



Respondus LockDown Browser and Monitor

Troubleshooting Guide

System requirements for Respondus LockDown Browser & Monitor

To install and use Respondus Lockdown Browser with Monitor, you must have a PC, Mac, or iPad with these minimum specifications. ***Chromebooks, smartphones, and Virtual Machines are not compatible:***

<ul style="list-style-type: none"> PC 	<ul style="list-style-type: none"> Windows: 10, 8, 7. <i>Note: Windows 10S is not compatible.</i> [Check Windows version] 2 GB RAM [Check your RAM] Webcam & mic [Check your Webcam]
<ul style="list-style-type: none"> Mac 	<ul style="list-style-type: none"> Mac: OS X 10.10 to 10.15 [Check your macOS] 512 MB RAM [Check your RAM] 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. Students running OS X 10.13 (High Sierra) should use LockDown Browser version 2.0.3.03 or newer for best performance.
<ul style="list-style-type: none"> iPad 	<ul style="list-style-type: none"> Your instructor must enable iPads to be used on each exam. If you are using an iPad, please make sure your instructor is aware of this (resource: Can an iPad be used with LockDown Browser?) iOS 11.0+ [Check your software version] Front-facing camera and mic [Check your Camera]
<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Broadband Internet [Test your Internet connection] Disable or remove incompatible programs [Use the LockDown Browser System Check]

Important Details for Respondus LockDown Browser & Monitor

The following programs must be **uninstalled** in order to use LockDown Browser:

- Screencastify ([Source](#))
- Google Remote Desktop ([Source](#))

The following programs must be **disabled** prior to using LockDown Browser:

- Facial recognition security programs such as Intel/McAfee True key ([Source](#))
- VPNs such as GlobalProtect ([Source](#))
- Very strict anti-virus or firewall software ([Source](#))

All other applications and browser tabs should be closed except for BeachBoard when you are ready to start a quiz using LockDown Browser. Also make sure you will not have a Windows update interruption. ([Source](#))



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Note the following:

- Recordings of student exams are only available within BeachBoard to the course Instructor and those with higher BeachBoard permissions, as well as optionally SI's. ([Source](#))
- If a student loses Internet connection during an exam, they will need to restart the browser and attempt the exam again and the disconnection will be noted for the Instructor. Brief disconnections will cause LockDown Browser to attempt to re-establish the connection every 5 seconds. ([Source](#))
- There is not a specific required Internet speed because the webcam recording quality will automatically adjust to slower connections. However, students should ensure others on the same connection don't use large-bandwidth services during the exam (gaming, movies, etc.). ([Source](#))
- If a webcam is unplugged during the exam, the Instructor will see a note for the recording. ([Source](#))
- The Mac Touch Bar will lose custom settings temporarily during the LockDown Browser session. Restart the computer to restore the settings ([Source](#)).
- Of the data collected during an exam, Respondus does not sell, rent, or otherwise disclose your personal information; click to review Respondus privacy-policy ([Source](#)).

Troubleshooting Common Issues for Respondus LockDown Browser & Monitor

The following solutions to common issues are linked to Respondus Knowledgebase. Click the individual issue you may be experiencing to learn more:

- [macOS 10.14.x \(and newer\) Camera and Microphone Permissions](#)
- [Blank screen during exam](#)
- [Google Remote Desktop](#)
- [Restore the Mac Touch Bar](#)
- ["There is a problem with the settings for this exam"](#)
- ["Sorry, too much time elapsed to start this quiz."](#)
- [We are unable to detect a microphone with your computer](#)
- [Mac: Webcam Not Detected](#)
- [Cannot detect or configure the webcam](#)
- [Lenovo: Webcam Blocked](#)
- [Receiving message "Connecting to media server, please wait..." or "STOP. We're unable to connect to our media servers from your computer."](#)
- [Are Chromebooks compatible with Respondus?](#)
- [How can I change my webcam?](#)

Further Troubleshooting

If you encounter an issue during a pre-exam check with your webcam or microphone, you can reach out to Respondus technical support using the "It's not working" link, or finding "Need More Help?" in the Help Center once in the exam.

If you should require further assistance, please contact us at BeachBoard Support, via email at BeachBoard@csulb.edu or call us at (562) 985-4959. If you prefer to email, please include your campus ID, course information, and the quiz you experienced an issue.