



SOLUTIONS TO LOCKDOWN BROWSER PROBLEMS

Prepared by
The eLearning Center

May 19, 2022

COMMUNICATION MECHANISM WHEN TECHNICAL PROBLEMS OCCUR DURING THE EXAM

In case of any technical problems during the exam, kindly do the following:

1. Close the exam if it was opened using the Lockdown browser.
2. View the Online Proctoring and Lockdown browser's problem and solution folder and follow the steps to fix the problem you 'student' are facing.
3. Contact the course instructor to fix the problem through Microsoft Teams on the same device used for the exam, as using a smartphone or any other device is promerited in the exam setting.
4. If the instructor is unable to fix the problem, he/she should contact the Technical Support Team nominated by the college, if the college Technical Support Team can't be reached, contact the e-Learning Center Technical Support Team.



Note: communication between all parties must be done through Microsoft Teams only.

HOW TO DOWNLOAD ONLINE PROCTORING SOFTWARE AND LOCKDOWN BROWSER

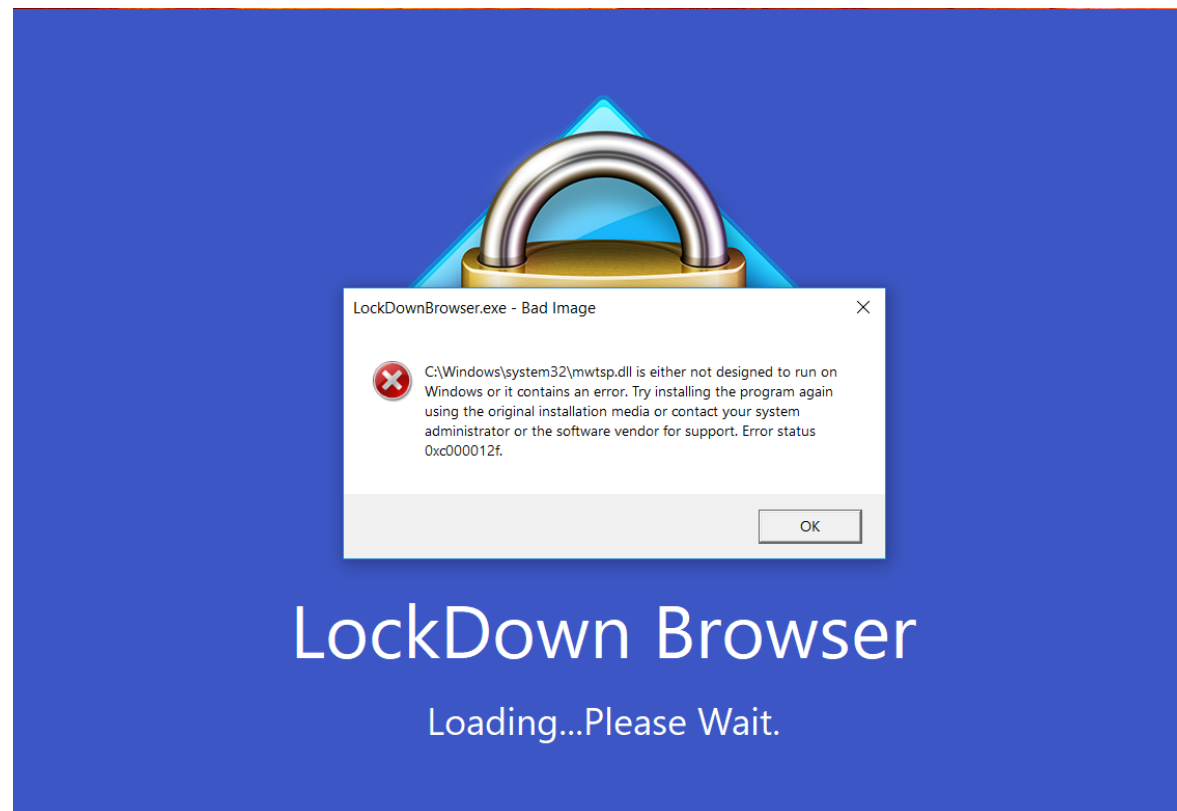
- Check your device specifications:
- Operating system (before downloading Lockdown browser, make sure the operating system is updated):
 - Windows: 8.1, 10 or 11 (Does not support Windows 7 or Windows 10S)
 - Note: If you have Windows 10, it is recommended to download the latest updates from their official website via this link:

<https://www.microsoft.com/en-in/software-download/windows10>

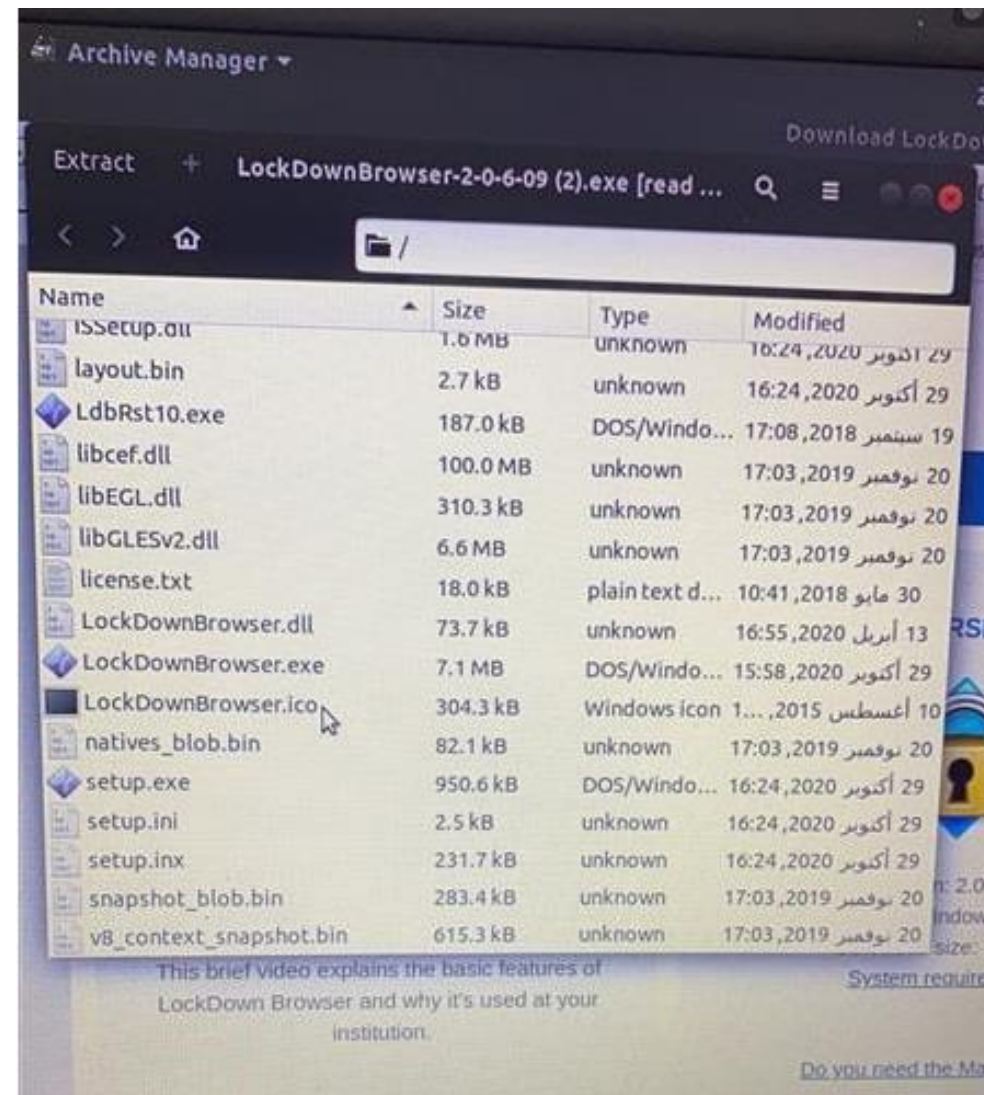
- Mac: 10.12 or higher
- iPad: 11+ or above
- RAM: 4 GB
- Hard disk: 200 MB free space
- After updating the operating system, download the program from this link:
<https://download.respondus.com/lockdown/download.php?id=688217046>

See Appendix

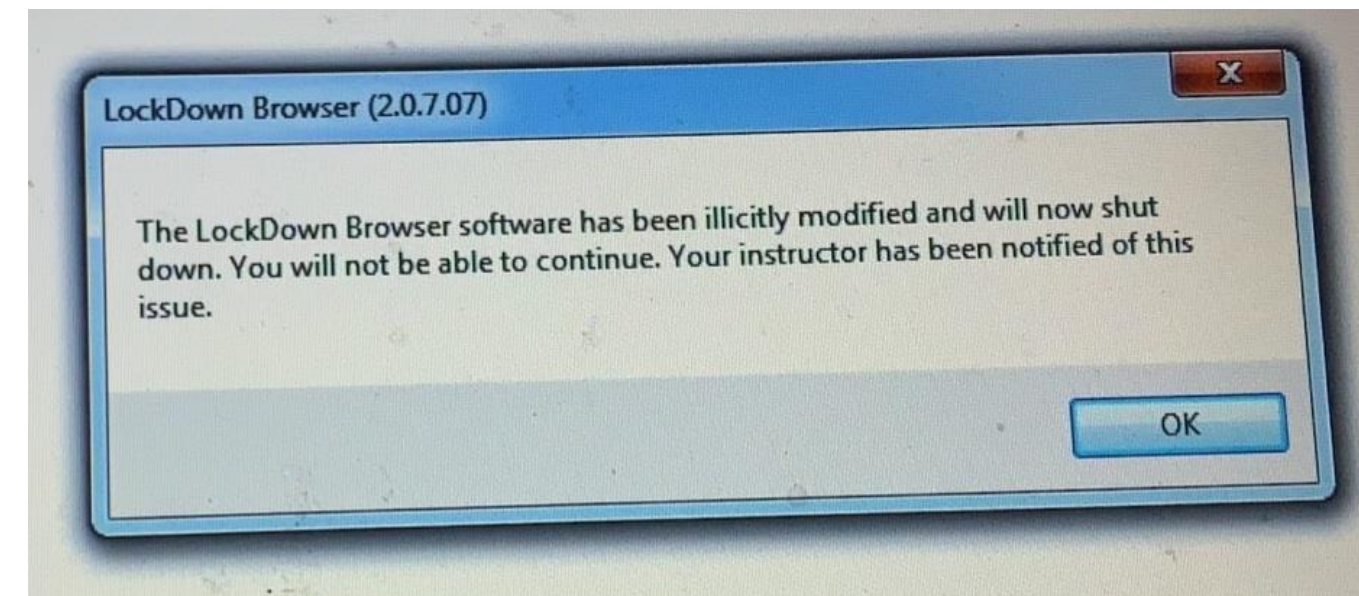
APPENDIX 1: ON THE IMPORTANCE OF UPDATING THE OPERATING SYSTEM



The solution to this problem is to update Windows or reprogram it, as there is a problem in the Windows system that prevents the Lockdown browser from running.

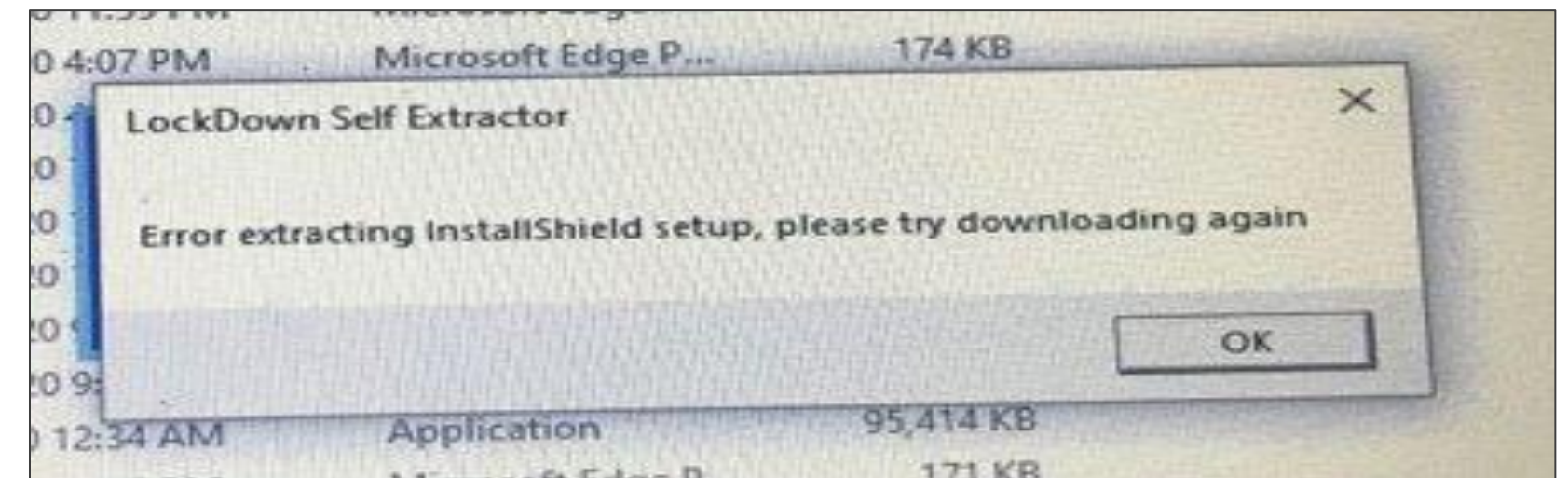
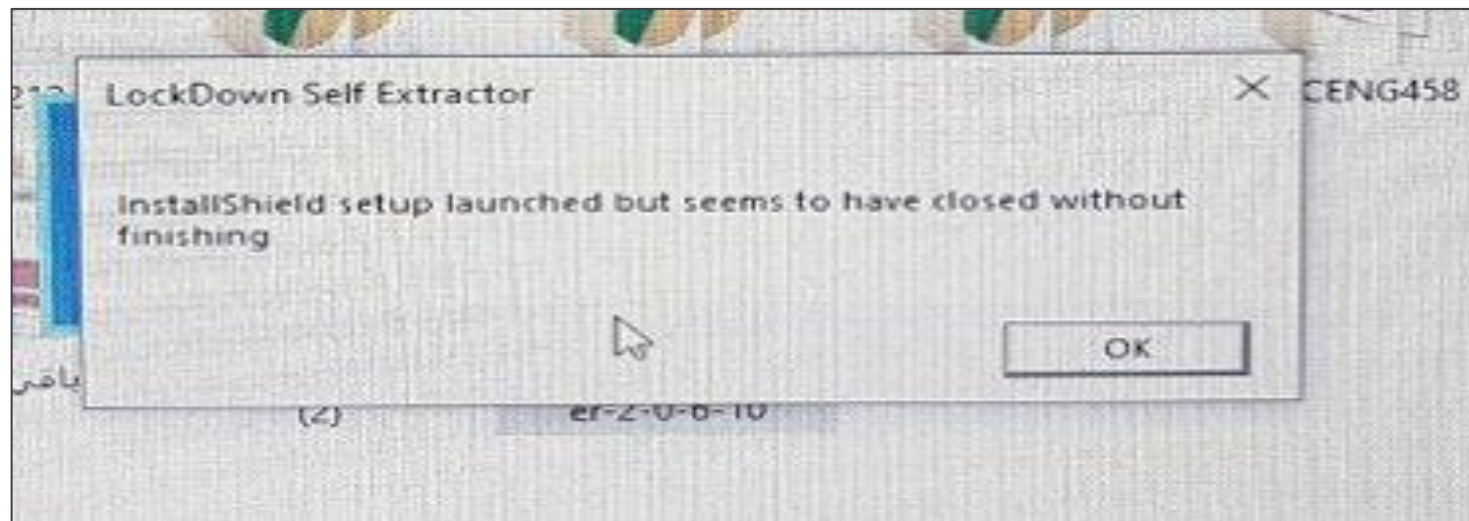


Student unable to download Lockdown browser - The solution to this problem is to change the operating system, as the operating system here is the Linux system, which is not supportive of the exam monitoring program and the Lockdown browser.



The solution to this problem is to create a new account for Windows, but if the problem persists and the operating system is Windows 7, it must be updated to Windows 8.1 or Windows 10 as mentioned above.

APPENDIX 2: ON THE IMPORTANCE OF UPDATING THE OPERATING SYSTEM



Unable to download the Lockdown browser on the device - The solution to this problem is to create a new account for Windows. Follow the link on how to create a new account:

https://youtu.be/_CgEf0DEzmg

Note: Make sure the new account is Administrator and not Standard

WHAT DO I DO BEFORE THE REAL EXAM?

1- Make sure the internet connection is strong and the device is near the router so that there are no internet interruption problems during the real exam. It is also preferable that the device is connected to a wired connection and not via WiFi.

