



## LockDown Browser: Student Support FAQ

Here are solutions to support-related questions for students using Respondus LockDown Browser.

### **I am having trouble downloading Respondus LockDown Browser (Windows users)**

*Symptom:* Students are not able to download the LockDownSFX.exe setup file, or when they run it they see a message indicating that it is not a Windows application.

*Solution 1:* Try downloading the setup file using a different browser, such as Firefox instead of Internet Explorer.

*Solution 2:* Make sure that antivirus or security software is not interfering with the download. For example, CA Associates security software will change the file extension for .EXE files. So, the installer can't be run until the file is renamed back to "LockDownSFX.exe." See the solution on this page, Recipe for downloading and installing (below), for one workaround.

### **I need Administrator rights to install Respondus LockDown Browser (Windows users)**

*Symptom:* While trying to install LockDown Browser, you are asked for the Windows administrator password (Windows 7/Vista). Or, you are shown an error message saying they "need administrator rights" (Windows XP).

*Solution:* The InstallShield setup for LockDown Browser needs to run with Administrator rights to work properly. For Windows Vista and 7, this means the setup needs to have permission to run by the administrator of the computer. You may also need to enter a password for the Administrator Windows account. For Windows XP, this means the Windows account used while installing LockDown Browser needs to belong to the Administrator group. Contact your local support staff for additional help.

### **Recipe for downloading and installing**

If you are still unable to download the LockDown Browser installer or run it, these steps will resolve most causes of the problems:

1. Directly log into the Windows computer as a local administrator with full rights. Do not use "Switch User" or a "Remote Desktop" access.
2. Temporarily disable all security software.
3. Download the LockDown Browser installer intended for your institution.
4. Run the installer and accept the prompts to modify or repair LockDown Browser.
5. Start LockDown Browser to verify installation. Exit the browser.
6. Re-enable any security software that was disabled in Step 2.

### **I am unable to install LockDown Browser on a Mac**

*Symptom:* At the step, "Finishing the installation", an error message appears that reads, "Cannot configure application properties".



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*Solution:* Run the downloaded installer again. 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 need to close Apple VNC Server and ARD Agent (Mac users)**

*Symptom:* When LockDown Browser is run, a message warns the user to close "Applevncserver" and/or "ARDAgent". LockDown Browser offers to try to stop these programs but is unable to do so.

*Solution:* Go to Macintosh -> System Preferences -> Sharing and uncheck Screen Sharing, Remote Login, Remote Management and Remote Apple Events to avoid the warnings.

### **I need to close "Dell Dock", "Google Desktop" and "Skype" (Windows users)**

*Symptom:* When LockDown Browser is opened, a message indicates that the user must close an application or program. LockDown Browser offers to close the program but is unable to do, so the application closes.

*Solution:* If the program indicated is not actually used on this computer, you can uninstall it from Start > Control Panel. To keep the program, change the program's settings so it does not run automatically when Windows starts up, or use Task Manager to stop the program before running LockDown Browser. Below are instructions for specific programs.

#### **Dell Dock**

Dell Dock is a utility included with many Dell computers. Follow one of the steps below when encountering issues with the "Dell Dock" and LockDown Browser:

If the program is not needed, uninstall the Dell Dock from Windows -> Start -> Control Panel -> Add/Remove Programs (Windows XP) or Programs and Features (Windows 7/Vista).

Or, to block Dell Dock from running at startup:

1. Press the 'Windows logo' key and the 'R' key simultaneously on the keyboard.
2. Type "msconfig" (without quotes) in the box that comes up, and then press Enter.
3. In the next box that comes up, navigate to the start-up tab, then un-check the box next to "delldock".
4. Click "Apply" then "OK".
5. Restart the computer. Or, to disable the utility from within Dell Dock, see: [http://www.ehow.com/how\\_4773983\\_remove-dell-dock.html](http://www.ehow.com/how_4773983_remove-dell-dock.html)

#### **Google Desktop**

Google Desktop is a utility that allows users to search files on the computer and to use a Sidebar gadget bar to display applets on top of other programs. Follow one of the steps below when encountering issues with Google Desktop and LockDown Browser: If the Google Desktop is not being used on the computer, the best option is to remove it from the system through Windows -> Start -> Control Panel -> Add/Remove Programs (Windows XP) or Programs and Features (Windows 7/Vista).



