1. **What are the computer requirements for installations of Respondus LockDown Browser?**

LockDown Browser is a client application installed on the local computer.  
  
**Operating Systems**Windows: 10, 8, 7 \*  
Mac: OS X 10.10 or higher \*  
iOS: 7.0+ (iPad only). Must have a compatible LMS integration.

**Memory**  
Windows: 2 GB RAM  
Mac: 512 MB RAM  
  
**Hard Disk Space**Windows: 75 MB of free hard disk space  
Mac: 3 MB of free hard disk space

1. **“You must close the following program before starting the browser.” Why does this occur?**

Many types of applications are blocked from running at the same time as Respondus LockDown Browser. These include screen capture, messaging, screen-sharing, network monitors, and several other types of applications. These applications can be shut down prior to the start of Respondus LockDown Browser, or you can let the browser close them automatically when it is launched.

1. **I get an error message that says I need to download LockDown Browser.**

If when attempting to begin your exam, you see a message that says you need to download LockDown Browser, it's likely that you are in a normal browser such as Chrome, Firefox, Edge, or Internet Explorer. LockDown Browser is a separate program that must be started before you log into your learning system.

1. **The font size is too small during LockDown Browser exam.**

To adjust the font size, click on the "i" icon in the LockDown Browser toolbar. This will open a new window where you can adjust the "zoom level" for your test. Zoom magnifies the entire page, including pictures.

1. **I get an error message that reads, *Error - Course (OK), Exam (Unknown)***

The above error indicates that the exam's LockDown Browser settings could not be detected. For Canvas users, this may be due to you not letting each page fully load before clicking on the "Take Quiz" button.

The open tab in LockDown Browser contains a “spinner” indicator that tells you when the page is fully loaded. In the case of the below example, the spinner is indicating the page has not yet finished loading. [See screenshots](https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/483/25/canvas---course-ok-exam-unknown).

1. **LockDown Browser is bringing me to a different school’s login page.**

This generally occurs when you've downloaded LockDown Browser using the wrong web link. Each institution has a unique download link for LockDown Browser, and its vital that you use the correct one. You should avoid using a search engine to locate a download link for your institution.

To resolve this issue, first uninstall the incorrect copy of LockDown Browser and then install the proper version for the institution.  Contact your school's Respondus Campus-wide Local Support Contact for additional assistance in obtaining the correct URL to download LockDown Browser for your school.

1. **I am unable to login to the course with my username and password.**

First, make sure LockDown Browser was installed using the link intended for your institution. If you found the LockDown Browser installation link using a search engine, the version you installed won’t work with your server.

Then, make sure that your username and password are valid. You can test this by logging into your course using a typical browser, such as Internet Explorer, Firefox, or Chrome.  If you are not able to log in with a typical browser, contact your institution’s helpdesk for assistance.

1. **LockDown Browser froze during a test and I cannot exit.**

When LockDown Browser appears to "freeze", it is commonly due to a dialog box from other applications running in the background appearing underneath the secure LockDown Browser layer or there are corrupted web links, which are blocked.  [See more](https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/155/25/lockdown-browser-froze-during-a-test-and-i-cannot-exit).

1. **How do I update LockDown Browser?**

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.

You can also update LockDown Browser by downloading and running the full installation program again.

Can an iPad be used to take a LockDown Browser exam? (instructions for students)

The iPad Edition of "LockDown Browser" available from [iTunes](https://itunes.apple.com/us/app/lockdown-browser/id659101775?mt=8) enables a student to use an iPad to take exams that require LockDown Browser. However, your instructor must first select a setting that permits the use of iPads for the exam and your school's learning management system must be compatible. [More details](https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/219/25/can-an-ipad-be-used-to-take-a-lockdown-browser-exam-instructions-for-students).

1. **"Update server is not supplying information, or the connection to update server is blocked."**

When the warning appears, "Update server is not supplying information, or the connection to update server is blocked. Please try again later" this typically indicates that security settings or another application is blocking access to the Respondus servers. [See more](https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/195/25/update-server-is-not-supplying-information-or-the-connection-to-update-server-is-blocked).