2- Make sure that Lockdown browser has the latest updates. View the video explaining how to update:

<https://www.youtube.com/watch?v=LzF3cZzfHrE>

3- Make sure you follow all the steps in this video to avoid technical problems:

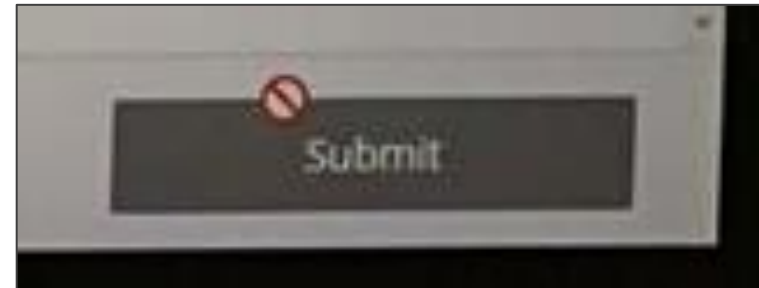
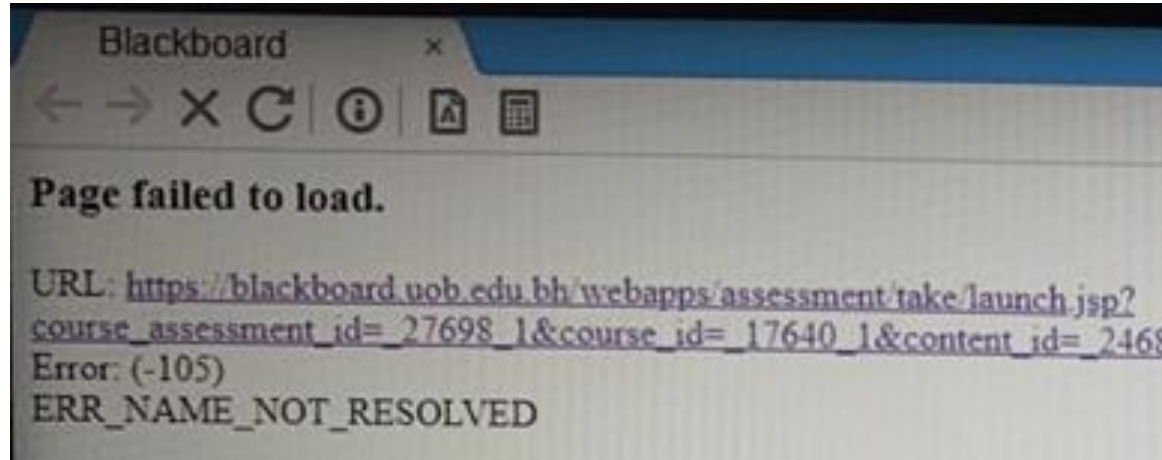
<https://www.youtube.com/watch?v=E4sJOTLyONM>

4- Make sure to run the practice exam before entering the real exam to avoid technical problems (about a week before).

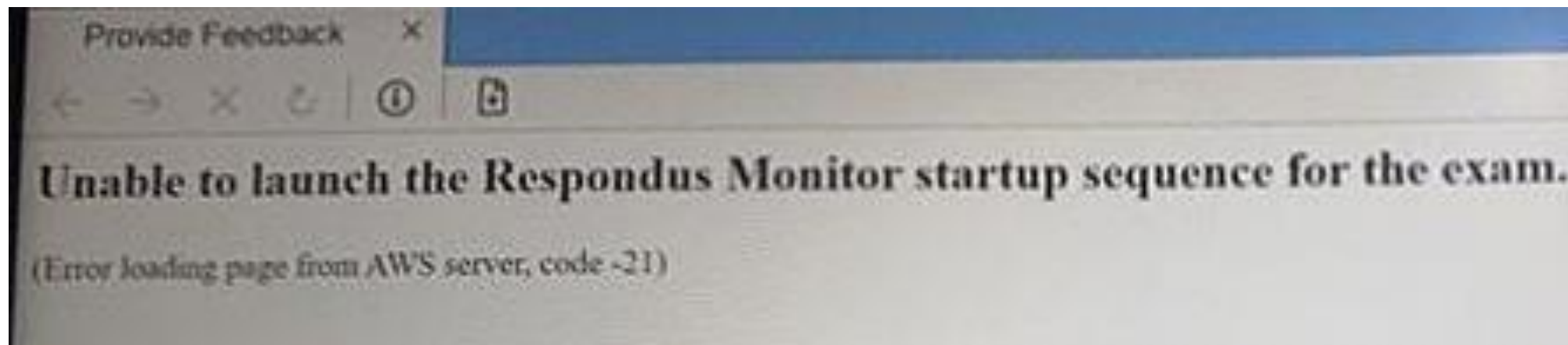
5- It is preferable to restart the device as well as the router to gain stable device performance and Internet speed.

See Appendix

APPENDIX 1: ON THE IMPORTANCE OF A STRONG INTERNET CONNECTION DURING THE EXAM

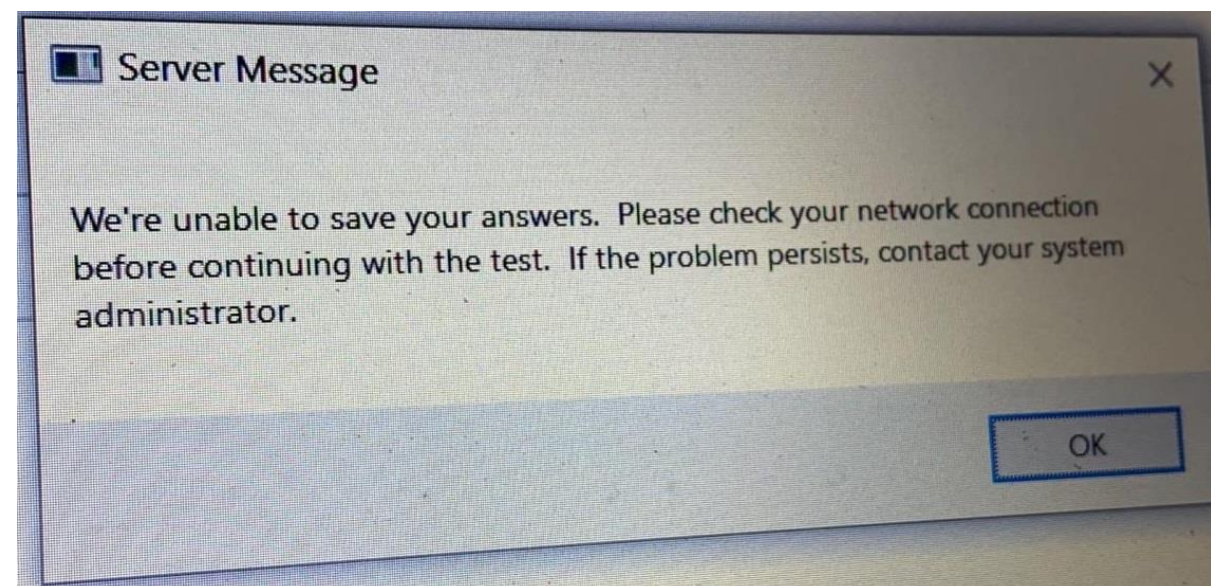
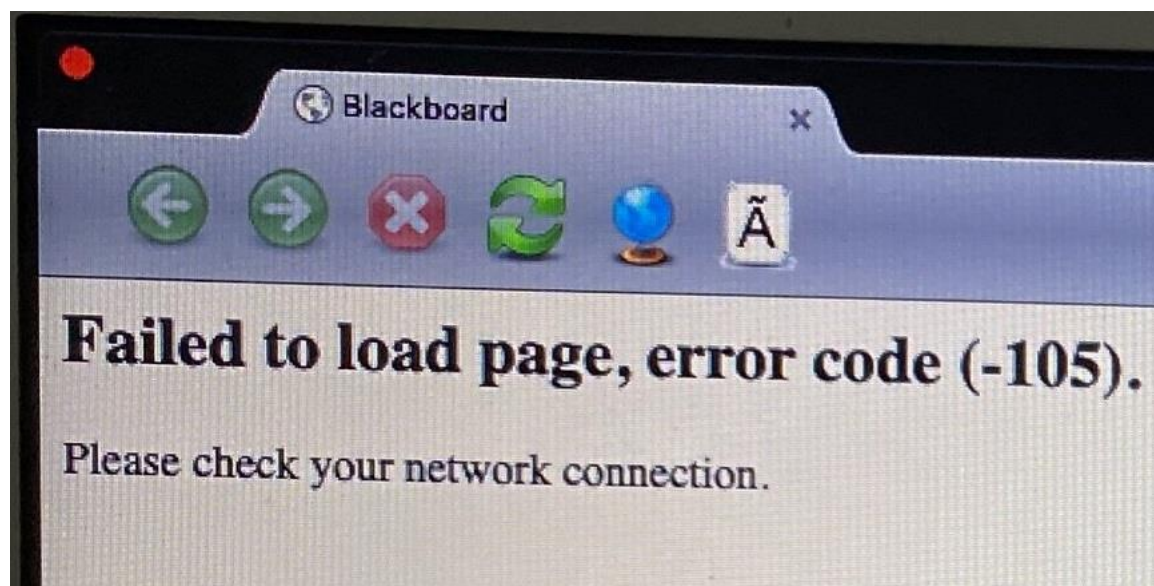


These messages mean there is an interruption in the internet connection preventing the answers from being saved.

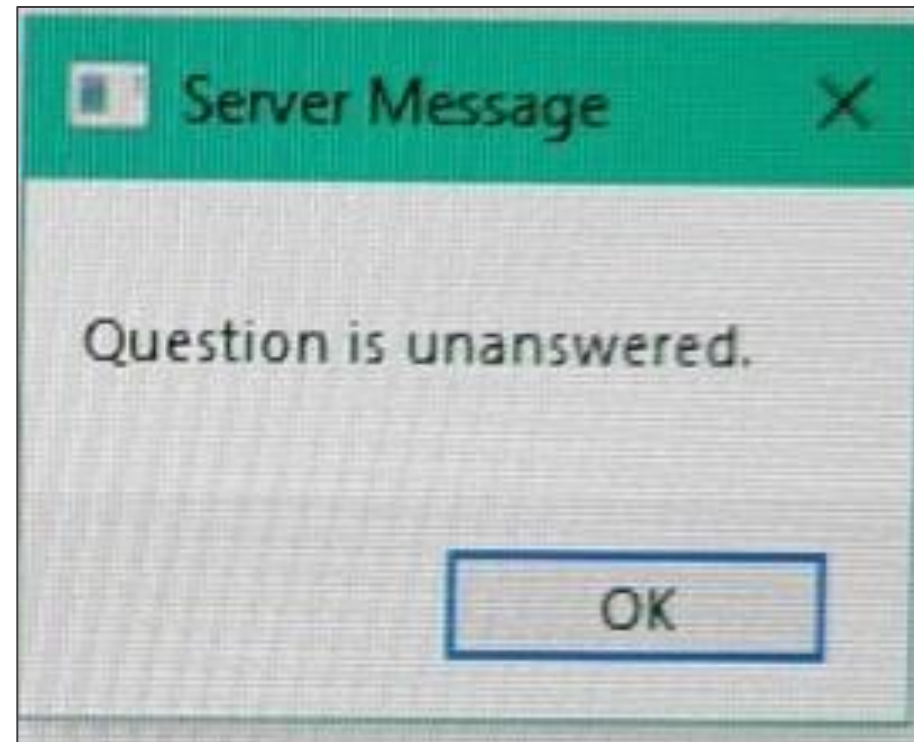


In this case the student should do the following:

1. Inform the instructor of the problem (attach a picture of the problem) then close Lockdown Browser.
2. Reboot the router and then re-enter the exam.
3. If the problem recurs, the Internet must be changed.



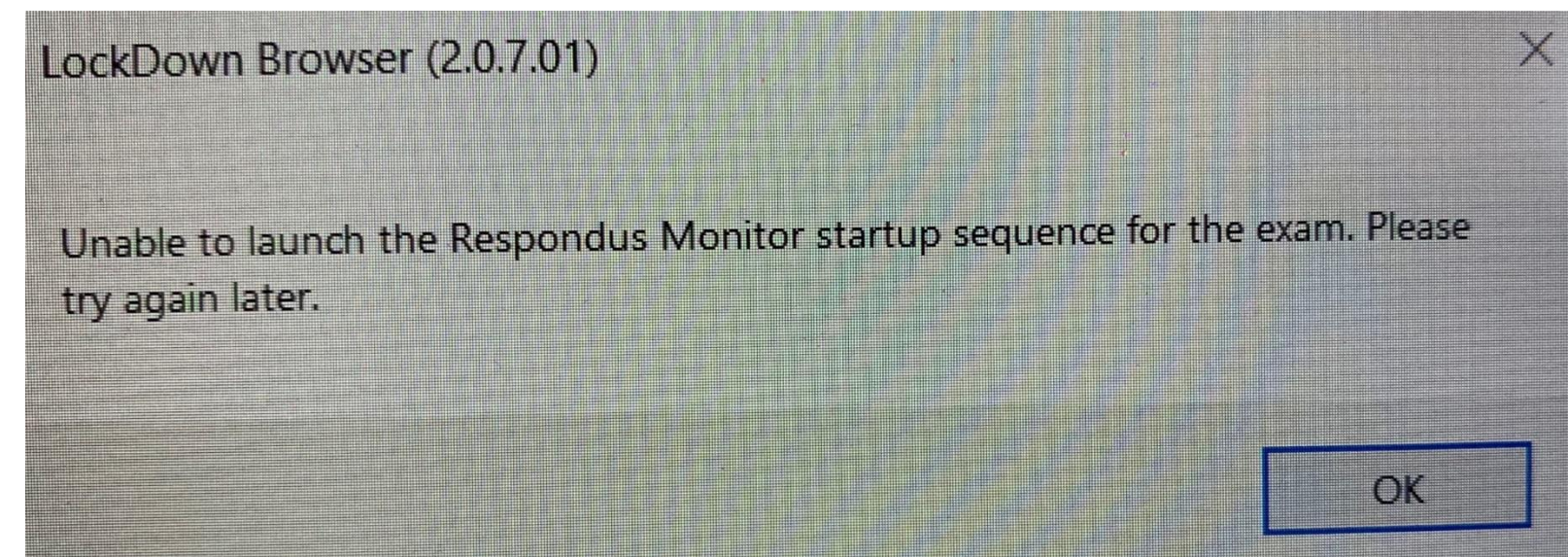
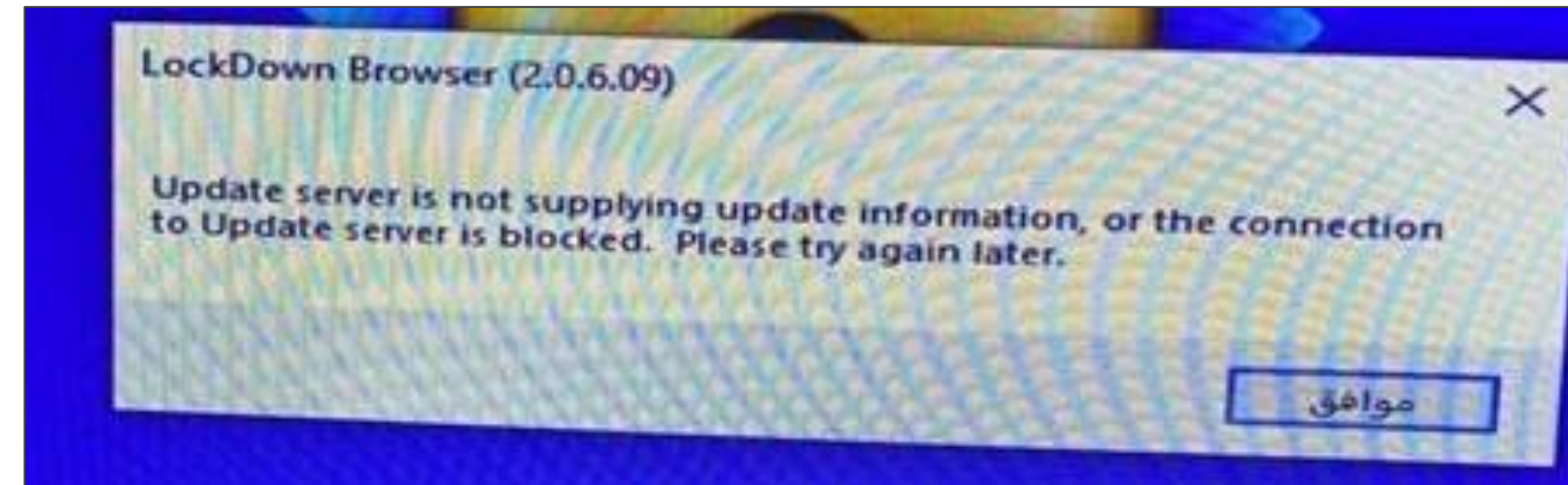
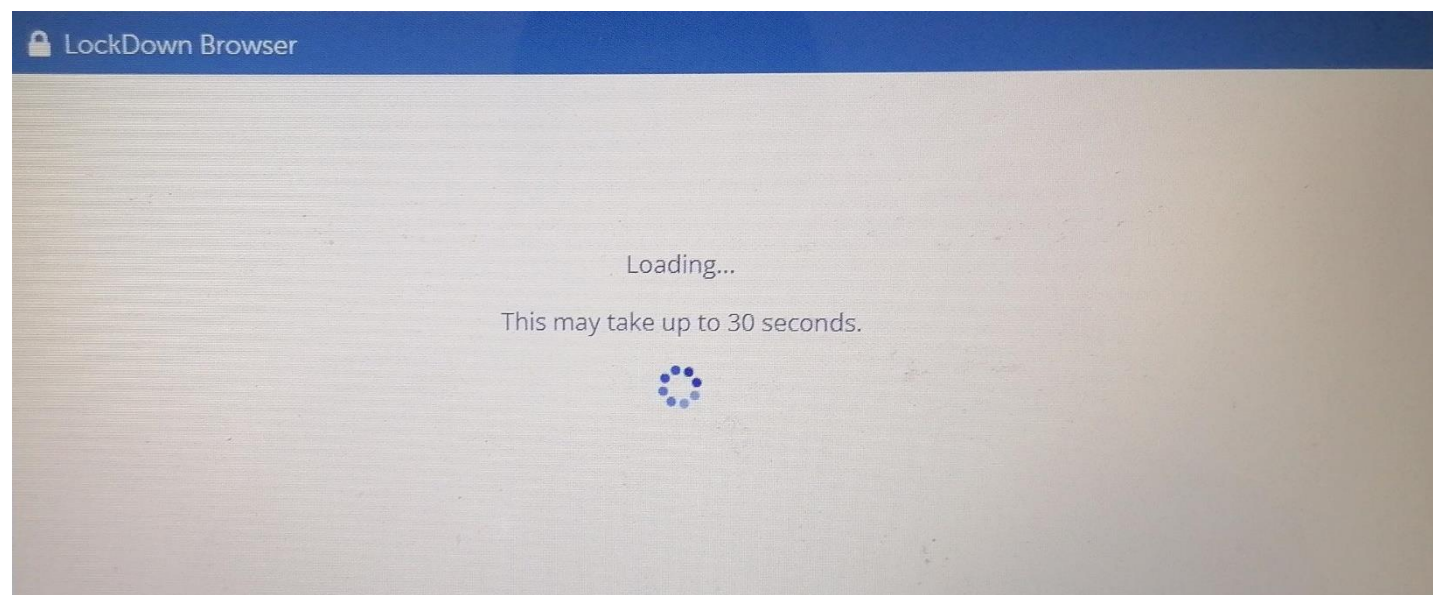
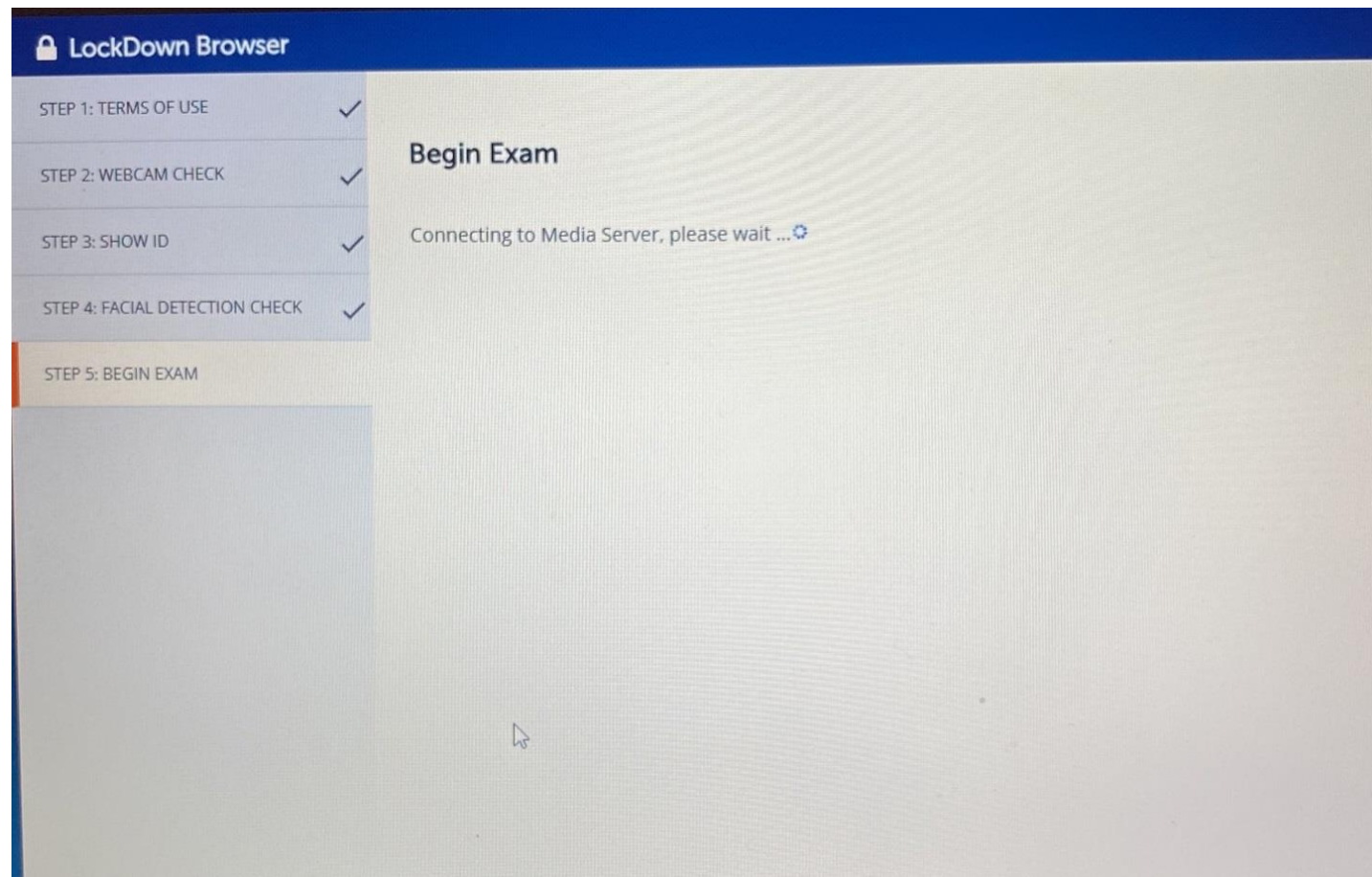
APPENDIX 2: ON THE IMPORTANCE OF UPDATING THE LOCKDOWN BROWSER



