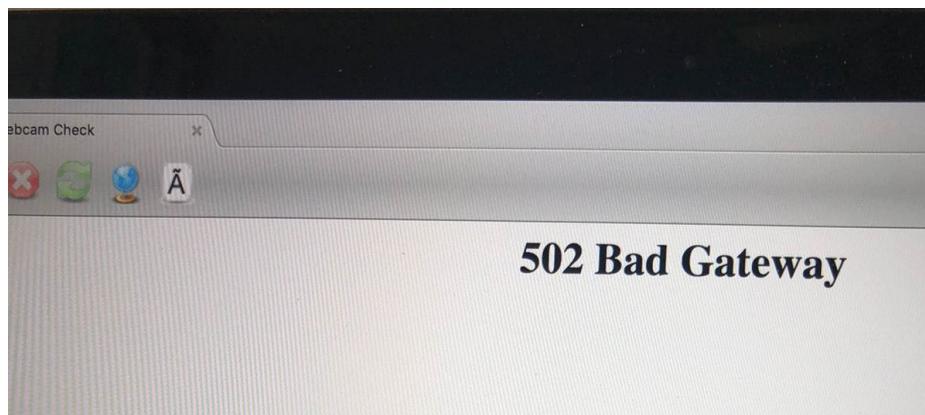
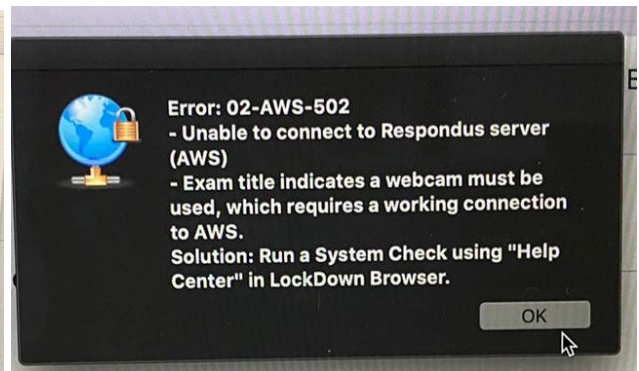
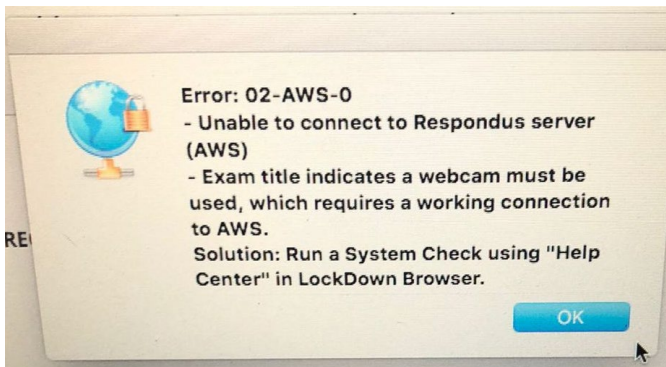
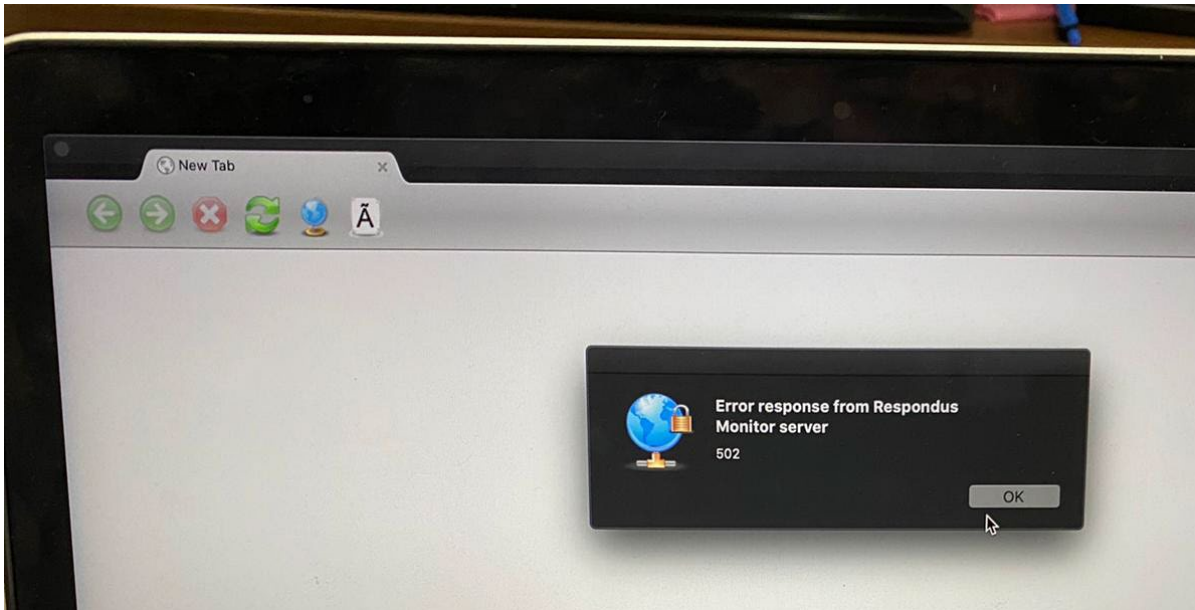


