

Respondus Troubleshooting Tips:

Log in and Access Issues *****

If a student is experiencing issues with respondus when trying to login and access an exam be sure to have the students do the following:

1. Verify the current version of the Lockdown browser: If the student has not done so be sure to update the respondus browser to the current version. The download for the current version can be access on the respondus resource page, which is located on the IT website – <https://it.liu.edu/respondus>. Click on the download button to install and update the latest version of respondus. *(Notice: 2.0.7 is the current version running)*. Once the LDB (lockdown browser) has been updated the student should try to access the respondus proctored exam through the updated browser.
2. If a password is being requested the student should be aware that respondus proctored exams must be access through the respondus lockdown browser, not through blackboard.
3. If a student is using an older notebook device to access a respondus proctored exam the student may experience lag time with accessing LDB (lockdown browser) as well as when taking the proctored exam. *(Notice: Working on a recent notebook or different device is the suggested workaround. Scheduling lab time on campus is also another option)*.

System Lagging Solutions *****

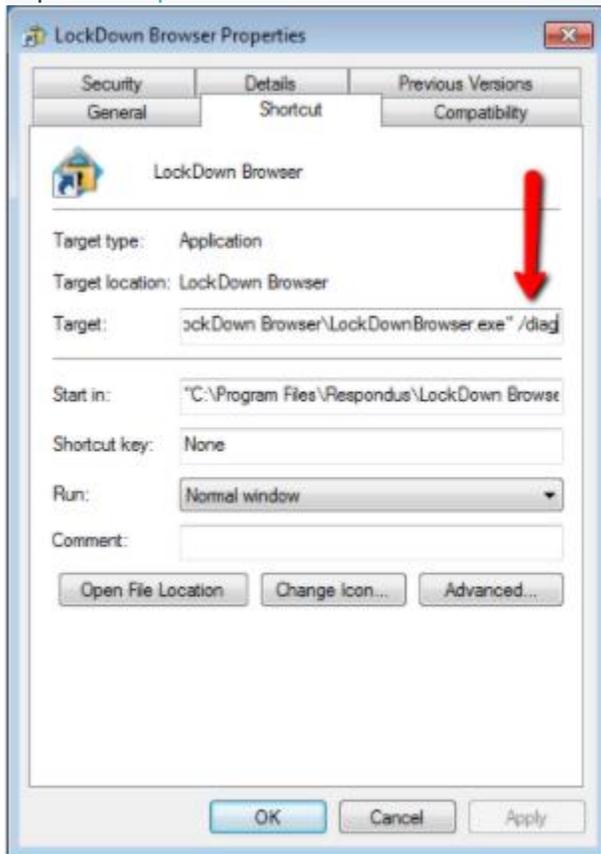
Poor Internet Connection (Notice: Poor connection is not limited to only very large image overload. It can also be related to an older Windows computer or overload from local system resources).

1. The "running slow" or "lag" might require a security diagnostics that the browser may need to perform prior to startup of an exam; especially on older Windows computers or overload from local system resources.
 - Having multiple images all on one page can hinder things greatly:
Using a poor connection and/or the downloading very large images can be problematic for students on weaker connections. Although respondus does not really have a size recommendation; however, it is suggested that images are below 500kb each. It is also suggested that these images appear in one question per page. This really helps students with slower connections.
2. For additional troubleshooting tips when respondus is running slow or lagging
 - Restart the modem/router to help establish the best possible internet signal.
 - Shut down all bandwidth-intensive apps that might be running on the network (Netflix, Prime, YouTube, etc.).
 - Use a hard-wired Ethernet connection, if possible.
 - If a hard-wired connection is not possible, be as close to the router or access point as possible.

- Restart the computer, and after it restarts shut down all other programs running on the computer.
- Try the exam again via LockDown Browser.
- If the problem persists, try using a different network (internet connection).

Run Diagnostic when Workarounds and Troubleshooting Fail *****

3. Student should run a diagnostic and forward to IT personnel. (Notice: If the student has not already done so, download and install LockDown Browser 2.0.7.00 or higher from your institution's unique download link.
4. When running the package, choose "reinstall" if/when prompted.
5. In the Windows desktop, right-click on the "LockDown Browser" shortcut and select "Properties".
6. In the "Target:" add " /diag" (include a blank space for the forward slash) at the end of the line. It should look like this screen capture: <http://screencast.com/t/loB0HaoCBL>



7. Start LockDown Browser 2.0.7.00 (or higher)
8. Accept the "User Access Control" prompt for Windows by clicking "Yes".
9. A "LockDown Browser Diagnostics" should appear that looks like this screen capture: <http://screencast.com/t/nRPPbEeZTC6>

10. Paste the copied contents from the clipboard into a text file and send the report to us.
11. Edit the LockDown Browser Windows desktop shortcut to remove the " /diag" switch. (Notice: If you can't copy the contents of the report, at least scroll to the bottom of the report and write down and send us the "Help Center ID" as seen in this screen capture: <http://screencast.com/t/pMRfGzI9yD2P>)