The solution to this problem is to update the Lockdown browser to the latest version, as the previous version prevents saving essay answers

Note: Other problems can occur due to lack of updating the operating system and the Lockdown browser, such as being unable to enter the exam, unable to write, and unable to move between questions.

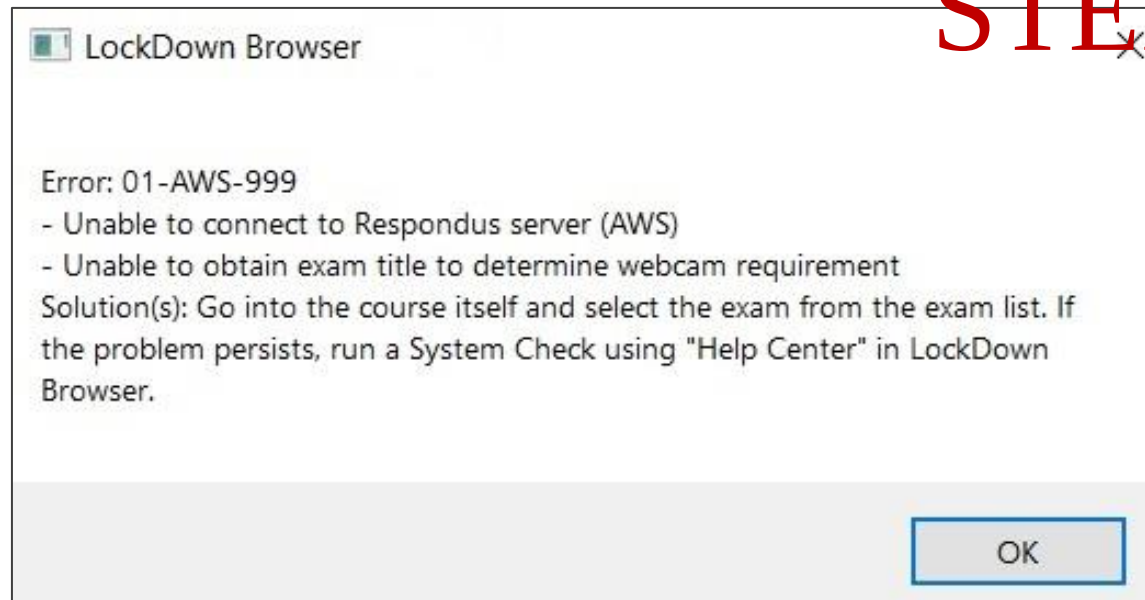
APPENDIX 3: ON THE IMPORTANCE OF DOING THE STEPS BEFORE THE REAL EXAM



The solution to this problem is in the five steps mentioned above.

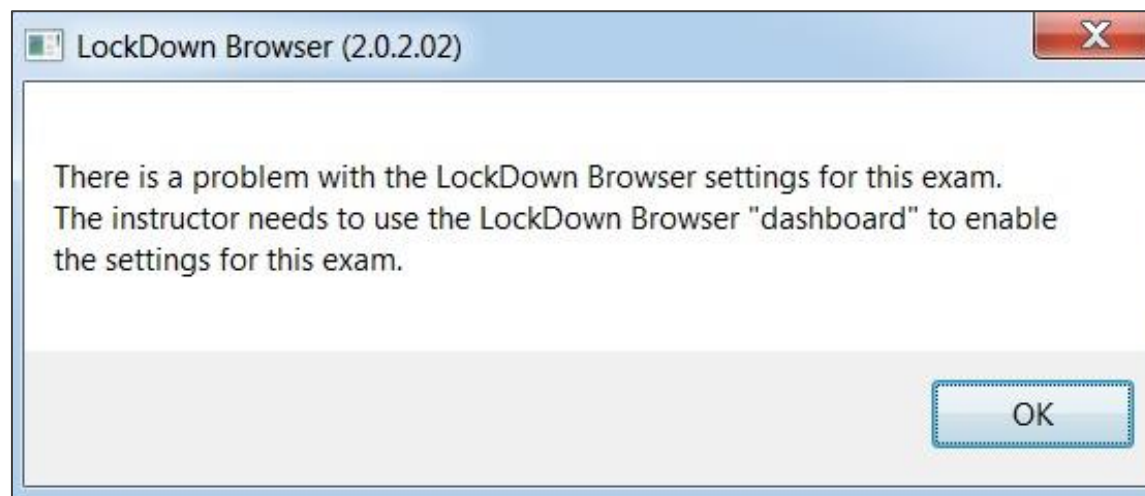
[Click here](#)

APPENDIX 4: ON THE IMPORTANCE OF DOING THESE STEPS BEFORE THE REAL EXAM

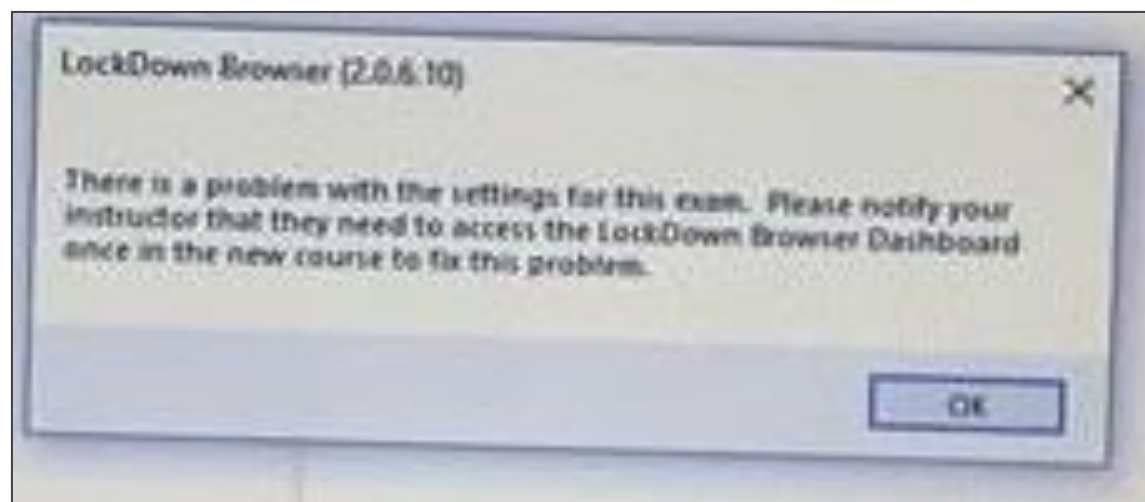


The solution to this problem is in five steps mentioned above..

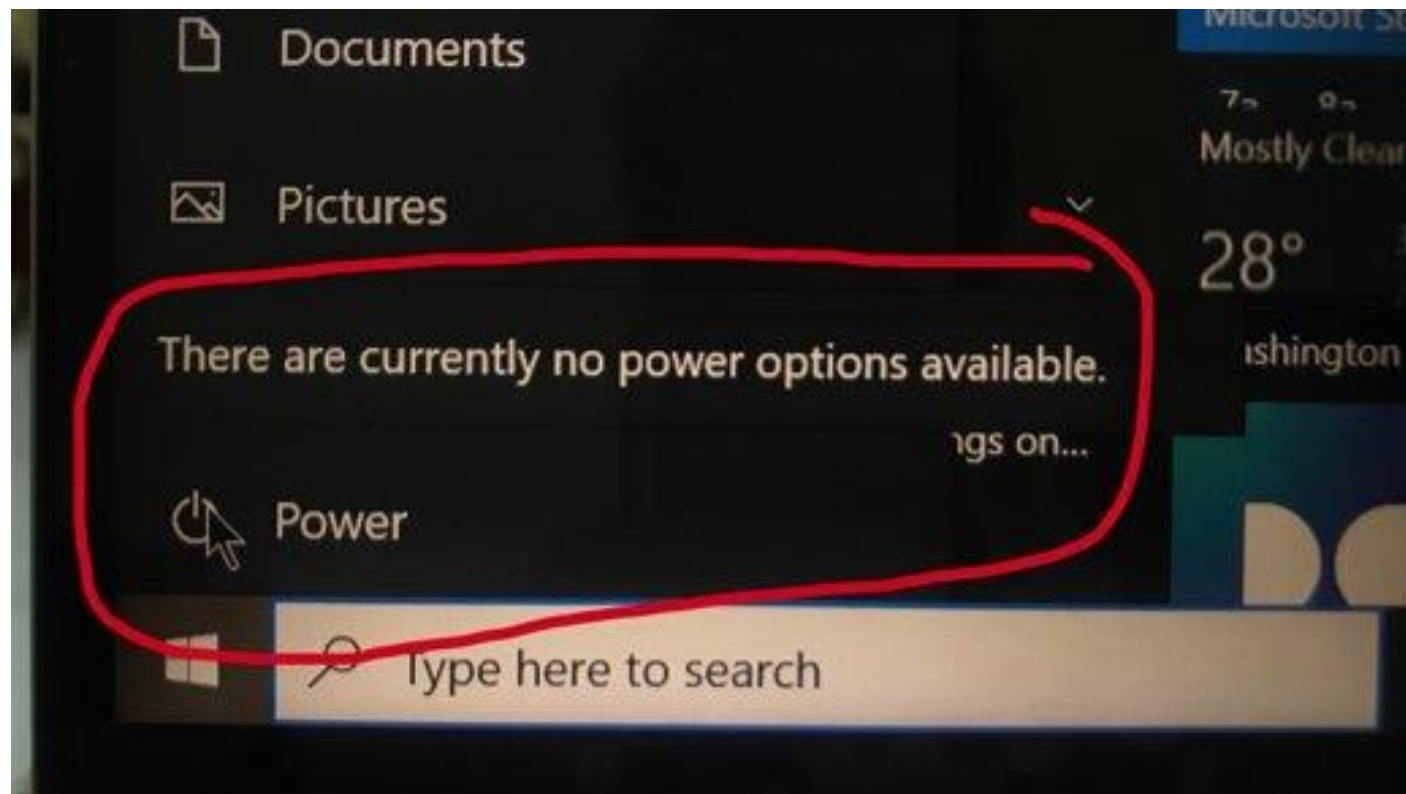
[Click here](#)



Note: if the problem remains after following the steps, contact the course instructor to confirm the exam settings



APPENDIX 5: ON THE IMPORTANCE OF DOING THE STEPS BEFORE THE REAL EXAM

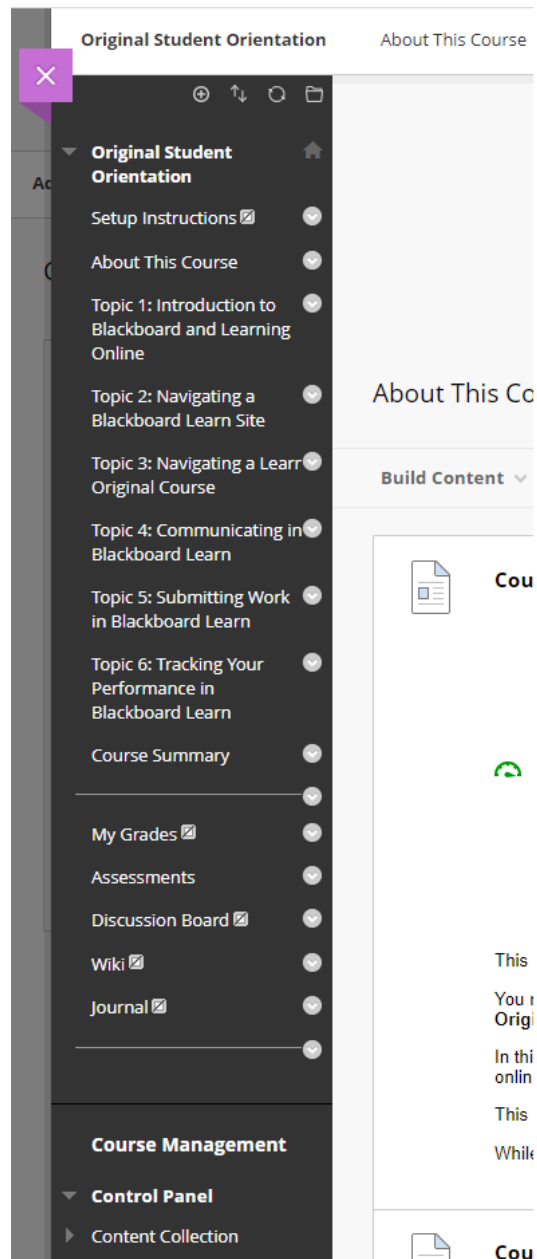


If the turn off and restart button disappear, please follow the method in the video below (min 4:58)

