

Respondus LockDown Browser & Monitor FAQ

What is Respondus Lockdown Browser and how does it work?

Respondus LockDown Browser and Respondus Monitor function as a restricted web browser, which interacts with AKO|LEARN to deliver assessments and examinations to prevent breaches of academic integrity.

Respondus LockDown Browser: creates a locked down machine environment.

Respondus Monitor: adds an additional layer of invigilation to the locked down machine by recording the assessment/exam session using the web camera and microphone, which is then made available at the end of the examination to the course instructor to review.

Respondus LockDown Browser and Monitor System Requirements

You should watch the short student overview video here:

<https://web.respondus.com/lockdownbrowser-student-video/>

and review the device system requirements and check them against your own device:

- **Windows:** 11 and 10. [Details](#)
- **Mac:** OS X 10.15 to 14+.
- **iOS:** 12+ (iPad only). Must have a compatible LMS integration. [Details](#)
- **ChromeOS:** ver 126
- Web camera (internal or external) & microphone
- A broadband internet connection

Does Respondus work on wi-fi?

Respondus will work on a wi-fi connection but an ethernet connection is recommended over Wi-Fi where possible.

Students can book rooms in the Library to take tests and exams if they do not have access to a reliable internet connection.

Must students do the Respondus practice quiz?

It is highly recommended that students attempt the Practice Quiz which they will find loaded on their AKO|LEARN site. Attempting to complete the Practice Quiz will:

- prompt students to download Respondus LockDown,
- test that their device is compatible with the Respondus software, and
- get a feel for what the Respondus interface is like.

Students can do the Practice Quiz as many times as they like.

You can also access a practice quiz on the following LEARN site

<https://learn.canterbury.ac.nz/course/view.php?id=12366>



Most error codes can be found on the [Respondus](#) website

LockDown Browser has stopped responding?

A loss in Internet connection while taking an exam or outdated and/or multiple Java installations, may cause LockDown Browser to stop responding or freeze.

- A hard reboot/restart may be needed.
- If after the hard reboot, the Start Menu or Task Bar is missing or the Task Manager cannot be accessed, restarting the LockDown Browser and exiting the software properly should resolve this.

A blank page fills the screen

A security window may have popped up behind the LockDown browser.

- If the student has not started the exam yet, close the browser and address the security pop-up windows
- If the student has started the exam, restart the computer and address the pop-up windows before beginning the exam.

"Video connection has timed out"?

Try clicking "Try Again," then exit and restart your computer while closing other applications and network devices

Windows Troubleshooting

Respondus Monitor won't start?

Confirm that LockDown Browser is allowed in the privacy settings for the camera (in Windows, camera utilities or anti-virus software) and microphone.

- Confirm that no other applications have control of the webcam or microphone.
- Consider 'rolling back' to a previous version of a driver that worked.
- Try an external USB webcam.

ScreenCastify error?

ScreenCastify is a Google Chrome extension (typically). The LockDown Browser session will not open until you disable or uninstall it.

- Remove the ScreenCastify extension completely.
- May also need to remove any user data that is cached.
- May also need to remove Google Chrome, then re-install Chrome.

Power options missing, can't use Ctrl + Alt + Delete and no Task Manager

This particular problem occurs when LockDown Browser is not shutdown properly. In some cases, it's another application (e.g. security or antivirus software) or permissions on the Windows account being blocked or corrupted that causes LockDown to not shutdown properly.

Suggested options to try:

- Restart the computer, don't load any other programs, go straight to Learn and attempt a practice quiz (locking the screen or putting the system into sleep mode might allow the restart option)
- Try Restoring default settings after a power down
- Create another admin user account on the system to identify if it's a permissions issue

Mac Troubleshooting

Mac scroll bar is missing?

Go to System Preferences > General. Change "Show scroll bars" to "Always" as shown below.



Need to close 'AppleVncServer' or 'ARDAgent'?

LockDown Browser offers to try to stop these programs but is unable to do so.

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

Siri detected as running on Mac?

- Try clicking the "kill these applications" button repeatedly
- Verify that the student is logged in as the "primary user" and that no other accounts are active

Google Chrome OS Troubleshooting

Google Chrome OS can't open the page?

- The LockDown Browser for Chromebook extension is not installed.
- The extension is installed but disabled.
- Cookies or cache need to be cleared.

ADDITIONAL SUPPORT | TROUBLESHOOTING:



Restart the system before a test or if there are any problems and do the practice quiz

During the Exam period, the UC Service Desk is your first point of contact for any issues. There may be a long wait time for your call to get answered, please stay in the queue.

If your connection is lost during the assessment/exam itself, you should reboot your device and re-enter your assessment/exam. This will resolve most issues.