management</u> will interfere with Respondus Monitor "webcam" exams. This includes Intel/McAfee True key (identified as "McAfee.TrueKey.Service.exe" in the computer's process list) and SensibleVision FastAccess.
- In many cases, these programs may allow the initial steps of the pre-exam webcam check to operate normally, and then <u>cause interference during the "environment check" step</u>.

VPN (Virtual Private Network) and LockDown Browser

https://support.respondus.com/support/index.php?/default_import/Knowledgebase/Article/View/445/25/vpn-virtual-private-network-and-lockdown-browser

Diagnosis and recommendations
- Some VPN or "virtual private network" utilities such as Avast SecureLine will interfere with the webcam for Respondus Monitor-required exams.
- Students should temporarily disable any active VPN connections prior to starting LockDown Browser, or locate an alternate secure network instead of a public network.