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Or, manually stop Google Desktop before starting LockDown Browser by starting Task Manager and using End Process to stop all Google processes

### **Skype**

Skype is a program that allows conferencing and phone calls over the internet. Follow one of the steps below when encountering issues with Skype and LockDown Browser:

If Skype is not being used on the computer, the best option is to remove it from the system through Windows -> Start -> Control Panel -> Add/Remove Programs (Windows XP) or Programs and Features (Windows 7/Vista).

Or, close any browsers that are open, since Skype will attach itself to those browsers. Then, manually stop Skype before starting LockDown Browser by starting Task Manager and using End Process to stop all Skype processes

### **I am unable to connect to the Internet**

*Symptom:* When LockDown Browser is opened, a message indicates that it is unable to connect to the internet.

*Solution:* Choose "Yes" to run diagnostics and then run the Network Connection test. Look at the list of programs for any security, internet or network programs. There may be multiple programs that could be stopping LockDown Browser from connecting to the internet. Each program may need to be told to "trust" or "allow access" to the LockDown.exe program. If you are unsure how to do this, your local support staff may be able to help.

### **I am unable to login to the course with my username and password**

*Symptom:* When LockDown Browser is opened, a server login page is displayed but it does not accept a user name and password.

*Solution 1:* Make sure LockDown Browser was installed using the link intended for our institution (Click Here to download a copy of LockDown Browser). If you found the LockDown Browser installation link using a search engine, the version you installed won't work with your server. Download LockDown from the following link: If you are presented with a list of server names when you start LockDown Browser, such as "Blackboard @ MySchool" and "Moodle @ OtherSchool" make sure you select the correct server.

*Solution 2:* Make sure that you can log into your course using Internet Explorer (or Safari on Mac) - for this solution, don't use other browsers like Firefox. LockDown Browser shares its settings with Internet Explorer (Windows users) or Safari (Mac), so you may need to fix problems with Internet Explorer (or Safari), such as having cookies or scripting disabled. If you are not able to log in with Internet Explorer (or Safari on Mac) then contact local support staff for assistance.

### **I get an error message that says I need to download the LockDown Browser**

*Symptom:* The page used to begin your test says that you must download LockDown Browser.

**Questions? Contact TigerTech at 785-628-3478. FACULTY ONLY email [bbsupport@fhsu.edu](mailto:bbsupport@fhsu.edu).**



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*Solution 1:* Make sure that you are actually running Respondus LockDown Browser. It is a separate browser program that must be started before you log into your learning system. LockDown Browser does not automatically launch from inside other browsers.

*Solution 2:* Make sure that you can log into your course using Internet Explorer (or Safari on Mac) - for this solution, don't use other browsers like Firefox. LockDown Browser shares its settings with Internet Explorer (Windows users) or Safari (Mac), so you may need to fix problems with Internet Explorer (or Safari), such as having cookies or scripting disabled. Contact local support if you are not able to log in with IE (or Safari on Mac).

### **I cannot begin the test because of a "password not accepted error"**

For Blackboard Learn, a pop-up window will ask whether the instructor has required a password for the test. If a test password (such as the word, "apple") is required by the instructor to start the test, select Yes, enter the password, and click Continue. If the instructor did not set up the test with a password, No should be selected. Click the Continue button and LockDown Browser will fill in the password field on the Blackboard server page.

*Symptom:* The Blackboard server displays the password page again with "Invalid Password" and the pop-up window appears again.

*Solution:* Make sure you have correctly selected Yes or No, and that you typed a password (if given one) using the correct capitalization of letters. If you still get the Invalid Password message you will need to contact your instructor.

### **LockDown Browser froze during a test**

Contact your instructor if you were not able to resume the test; Respondus Support does not have access to your server or courses. If you needed to use the power or reset buttons to restart your computer, then it's important that you:

1. Start LockDown Browser after the reboot
2. Exit the browser
3. Then go to Start > Log Off in Windows

These steps will restore any operating system features that were disabled when LockDownBrowser was not exited properly. Request a practice test from your instructor or support staff, using Internet Explorer (Windows users) or Safari (Macintosh) - and not other browsers like Firefox. This will ensure that your browser settings are working properly with your course.

### **I rebooted my computer while Respondus LockDown Browser was running. Now the Windows Task manager is grayed out and can't be used. What do I do?**

If a computer is powered down while Respondus LockDown Browser is running, the Windows Task Manager will continue to be blocked when the computer is restarted. To remove the blocking, restart Respondus LockDown Browser and exit the program properly (click the "X" in the top right corner).