Respondus LockDown Browser – Student Guide

Before You Begin

Please review the following important points before using Respondus LockDown Browser:

1. Students are responsible for having a compatible device for their test. Here are the system requirements for Respondus:
   https://support.respondus.com/hc/en-us/articles/4409607170459-What-are-the-computer-requirements-for-installations-of-Respondus-LockDown-Browser
2. Students should complete a mock test at least one week before the actual exam to avoid technical issues on exam day.

3. Ensure your device's operating system is fully updated.

4. Download Respondus LockDown Browser only from the University of Belize's official link and update it regularly.

5. Make sure your computer is connected to a strong and stable internet connection.

6. If you experience any technical issues during an exam, contact your instructor immediately with evidence.

Setup Instructions

Please watch these videos to understand how Respondus LockDown Browser works and how to install it:

📺 Video 1: THE RESPONDUS LOCKDOWN BROWSER
📺 Video 2: INSTALLING THE RESPONDUS LOCKDOWN BROWSER

After reviewing the videos, download LockDown Browser from the official UB link below:

https://download.respondus.com/lockdown/download.php?id=850119655

Known Issues and Solutions

1. "Camera Not Found / Camera Not Detected."

This means LockDown Browser cannot detect your webcam.

Try the solutions in this video:
 https://www.youtube.com/watch?v=YSeBNY51p-s

If your camera still does not work, please **switch to another compatible device**.

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2. "A Required Parameter Was Missing" or "ERR_Name_Not_Resolved"- Cannot click the next page button

These errors indicate a **problem with your internet connection**.

What to do:

1. Notify your instructor immediately (send a screenshot as proof).

2. Restart your router, then shut down lockdown browser by holding down your power button for 10 seconds until your screen shuts down.

3. Restart your computer and open up ubelearn, and go back to the exam and re-enter the exam.

   ○ You may be asked to provide a reason for exiting the browser.

4. If the issue persists, switch to a different internet connection.

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3. "501 / 503 Service Temporarily Unavailable."

This indicates a temporary **Moodle server issue**.

Please inform your instructor right away so they can notify the ODL Office to resolve the issue as soon as possible.

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4. "Yikes! A Virtual Machine Has Been Detected"

This means your device is running or has remnants of virtual machine software (VMware, VirtualBox, Parallels, etc.).

How to fix it:

1. Uninstall any VM-related devices or drivers:

    - Go to **Device Manager**

    - Remove items such as VMware devices, virtual drivers, virtual audio, or virtual network adapters

2. For Windows users:

    - Turn off **Hyper-V**, **Virtual Machine Platform**, or similar features in BIOS or Windows settings.

3. For Mac users:

    - Disable **Parallels** or any other virtualization software.

4. If the problem continues:

    - You may need to **format your device** or **use another device**.

    - If formatting, ensure you **back up your files** first.