

Respondus Troubleshooting FAQs

How do I update Respondus?

If your version of Respondus is out of date, you will not be able to complete the exam, you will need to update your version.

For Windows users, start Respondus LockDown Browser, select the “i” button from the toolbar, and then click “Check for Newer Version”. The version will be displayed and you will be able to download a newer version if one is available.

For Mac users, start Respondus LockDown Browser, select “About” from the toolbar, and then click “Check for Update.” The version will be displayed and you will be able to download a newer version if one is available.

What should I do when there are warnings of not being able to detect the webcam, or you experience a "Spinning Wheel."

Run the webcam check and ensure your camera's image is shown. If necessary, you can change the camera during the webcam check via the "change my webcam" link. Be sure to actually select the physical internal or external camera. Never select anything labeled "splitter" or "filter."

What should I do when I get this error message "Unable to retrieve settings from the Respondus server" or "You may not have the appropriate permissions to access the item."

Your computer, ISP, or network might be blocking access to the Respondus servers. Temporarily shut down all anti-virus and firewall software on the computer and try the exam again. If the problem persists, try using the computer on a different network, or using a different computer on your main network. Keep in mind that the block could be in the router itself. Bypassing the router and plugging straight into the modem may help.

What does this error message mean "There is a problem with the LockDown Browser settings for this exam?"

Contact your instructor immediately. There is potentially an issue with the settings in Respondus.

Can I take an exam using WiFi or a Hot Spot?

We strongly recommend using an Ethernet (wired) Internet connection with a speed of at least 512 Kbps or higher while taking your exam in LockDown Browser. If you use a wireless, USB modem, laptop connect card, or mobile hotspot connection during an exam, you are more likely to run into problems due to dropped/interrupted connections.

What should I do if I lose internet connection during a test?

If you lose your Internet connection while taking an exam or if you have outdated and/or multiple Java installations, the LockDown Browser and your computer may stop responding or freeze. Currently, the only way to resolve this issue is to do a hard shutdown.

I am getting the message on a Mac, to close the "SSInvitationAgent."

Close Respondus and go to Finder->Applications->Utilities and start the Activity Monitor. Click on the CPU tab, click on the Process Name column to sort the list. Locate and stop both “SSInvitationAgent” and "SSMenuAgent".