Lockdown solutions:

<https://www.youtube.com/watch?v=E4sJOTLyONM>

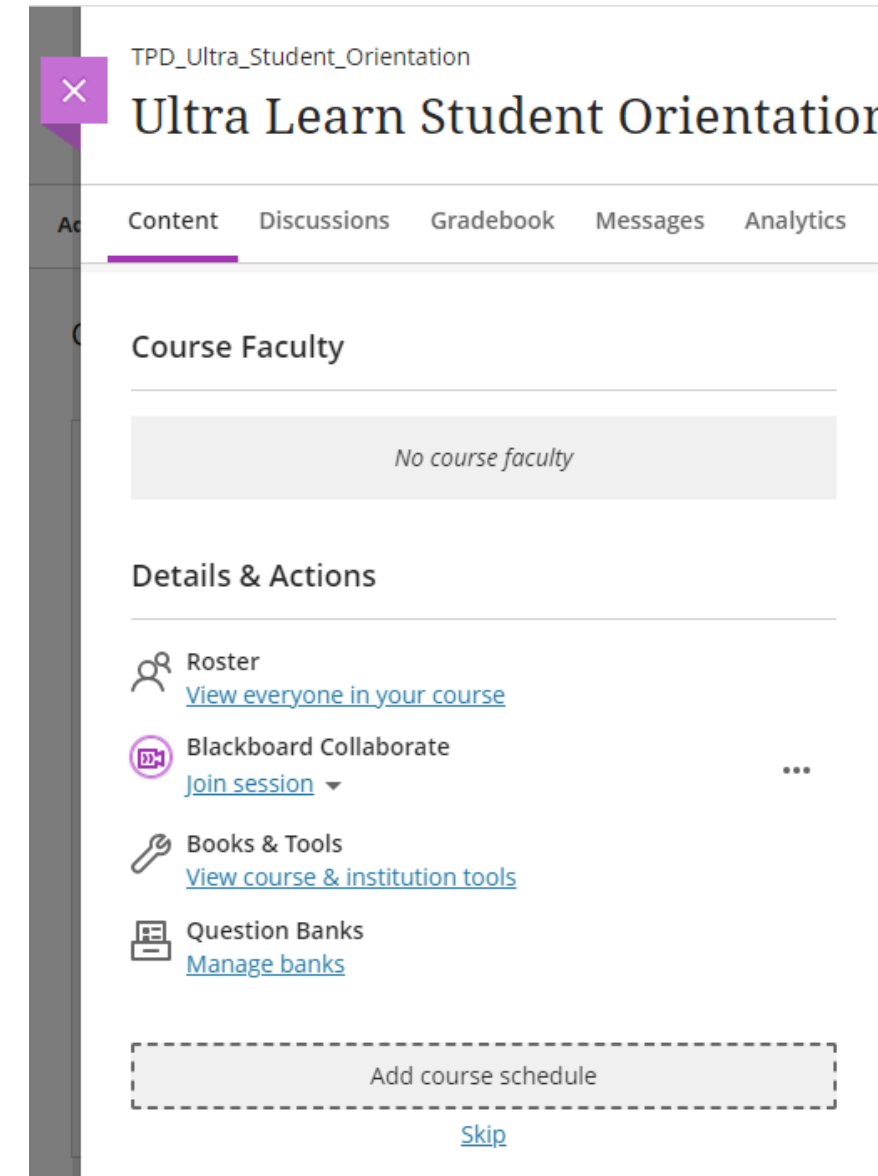
HOW TO ENTER THE EXAM THROUGH THE BROWSER LOCKDOWN?



Original interface:

Log in to Lockdown browser, then enter the exam via the link

Explanation video:
<https://youtu.be/k180wyoV9g4>



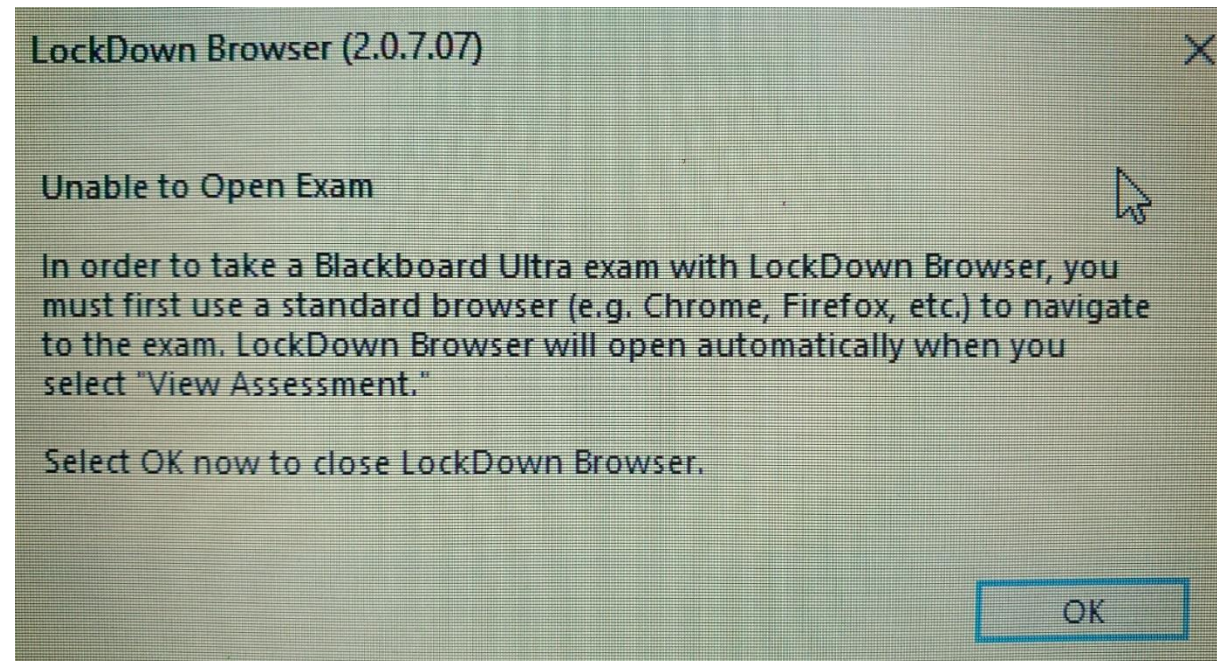
Ultra interface:

Enter the course on Blackboard website from a regular browser such as Google Chrome, then enter the exam via the link

Explanation video:
<https://youtu.be/Wlfg eGNiG8E>

See Appendix

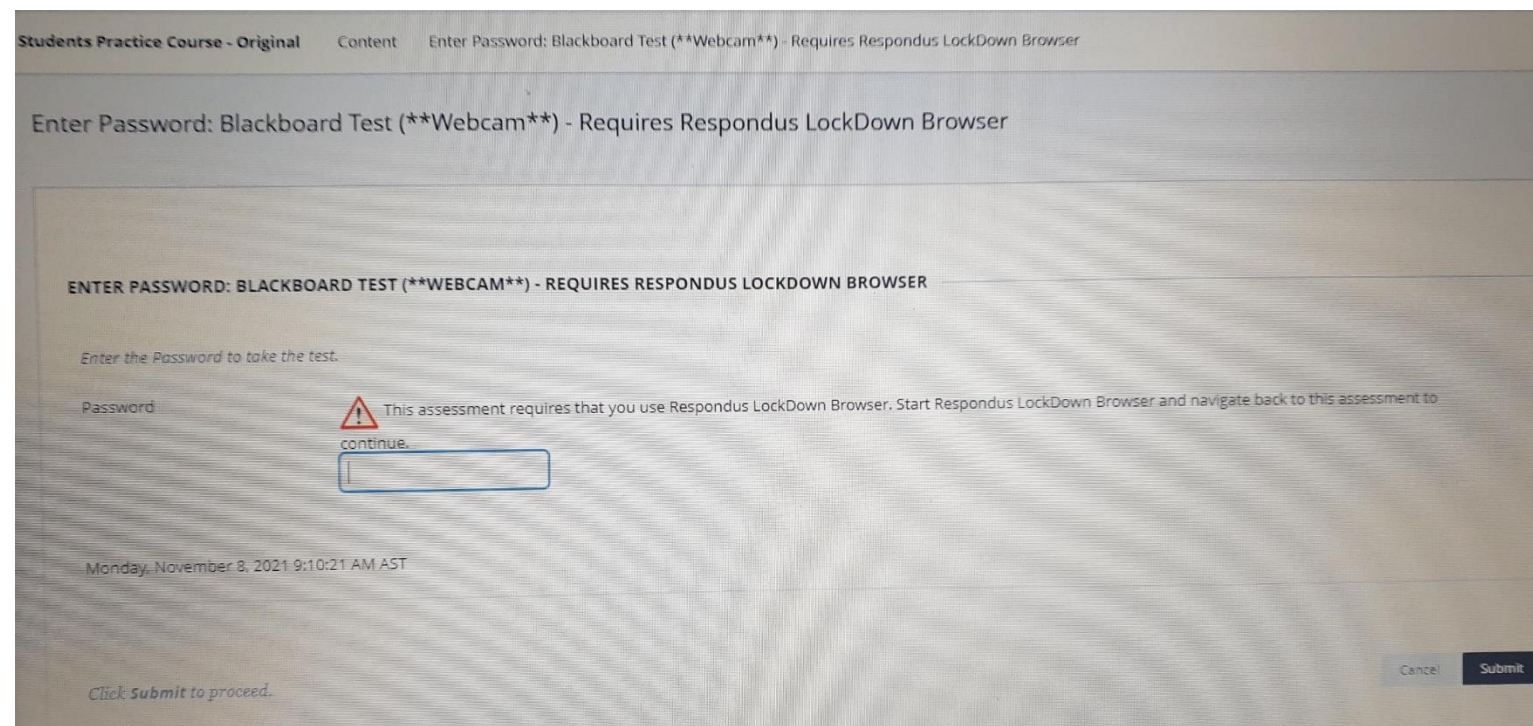
APPENDIX 1: ON THE IMPORTANCE OF KNOWING HOW TO ENTER THE EXAM THROUGH THE LOCKDOWN BROWSER



Enter the course on Blackboard website from a regular browser such as Google Chrome, then enter the exam via the link

Explanation video:

<https://youtu.be/WIfgeGNiG8E>

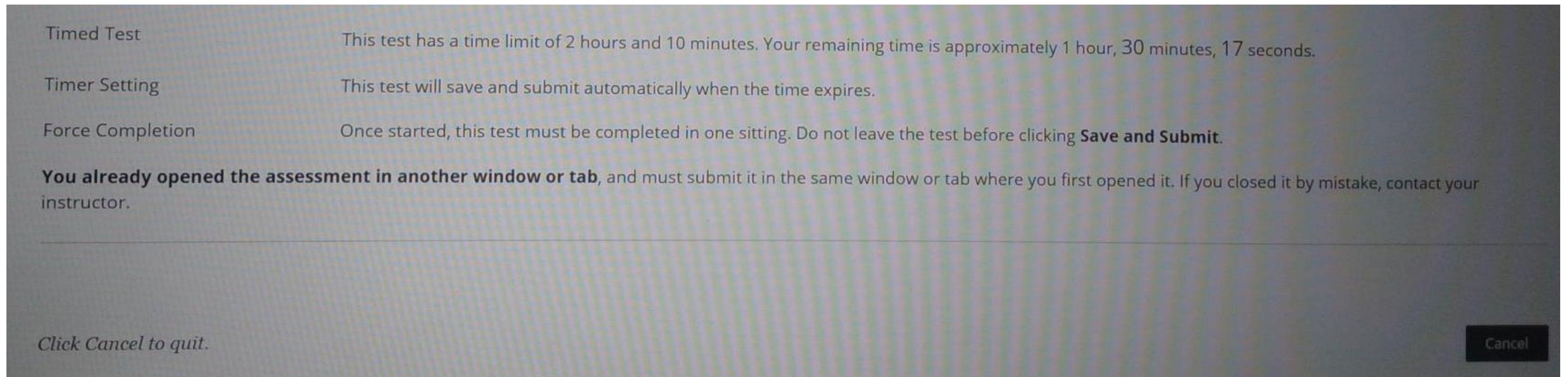


Log in to Lockdown browser, then enter the exam via the link

Explanation video:

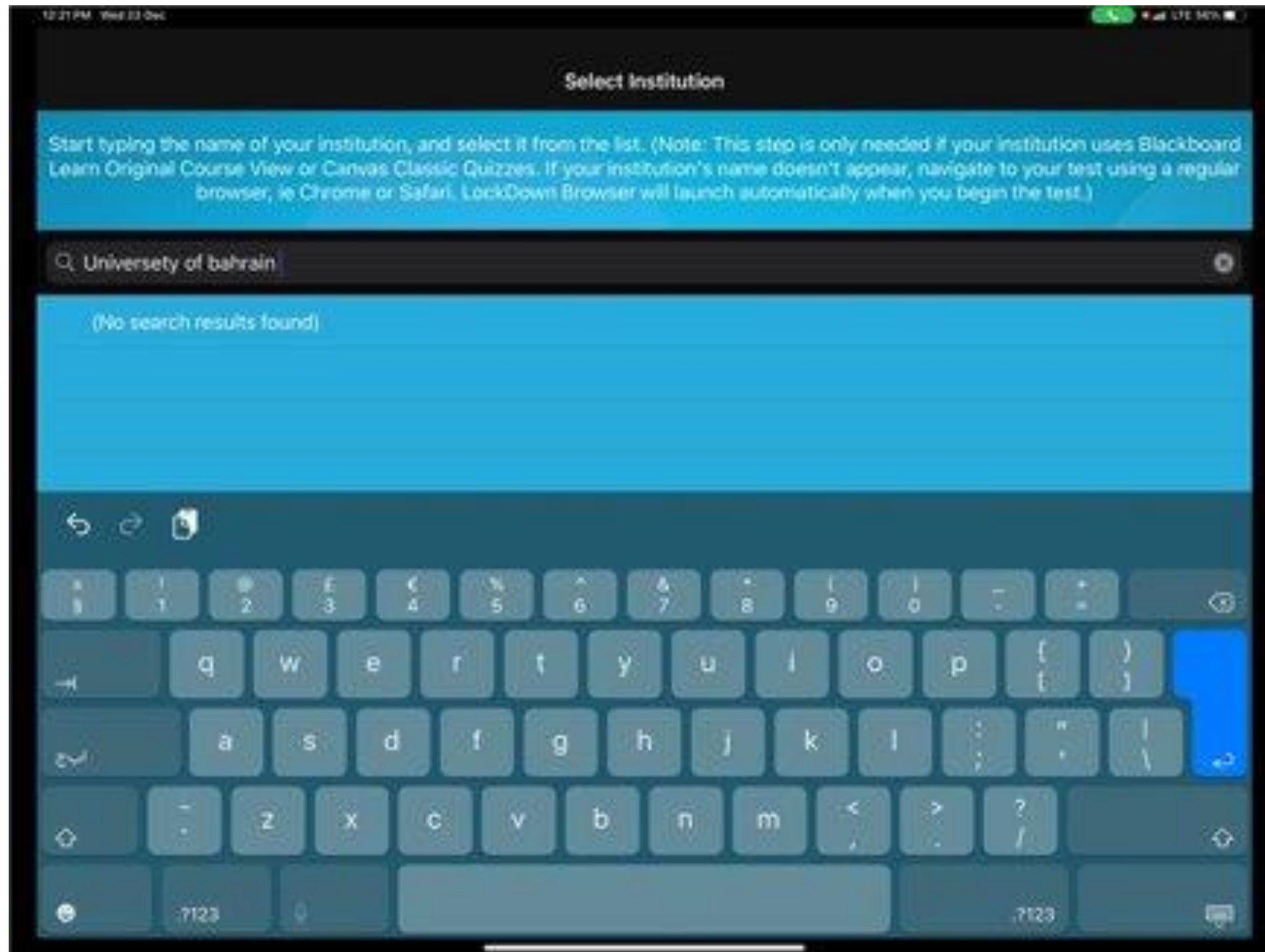
<https://youtu.be/k180wyoV9g4>

APPENDIX 2: ON THE IMPORTANCE OF KNOWING HOW TO ENTER THE EXAM THROUGH THE LOCKDOWN BROWSER



If this message appears, please contact the course instructor to remove the FORCE COMPLETION feature from the exam settings

APPENDIX 3: ON THE IMPORTANCE OF KNOWING HOW TO ENTER THE EXAM VIA THE LOCKDOWN BROWSER



For the student to enter Lookdown browser from an iPad. He/she must type in the search box: University of Bahrain

Note: The course instructor must be informed that the student will use an iPad, to activate the feature of opening the exam through the iPad.

HOW TO MODIFY THE DATE, TIME AND TIME ZONE IN THE DEVICE?