Respondus Lockdown Browser + Webcam Monitor Issue Report (May 8, 2020)

1. Four classes of students kept receiving errors and were not able to start the exams on May 8 around 09:00. After restarting LDB and/or the computer a few times, students were able to start the exams around 09:20.

Respondus replied that:

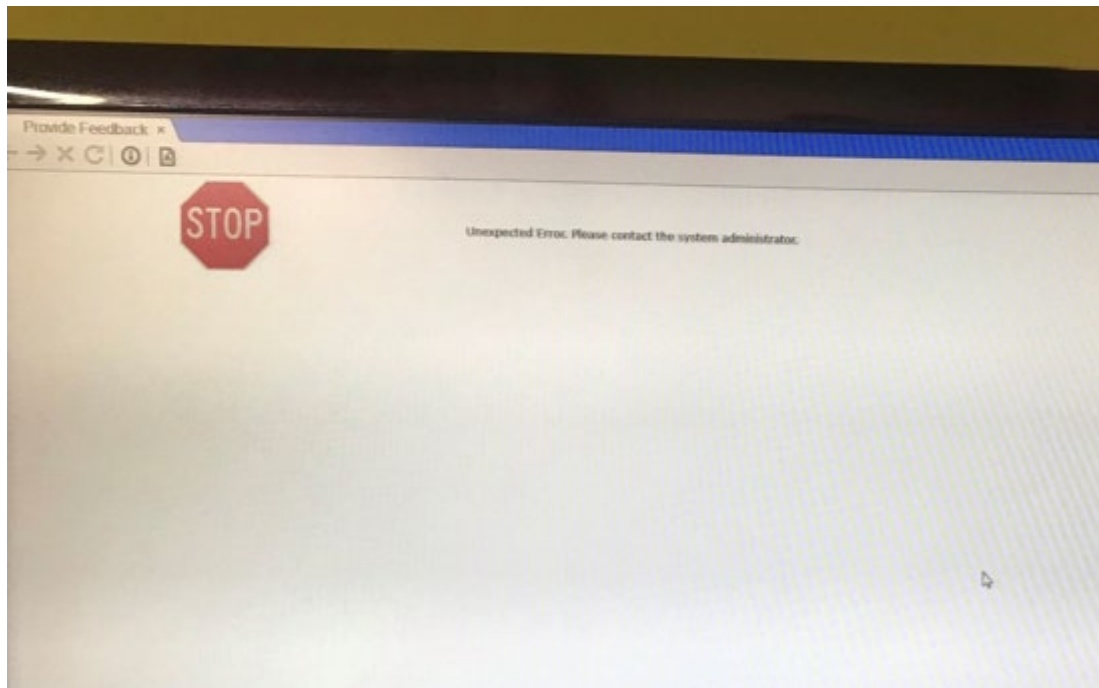
- It had a very brief server-side problem, lasting about 1 minute around 9am on May 8.
- It was quickly corrected, but it might have interfered with the start of the students' exams.



- Two classes of students got prompt "STOP - expected error" in Respondus LDB when submitting their attempts on May 8. Despite the error, the student attempt was properly submitted and saved in Blackboard.

