

# Respondus Support Triage and Troubleshooting: Students

## 1. How do I download Respondus

Here is the link for downloading the GVSU version of Respondus Lockdown Browser.

<https://download.respondus.com/lockdown/download.php?id=936312756>

Once Installed:

- Start the LockDown Browser application
- Close any/all applications when prompted
- In the window that opens, log into Blackboard Learn
- Navigate to the test and click to begin

## 2. Download / Install issue

Here are the system requirements for using Respondus Lockdown Browser and Monitor.

### Operating Systems

- Windows: 10\*, 8, 7
- Mac: MacOS 10.12 to 10.15
- iOS: 11.0+ (iPad only). Instructor must activate in RLDB settings.

\* Includes x86 32 and 64bit processors and ARM 64bit processors using x86 emulation.

### Memory

- Windows: 2 GB of RAM
- Mac: 2 GB of RAM

### Hard Disk Space

- Windows: 200 MB of free hard disk space
- Mac: 200 MB of free hard disk space

LockDown Browser and Respondus Monitor may continue to run in older operating systems that have reached “end-of-life” but students may encounter unexpected results.

Additional information can be found here for Lockdown Browser:

<https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/89/25/what-are-the-computer-requirements-for-installations-of-respondus-lockdown-browser>

### 3. Chromebook / Linux

Lockdown Browser and Monitor is not compatible with following devices and operating systems:

- Android
- Chromebook
- iPhone
- Linux
- Windows 10S

### 4. Prompted for a password.

In order to take the test, the student must download, install and launch Respondus Lockdown Browser. If you attempt to open Blackboard with a standard browser (Chrome, Firefox, etc.) and take the test, then you will get a password error. The test can only be taken using Lockdown Browser.

Here is the link for downloading the GVSU version of Respondus Lockdown Browser.

<https://download.respondus.com/lockdown/download.php?id=936312756>

Once Installed:

- Start the LockDown Browser application
- Close any/all applications when prompted
- In the window that opens, log into Blackboard Learn
- Navigate to the test and click to begin

Note: Students will not be able to access tests with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam to continue.

### 5. RLDB Login issue

- Reboot your computer.
- Confirm that you are using the correct GVSU username and password
- Update or re-install Lockdown Browser

<https://download.respondus.com/lockdown/download.php?id=936312756>

- Confirm that you are using a compatible operating system.
  - Windows: 10\*, 8, 7
  - Mac: MacOS 10.12 to 10.15
  - iOS: 11.0+ (iPad only)

## 6. Error connecting to AWS

This error indicates that your computer and/or network is blocking access to Respondus servers hosted on AWS (Amazon Web Services). Until the block is removed, you will not be permitted to proceed.

If you open LockDown Browser, navigate to a course and if you don't see the "Help Center" button in the LockDown Browser toolbar, this is further evidence that a block to their servers is in place. In most cases, the block exists in overly aggressive anti-virus or firewall software running on your computer.

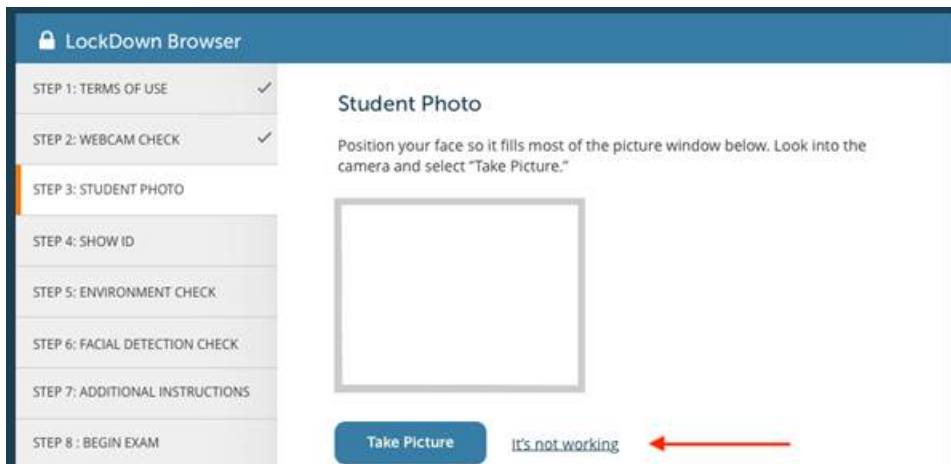
The following website offers a number of steps that you can take to try and resolve this issue.

[https://support.respondus.com/support/index.php?/default\\_import/Knowledgebase/Article/View/557/25/01-aws-xxx-unable-to-connect-to-respondus-server-aws](https://support.respondus.com/support/index.php?/default_import/Knowledgebase/Article/View/557/25/01-aws-xxx-unable-to-connect-to-respondus-server-aws)

Of the options that are listed, temporarily disabling (or uninstalling) your anti-virus or firewall software may be the simplest "fix". If using Windows, you may also want to disable Windows Defender. Be sure to re-enable the software after your exam is finished.

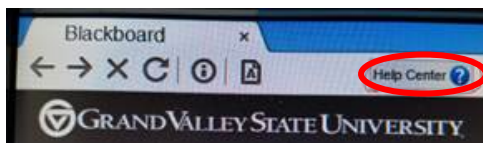
Live chat help is also available within LockDown Browser when using the Monitor webcam proctoring feature. Chat agents can assist you with pre-exam issues related to the webcam and microphone. Live chat is accessible from several places in LockDown Browser:

**Within the the pre-exam steps.** When working through the pre-exam steps for using a webcam with LockDown Browser, select "It's not working" at any time to access live chat.

