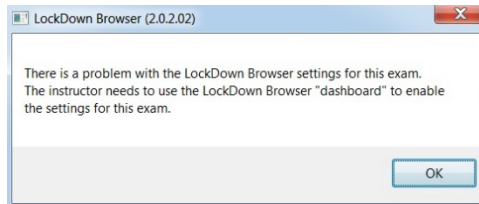


There is a problem with the LockDown Browser settings for this exam

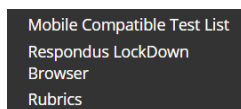
The “Fix It” error typically occurs if an instructor makes a change to the Blackboard test or test options after they have associated the test with Lockdown Browser. Making any changes to the test can “break” the linking between RLDB and the test. This will prevent the student from starting the test.



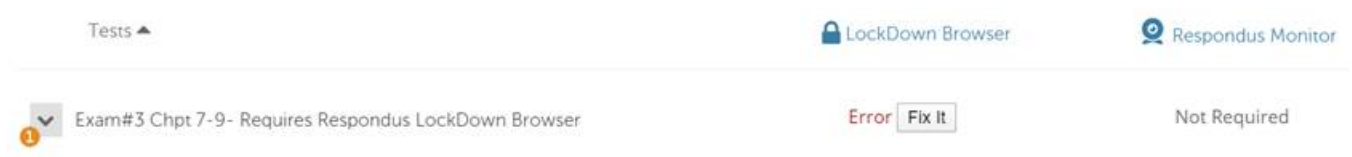
As a best practice, you never want to make any changes to a test or its options once it's been associated with Lockdown Browser. You can make last minute changes if needed, but you should turn “off” the tool first, make your changes and then turn it back on to avoid any linking issues or errors between the test and RLDB.

To fix this error:

1. Login to Blackboard and access your course.
2. In the course Control Panel expand the Course tools and select “Respondus Lockdown Browser”.



3. Click the “Continue to Lockdown Browser” button.
4. Locate the test with the associated error.



5. Fix the error by clicking on the “Fix It” button.



The exam has been repaired and the students can once again access the test for completion.