Respondus replied that:

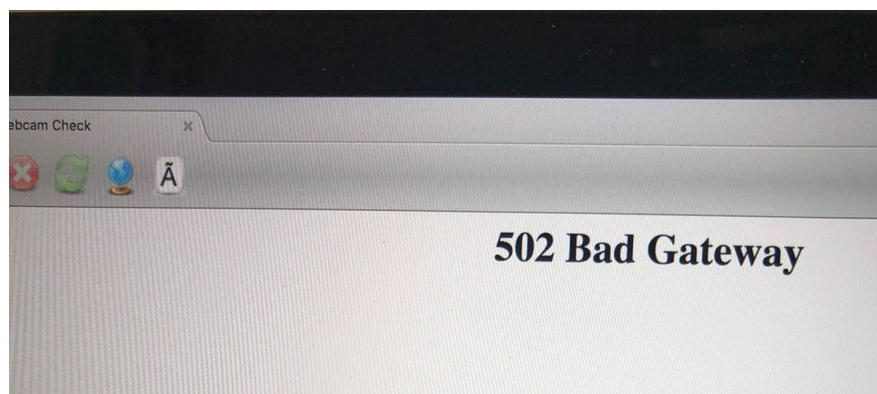
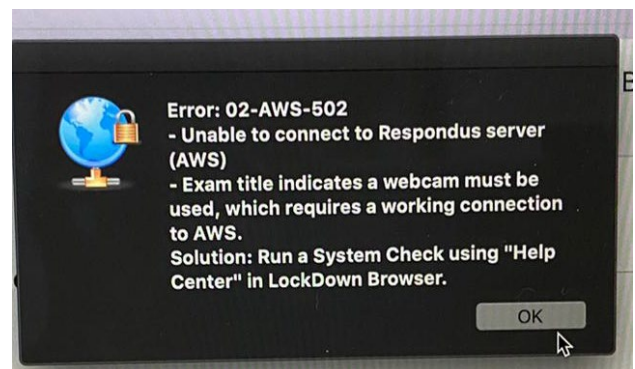
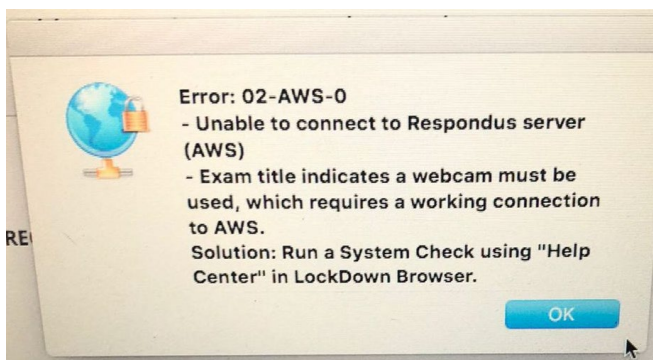
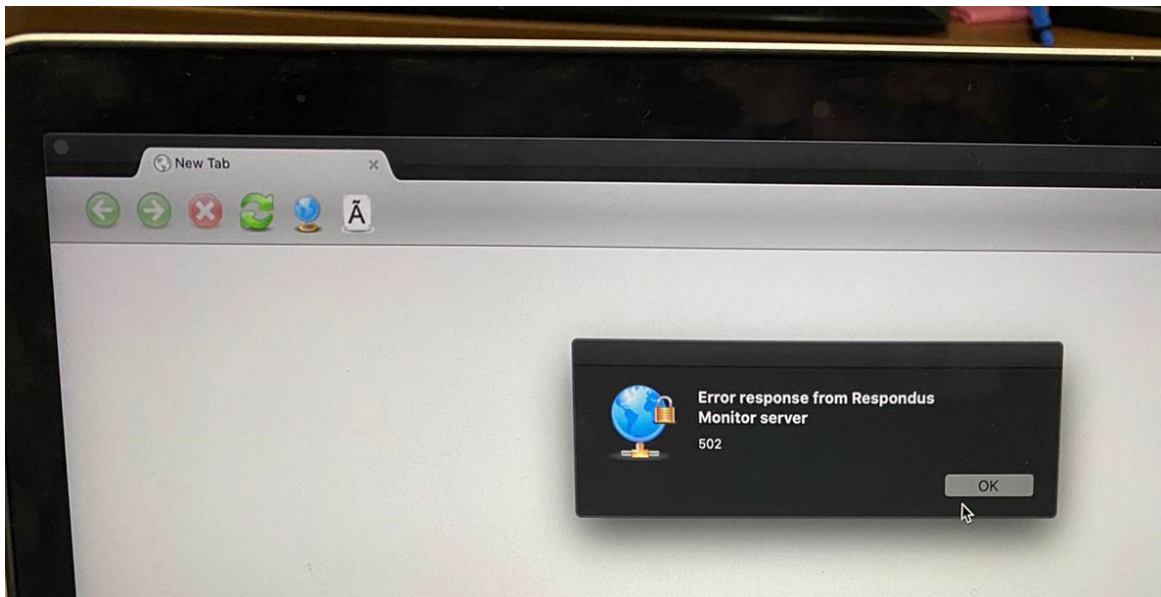
- The STOP sign being shown in the screenshot is occurring on its post-Monitor exam feedback form. That form shows up after the exam gets submitted.
- The students should not be encountering the STOP message on its post-exam survey form. Once the exam submits, the LMS server should send its Monitor server a notification, and this triggers the form.
- The error occurred because the "end-of-exam notification" somehow did not get sent from the LMS server to its Monitor server. Perhaps it was a glitch on the LMS server or a break in connection to its Monitor server.
- The form itself is optional, and students can click out of it if they desire.
- The company can understand how seeing the STOP sign could cause the student concern about the successful submission of their exam.
- The company can reproduce this "not finished" problem and hope to have a fix in place soon.



