



## Respondus Lockdown Browser Troubleshooting Guide

Problems getting Respondus Lockdown Browser to run are almost always attributable to your settings in Internet Explorer. To ensure Respondus will run on your system, try the following steps:

1. Make sure Internet Explorer is not set to work offline.
2. Relax any security settings in IE to medium
3. Make sure Protected Mode is not checked
4. Add the following sites as Trusted Sites:

<https://bb1ap.tamut.edu>

<http://respondus.com>

<http://respondus2.com>

<http://static-public-downloads-cloud.respondus.com.s3.amazonaws.com>

This video will show you how to add Trusted Sites in Internet Explorer:

<https://www.youtube.com/watch?v=g1MsOwfae2g>

If you have security software running a firewall, you also need to add these URLs to the firewall as trusted sites/applications.

5. If you get the error message: Unable to retrieve exam settings from Respondus Monitor server. Please try again later. www code 0x0001, your server is out of sync with the network. You need to sync your system time, usually located under Windows Control Panel > Clock, Language, and Region > Date and Time > Internet Time > Automatically sync.

If that does not resolve the problem, try the following additional steps:

6. Do a "factory reset" of IE->Tools->Internet Options->Advanced tab->"Reset..."->"Delete Personal Settings".
7. Update the Adobe Flash Player to the latest version and verify the browser plugin is active in Internet Explorer.
8. Start Internet Explorer (not Firefox and Chrome) and run the webcam check at <http://www.respondus.com/webcam>

**Please contact iSITE Service Desk for any issues you may have:**

Email : [isite@tamut.edu](mailto:isite@tamut.edu)

Submit a Support Request Ticket:

Phone: 903-334-6603

<http://isite.tamut.edu>