Date & time

Current date and time

7:45 AM, Sunday, February 6, 2022

Set time automatically

☐ Off

Set time zone automatically

☐ Off

Set the date and time manually

Change

Synchronize your clock

Last successful time synchronization: 2022-02-06 7:45:08 AM

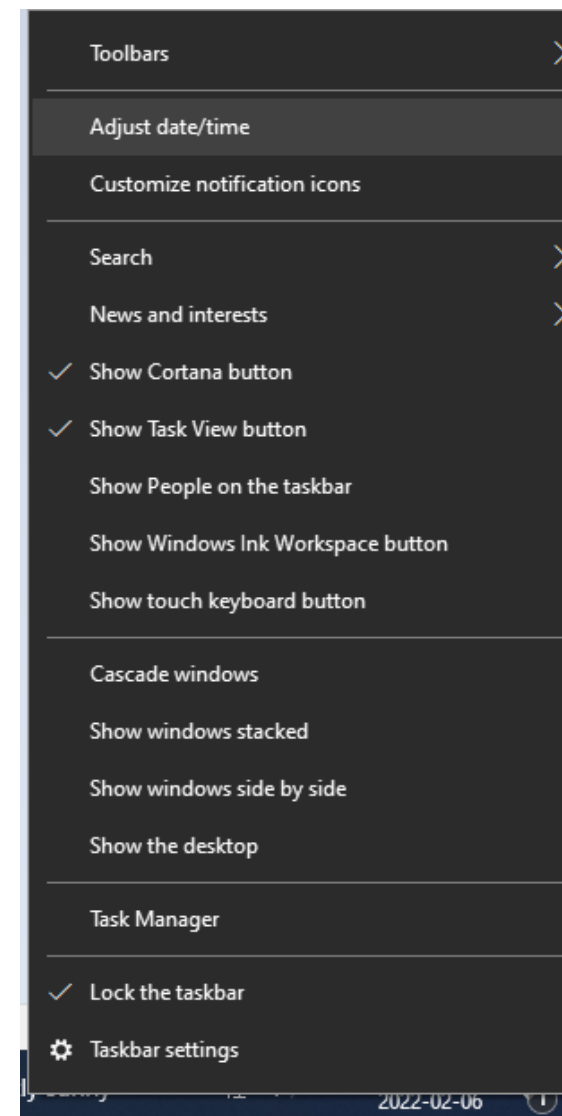
Time server: time.windows.com

Sync now

Time zone

(UTC+03:00) Kuwait, Riyadh

Confirm the clock, time
and Time Zone



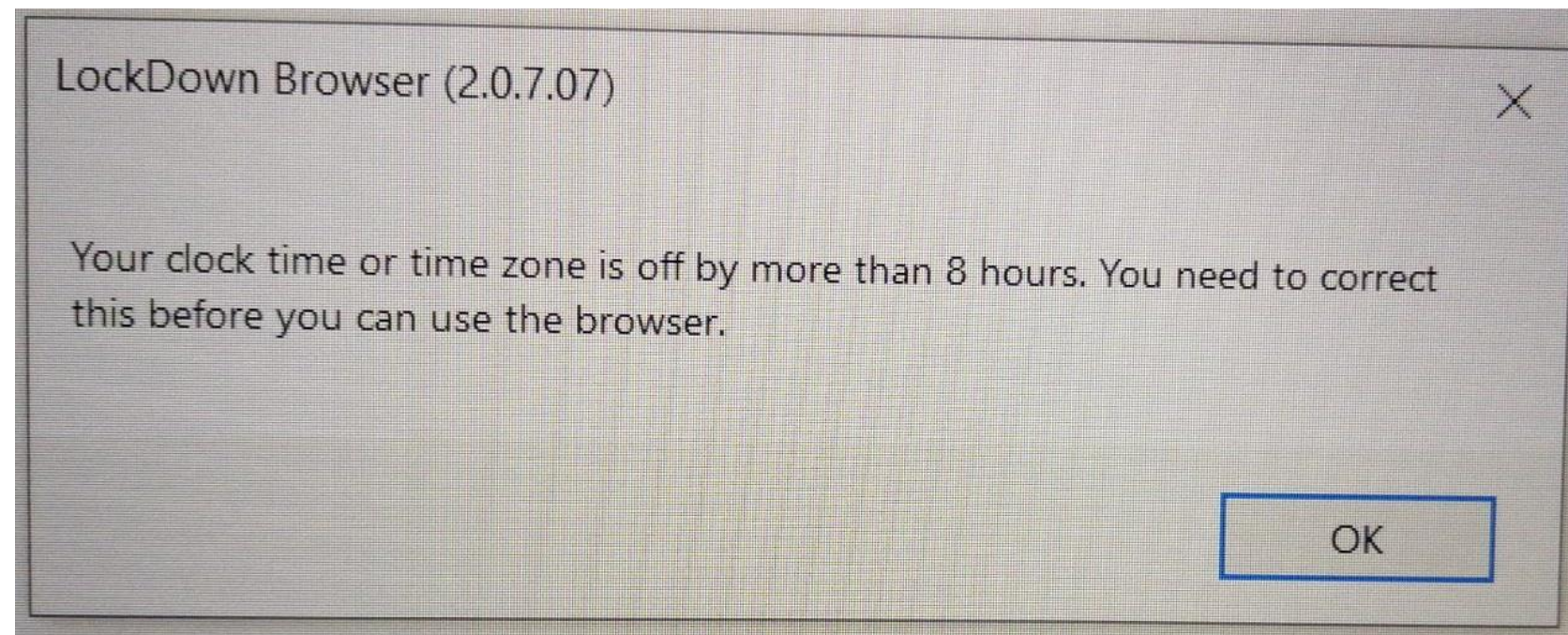
choose
Adjust date/time



Right Click on the
clock

See Appendix

APPENDIX : THE IMPORTANCE OF ADJUSTING THE DATE, TIME AND TIME ZONE ON THE DEVICE



The solution is to adjust the time, date and time zone

Note: One of the problems of not modifying the date, time and time zone is that the exam does not appear to the student, as the exam time set by the course instructor is different from the time on the student's device, so make sure of these settings before entering the exam.

CAMERA AND MICROPHONE PROBLEMS 1



1- Make sure the camera and microphone are connected and working properly, then follow the steps mentioned in these two videos:

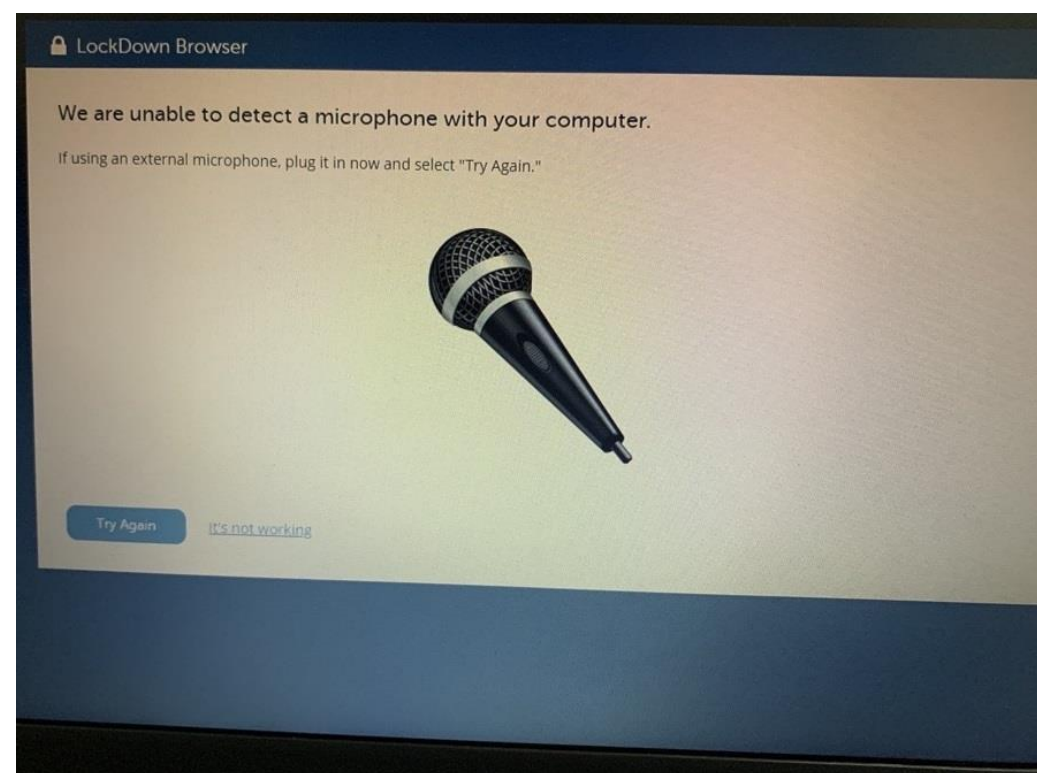
Solve the computer camera problem

<https://youtu.be/MLFvL35Fr00>

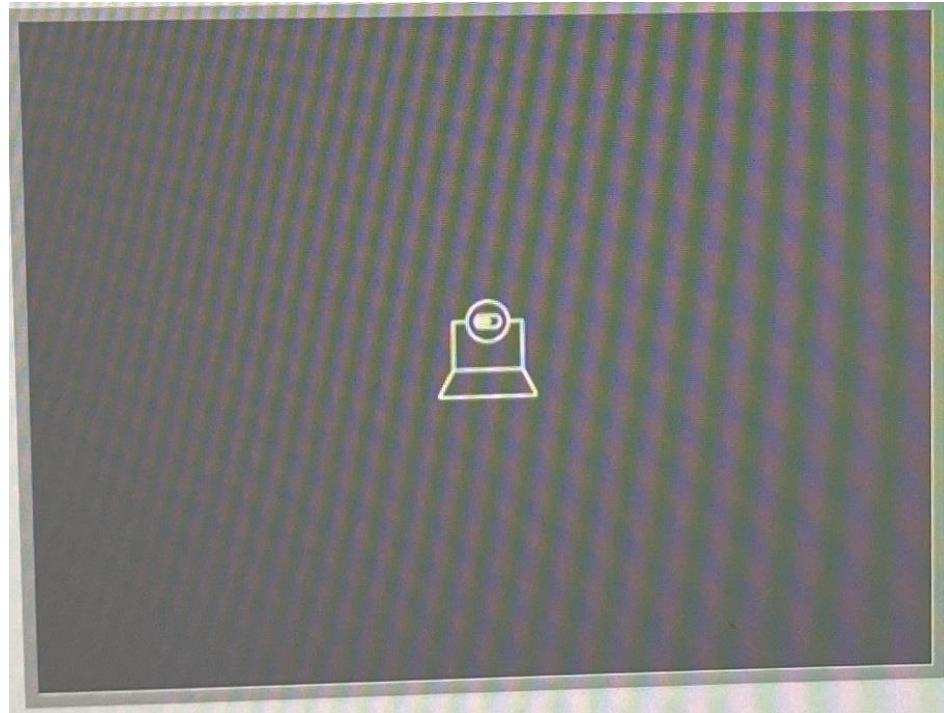
Solve the computer microphone problem

<https://youtu.be/AA43YMt7wrA>

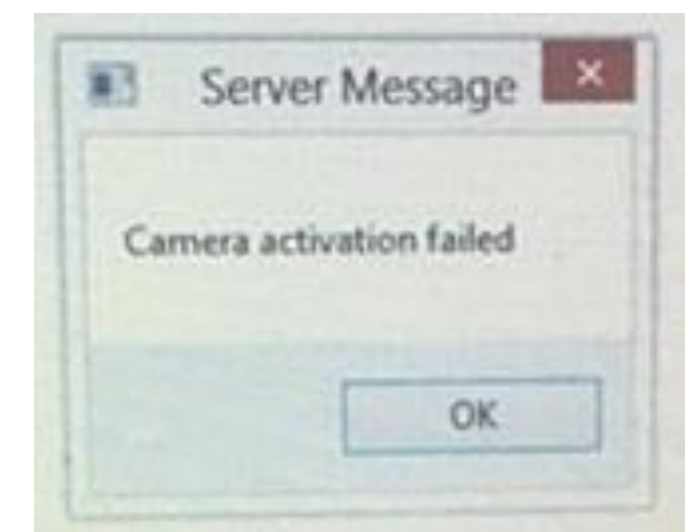
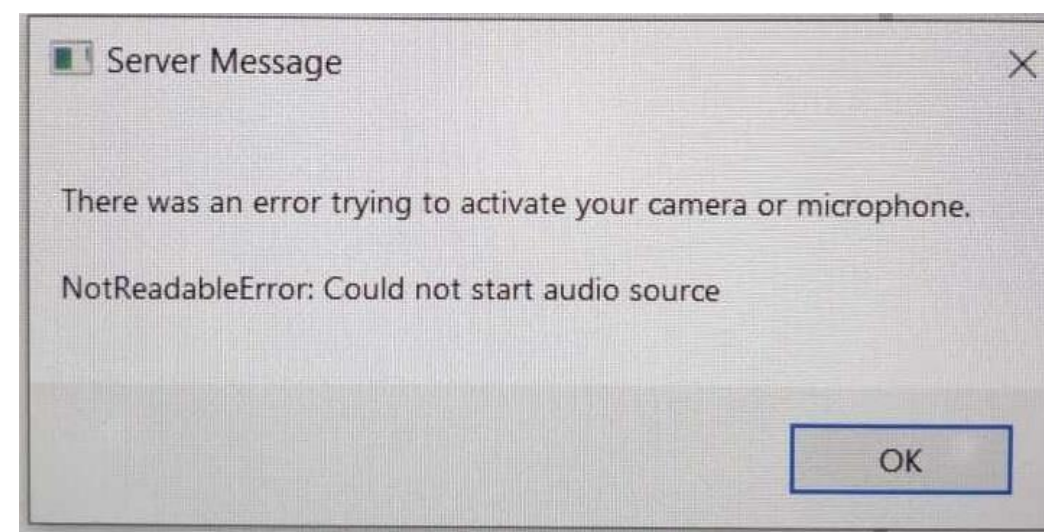
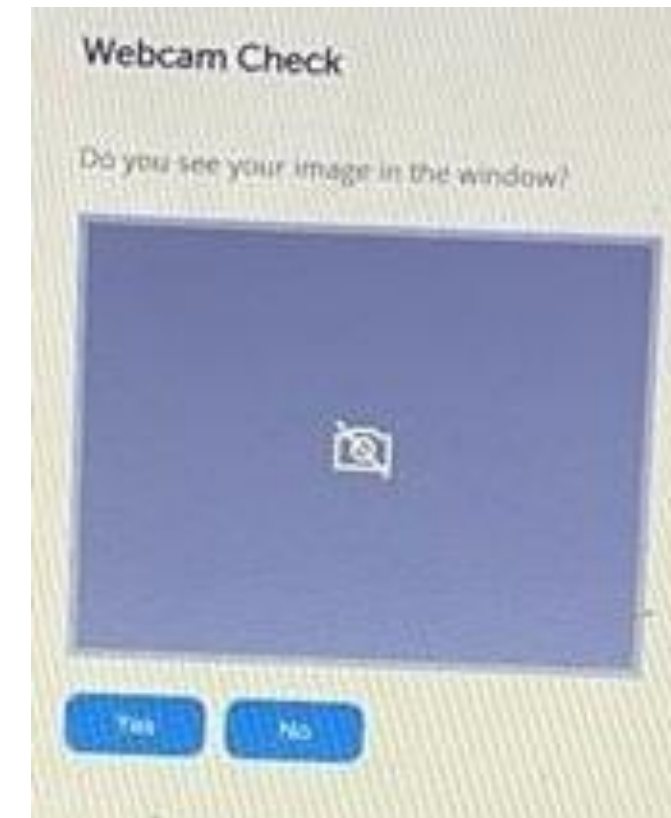
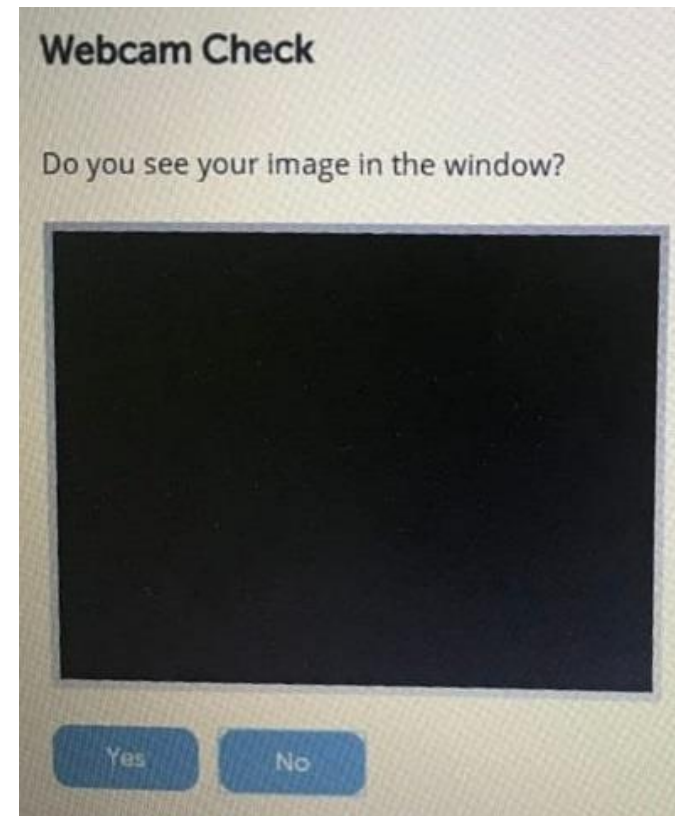
See Appendix



APPENDIX : CAMERA AND MICROPHONE PROBLEMS 1



The solution to this problem is for the student to open the camera from the button on the laptop -meant to open the camera.