3. Another class of students kept receiving errors and were not able to start the exams on May 8 around 13:30. After restarting LDB and/or the computer a few times, students were able to start the exams around 1400.

Respondus replied that:

- To help minimize the problem, students should use a hard-wired Ethernet connection, if possible. This will resolve many of the problems. Otherwise, they should be as close to the router or access point as possible.
- Before the exam, we recommend restarting the computer, and shutting down all other programs running on the computer as well as those that might be running on their network (Netflix, etc.). It may also help to restart the modem/router.
- From the instructor point of view, it's best to not start your exams at the top of the hour. This is when most exams are being taken and when traffic is the highest on both networks and services. We recommend starting them at 15 or 45 minutes past the hour.

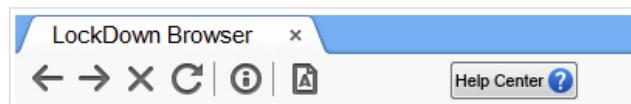
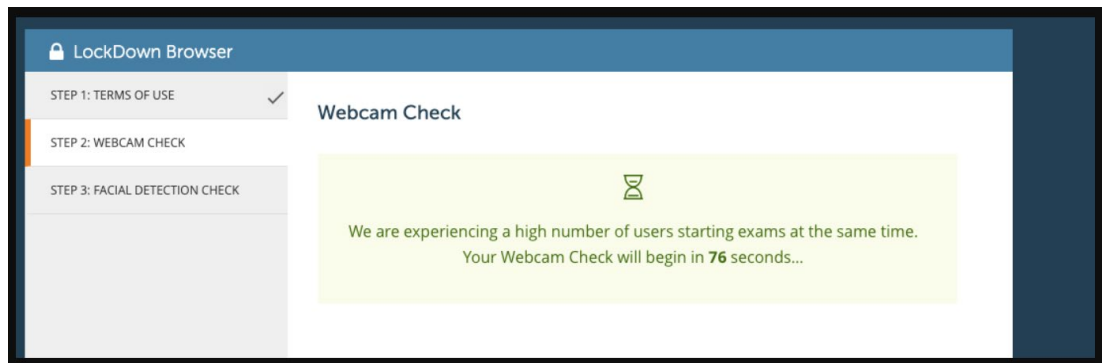