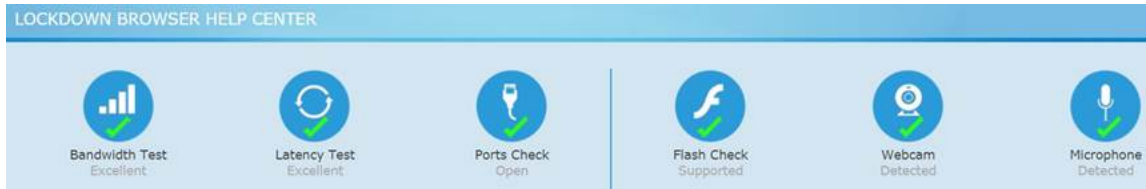


## 7. Webcam Issue

A) After opening Lockdown Browser, go to the LockDown Browser Help Center (look for the icon in the LockDown Browser toolbar when you have accessed your course in RLDB).



B) Once there, click the button titled "Run System Check. Running this check should produce green check marks for all the tests, as shown below. It's very important that they all pass, especially the "Ports Check."

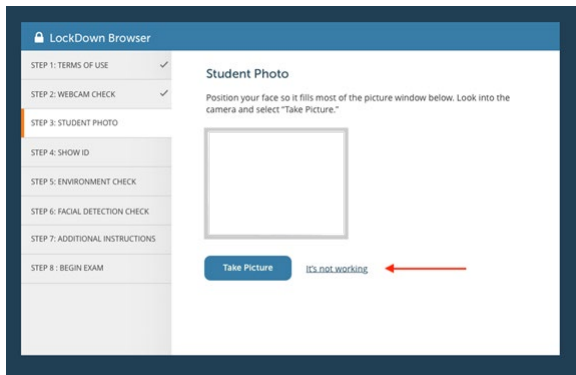


C) For webcam issues, in the LockDown Browser Help Center, click the button titled "Run Webcam Check." If you are able to see your image in the webcam window, then record a video and play it back? If not, then your computer and/or network is blocking the necessary ports.

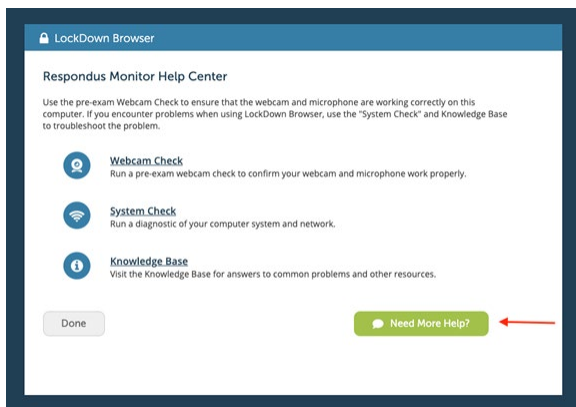
Live chat help is also available within LockDown Browser when using the webcam proctoring feature (Respondus Monitor). Chat agents can assist you with pre-exam issues related to the webcam and microphone.

Live chat is accessible from several places in LockDown Browser:

**Within the pre-exam steps.** When working through the pre-exam steps for using a webcam with LockDown Browser, select "It's not working" at any time to access live chat.



**Within Help Center.** Select the "Need More help?" button.



NOTE: Both options will walk you through a troubleshooter before beginning a chat with an agent.

## 8. Kicked out / Wi-Fi issues

- Reboot your computer.
- Close all applications except for Respondus Lockdown Browser. This will help reduce the bandwidth being used by other applications running in the background.
- Use a high bandwidth internet connection. If possible, plug an Ethernet cable into the computer to ensure the best possible network connection/speed. Otherwise, be as close to the Wi-Fi router as possible.
- Request that other members of your household refrain from using the internet for high bandwidth activities (gaming, movie streaming, etc.) while you are taking your test.
- Save test questions/responses every 10 -15 minutes. Avoid repeated saving of questions. A request is sent to the LMS every time a question is saved. If there are lots of these in a short time and the student doesn't have a lot of bandwidth, it's possible that all those requests will consume all the available bandwidth. This could result in a video interruption.

## 9. Is RLDB available in GVSU Labs

All of GVSU's computer labs have Respondus Lockdown Browser installed. However, there are a limited number of webcams available in our PC labs, so if your test requires the use of Monitor then a student would either need to use one of the Mac Labs, the iMacs have a built-in camera/microphone, the PC labs/presentation rooms listed below or an instructor's classroom computer, which also has a connected webcam.

The Respondus Lockdown Browser application is available as a desktop shortcut in the PC labs and is located in the Applications folder on a Mac.



### **PC labs equipped with 4 student webcams each:**

- SCB-2009
- MAK-D-2117

### **Practice presentation rooms:**

- DEV-111A
- DEV-113A
- LIB-133
- LIB-134

NOTE: The student would need to schedule through the Library, Registrar's office, or Event Services.

**Mac labs:**

- 112 LSH
- 1312CAC
- 1310CAC
- 703CAC
- 211DEV
- 1206PAC
- 2129MAK
- 2131MAK
- Library Macintosh computers.

If social distancing is a concern, then the use of a practice presentation room or a classroom instructor's computer would work best since the student would be able to isolate themselves more easily in one of these locations. In regard to a classroom, they would just need to make sure that the room will remain available while they are taking the test.