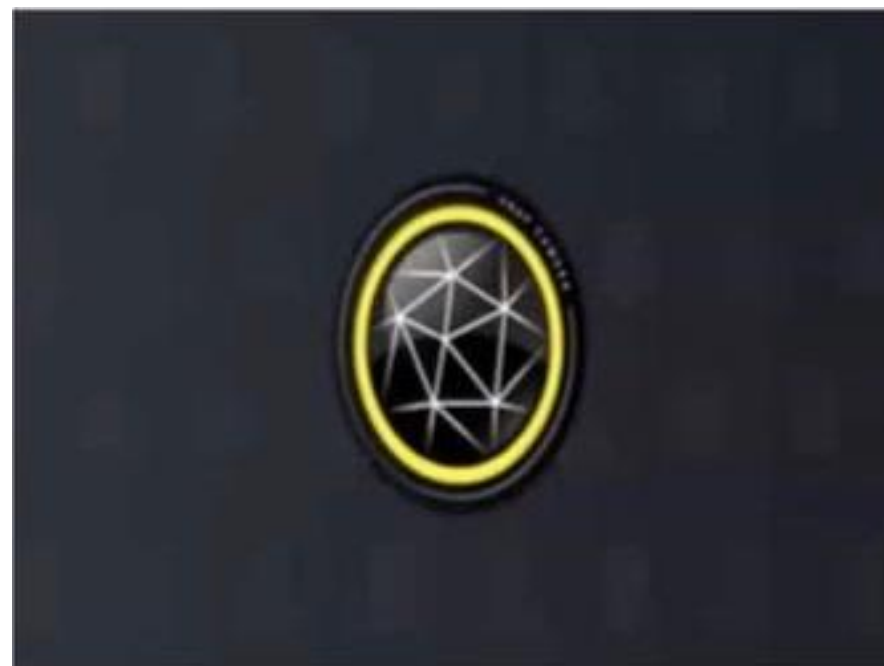


Some messages that indicate a problem with opening the camera or microphone.

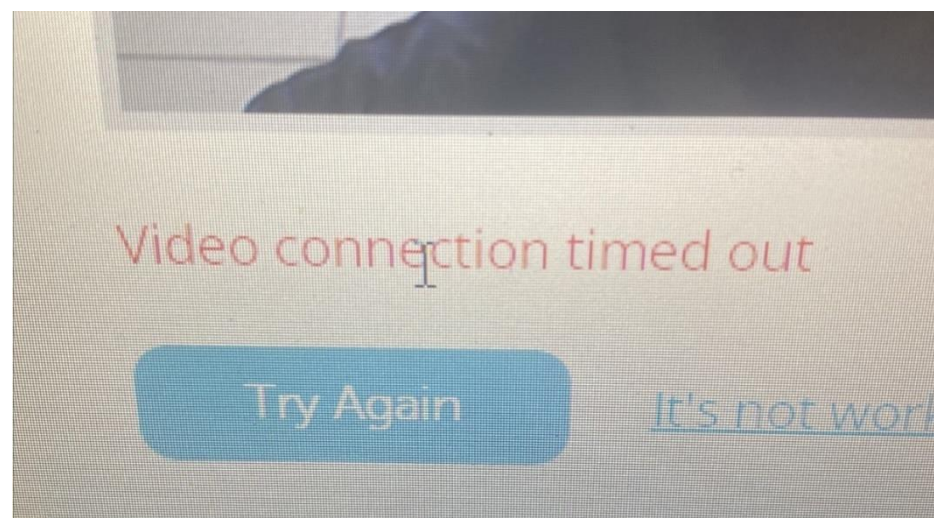
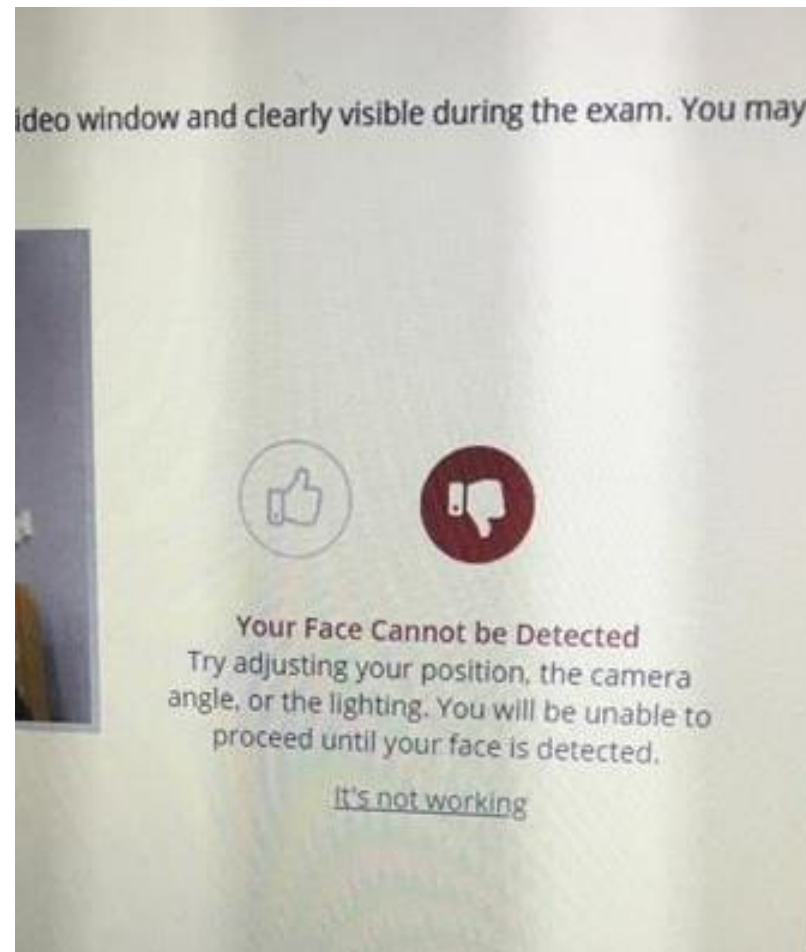
CAMERA AND MICROPHONE PROBLEMS 2



2- Make sure there is no program blocking the camera in Lockdown browser during the exam, such as Snap Camera and 360 Total Security Antivirus, as this will cancel the student's exam and may expose him/her to legal accountability and have them transferred to behavioral violations department.



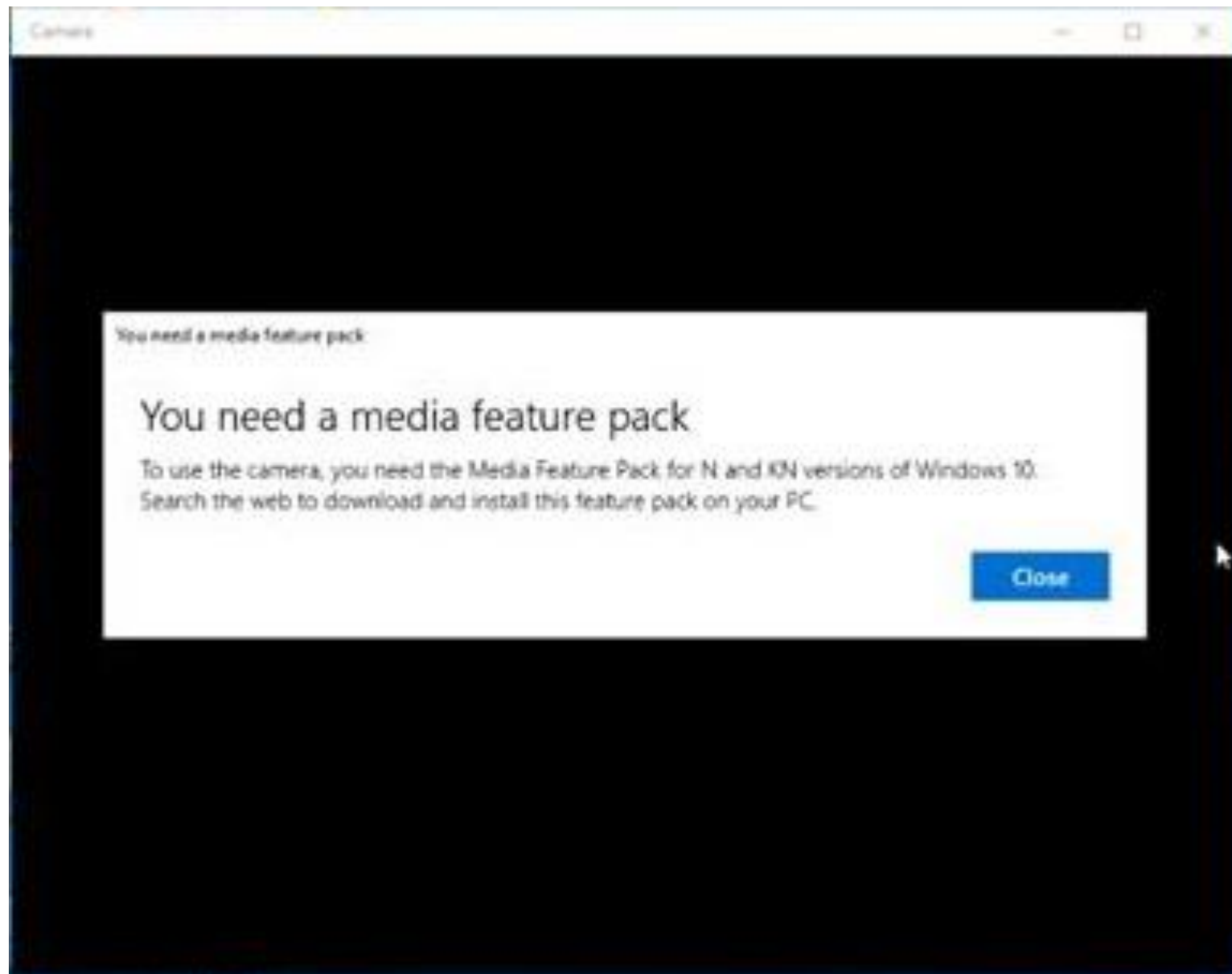
CAMERA AND MICROPHONE PROBLEMS 3



3- If the camera is working, but the face is not recognized, make sure the lighting is sufficient and the face is at a correct angle when looking at the camera, and the background is appropriate; the student may need to change his/her place to solve the problem. If the problem persists, please contact the course instructor, if possible, to have the facial recognition feature removed, to enter the exam.

4- Some camera problems may be caused because the operating system or the Lockdown browser are not updated, or because of Internet connection, or failure to follow the steps in the previously mentioned videos. Be sure to follow the steps and do the practice exam to ensure that the problem is solved.

CAMERA AND MICROPHONE PROBLEMS 4

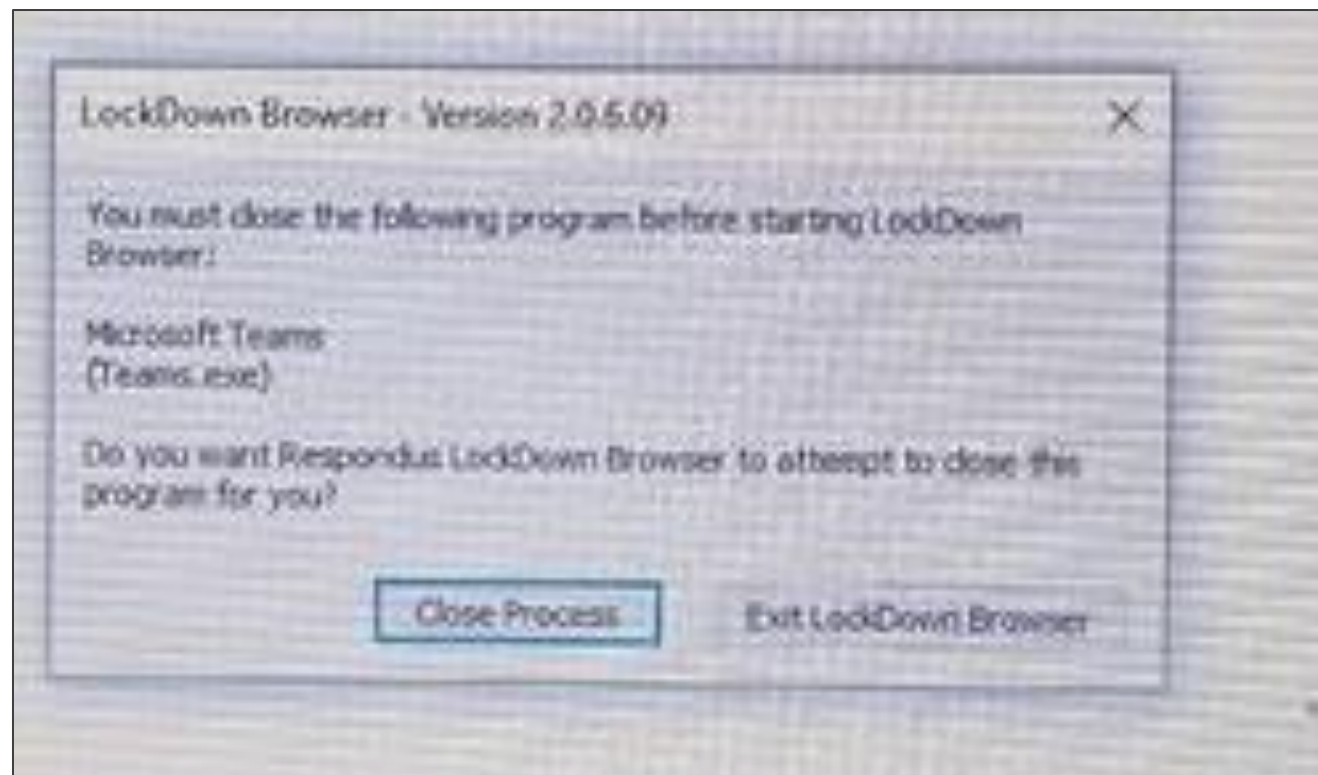


When opening the camera on Windows, and the camera is not working, and this message appears, please follow the steps in this video (minutes 1:50-2:47):

<https://youtu.be/NvCnQRu8CSo>

Note: This problem only appears in Windows 10K or Windows 10KN

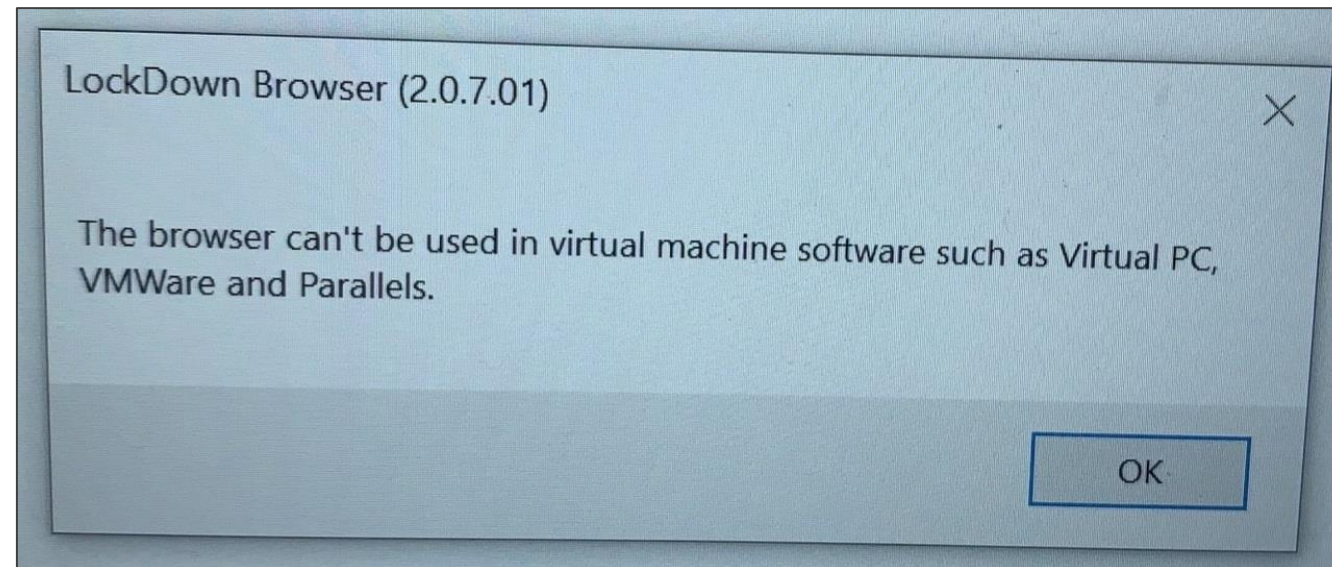
CLOSE PROGRAMS THAT THE LOCKDOWN BROWSER DOES NOT ALLOW



If this message appears, and the student cannot close it, he/she should shut down and then start the computer and close all programs (near the time and date), including Microsoft Teams and Anti Virus temporarily before opening Lockdown, and you can right click on the Windows logo, then choose Task Manager to close these programs.