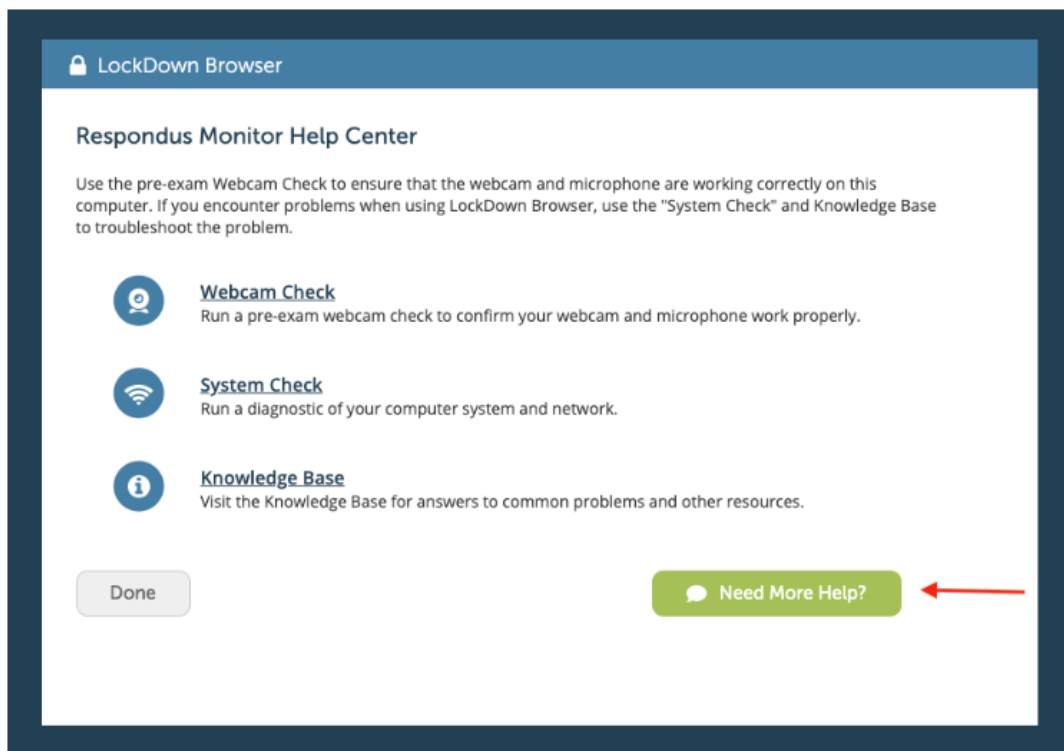
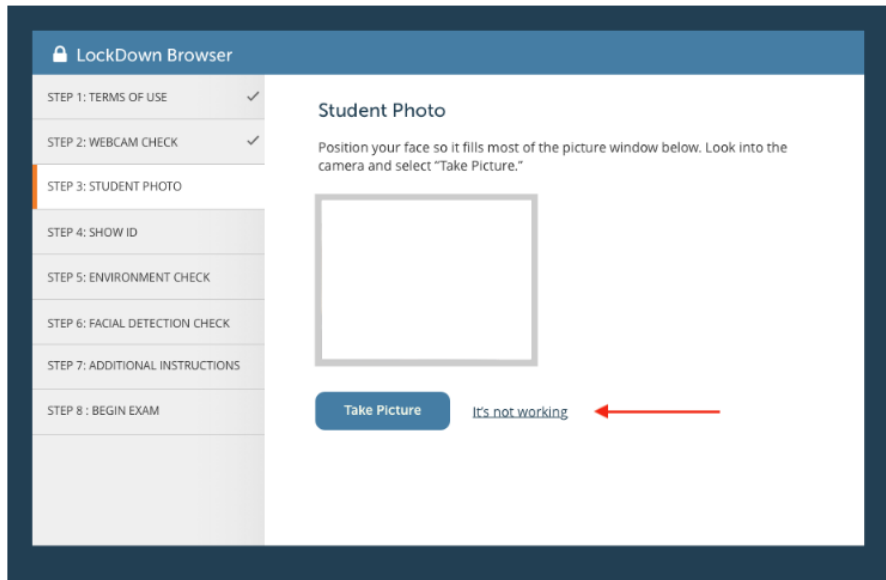
4. Additional notes from Respondus:

Respondus Monitor is scalable. Our autoscaling has worked smoothly so far, even in situations where many thousands of students started their proctoring sessions within the same minute. We are planning for very high volume scenarios (e.g. final exams) where mass starts at hundreds of universities will occur simultaneously. Under heavy volume, our autoscaling system will place students in a queuing system with a countdown clock showing when the proctoring session will begin. Most queues are less than 2 minutes as additional servers come online, but the queue has a maximum countdown time of 5 minutes.

Here are a few items to keep in mind:

- 1) Tell students that if they encounter the [countdown timer](#), they should not reload the page. That will simply start the timer over for them, resulting in unnecessary delay.
- 2) To reduce the anxiety of students, instructors should consider allowing a little extra time to complete the exam (e.g. 10-15 minutes). In this way, if students encounter the timer or have a technical hiccup at the start, they will be less stressed
- 3) Make sure all students have done a practice exam on the device/network they plan to use for the exam.
- 4) Remind students that "[Help Center](#)" is available within Respondus Monitor and it will help them troubleshoot technical issues (webcam, microphone, internet connection, etc.). They can use this immediately before an exam to ensure everything is working correctly. [Live chat support](#) is also available from this area when using Respondus Monitor. Live chat is also available from the "It's Not Working" links that appear in the pre-exam startup steps.





5. Additional links:

- a. [Student Support FAQs](#)
- b. [Respondus Support](#)
- c. [Submit a ticket](#)