

Respondus LockDown Browser – FREQUENTLY ASKED QUESTIONS

Steps for installing Respondus LockDown Browser

Respondus LockDown Browser is available in the open computer lab. The setup file is available for home computer installation from within the Quiz Details page when you click on the name of the Quiz. This is the preferred method of install. **IMPORTANT:** home users must use the download link provided from Saint Paul College. Installation links found on other websites will not work.

Problems downloading the installer

- Be sure you are using the hyperlink provided either by your professor or located on the D2L Brightspace Quiz Details page.
- Try to download and install the setup file using a different browser on your computer.
- If prompted, select to **SAVE** the file, then run from the saved location (instead of clicking **RUN**).

Administrator rights required for installation

The installer requires administrator-level rights on Windows machines in order to install properly. Either login to the computer with an administrator-level user, or when prompted, enter administrator credentials in order to proceed with the installation.

Problems installing on a Macintosh

At the step, "Finishing the installation", Mac users may get an error message that reads, "Cannot configure application properties". 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.

Unable to connect to the Internet

When LockDown Browser is open, a message may indicate that it is unable to connect to the internet. 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.

Unable to login to the LockDown Browser

- Make sure LockDown Browser was installed using the link intended for your institution. If you found the LockDown Browser installation link using a search engine, the version you installed won't work with your server.
- Test to make sure you can login successfully to the Saint Paul College D2L Brightspace site using Internet Explorer (or Safari on Macintosh). If you have problems logging into the D2L Brightspace site, you will have access problems accessing the Respondus LockDown Browser as well.

Error message stating I need to download LockDown Browser

This means the item you are attempting to access requires the use of Respondus LockDown Browser.

Make sure LockDown Browser is installed on the computer (using the link located on the Quiz Details page inside D2L Brightspace)

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 launch from inside other browsers.

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 LockDown Browser 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.

My computer rebooted while Respondus LockDown Browser was running

Your computer may experience problems if it was powered down while Respondus LockDown Browser is running. Restart Respondus LockDown Browser and exit the program properly (click the "X" in the top right corner).