VMWARE PROBLEM

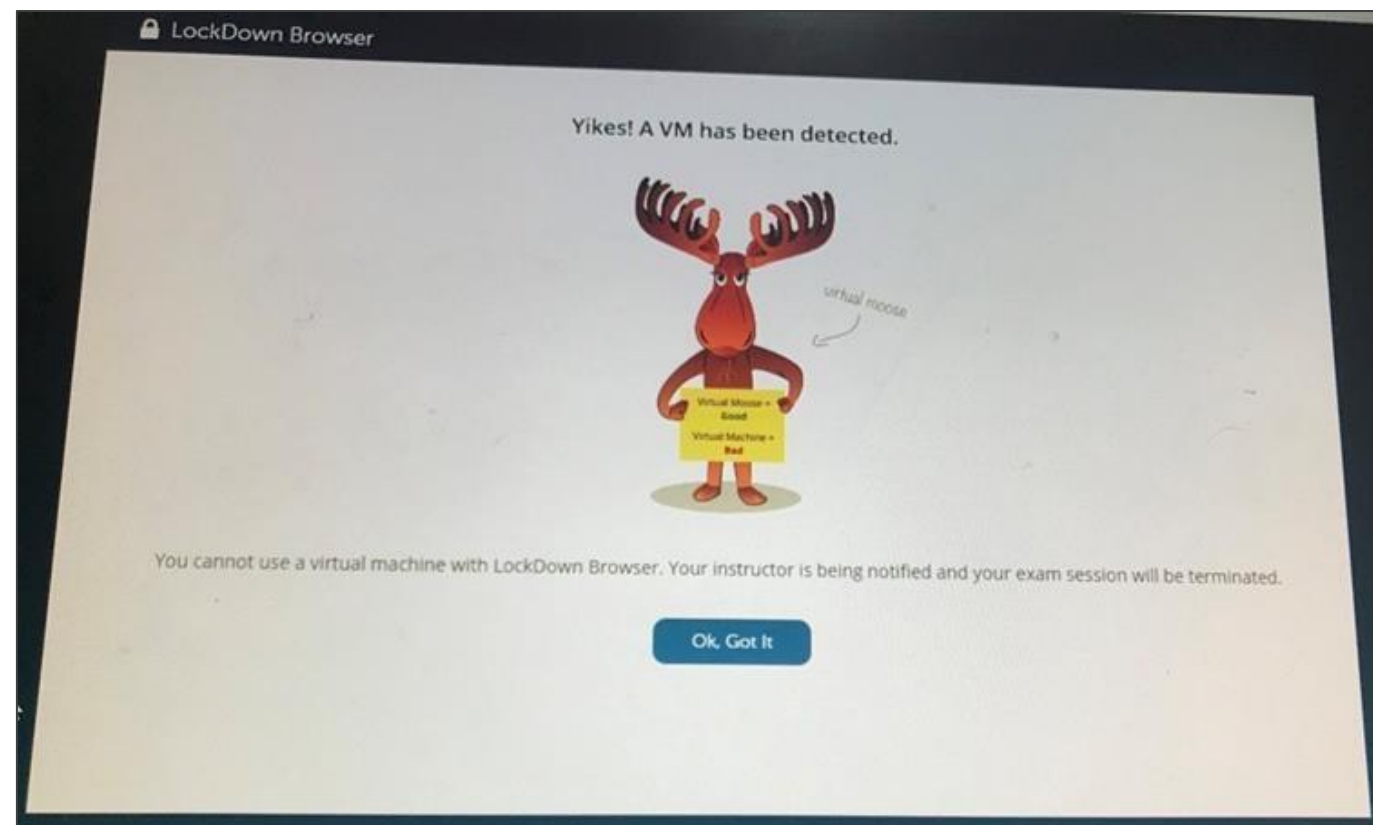


Fix the problem by:

1. Removing VMWARE for wireless mouse, speaker, etc. by going to Device Manager and uninstalling it (steps on next page)
2. Windows devices: Turn off Hyper Threading or any other feature related to this issue in BIOS.
3. Macs: Disable the Parallels.

If the problem persists, the solution is to format the device or use another device.

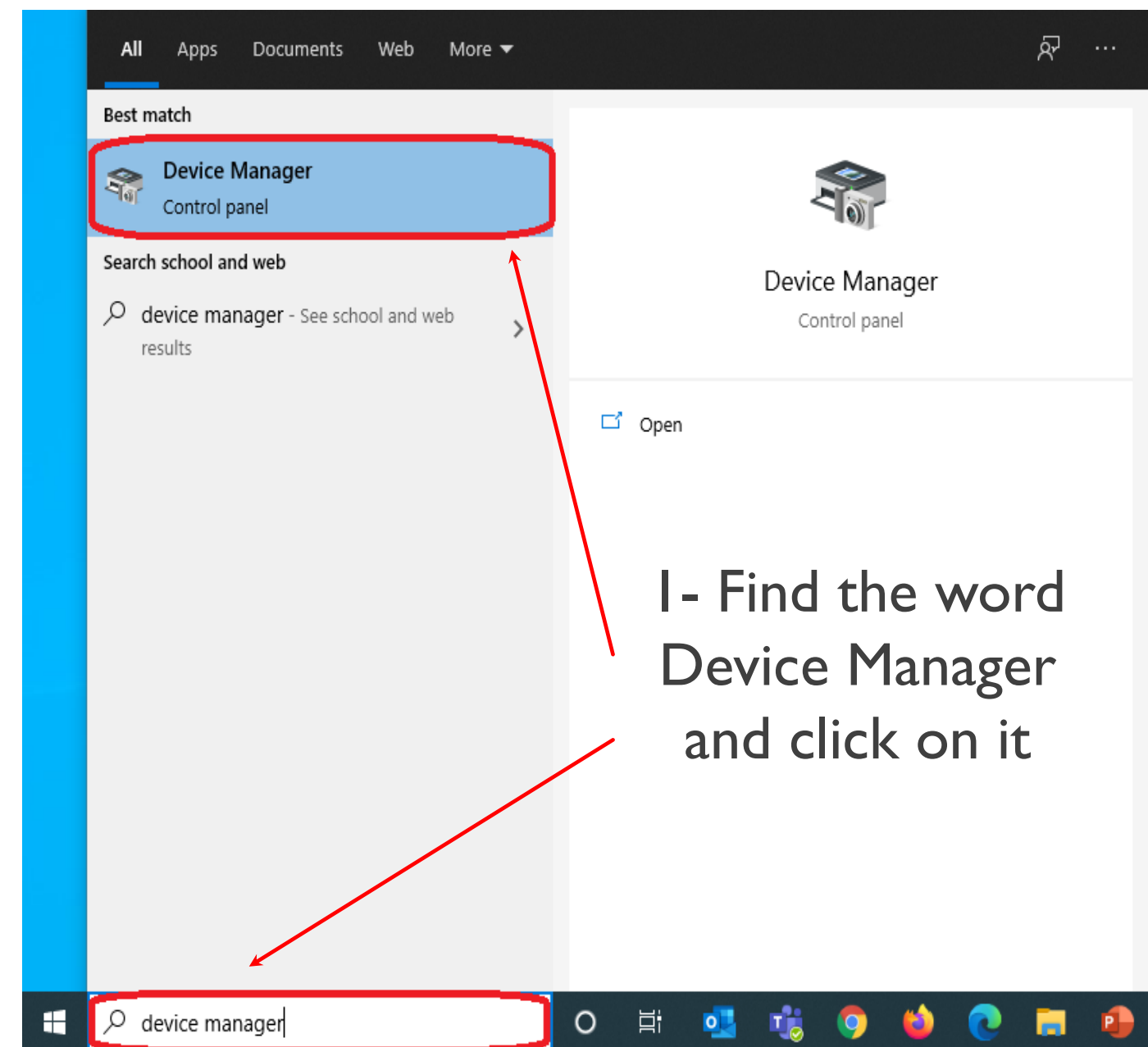
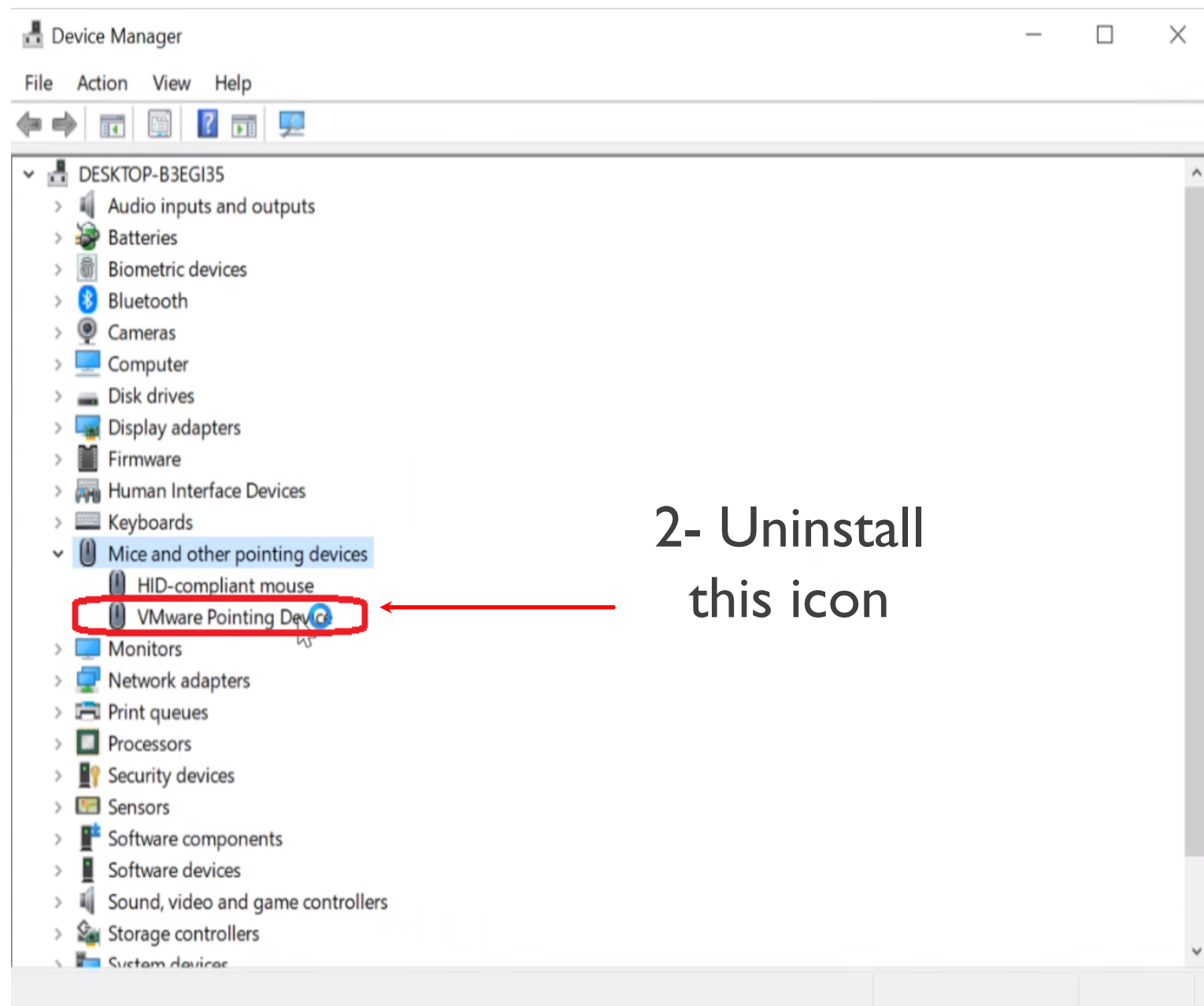
Note: If the student decides to format the device, he/she should make sure to copy the files and keep a backup copy before formatting.



See Appendix

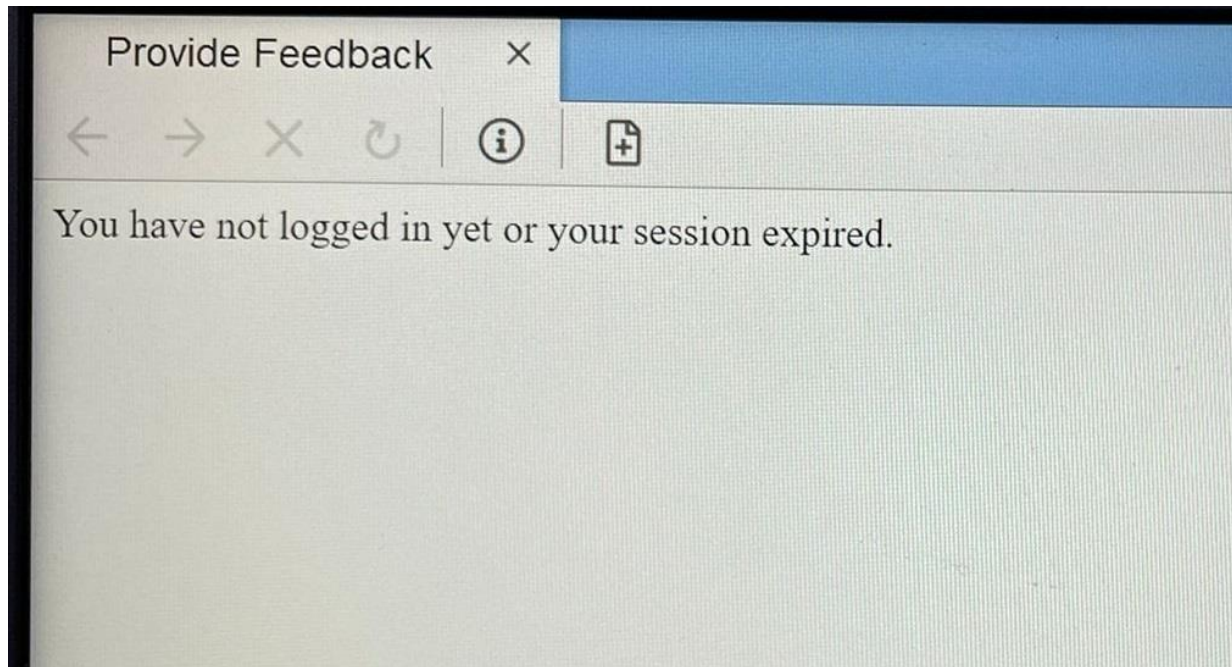
APPENDIX: VMWARE PROBLEM

How to remove the mouse VMWARE

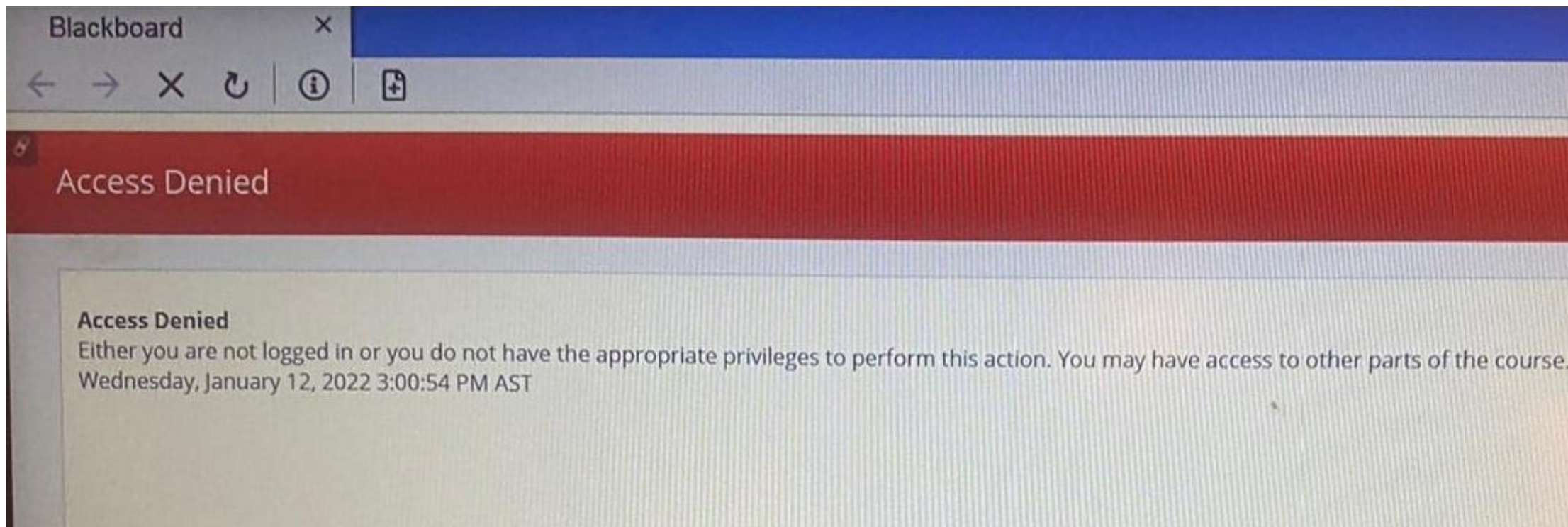


Note: After Uninstalling, you can enter the exam through the Lockdown program.. Do not restart the device, as the icon will appear again, and you will not be able to enter the exam until it is removed again. You may need to make sure of this step before entering each exam.

