

Respondus Trouble Shooting

Frozen screen

What LockDown Browser freezes on a student, is typically caused by one of the following:

- All questions on one page, and multiple image/media files in the questions. *This can put a load on the available bandwidth and network access points.*
- A dialog box from other applications running in the background underneath the secure LockDown Browser layer (students should shut down all other running applications before using LDB)
- Corrupted or blocked web links that instructors put in the quiz questions. Navigating to these pages can occasionally result in problems due to problematic content on the page (instructors should test these pages in LDB before opening the exam to students)
- Poor/broken connectivity to the LMS server (usually caused by a poor WiFi connection)
- Load issues on the network being used, or with the LMS server itself (due to access points being overloaded)

In most cases, students can leave the exam, shut down LDB, restore their internet connection, and then return to the exam. LMS servers auto-save answers, so the student should be able to pick up right where they left off. Keep in mind that if Monitor is required for the exam, they'll need to again navigate the pre-exam webcam check, and then the exam should begin where they left off.

A helpful knowledge-base article is [here](#).

