Troubleshooting Respondus Lockdown Browser Exam Issues

Issue: Student has accidentally closed the exam

If/when students close their browser, a popup like the one below will appear.

If they choose "Close the Browser", they should be allowed to offer a reason for leaving the exam before finishing which will trigger another popup that their instructors will receive.

Depending on the settings of the quiz/exam, they may reenter with another attempt or need to contact someone on the digital learning team to override the settings.

Issue: Screen is frozen for any reason and the cannot "Return to Exam"

When lockdown browser freezes, it is usually because a dialogue box from a different application has is running in the background underneath the secure LockDown Browser layer (students should shut down all other running applications before using LDB).

If students try exiting the browser, they will go through similar steps to above.

Other reasons that LockDown Browser freezes include:

- 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.*
- 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)

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.

** Ultimately, if a screen is frozen, the last resort is a cold reboot, meaning the **user holds their power button** until their computer turns off and then they **restart their computer** it.

A helpful knowledge-based article is here.