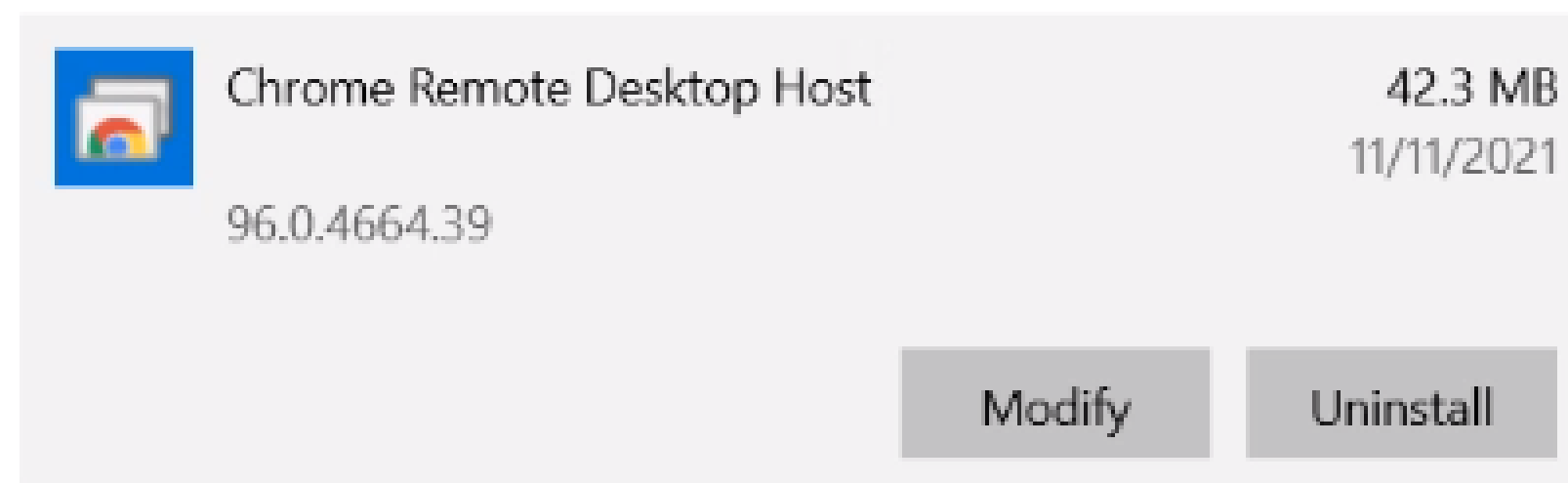
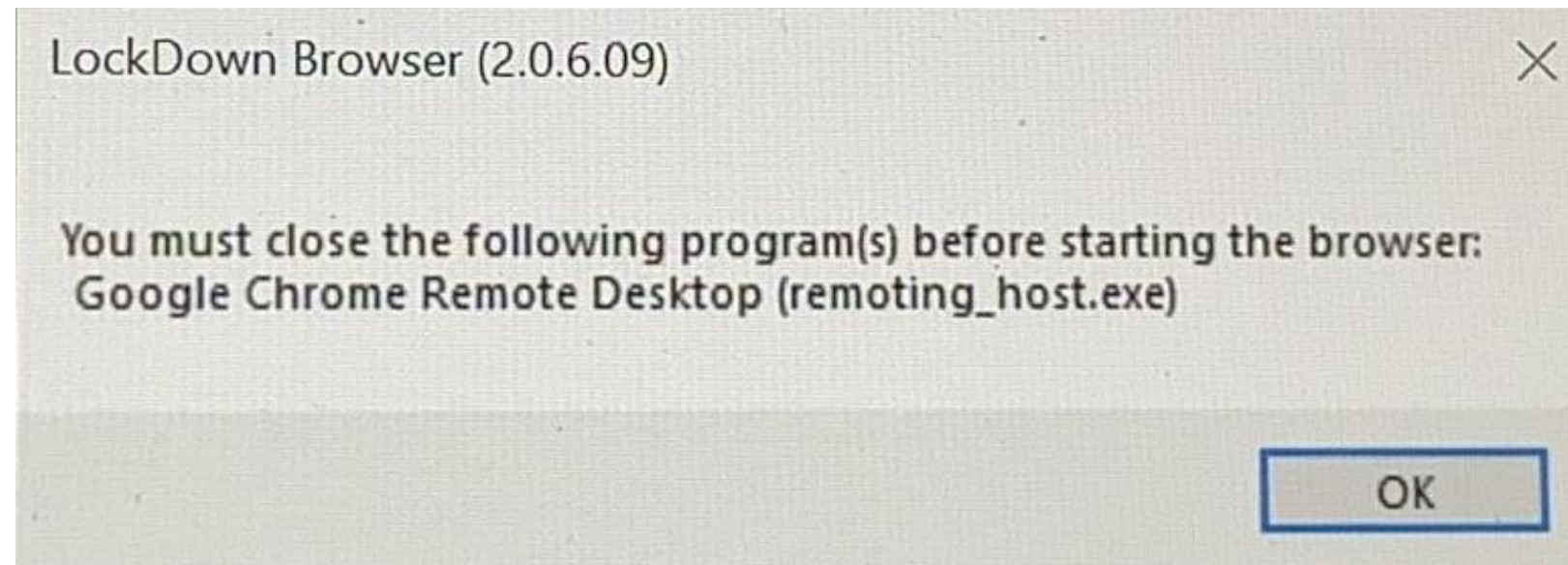
OTHER PROBLEMS 1



If these messages appear before entering the exam, the student should make sure to change the date, time and time zone, and then contact the course instructor to confirm the exam settings.



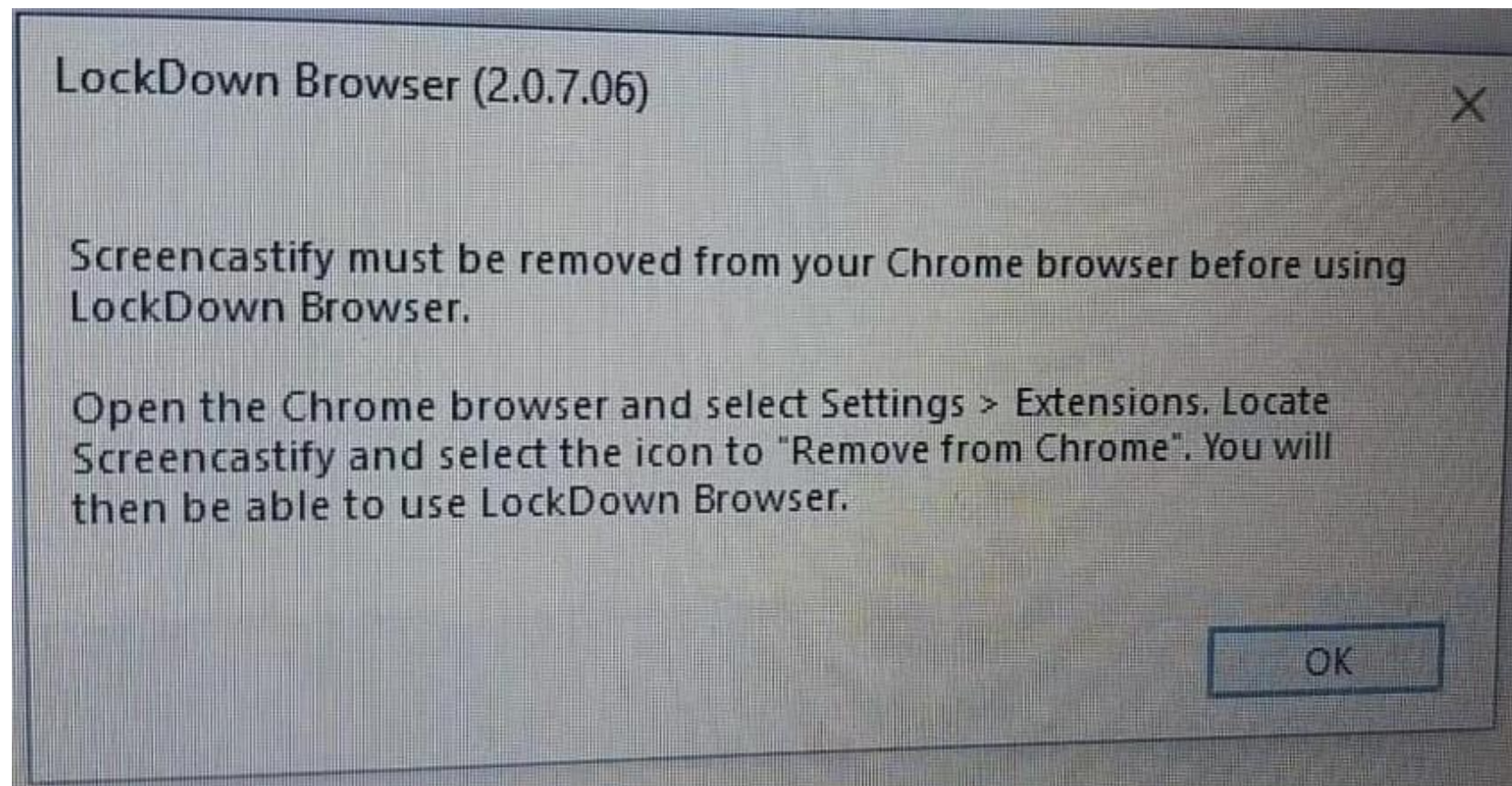
OTHER PROBLEMS 2



If this message appears, remove (Chrome Remote Desktop Host) program from the device.

Go to the search box and type:
Add or remove programs, then
remove the mentioned program.

OTHER PROBLEMS 3



If this message appears, refer to this site for more details on how to remove the program:

<https://www.bugsfighter.com/remove-screencastify-windows-and-mac/>

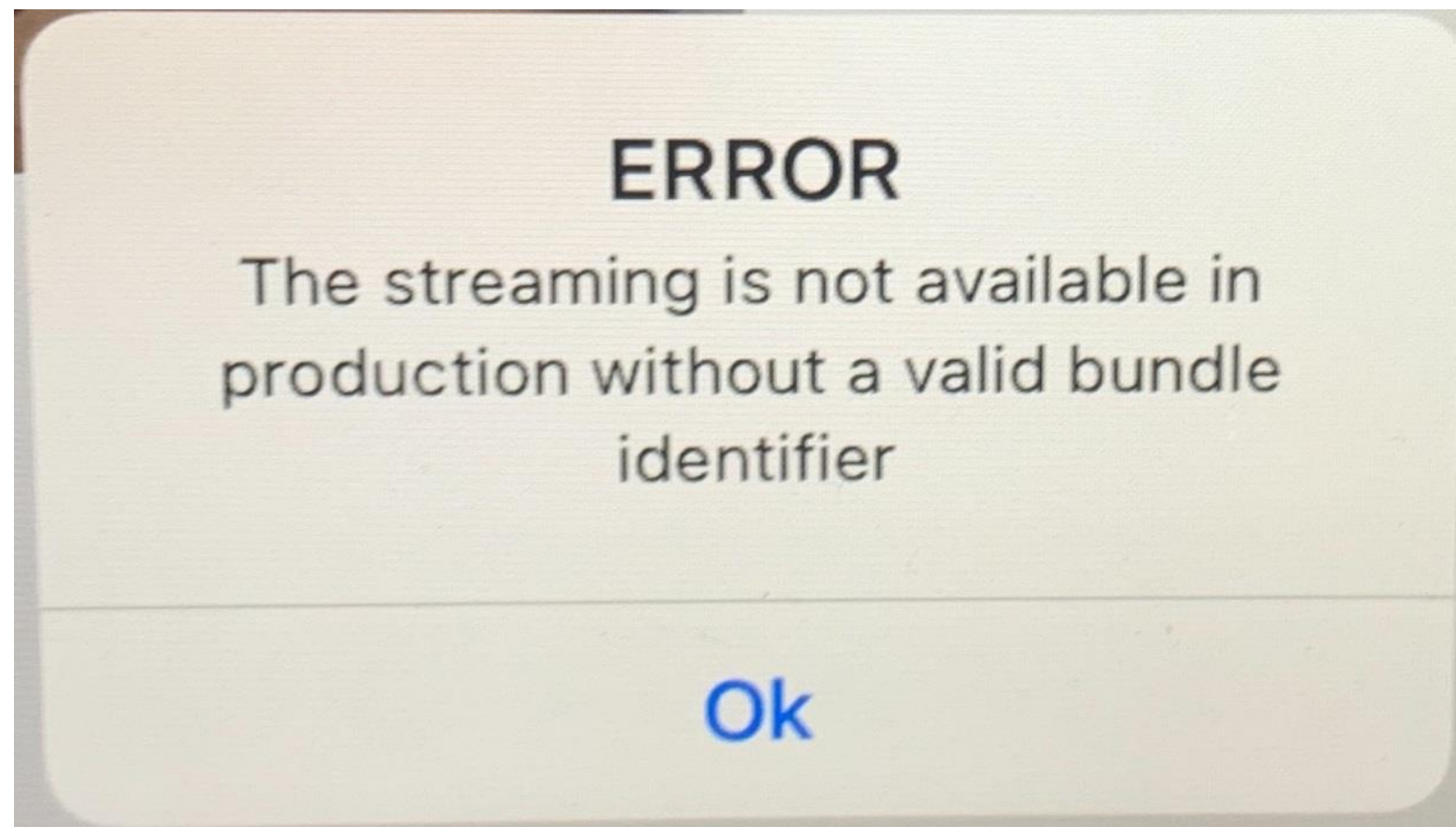
OTHER PROBLEMS 4



When facing a problem with iPad, not responding to commands (Stuck), please follow one of the two steps in the video to solve the problem:

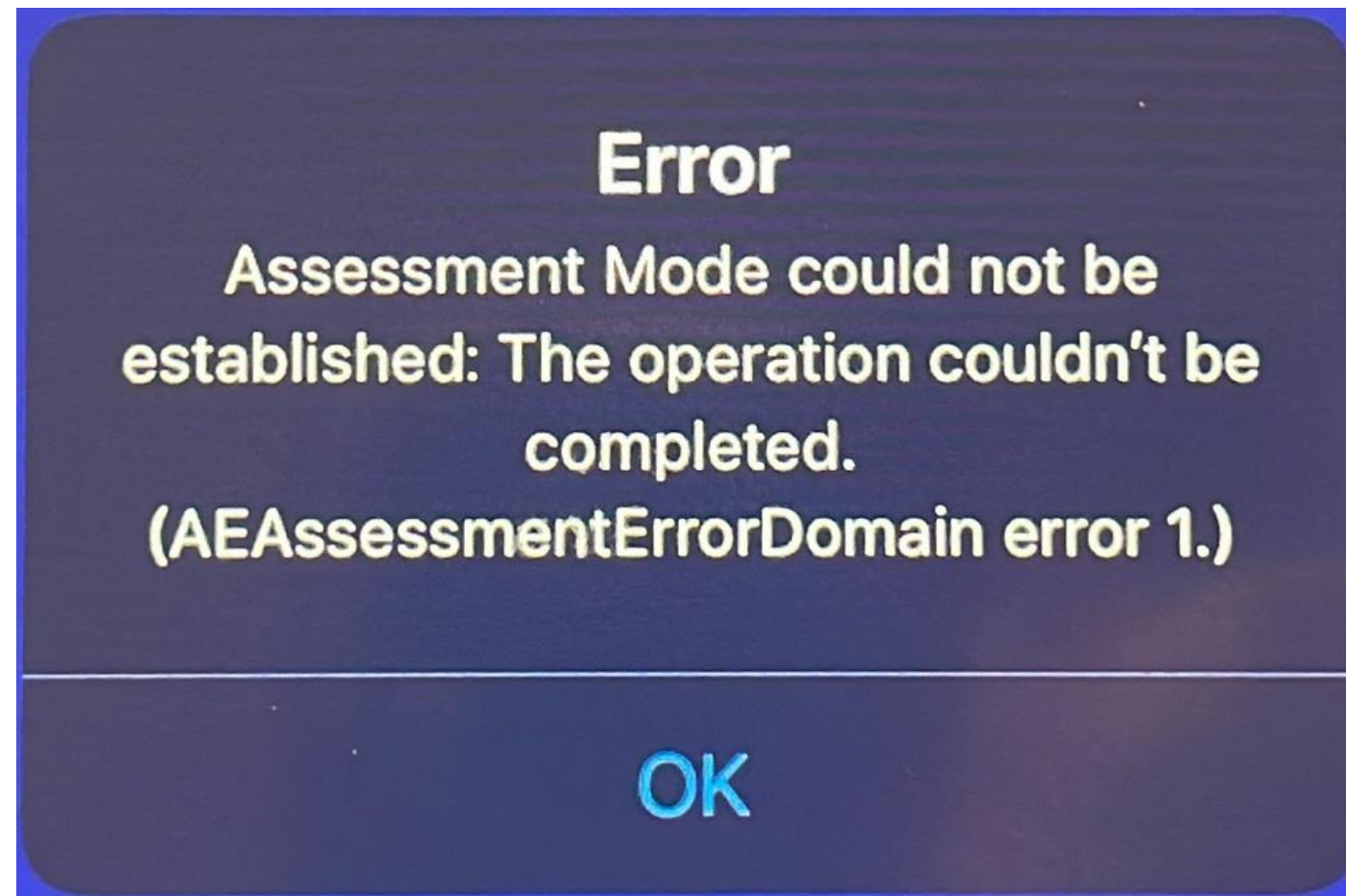
<https://www.youtube.com/watch?v=XI83qGghRmw>

OTHER PROBLEMS 5



If you receive this error message when using LockDown Browser for iPad, the solution is to completely remove the app from your iPad, then download the app again from Apple Store and reinstall it.

OTHER PROBLEMS 6



If you receive this error message when using LockDown Browser for iPad, Please check your internet signal, also update LockDown Browser app and the iPad's operating system to the latest version, then restart the iPad and try again.

If the issue remains, you should use another device.

WISH ALL OF YOU THE BEST

E-LEARNING CENTER