

Error Messages Encountered Using LockDown Browser

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Error 1: "There is a problem with the settings for this exam."

If an exam requiring LockDown Browser is copied into a new course it may return this error:

"There is a problem with the settings for this exam."

- Contact your instructor. Inform them that the error can be resolved by a visit to the LockDown Browser Dashboard under Assessments > Quizzes.
- Please read this [Respondus Knowledgebase article \(https://support.respondus.com/hc/en-us/search?utf8=%E2%9C%93&category=4409595254811&query=Error+messages&type=knowledgebase\)](https://support.respondus.com/hc/en-us/search?utf8=%E2%9C%93&category=4409595254811&query=Error+messages&type=knowledgebase) for details and other possible causes.

Error 2: Desktop Icon For LockDown Browser Will Not Launch

The Respondus LockDown Browser "auto-launches" from a standard browser in Brightspace when a quiz requires it.

- Beginning June 1, 2017, the process changed. Students will no longer launch LockDown Browser using a desktop shortcut and then log into Brightspace. If they attempt to do that, they will encounter this message:

"LockDown Browser shouldn't be started manually. Use a standard browser (eg. Chrome, IE, Firefox, etc.) to navigate to the exam and LockDown Browser will launch automatically when it's required."

Instead, do the following:

1. Return to one of the [Browsers Supported by D2L \(https://vlac.lonestar.edu/help/d2l-supported-browsers\)](https://vlac.lonestar.edu/help/d2l-supported-browsers) and begin your test.
2. You will be prompted to download and install the lockdown browser if you have not already installed the current version.
3. Then it will launch automatically.
4. Complete your test.

If you still cannot install and launch the lockdown browser, contact the [Service Desk \(https://vlac.lonestar.edu/help/vlac-support\)](https://vlac.lonestar.edu/help/vlac-support).

Contact the Service Desk

1. Contact the [Service Desk \(https://vlac.lonestar.edu/help/vlac-support\)](https://vlac.lonestar.edu/help/vlac-support) to document the problem and get an **Incident** number to relay to your instructor.
2. The technician will document the issue and provide you with an incident number.
3. If they cannot resolve your issue, a ticket will be sent to LSC-Online and someone will contact you.

Please have the following information ready:

- Class name with section number (e.g. PSYC-2301 1001).
 - The Test name.
 - Browser and version you are using (e.g. Chrome Version 83.0.4103.1, Firefox 77.0.1, Edge 83.0.478.54, etc).
 - Note the steps you took so the technician can duplicate the problem.
 - Note any error messages exactly. Take a screenshot if possible.
 - Provide your instructor with the incident number.
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